

"Updated CIS / CC Template for 2017"

#	Category of Cost	A 2007A	B 2008A	C 2009A	D 2010A	E 2011	F 2012	G 2007-2012 Total
1	Old CIS License Fee							
2	Old CIS Hosting and Support	\$14,200,000	\$9,800,000	\$4,900,000	\$0	\$0	\$0	\$28,900,000
3	Incumbent (CWI/P) CIS Services being provided from January to March 2007							
4	New CIS Capital Cost @ Board Approved 36% Equity	\$0	\$0	\$950,000	(\$5,260,000)	\$29,890,000	\$24,910,000	\$46,490,000
5	New CIS Hosting and Support	\$0	\$0	\$4,350,000	\$8,700,000	\$8,700,000	\$8,700,000	\$30,450,000
6	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
7	SAP License Fees	\$0	\$0	\$1,113,600	\$2,227,000	\$2,227,000	\$2,227,000	\$7,794,500
8	SAP Modifications	\$0	\$0	\$1,000,000	\$1,000,000	\$0	\$0	\$2,000,000
<b>Subtotal</b>		<b>\$15,200,000</b>	<b>\$10,830,000</b>	<b>\$14,313,600</b>	<b>\$8,727,000</b>	<b>\$38,938,800</b>	<b>\$38,022,454</b>	<b>\$126,031,754</b>

Customer Care Related Categories	8	9	10	11	12	13	14	15
Incumbent (CWI/P) Customer Care Services being provided from January to March 2007	\$16,800,000	\$0	\$0	\$0	\$0	\$0	\$0	\$16,800,000
Customer Care Transition Service Provider Contract Cost - ABSU April 2007 to Sept. 30, 2008	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
New Service Provider Contract Cost (incl. ACN, MTP & Collection Agency costs)	\$47,803,098	\$66,069,140	\$87,251,248	\$88,885,212	\$70,731,432	\$72,842,088	\$72,842,088	\$393,282,916
10% MEI								
11 Customer Care Licenses	\$1,400,000	\$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	\$3,698,423	\$20,652,071
13 Customer Care Procurement Costs	\$0	\$980,000	\$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	\$0
15 Transition Costs - EGD Staffing	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
<b>Subtotal Customer Care Only</b>	<b>69,203,098</b>	<b>71,642,140</b>	<b>72,920,738</b>	<b>74,852,666</b>	<b>76,600,509</b>	<b>78,515,838</b>	<b>78,515,838</b>	<b>443,534,989</b>

16 Total CIS & Customer Care	\$94,403,098	\$82,472,140	\$87,234,238	\$83,379,666	\$115,539,309	\$116,538,292	\$116,538,292	\$569,566,743
17 Number of Customers	1,831,283	1,878,004	1,925,863	1,973,575	2,021,588	2,069,600	2,069,600	11,689,813

17a Total cost/customer	\$46.09	\$43.91	\$45.30	\$42.25	\$57.15	\$56.31	\$56.31	
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.								
22 Total Customer Care Revenue By Year (Including Normalized Customer Care Revenue Requirement Per Customer without Bad Debt)	\$90,799,999	\$92,412,426	\$94,053,486	\$95,723,687	\$97,423,549	\$99,153,596	\$99,153,596	\$569,566,743
23	\$90,800,000	\$92,412,426	\$94,053,486	\$95,723,687	\$97,423,549	\$99,153,596	\$99,153,596	\$569,566,743
24	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
25 Updated Line 17 Number of customers forecast for 2017 (2013 - 2016 are Board Approved customer forecasts and 2018 is the placeholder from EB-2012-0459)	\$46.09	\$43.91	\$45.30	\$42.25	\$57.15	\$56.31	\$56.31	
26 Updated Line 16 Total CIS & Customer Care costs	\$94,403,098	\$82,472,140	\$87,234,238	\$83,379,666	\$115,539,309	\$116,538,292	\$116,538,292	\$569,566,743
27 Updated Line 23 Total Customer Care Revenue By Year	\$90,799,999	\$92,412,426	\$94,053,486	\$95,723,687	\$97,423,549	\$99,153,596	\$99,153,596	\$569,566,743

H 2013	I 2014	J 2015	K 2016	L 2017	M 2018	N 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	\$7,629,087	\$7,934,598	\$8,237,874	\$8,550,643	\$46,614,341
\$2,611,281	\$2,711,307	\$2,822,435	\$2,946,817	\$3,070,921	\$3,194,954	\$17,287,314
\$2,097,486	\$2,188,393	\$2,289,104	\$2,401,538	\$2,514,778	\$2,627,070	\$14,062,369
\$0	\$0	\$0	\$0	\$0	\$0	\$0
<b>\$37,236,678</b>	<b>\$36,634,828</b>	<b>\$35,059,626</b>	<b>\$33,602,954</b>	<b>\$32,135,573</b>	<b>\$30,687,617</b>	<b>\$174,374,024</b>

\$0	\$0	\$0	\$0	\$0	\$0	\$0
\$89,831,641	\$73,010,836	\$76,245,351	\$79,424,943	\$82,682,196	\$86,049,139	\$467,544,106
46,622,920	47,751,346	48,884,748	50,026,108	51,168,883	52,312,284	307,789,189
\$3,993,808	\$9,887,862	\$10,465,311	\$11,024,809	\$11,570,927	\$12,119,471	\$64,556,086
\$4,225,114	\$5,302,128	\$6,425,293	\$7,584,226	\$8,762,886	\$9,962,893	\$50,188,650
\$1,289,750	\$1,345,649	\$1,407,576	\$1,476,712	\$1,546,344	\$1,620,958	\$8,646,987
\$6,484,645	\$6,792,853	\$7,129,522	\$7,506,074	\$7,876,385	\$8,244,707	\$43,834,885
\$0	\$0	\$0	\$0	\$0	\$0	\$0
\$0	\$0	\$0	\$0	\$0	\$0	\$0
<b>\$77,006,036</b>	<b>\$81,149,437</b>	<b>\$84,782,449</b>	<b>\$88,408,328</b>	<b>\$92,104,324</b>	<b>\$95,974,803</b>	<b>\$520,025,978</b>

\$114,842,714	\$117,784,285	\$120,842,075	\$124,011,282	\$127,238,597	\$130,281,069	\$735,000,002
2,059,959	2,100,317	2,142,181	2,185,464	2,229,173	2,269,074	12,986,178

\$53,500	\$4,688	\$55,888	\$57,111	\$58,368	\$59,655	\$353,242,424
\$2,059,959	\$2,086,534	\$2,114,261	\$2,143,429	\$2,168,434	\$2,242,859	\$12,986,178
\$114,842,714	\$117,014,324	\$119,268,530	\$121,636,861	\$123,771,686	\$125,715,910	\$735,000,002
\$110,207,897	\$114,084,283	\$118,149,327	\$122,465,968	\$126,557,029	\$131,779,003	\$735,000,002
\$53,500	\$4,688	\$55,888	\$57,111	\$58,368	\$59,655	\$353,242,424
\$2,059,959	\$2,086,534	\$2,114,261	\$2,143,429	\$2,168,434	\$2,242,859	\$12,986,178
\$114,842,714	\$117,014,324	\$119,268,530	\$121,636,861	\$123,771,686	\$125,715,910	\$735,000,002
\$110,207,897	\$114,084,283	\$118,149,327	\$122,465,968	\$126,557,029	\$131,779,003	\$735,000,002