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November 10, 2009
File No.: 240148.00646/14797

VIA EMAIL

Hansen Technologies
2 Frederick Street
P.O. Box 6127
Doncaster 3108
Victoria, Australia

Attention: Grant Lister

Dear Sirs/Mesdames:

Re: Terasen Gas Inc. Customer Care Enhancement Project Application for a Certificate of Public Convenience and Necessity to In-source Customer Care Services and Implement a New Customer Information System

We are the solicitors for Terasen Gas Inc. ("TGI") in the above noted proceeding.

In your filed evidence (Exhibit C6-4), you stated:

"We have reviewed the functional items which Terasen have identified as desirable of its CIS solution for future operations. A thorough assessment of the Peace product set, including more recent versions of the Peace CIS, shows that these requirements can be met via the transition of and upgrade of the existing Peace CIS solution..." [Emphasis added.]

In your responses to information requests, you similarly stated:

We believe it is in both parties' best interests to eventually upgrade to the Peace X suite but either version [Peace X or 8.09] can be extended and enhanced to provide a cost effective and complete solution for Terasen's stated requirements. [BCUC-Hansen IR 1.2. Emphasis added.]

And

...we have a high degree of confidence that we can upgrade from Terasen's current version of the Peace platform, to Peace 8.09 at a vendor

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cost ranging from \$3 to \$5 million. This includes enhancements to meet Terasen's stated requirements in the submission. The variation in the range is dependent upon the detail of modifications required and the cost of any additional third party software upgrades required.

The subsequent cost to upgrade to Peace X would be ultimately dictated by how and when Terasen wanted to deploy many of the new functional modules (as discussed in the responses to the questions above) of Peace X and could range to a vendor cost which would not be expected to exceed \$2 Million. [BCUC-Hansen IR 4.1, Emphasis added.]

As you know, your evidence is being submitted in a quasi-judicial regulatory proceeding regarding an application of considerable importance to the future business of our client. The above statements, among others in your filed evidence, cause our client significant concern as TGI feels they do not accord with the information Hansen had previously submitted to TGI on December 19, 2008 regarding the extent to which Peace can meet the functional requirements set out by TGI and the cost associated with doing so. (For your ease of reference please see, for instance, p.5 of Hansen's response to "Terasen Gas Management Questions" for cost information and the summary boxes at the top of each section setting out in percentage terms the degree of compliance with TGI's detailed functional requirements.) Hansen has thus far refused to allow the Commission and intervenors to see that material. In light of the statements made in your evidence, Hansen's continued refusal to allow the Commission to have access to the technical assessment is not acceptable to TGI.

On behalf of our client, we repeat TGI's earlier request that Hansen allow TGI to file copies of the documents provided by Hansen to TGI by email on December 19, 2008. The documents can be filed in absolute confidence with the Commission, allowing intervening customers groups to see those documents on undertakings of confidentiality. You can also expect that TGI will be making final submissions to the Commission (also in confidence, on a similar basis) comparing your evidence with the December 19, 2008 documents.

In the event that you continue to preclude the Commission from accessing this relevant information, be advised that we will be arguing in final submissions that the Commission should draw an adverse inference from Hansen's refusal to make the information available about the accuracy of the evidence that has been filed by Hansen.

We require a response by no later than Noon on November 13, 2009.

By copy of this letter to the Commission, we respectfully request that this letter be marked as an Exhibit in this proceeding.

Yours truly,

FASKEN MARTINEAU DuMOULIN LLP



per Matthew Ghikas

MTG/DHC