

"Updated 2013 Template"

#	Category of Cost	A		B		C		D		E		F		G	
		2007A	2008A	2009A	2010A	2011	2012	2012	2012	Total					
CIS Related Categories															
1	Old CIS Licence Fee														
2	Old CIS Hosting and Support	\$14,200,000	\$9,800,000	\$4,900,000	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$28,900,000	
	Incumbent (CWLP) CIS Services being provided from January to March 2007														
3	New CIS Capital Cost @ Board Approved 36% Equity	\$0	\$0	\$950,000	(\$5,260,000)	\$25,890,000	\$24,910,000	\$46,490,000							
4	New CIS Hosting and Support	\$0	\$0	\$4,350,000	\$8,700,000	\$8,700,000	\$8,700,000	\$30,450,000							
5	CIS Backoffice (EGD Staffing)	\$1,000,000	\$1,030,000	\$2,000,000	\$2,060,000	\$2,121,800	\$2,185,454	\$10,397,254							
6	SAP Licence Fees	\$0	\$0	\$1,113,500	\$2,227,000	\$2,227,000	\$2,227,000	\$7,794,500							
7	SAP Modifications	\$0	\$0	\$1,000,000	\$1,000,000	\$0	\$0	\$2,000,000							
Subtotal		\$15,200,000	\$10,830,000	\$14,313,500	\$8,727,000	\$38,938,800	\$38,022,454	\$126,031,754							

Customer Care Related Categories

8	Incumbent (CWLP) Customer Care Services being provided from January to March 2007	\$16,900,000	\$0	\$0	\$0	\$0	\$0	\$16,900,000							
9	Customer Care Transition Service Provider Contract Cost - ABSU April, 2007 to Sept. 30, 2008	\$0	\$0	\$0	\$0	\$0	\$0	\$0							
10	New Service Provider Contract Cost	\$47,803,098	\$66,069,140	\$67,251,948	\$68,885,212	\$ 70,731,432	\$ 72,542,088	\$393,282,918							
10a	ACM, MTP & Collection Agency costs	-	-	-	-	-	-	-							
10b	MET	-	-	-	-	-	-	-							
10c	Postage	-	-	-	-	-	-	-							
11	Customer Care Licences	\$1,400,000	\$1,400,000	\$1,400,000	\$1,400,000	\$1,400,000	\$1,400,000	\$8,400,000							
12	Customer Care Backoffice (EGD Staffing)	\$3,100,000	\$3,193,000	\$3,288,790	\$3,387,454	\$3,489,077	\$3,593,750	\$20,052,071							
13	Customer Care Procurement Costs	\$0	\$980,000	\$980,000	\$980,000	\$980,000	\$980,000	\$4,900,000							
14	Transition Costs - Consultants and ISP	\$0	\$0	\$0	\$0	\$0	\$0	\$0							
15	Transition Costs - EGD Staffing	\$0	\$0	\$0	\$0	\$0	\$0	\$0							
Subtotal Customer Care Only		69,203,098	71,642,140	72,920,738	74,652,666	76,600,509	78,515,838	443,534,989							

16	Total CIS & Customer Care	\$84,403,098	\$82,472,140	\$87,234,238	\$83,379,666	\$115,539,309	\$116,538,292	\$569,566,743							
17	Number of Customers	1,831,283	1,878,004	1,925,563	1,973,575	2,021,588	2,069,600	11,699,613							

17a Total cost/customer \$46.09 \$43.91 \$45.30 \$42.25 \$57.15 \$56.31

22	The Normalized 2008 Customer Care Revenue Requirement will be the Normalized 2007 Customer Care Revenue Requirement, plus or minus the IR annual adjustment that is approved for Enbridge Gas Distribution.	\$90,799,999	\$92,412,426	\$94,053,486	\$95,723,687	\$97,423,549	\$99,153,596	\$569,566,743							
23	Total Customer Care Revenue By Year (Including repayment of 2007 variance)	\$ 90,800,000	\$ 92,412,426	\$ 94,053,486	\$ 95,723,687	\$ 97,423,549	\$ 99,153,596	\$569,566,743							
24	Customer without Bad Debt	\$ 49,58	\$ 49,21	\$ 48,84	\$ 48,50	\$ 48,19	\$ 47,91								

	H	I	J	K	L	M	N
	2013	2014	2015	2016	2017	2018	2013-2018 Total
	\$0	\$0	\$0	\$0	\$0	\$0	\$0
	\$25,420,000	\$24,380,000	\$23,320,000	\$22,320,000	\$21,310,000	\$20,260,000	\$137,010,000
	\$7,107,911	\$7,355,128	\$7,628,087	\$7,934,598	\$8,237,974	\$8,550,643	\$46,614,341
	\$2,611,281	\$2,711,307	\$2,822,435	\$2,946,817	\$3,070,921	\$3,124,554	\$17,287,314
	\$2,097,486	\$2,188,393	\$2,289,104	\$2,401,538	\$2,514,778	\$2,571,070	\$14,062,369
	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Subtotal	\$37,236,678	\$36,634,828	\$36,059,626	\$35,602,954	\$35,133,673	\$34,306,266	\$214,974,024

	\$0	\$0	\$0	\$0	\$0	\$0	\$0
	\$69,831,641	\$73,010,836	\$76,245,351	\$79,424,943	\$82,662,196	\$86,349,139	\$467,544,106
	46,022,920	47,751,346	49,354,748	50,736,108	52,168,283	54,755,784	300,789,189
	\$9,563,608	\$9,957,362	\$10,466,311	\$11,004,809	\$11,610,927	\$11,904,271	\$64,566,086
	\$14,225,114	\$15,302,128	\$16,426,293	\$17,654,226	\$18,902,986	\$19,689,063	\$102,198,830
	\$1,289,750	\$1,345,649	\$1,407,576	\$1,476,712	\$1,546,344	\$1,580,958	\$8,646,987
	\$6,484,645	\$6,792,953	\$7,129,522	\$7,506,674	\$7,876,385	\$8,044,707	\$43,834,885
	\$0	\$0	\$0	\$0	\$0	\$0	\$0
	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Subtotal Customer Care Only	77,606,036	81,149,437	84,782,449	88,408,328	92,104,924	95,974,803	520,025,978

	\$114,842,714	\$117,784,265	\$120,842,075	\$124,011,282	\$127,238,597	\$130,281,069	\$735,000,002
	2,059,959	2,100,317	2,142,191	2,185,464	2,229,173	2,269,074	12,986,178

\$55.75 \$56.08 \$56.41 \$56.74 \$57.08 \$57.42

110,207,807	114,837,889	119,703,021	124,806,484	130,101,959	135,342,842	735,000,002
\$ 53.50	\$ 54.68	\$ 55.88	\$ 57.11	\$ 58.36	\$ 59.65	