

"Updated CIS / CC Template for 2018"

#	Category of Cost	CIS Related Categories							G 2007-2012 Total
		A 2007A	B 2008A	C 2009A	D 2010A	E 2011	F 2012		
1	Old CIS Licence Fee								
2	Old CIS Hosting and Support	\$14,200,000	\$9,800,000	\$4,900,000	\$0	\$0	\$0	\$28,900,000	
2a	Incumbent (CWLP) CIS Services being provided from January to March 2007								
3	New CIS Capital Cost @ Beard 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	\$10,937,254	
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	\$68,069,140	\$67,251,948	\$68,895,212	\$70,731,432	\$72,542,088	\$393,282,918
10a	ACN, MTP & Collection Agency costs	-	-	-	-	-	-	-
10b	MET	-	-	-	-	-	-	-
10c	Perage	-	-	-	-	-	-	-
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 Normalized Customer Care Revenue Requirement Per Customer without Bad Debt)	\$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	\$49,581	\$49,211	\$48,841	\$48,501	\$48,191	\$47,911	

25 Updated Line 17 Number of customers forecast for 2018 (2013 - 2017 are Board Approved customer forecasts)

26 Updated Line 16 Total CIS & Customer Care costs

27 Updated Line 23 Total Customer Care Revenue by year

	H 2013	I 2014	J 2015	K 2016	L 2017	M 2018	N 2013-2018 Total
	\$25,420,000	\$24,380,000	\$23,320,000	\$22,320,000	\$21,310,000	\$20,260,000	\$137,010,000
	\$7,107,911	\$7,355,126	\$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	\$2,401,558	\$2,514,778	\$2,571,070	\$14,082,369
	\$0	\$0	\$0	\$0	\$0	\$0	\$0
	\$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
	\$0	\$0	\$0	\$0	\$0	\$0	\$0
	\$69,831,641	\$73,010,836	\$76,245,351	\$79,424,943	\$82,682,196	\$86,349,139	\$467,544,106
	46,022,920	47,751,346	49,354,748	50,736,108	52,168,283	54,755,784	300,799,189
	\$9,583,608	\$9,957,862	\$10,465,311	\$11,034,609	\$11,610,927	\$11,904,271	\$64,556,086
	\$14,225,114	\$15,302,128	\$16,425,293	\$17,654,226	\$18,902,996	\$19,689,083	\$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
	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	\$135,342,542	735,000,002
	\$53.50	\$54.68	\$55.88	\$57.11	\$58.36	\$59.65	

	2,059,959	2,086,534	2,114,261	2,143,429	2,168,434	2,197,291
	\$114,842,714	\$117,011,324	\$119,266,530	\$121,626,061	\$123,771,686	\$126,159,579
	\$110,207,807	\$114,094,283	\$118,142,327	\$122,405,968	\$126,557,029	\$131,061,221