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November 17, 2009

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

Regulatory Affairs Correspondence
Email: regulatory.affairs@terasengas.com

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") (the "Application")

Erratum to Response to the British Columbia Utilities Commission ("BCUC" or the "Commission") Information Request ("IR") No. 2 (Exhibit B-19), Question 13.2

On June 2, 2009, Terasen Gas filed the Application as referenced above. In accordance with Commission Order No. G-107-09, on November 10, 2009, Terasen Gas submitted its response to BCUC IR No. 2 (Exhibit B-19).

Terasen Gas has identified a correction necessary to a figure in the response to BCUC IR 2.13.2 on page 38, wherein a digit was inadvertently omitted. Attached please find a blacklined erratum submission correcting the response to BCUC IR 2.13.2. The hardcopy attachment includes pages 37 and 38 to facilitate insertion and replacement in the IR response binder.

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

Attachments

cc (email only): Registered Parties



Terasen Gas Inc. ("TGI", "Terasen Gas" or the "Company") Application for a Certificate of Public Convenience and Necessity ("CPCN") for the Customer Care Enhancement Program (the "Project")	Revised Date: November 17, 2009
Response to British Columbia Utilities Commission ("BCUC" or the "Commission") Information Request ("IR") No. 2	Page 38

- 13.2 Please provide the cost per call for 2013 including the costs of allocated capital for 2013.

Response:

The cost per call in 2013 that includes direct and indirect O&M costs and allocated capital for the implementation of the two call centres is \$18.66. This cost of service per call excludes capitalized overheads so that it is consistent with the cost of service calculated in response to BCUC IR2.25.7. The same call volume was used to complete this cost per call calculation as for the \$9.44 referenced in the preamble above.

The calculated cost per call provided in this response is not comparable with either the estimated \$9.44 cost per call provided by the Company in response to BCUC IR1.64.1 or the utilities industry average cost per call referenced in the preamble above for the reasons discussed in the responses to BCUC IR 1.64.1, BCUC IR 2.12.1, and BCUC IR 2.13.1.

- 13.3 Please provide the CWLP cost per inbound call for 2013 using the total CWLP costs for 2013 as presented in the Application divided by the same average historical call volumes used above.

Response:

The cost per call based on including the entire estimated cost of the Client Services Agreement with CWLP in 2013 is \$50.28. The same call volume was used to complete this cost per call calculation as for the \$9.44 referenced in the preamble above.

The calculated cost per "call" provided in this response is not comparable with either the estimated \$9.44 cost per call provided by the Company in response to BCUC IR 1.64.1 or the utilities industry average cost per call referenced in the preamble above. The cost of the Client Services Agreement includes the cost for all services provided by CWLP, not just those related to call handling. A discussion of additional issues related to the comparability of call handling costs is provided in the responses to BCUC IR 1.64.1, BCUC IR 2.12.1 and BCUC IR 2.13.1.