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October 5, 2009

British Columbia Utilities Commission
6th Floor, 900 Howe Street
Vancouver, BC
V6Z 2N3

Attention: Ms. Erica M. Hamilton, Commission Secretary

Dear Ms. Hamilton:

**Re: Terasen Gas Inc. (“Terasen Gas”)
Customer Care Enhancement Project Application for a Certificate of Public
Convenience and Necessity (“CPCN”) to Insource Customer Care Services and
Implement a New Customer Information System (“CIS”)**

On September 25, 2009 (Exhibit C6-3), Hansen Technologies (“Hansen”) sent the British Columbia Utilities Commission (the “Commission”) a written submission requesting disclosure of any responses to information requests filed by Terasen Gas in confidence that refer to:

- (a) Hansen and/or Peace (the company);
- (b) the Peace CIS product;
- (c) the CIS tendering/selection process;
- (d) the existing customer care system in use in respect of Terasen (which is an implementation of the Peace product); and
- (e) the scope and quality of services provided to Terasen by Customer Works LP utilising the Peace CIS system.

In its letter dated September 28, 2009 (Exhibit B-6), Terasen Gas proposed that following the filing of its responses to Information Request No. 1, it would provide a letter identifying:

- (a) the responses that fall within the criteria that Hansen outlined in its September 25, 2009, letter;

- (b) the reasons why the responses were filed confidentially; and
- (c) any concerns that Terasen Gas is able to identify regarding Hansen being provided with access to the responses.

On October 2, 2009, Terasen Gas filed its responses to information requests made by the Commission, the Commercial Energy Consumers Association of British Columbia (“CEC”), CustomerWorks LP (“CWLP”), and British Columbia Public Interest Advocacy Centre on behalf of the British Columbia Old Age Pensioners Organization et al (“BCOAPO”). The following responses were filed on a confidential basis:

- (a) BCUC #1: 45.1, 45.2, 50.1, 51.3, 69.1, 69.2, 72.1, 74.1, 74.2, 81.1, 106.6, 114.6.1, 126.1.1, 126.2.1, 126.3, 126.4.1, 126.5, 126.6, 126.7, 126.8, 126.8.1, 132.1, 133.2;
- (b) BCOAPO #1: 12.1, 12.2, 13.1, 13.2.

On October 2, 2009 (Exhibit A-9), the Commission approved Terasen Gas’ proposal to file a letter with the Commission identifying the IRs that fall within the criteria that Hansen has outlined, including information regarding why the responses were filed confidentially, and any concerns Terasen Gas may have in providing access to any particular responses to Hansen.

Terasen Gas has reviewed the responses filed confidentially against the criteria set out in Hansen’s letter, and has concluded that none of the responses filed confidentially refer to:

- (a) Hansen and/or Peace;
- (b) the Peace CIS product;
- (c) the existing customer care system in use in respect of Terasen; or
- (d) the scope and quality of services provided to Terasen by Customer Works LP utilising the Peace CIS system.

Terasen Gas filed four responses confidentially that relate tangentially to the remaining criterion: “CIS tendering/selection process”. These four responses, and their general subject matter, are as follows:

- (a) the responses to BCUC IR No. 1.45.1 and 1.45.2 refer to the services provided to Terasen Gas by Micon Consulting in support of the CIS System Integration evaluation process; and
- (b) the responses to BCUC IRs Nos. 1.50.1, and 1.51.3 refer to details of the quotes provided by HCL Axon and Blue Heron.

These responses were filed confidentially as they contain information that is commercially sensitive to Micon Consulting, HCL Axon and Blue Heron. Terasen Gas is of the view that these responses only relate tangentially to the “CIS tendering/selection process”, as they refer either to the quotes provided as a result of the CIS tendering process or third party support for the process, and not the process itself. Additionally, these responses do not refer to either Hansen or the Peace product. For these reasons, and due to the highly commercially sensitive nature of the information provided in these responses for Micon, HCL Axon, and Blue Heron, Terasen Gas respectfully submits that these responses should not be provided to Hansen. Hansen will not be prejudiced in any way by the retaining of confidentiality over these responses.

If you have any questions or require further information related to this Application, please do not hesitate to contact Danielle Wensink, Director, Customer Care & Services at (604) 592-7497.

Yours very truly,

TERASEN GAS INC.

Original signed:

Tom A. Loski

cc (email only): Registered Parties