


MADE at the City of Calgary, in the Province of Alberta, on 23rd day of April 2007.	 ALBERTA ENERGY AND UTILITIES BOARD
ATCO Electric Ltd., ATCO Gas and ATCO Pipelines Application for Approval of the Contracts, Cost and Allocation of the Costs Associated with the Benchmarking of Information Technology and Customer Care and Billing Services	Application No. 1509540

1 APPLICATION

By letter dated April 13, 2007 ATCO Electric Ltd. (AE), ATCO Gas (AG) and ATCO Pipelines (AP) (collectively ATCO or the ATCO Utilities) applied to the Alberta Energy and Utilities Board (the Board or EUB) on behalf of the Collaborative Process Committee (CPC)¹ for approval of the following matters associated with the Collaborative Benchmarking Process:

1. Approval of Compass Management Consulting Limited (Compass) as the CPC recommended consultant to conduct benchmarking of the Information Technology (IT) and Customer Care and Billing (CC&B) services which ATCO receives from ATCO I-Tek Business Services Ltd (ITBS). Approval of UtiliPoint International Inc. (UtiliPoint) to provide benchmarking assistance to Compass in connection with the CC&B benchmarking.
2. Approval of the IT and CC&B benchmarking contracts (the Benchmarking Contracts).
3. Approval of total costs of the Benchmarking Contracts of \$1,765,000 plus disbursements and GST.
4. The allocation of the above noted costs to the affected utilities.
5. Confirmation that there will be a process for the recovery of all reasonable costs incurred by the CPC associated with the IT and CC&B benchmarking projects at the completion of the projects.

¹ Interested parties represented on the CPC Terms of Reference included Alberta Association of Municipal Districts and Counties, Alberta Federation of REA's Ltd., Alberta Irrigation Project Association, Consumer's Coalition of Alberta, Public Institutional Consumers of Alberta, Municipal Interveners, the Federation of Alberta Gas Co-ops Ltd., Gas Alberta Inc., Aboriginal Communities, Canadian Forest Products, Industrial Power Consumers and Cogenerators Association of Alberta, The City of Calgary, the City of Edmonton, Board observers and ATCO.

2 BACKGROUND

The CPC has been sanctioned by the EUB to develop terms of reference documents and select a consultant to benchmark the IT and CC&B services provided to the ATCO Utilities by ITBS. The CPC completed its work with respect to developing terms of reference (TOR) documents for benchmarking CC&B services (the CC&B TOR) which were approved in Board Order U2006-216 dated August 31, 2006. The CPC followed up on Order U2006-216 with a subsequent information filing dated December 11, 2006.

The Board had previously approved the IT TOR in Decision 2004-057, which was amended to include the period from 2003-2007.

The Collaborative Benchmarking Process is expected to result in values that will be used to finalize the revenue requirements for IT and CC&B services supplied to ATCO for the 2003-2007 test years. The CC&BTOR and IT TOR provided the necessary information to engage a consultant who will establish benchmark prices for both IT and CC&B services provided to ATCO.

3 DETAILS OF THE APPLICATION

ATCO stated that the following process was used by the CPC to select a consultant to perform both the IT and CC&B benchmarking projects:

1. A list of all potential consultants was developed.
2. The list was refined by eliminating consultants where there was a concern regarding conflict of interest or a concern regarding ability to perform the work.
3. Letters were sent to each consultant on the refined list (eight in total) requesting expressions of interest in the collaborative benchmarking projects. Copies of the CPC's request for proposal, terms of reference and a non-disclosure/confidentiality agreement for each of the IT and CC&B benchmark projects were attached.
4. Four proposal submissions were received for each of the IT and CC&B benchmarks.
5. Prior to receiving the proposals from the consultants, the CPC developed an extensive protocol document detailing how the proposals would be evaluated.
6. The CPC evaluated the proposals in accordance with its protocol (Appendix 1 of this Order).

Upon completion of the evaluation process the CPC selected Compass and UtiliPoint to carry out the benchmarking projects. The CPC determined that the most effective and efficient approach would have Compass as the lead contractor responsible for both the IT and CC&B benchmarks with UtiliPoint providing assistance to Compass with respect to the CC&B Benchmark

The CPC proceeded to negotiate contracts for both the IT and CC&B benchmarks with Compass; ATCO stated that both of the contracts were conditional on EUB approval (Appendix 2 and Appendix 3 of this Order).

The aggregate cost of the Benchmarking Contracts is summarized as follows:

	Amount		
Customer Care and Billing	\$ 525,000	+	Disbursements and GST
Information Technology	\$ 1,240,000	+	Disbursements and GST
Total	\$ 1,765,000	+	Disbursements and GST

ATCO stated that consistent with past practise, the CPC will continue to incur costs to support the benchmarking project.

The following allocation of the benchmarking costs to the ATCO Utilities was proposed for subsequent inclusion in customer rates:

	ATCO Utility	Basis/Allocation of Costs
Information Technology benchmarking costs	ATCO Gas	1/3
	ATCO Electric	1/3
	ATCO Pipelines	1/3
Customer Care and Billing costs	ATCO Gas	No. of Customers
	ATCO Electric	No. of Customers

4 VIEWS OF THE BOARD

4.1 Notice

ATCO states that it is the desire of all interested parties to receive approval of this application as expeditiously as possible in order to commence the benchmarking project.

The Board notes that the process leading to the proposed consultants and contracts has been underway for several years and has been the subject of various applications, decisions and orders.²

The Board takes comfort in the large number of interested parties involved in the CPC. The Board also notes that no parties outside of the CPC responded to the Notice for Application 1470351 which gave rise to Order U2006-216 which, among other things, noted that the Board would receive, from the CPC a request for approval of a consultant to conduct the benchmarking. The CPC consists of all interveners who had expressed interest in the Collaborative Benchmarking Process.

For these reasons, the Board did not consider that it was necessary to issue a Notice.

4.2 The Collaborative Process

The CPC has followed a detailed, rigorous and complete process for both selecting the consultants to perform the benchmarking projects and negotiating contracts with the recommended consultants subject to approval by the EUB. Further, the CPC consists of all

² Decisions 2000-09, 2002-069, 2004-057, 2005-037, 2005-039, 2006-024; Order U2005-376 and Directive 13 have all dealt with one or another aspect of the benchmarking project.

interveners who had expressed interest in the Collaborative Benchmarking Process, ATCO and Board staff observers.

Board staff observers noted that all parties appeared to treat each other fairly and each party had the opportunity to contribute to the process. Accordingly, the Board considers that the process to select the benchmarker has been fair to all parties and conducted in good faith.

Given the range of parties in the CPC and the fact that process and contracts are consistent with the next steps as outlined in Order U2006-216, the Board has substantial comfort that the Application is in the public interest and should be approved.

The Board considers that the Application reflects the collaborative efforts of the CPC to arrive at suitable consultants, contracts, costs and cost allocations for CC&B and IT services.

The Board also agrees that prudent and reasonable costs incurred by the CPC, to support the continuation of the benchmarking projects, are recoverable.

5 ORDER

For the foregoing reasons and subject to the conditions and qualifiers set out in this Order, it is hereby ordered that:

- (1) An amount of up to \$1,765,000 plus disbursements and GST, being the cost of the Benchmarking Contracts are hereby approved.
- (2) The allocation of the costs approved in Order (1) above for Benchmarking Contracts is approved as follows:

	ATCO Utility	Basis/Allocation of Costs
Information Technology Benchmarking Costs	ATCO Gas	1/3
	ATCO Electric	1/3
	ATCO Pipelines	1/3
Customer Care and Billing Costs	ATCO Gas	No. of Customers
	ATCO Electric	No. of Customers

END OF DOCUMENT

**ATCO Benchmarking
ATCO I-Tek IT and ATCO ITBS
Benchmarking for IT and CC&B Services**

**Protocol and Major Steps
In
Evaluation Process
Leading to Benchmark Process**

- 1) Discuss and complete protocol for selection of Benchmark Consultant**
 - this document and any refinements to the protocol will define the protocol in advance for each of the IT and CC&B RFPs.

- 2) Discuss and complete evaluation methodology**
 - discuss and finalize the documentation of a methodology to be used in evaluating the proposals for each of the IT and CC&B RFPs.

- 3) Undertake Bidders Conference / Electronic Q&A**
 - Should the Committee undertake this step (yet to be determined), the Committee to determine the nature and protocol for a bidders conference, electronic Q&A or other.
 - Until further notice, the Committee has determined there will be no such process.

- 4) Receive written proposals**
 - Committee will receive written proposals from candidate consultants for each of the IT and CC&B RFPs on the designated due date.
 - Committee will issue a written (electronic) acknowledgement of receipt, for each of IT and CC&B RFPs, to each candidate which has submitted a written proposal

- 5) Evaluate proposals**
 - Committee to arrange a schedule for evaluating the written proposals.
 - Evaluate written proposals for each of the IT and CC&B RFPs using the evaluation methodology in #2 above.
 - Committee may determine it is necessary to contact one or more candidates to clarify an aspect of a written proposal(s).
 - Committee will meet to discuss the written proposals and the evaluation results of those proposals.
 - Committee will bring forward significant information discovered regarding all of the candidates who submitted written proposals.
 - Committee to determine a protocol for checking referencing including a standard list of questions.

- Committee or its designated representative will conduct reference checks with respect to candidates on the short list or an agreed upon subset of those candidates.

6) Derive short list of candidates

- Committee will determine the number of candidates and the names to be included on the short list for each of IT and CC&B RFPs based on the evaluation results in #5 above.

7) Receive oral presentations

- Committee to arrange a protocol and schedule for receiving oral presentations from candidates on short list for each of the IT and CC&B RFPs.
- Oral presentations from candidates on short list for each of the IT and CC&B RFPs.
- Committee may determine it is necessary to contact one or more candidates to clarify an aspect of an oral presentation.

8) Update evaluations

- the evaluations in #5 above will be updated based on oral presentations in #7 above.
- Committee will bring forward all significant information discovered regarding all of the candidates who submitted written proposals.

9) Committee selection decision

- Using the evaluation results in #9 above the Committee will render a selection of a benchmark consultant for each of IT and CC&B.

10) Negotiate a contract with selected consultants

- Complete negotiations with selected consultant(s) for each of IT and CC&B and finalize the contracts subject to Board approval

11) Submission to Board re Committee selection

- The Committee will provide a written submission to the Board indicating its selected candidate(s) to fill the role of the Benchmark Consultant for each of IT and CC&B, together with the negotiated fee and a proposed allocation of the fee to the revenue requirements of the ATCO Utilities to be included in customer rates.

12) Board approval of Committee selection

- If the Board is satisfied with the Committee selection, it will approve that selection.

13) Inform candidates of selection result

- Once Board approval is obtained with respect to the selection, the Committee will inform the candidates of the selection for each of IT & CC&B.

14) Begin benchmarking process

CONTRACTOR AGREEMENT

Benchmarking of IT Services

THIS AGREEMENT is made as of the 22nd day of March, 2007 (the "Effective Date").

BETWEEN:

ATCO Gas and ATCO Pipelines, each an operating name of ATCO Gas and Pipelines Ltd. having an office at 10035-105 Street Edmonton, Alberta; AND ATCO Electric Ltd., an Alberta corporation having an office at 10035-105 Street Edmonton, Alberta
(collectively, "ATCO")

-and-

Compass Management Consulting Limited, a corporation incorporated and existing under the laws of Ontario
(the "Contractor")

RECITALS:

On the basis of commitments, representations as to quality, competence and ability made by the Contractor to ATCO, ATCO wishes to enter into this agreement (the "Agreement") with the Contractor to perform certain work and services, in furtherance of the Alberta Energy and Utilities Board ("AEUB") Sanctioned Collaborative Process Terms of Reference for the Benchmarking of certain services from ATCO I-Tek Ltd. December 18, 2006, a copy of which is attached as Schedule 6 hereto.

NOW THEREFORE IN CONSIDERATION of the mutual promises and covenants contained in this Agreement, ATCO and the Contractor agree upon the following:

1. SERVICES TO BE PROVIDED

1.1 The Contractor will perform the services described in Schedule 2 (the "Services") for ATCO in accordance with the terms and conditions of this Agreement.

1.2 The Contractor shall dedicate a specific group of individual representatives and shall cause each Approved Affiliate and Approved Sub-Contractor to dedicate a specific group of representatives (severally and collectively "Representatives") to carry out the Services. The names of the Contractor's Representatives that will perform the Services are set out in Schedule 2 to this Agreement. Concurrently, with any request for the approval of any other Approved Affiliate or Approved Sub-Contractor, the Contractor will provide the names of the specific group of Representatives that will be performing the services. The Contractor will not allow any one else to perform the Services unless the Contractor has received the prior consent of ATCO, acting in its Discretion, as hereinafter defined.

1.3 The Contractor shall be available to perform the Services during the hours and the days of the week detailed in Schedule 2.

1.4 The Contractor hereby agrees to (and to cause all other Approved Affiliates and Approved Sub-Contractors) to appear before the AEUB if requested.

2. TERM

2.1 The term of this Agreement is set out in Schedule 3 (the "Term").

2.2 The rights of ATCO and the Contractor to terminate this Agreement by providing notice of termination to each other are detailed in Schedule 3.

3. FEES FOR SERVICES

3.1 The terms of payment for the performance of the Services are set out in Schedule 4 to this Agreement. The Contractor will only be entitled to receive the fees and disbursements set out in Schedule 4 unless the Contractor had

obtained the prior approval of ATCO, acting in its Discretion, to a change before performing and invoicing any such revised Services.

3.2 The Contractor will, in any event, only be entitled to receive the fees and expenses approved by both ATCO and the Alberta Energy and Utilities Board (AEUB), the regulatory body overseeing this benchmarking process.

3.3 The Contractor will deliver to ATCO invoices for Services performed. The invoices will be delivered to ATCO within the time period stipulated in Schedule 3. Each invoice shall include the information detailed in Schedule 3.

4. SCHEDULES AND AMENDMENT

4.1 The following Schedules form part of this Agreement and are incorporated herein by reference:

- (a) Schedule 1 – Standard Terms and Conditions;
- (b) Schedule 2 – Services to be Provided;
- (c) Schedule 3 – Special Terms and Conditions;
- (d) Schedule 4 – Fees for Performance of the Services;
- (e) Schedule 5 – Non-Disclosure / Confidentiality Agreement;
- (f) Schedule 6 – Terms of Reference.

4.2 Any amendment to this Agreement, including to any or all of the Schedules attached hereto, must be agreed to in writing by the parties by a written amending agreement signed by the parties.

5. AEUB APPROVAL

5.1 This Agreement shall be subject to and only take effect from the date of written approval by the AEUB. If the AEUB Approval is not granted on or before six (6) months from the date of execution hereof, either party may forthwith terminate this Agreement upon notice to the other party.

The parties have executed this Agreement as of the Effective Date.

ATCO Gas

Per: [Signature]

President, ATCO Gas

[Signature: B.R. Bale]
WITNESS

ATCO Electric Ltd.

Per: [Signature]

President, ATCO Electric

[Signature: B.R. Bale]
WITNESS

ATCO Pipelines

Per: [Signature]

Per: President, ATCO Pipelines

[Signature]
WITNESS

Compass Management Consulting Limited

Per: [Signature]

Name: Greg Apple
Title: VP Finance and Business Ops.

Per: [Signature]

[Signature]
Name: HOWARD DAVIES

SCHEDULE "1"

STANDARD TERMS AND CONDITIONS

1. SERVICES TO BE PROVIDED

1.1 The Contractor shall not make any changes to the Services without first obtaining the consent of ATCO, acting in its Discretion.

1.2 The Contractor agrees to report to such individuals as may be designated by ATCO from time to time in its Discretion.

1.3 The Contractor agrees to document all discussions with ATCO personnel regarding the Services.

2. FEES FOR SERVICES

2.1 Subject to the terms and conditions of this Agreement, ATCO agrees to pay the Contractor in Canadian funds for performance of the Services.

2.2 ATCO and the Contractor agree that ATCO will not pay for any Services performed by the Contractor to remedy errors or omissions for which ATCO acting in its Discretion decides the Contractor is responsible.

2.3 Subject to ATCO's right to withhold or deduct against payments to the Contractor as provided by statute or this Agreement, ATCO will pay each approved invoice within thirty (30) business days of receipt.

2.4 Any payment made to the Contractor, or any use of the Services by ATCO, shall not be construed to be acceptance of any Services that are not performed by the Contractor in accordance with the terms and conditions of this Agreement.

2.5 The Contractor will be solely responsible for submitting payments for employment insurance, Canada Pension Plan, Workers' Compensation, provincial health care and the like, as well as provincial taxes, federal taxes, GST remittances and other such payments, as they are required. The Contractor will provide ATCO with written evidence of compliance with this requirement immediately upon request.

2.6 Without limiting any remedies ATCO may pursue, ATCO may deduct, from any amount that ATCO owes the Contractor, any amount the Contractor owes ATCO, whether under this Agreement or otherwise.

3. RELATIONSHIP OF ATCO AND THE CONTRACTOR

3.1 The Contractor will perform the Services as an independent contractor and the Contractor, and those that work for and/or on behalf of the Contractor, including its employees, authorized subcontractors or agents, or other persons for whom the Contractor is responsible at law (the "Representatives"), are not agents, servants or employees of ATCO. ATCO will not assume any responsibility for the supervision of the Contractor or its Representatives.

3.2 The Contractor does not have authority to, and will not, make statements, representations or commitments of any kind or take any action that binds ATCO.

4. REPRESENTATIONS, WARRANTIES AND COVENANTS

4.1 The Contractor represents and warrants, and it is a condition of this Agreement that:

- (a) the Contractor is a resident of Canada for the purposes of the *Income Tax Act* (Canada)
- (b) the Contractor and its Representatives are, and for the duration of the Term shall remain, fully licensed to perform the Services in the jurisdiction that it is to be performed in; and
- (c) the Contractor has the required qualifications, skills, training, and capacity to perform the Services diligently, and shall perform the Services in a competent and professional manner to the highest professional standards.

- (d) each Representative of the Contractor is competent and has the necessary technical skills, qualifications, experience and training to perform the Services without supervision.

4.2 The Contractor covenants and agrees to:

- (a) not subcontract (whether to an Affiliate or otherwise) all or any of the Services without the prior consent of ATCO acting in its Discretion;
- (b) perform the Services diligently during the Term in accordance with this Agreement, and complete the Services in accordance with the best modern methods and highest industry standards and practices available, and to the complete satisfaction of ATCO;
- (c) cause all of its Representatives to fully comply with and abide by all security and safety practices and directions of ATCO, or ATCO's customers, while on ATCO's or ATCO's customers' premises as the case may be;
- (d) not use ATCO's name for any reason without the prior permission of ATCO, acting in its Discretion;
- (e) abide by the terms of the Non-Disclosure/Confidentiality Agreement previously signed between ATCO and the Contractor, a copy of which is attached as Schedule 5 hereto;
- (f) perform any remedial work that ATCO, acting in its Discretion, notifies is necessary to remedy any defect in the performance of the Services, at no cost to ATCO and without limiting any other legal right ATCO may have;
- (g) upon ATCO's request, conduct or permit and authorize ATCO to conduct in its Discretion, whether at the commencement or at any time during the Term, all necessary or desirable security checks upon the Contractor and any of its Representatives. In obtaining and providing the security check the Contractor shall adhere to all laws regarding the rights of the Representatives, including consent, notice and privacy laws;
- (h) only collect, use or disclose Personal Information of the Contractor's Representatives for purposes that a reasonable person would consider are appropriate in the circumstances and in any event to conduct its activities with respect to Personal Information in accordance with all applicable laws; and
- (i) conduct itself to a standard consistent with this Section 4 and to ensure and be responsible for the compliance of its employees, officers, directors and third parties acting on its behalf or for whom it is otherwise responsible at law; and
- (j) to cause and ensure that all of its Approved Affiliates and Approved Sub-Contractors who undertake a portion of the services, duties or obligations to be satisfied or fulfilled by the Contractor to strictly abide by and comply with all of the terms, conditions and covenants contained in this Agreement as fully and effectively as if such Approved Affiliate or Approved Sub-Contractor was a signatory to this Agreement. The Contractor shall in no event be relieved of any such services, duties or obligations hereunder by reason of any assignment or sub-contracting to an Approved Affiliate or Approved Sub-Contractor.

5. HEALTH, SAFETY AND ENVIRONMENT

ATCO is committed to protecting the environment, and providing a healthy and safe work environment that will protect employees, other workers, the public and property from injury, damage or loss. In accordance with these principles, the Contractor agrees to fully comply with the provisions of this article 5.

5.1 The Contractor shall at its own cost and expense fully comply with all rules and regulations of all governmental authorities in performing the Services, including all applicable provisions of federal, provincial and municipal safety laws, including the safety regulations published by Alberta Occupational Health and Safety.

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5.2 The Contractor shall immediately report in writing to ATCO and to the authorities having jurisdiction, any incident resulting in bodily injury or damage to property arising from the Contractor's performance of the Services. The Contractor agrees to provide ATCO with copies of all reports of such incidents.

5.3 It shall be the Contractor's responsibility to ensure that the public is fully protected from injury or loss in connection with the Contractor's activities in the performance of the Services.

5.4 The Contractor shall acknowledge in writing and fully comply with all applicable rules in ATCO Gas Contractors' Safety Handbook, a copy of which has been provided to the Contractor.

6. LIABILITY AND INDEMNITY

6.1 The Contractor assumes the entire responsibility and liability for the Services, all deliverables and the actions or omissions of the Contractor, its Representatives and anyone for whom it or any of them is responsible at law. The Contractor agrees to fully and forever indemnify ATCO, its directors, officers, agents, employees, independent contractors, advisors, invitees, Affiliates, successors, members of the Collaborative Process Committee (under Schedule 6) and assigns and those for whom it or any of them is responsible at law (the "Indemnified Parties") from and against all liabilities, losses, damages (direct and indirect), demands, causes of action, claims, actions, costs and expenses, judgments of any nature or kind, including legal disbursements and fees on a solicitor and his own client basis, and all amounts by which the costs of ATCO contracting with a third party to perform or re-perform the Services not performed or improperly performed by the Contractor (including ATCO's internal overhead and administrative costs) exceed the amounts ATCO would have paid the Contractor to do so under this Agreement (the "Losses"), that the Indemnified Parties may suffer or incur or that may be made, prosecuted, rendered, issued or awarded against them, or any of them, with respect to any breach of this Agreement (including of any representation, warranty or condition set forth herein), or any willful or grossly negligent act or omission of the Contractor, its Representatives, or anyone for whom it or any of them is responsible at law in connection with the Agreement, including the Services provided hereunder. This allocation of liability represents the agreed and negotiated-for understanding of ATCO and the Contractor.

6.2 In the event that Canada Revenue Agency, or any other authority, for whatever reason, seeks from Contractor, or its Representatives, taxes on the Contractor's remuneration, the Contractor shall indemnify and hold harmless the Indemnified Parties, the amount of any such taxes or charges (including specific interest and penalties) and pay all such amounts to ATCO within 30 days of ATCO claiming such taxes or charges from Contractor. The Contractor further agrees that without limitation of any remedies ATCO may pursue, ATCO may set off an equal amount of such taxes or charges (including any applicable interest and penalties) from any remuneration or other amounts howsoever owed to the Contractor.

6.3 The Contractor agrees that neither ATCO nor any other of the Indemnified Parties will be liable for any Losses suffered by the Contractor in performing the Services, except to the extent caused directly by ATCO's gross negligence. The Contractor agrees not to sue ATCO or any other of the Indemnified Parties, and absolutely releases them from any liability arising other than from the gross negligence of ATCO, such release to specifically include negligence on the part of ATCO. This release of liability applies to any Losses incurred by the Contractor, including those relating to or arising from personal injury or death while performing the Services, but does not apply to any Losses relating to or arising from a breach of ATCO's obligations under this Agreement.

7. W.C.B. and INSURANCE

7.1 The Contractor will fully comply with all applicable requirements of the *Workers' Compensation Act* (Alberta), and all similar or like legislation in each jurisdiction in which the Contractor performs the Services. The Contractor will obtain and maintain, at all times during the term of this Agreement, at its own cost and expense, Workers' Compensation coverage in respect of itself and its employees in the amounts required by such legislation. Upon request, the Contractor will provide ATCO with evidence of such coverage. ATCO may in its Discretion withhold, from any amount that ATCO owes the Contractor, and send to the Workers' Compensation Board, any amount the Contractor owes the Workers' Compensation Board in respect of the Services performed. If the Contractor is exempt from the requirement to register with the Workers' Compensation Board, the Contractor will provide an original or certified copy of documentation confirming such exemption, signed by an authorized agent of the Workers' Compensation Board.

7.2 The Contractor will maintain, throughout the term of this Agreement at its own cost and expense, insurance coverage acceptable to ATCO, acting in its Discretion, with a reliable insurance company authorized to do business

in the jurisdiction where the Services are being performed. Unless otherwise stated in Schedule 3, such insurance shall include at the minimum:

(a) Public Liability Insurance

The Contractor shall carry, without limiting the liability and at its own expense, Public Liability and Property Damage insurance covering all operation undertaken to complete the Services with a minimum limit of \$2,000,000 inclusive, for any one accident or occurrence.

(b) Automobile Public Liability

The Contractor shall carry Automobile Public Liability and Property Damage insurance covering all motor vehicles, owned and non-owned, leased to or licensed by the Contractor or its Representatives and used in the completion of the Services. A minimum of \$2,000,000 inclusive for the accidental injury or death of any one or more persons or damage to or destruction of property as a result of one accident is required for this insurance.

8. TERMINATION

8.1 If either party shall fail to observe any material provisions of this Agreement, the other party may serve notice on the defaulting party, stating the default and, if it is capable of being remedied, calling upon the defaulting party to take all necessary steps to remedy such default. If the default is not capable of being remedied, the non-defaulting party may terminate this Agreement immediately upon serving the notice referred to above. If the default is capable of being, but is not, remedied within thirty (30) days of the service of the notice, the other party may terminate this Agreement immediately and may seek all remedies at law or in equity to which it may be entitled by virtue of the default.

8.2 If this Agreement is terminated, the Contractor will immediately stop performing the Services and will provide ATCO with an invoice for all Services performed before the date of termination, and the Contractor will return to ATCO all materials, property, books and records provided by ATCO or paid for by ATCO.

8.3 If this Agreement terminates or expires for any reason then:

- (a) it will not deprive ATCO of any of its rights, remedies or actions that it has against the Contractor; and
- (b) ATCO will be relieved of all obligations to the Contractor except for and subject to the terms of this Agreement, payment for the Services performed by the Contractor before the termination or expiry date of this Agreement.

9. FORCE MAJEURE

9.1 The obligations and liabilities of both parties shall be suspended and deferred during such time and to the extent that the party is prevented or hindered from complying, in whole or in part, with such obligations and liabilities because of Force Majeure.

9.2 If either party becomes subject to Force Majeure, that party shall immediately give the other party notice thereof with full particulars concerning the matter and shall use all reasonable efforts to remove the cause of Force Majeure as soon as possible.

9.3 "Force Majeure" means any cause which could not have been reasonably anticipated and reasonably avoided by either party and which is beyond the reasonable control of the affected party, including, without prejudice to the generality of the foregoing, acts of God, acts of government, strikes, lockouts, fire, lightning, aircraft failure, explosion, flooding, riots, civil commotion, acts of war, or delay at sea.

10. GENERAL

10.1 This Agreement, including all Schedules, is the entire and complete agreement between ATCO and the Contractor and supercedes any previous oral or written communications, negotiations, representations, understandings or agreements between the parties with respect to the subject matter hereof.

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10.2 In this Agreement, words importing the singular number only will include the plural and vice versa, words importing the masculine gender will include the feminine and neuter genders, words importing persons will include provincial or federal companies, corporations, partnerships, syndicates, trusts and any number or aggregate of persons, the term "including" means "including, without limitation," and the term "includes" has a similar meaning, all as the context may require. All consents or approvals to be given by ATCO under the terms and conditions of this Agreement shall be within ATCO's sole and absolute discretion ("Discretion") meaning that any such consents or approvals may be arbitrarily withheld, conditioned or delayed, and shall be subject to the consent or approval of the Collaborative Process Committee when given regarding sections 1.2 and 3.1, and Schedule 1, sub-sections 1.1, 1.2, 4.2(a), 4.2(f), 10.13 and 10.14. Such Discretion shall also apply to any consent or approval requested of ATCO I-Tek as contemplated in this Agreement.

10.3 In the event of conflict between the body of this Agreement and any Schedules, the body of this Agreement will prevail.

10.4 This Agreement will be subject to and enforced in accordance with the laws of Alberta and the applicable laws of Canada. ATCO and the Contractor attorn to and accept the exclusive jurisdiction of the courts of Alberta for all purposes.

10.5 Unless otherwise specified, references to time of day or date mean the local time or date in Alberta. Time is of the essence to the performance of the parties' obligations under this Agreement.

10.6 Neither party shall have the right to assign this Agreement without the prior consent of the other party, except that ATCO may assign this Agreement to an Affiliate without the consent of the Contractor.

10.7 Any term, condition or provision of this Agreement that requires fulfillment or performance or that is, by its nature, applicable after the termination or expiry of this Agreement and the independent contracting relationship created hereby will survive such termination or expiry and remain in full force and effect.

10.8 Each party will, from time to time and at all times, do all such further acts and execute and deliver all such further documents and assurances as will be reasonably required in order to perform and carry out the terms and conditions of this Agreement.

10.9 The relationship between the parties as constituted by this Agreement is intended to be, and is and will be construed as, that of independent contracting parties only, and not that of partnership, joint venture, agency, employment, or any other association whatsoever. The parties agree this Agreement was negotiated fairly between them at arm's length and that the final terms and conditions of this Agreement are the product of the parties' negotiations. The parties agree that this Agreement will be deemed to have been jointly and equally drafted by them, and that the provisions of this Agreement should not be construed against one party on the grounds that such party drafted or was more responsible for drafting such provisions.

10.10 No delay or omission by either party to exercise any right, remedy or power occurring upon any non-compliance or default by the other party with respect to any of the terms or conditions of this Agreement will impair any such right or power or be construed to be a waiver thereof. The terms and conditions of this Agreement may be waived only in writing and only by the party entitled to the benefits of the terms or conditions being waived. A waiver by either party of the covenants, conditions or agreements to be performed by the other will not be construed to be a waiver of any succeeding breach thereof or of any other covenant, condition or agreement contained in this Agreement, whether or not similar. Unless stated otherwise, all remedies provided for in this Agreement will be cumulative and in addition to, and not in lieu of, any other remedies available to either party at law, in equity, or otherwise.

10.11 This Agreement may be executed originally or by facsimile and may be executed in counterparts, each of which when so executed will be deemed to be an original, and both of which together will constitute one and the same instrument.

10.12 "Affiliates" shall mean any entity controlling, controlled by, or under common control of Contractor, where "control" has the meaning ascribed thereto in the *Business Corporations Act of Alberta* and shall also include any subsidiary company.

10.13 "Approved Affiliate" means any Affiliate of Contractor that may hereafter be approved by ATCO, acting in its Discretion. Current affiliates of the contractor are hereby approved.

10.14 "Approved Sub-Contractor" means any sub-contractor as may hereafter be approved by ATCO, acting in its Discretion.

10.15 Notwithstanding anything to the contrary contained herein, Contractor has the right to license an analysis method called "COMPASS" used to define and measure the costs both within and outside data processing environments, in addition to measuring tasks and resource utilization both within and outside data processing operations and comparing the resulting statistical measures with results from other operations known to Contractor from previous COMPASS analyses. ATCO agrees that Contractor and its Approved Affiliates may use ATCO's COMPASS-related data and information without charge in analyses they perform for other customers, provided that:

- (a) the data and information used shall be used without attribution to ATCO or ATCO I-Tek Ltd.; and
- (b) any reference to or use or disclosure of ATCO I-Tek Ltd. data (other than as required to provide the Services to ATCO) shall in any event be subject to the parties hereto obtaining the prior approval of ATCO I-Tek Ltd., acting in its Discretion.

Contractor commits (and shall cause its Approved Affiliates and Approved Sub-Contractors to commit) to store ATCO's COMPASS data in such a way that only persons who are aware of the confidential nature of the data and have signed a confidentiality agreement (the same as or substantially similar and at least as onerous as the confidentiality agreement attached as Schedule "5" hereto) with Contractor or its Approved Affiliates or Approved Sub-Contractors will have access to them. In the event ATCO's data is pooled with data from customers to create reference groups for the purpose of comparisons, ATCO may be identified as a member of such reference group, provided ATCO's specific data is not disclosed. Contractor will not otherwise publish, disclose or use any data or information obtained from ATCO for any purpose unrelated to this Agreement, with the exception of including ATCO's name / logo in our client listings.

10.16 Contractor shall retain ownership of any copyright in the pre-existing documents and information provided to ATCO in the performance of the Agreement or any Statement of Work. Contractor hereby grants ATCO, its ~~α~~ Affiliates, sub-contractors, agents, advisors, the Collaborative Process Committee and the AEUB a perpetual royalty ~~free for~~ non-exclusive license to use any such documents and information for the purpose of or otherwise in connection with conduct and operation of ATCO's business, including for the services provided under the Agreement or any Statement of Work. ATCO shall not otherwise disclose any such documents to any third party and shall treat the same as confidential unless authorized by Contractor or unless such documents become available to the public otherwise than by a breach of ATCO's obligations under the Agreement.

AP
K
BM
OK

SCHEDULE "2"

SERVICES TO BE PROVIDED

Services

The Services will include those Deliverables as identified in the Terms of Reference attached as Schedule 6 hereto.

Personnel

The Services will be performed by the following dedicated individual Representatives:
(list the names of the individuals who will perform the Services below)

Name	Title / Position
_____ Bill Fowler _____	_____ Exec. Consultant/Project Manager _____
_____ Anton Kritzinger _____	_____ Exec. Consultant _____
_____ Tom Kawamoto _____	_____ Exec. Consultant _____
_____ Bob Mathers _____	_____ Senior Consultant _____

Hours

Unless otherwise approved by ATCO, all work undertaken at the ATCO offices shall be conducted during normal business hours which are Monday to Friday 8:00am to 4:30pm excluding statutory and declared holidays.

Location

The Services will be performed at ATCO offices located at 10035-105th Street, Edmonton, Alberta as well as at Contractor's facilities.

SCHEDULE "3"

SPECIAL TERMS AND CONDITIONS

Term.

The term of this Agreement shall be from:

the 22nd day of March, 2007 to the 31st day of DECEMBER, 2007

unless it is renewed by written agreement.

Handwritten initials: RP, BM, and a signature.

Invoice Delivery

The Contractor will deliver to ATCO invoices for Services performed within thirty (30) business days after the completion of the following key milestones:

1/3 (\$413,333) upon AEUB approval of this Agreement; and

1/3 (\$413,333) upon the earlier of completion of data validation _____; and

1/3 (\$413,334) upon the earlier delivery of the Final Report _____

Actual expenses incurred will be invoiced on a monthly basis.

Handwritten initials: RP, BM, and a signature, appearing twice next to the milestones.

Invoice Information

Each invoice submitted by the Contractor to ATCO must include the following information:

(place a check mark in all relevant boxes)

- (a) details of the Services performed
- (b) the method for calculating the fees being claimed
- (c) the Contractor's GST number
- (d) the total amount of the fees for the Services, and the total amount of GST
- (e) receipts for each expense listed on the invoice
- (f) any other documentation that support the fees being claimed

Notice

Any demand, notice, authorization or other communication to be given in connection with this Agreement must be given in writing and delivered by any of postage-paid mail, personally, prepaid courier, fax or other electronic means. The addresses for service are shown below and they may be changed by written notice to the other party.

(a) If to ATCO, addressed to it at:

ATCO Gas
10035 – 105 Street
Edmonton, Alberta T5J 2V6
Attention: VICE PRESIDENT, CONTROLLER
Fax number: 780-420-4155
e-mail: brian.bale@atcogas.com

(b) If to the Contractor, addressed to it at:

Compass Management Consulting Limited
7145 West Credit Avenue
Mississauga, Ontario L5N 6J7
Attention: VP Finance and Bus. Operations
Fax number: 905-813-8777
e-mail: greg.apple@compassmc.com

Handwritten initials: RP, BM, and a signature.

Any notice provided herein shall be deemed to have been given as follows:

- (a) If delivered personally or by courier on a business day, on that day;
- (b) If delivered personally or by courier on a day that is not a business day, on the next business day;
- (c) If sent by fax or other electronic means on a business day, and if the sending party obtains confirmation that all of the pages of the notice have been successfully transmitted before 2:00pm, three hours after the time of the transmission on that business day;
- (d) If sent by fax or other electronic means on a business day, and if the sending party obtains confirmation that all of the pages of the notice have been successfully transmitted but that some or all of the pages of the notice were transmitted after 2:00pm, at 12:00pm on the next business day; and
- (e) If sent by fax or other electronic means on a day that is not a business day, and if the sending party obtains confirmation that all of the pages of the notice have been successfully transmitted, at 12:00pm on the next business day.

SCHEDULE "4"

FEES FOR PERFORMANCE OF THE SERVICES

Fees

1. Fees. ATCO agrees to pay the Contractor One Million Two Hundred Forty Thousand (\$1,240,000) Dollars for performance of the Services. All amounts set forth above are in Canadian dollars and exclusive of GST.

2. Disbursements: ATCO agrees to pay disbursement and expenses only on pre-approval.

SCHEDULE "5"

NON-DISCLOSURE / CONFIDENTIALITY AGREEMENT

NON-DISCLOSURE/CONFIDENTIALITY AGREEMENT

This agreement is entered into as of DECEMBER 14, 2006, (the "Effective Date") by and between: ATCO I-Tek Inc., ATCO Utilities (ATCO Pipelines, ATCO Gas, and ATCO Electric) having the principal business address at 10035 – 105 Street, Edmonton, Alberta (the "Companies") and COMPASS MANAGEMENT CONSULTING LIMITED whose full post office address is 7145 W. CREDIT AVE. B1-101, (the "Recipient")
MISSISSAUGA, ONTARIO L5N 6J7

WHEREAS:

- A. The Companies own, possess or controls certain trade secrets and confidential information acquired through the expenditure of time, effort and money, of a technical nature relating to the Companies' business operations, methods and practices, including, but not limited to, financial statements and information regarding the financial affairs of the Companies (such trade secrets and confidential information referred to below as the "Confidential Information" and "Confidential Materials"); and
- B. The Recipient desires to receive, and the Companies are willing to supply, the Confidential Information and Confidential Material on the terms and conditions set out herein solely for the purpose of Benchmarking Information Technology ("IT") and/or Customer Care and Billing ("CC&B") services (the "Purpose").

THE COMPANIES AND RECIPIENT AGREE AS FOLLOWS:

1 Confidential Information and Confidential Materials

- 1.1 "Confidential Information" means any information which is not publicly available and can be communicated by means whatsoever including without limitation, oral, visual, written and electronic transmission, and relates to the Companies:
 - 1.1.1 existing propriety ideas, inventions, products, prototypes and writings in various stages of research and development;
 - 1.1.2 business policies and practices, financial, competitively sensitive, and market sensitive information, as well as trade secrets, know-how, source code, design documents, present and future technology, product development plans, price lists, marketing and any other information that is deemed and identified by the Companies as confidential and/or proprietary, or which the Recipient knows or has reason to know is confidential, trade secret or proprietary information of the Companies;
 - 1.1.3 information received from others that the Companies are obligated to treat as confidential or proprietary;
- 1.2 Confidential Information shall not include that information defined as Confidential Information above that Recipient can conclusively establish:
 - 1.2.1 entered the public domain without Recipient's breach of any obligation owed to the Companies;
 - 1.2.2 became known by or available to Recipient prior to the Companies' disclosure of such information to Recipient; or became know or available to the Recipient from sources other than the Companies subsequent to the Companies' disclosure of such information to the Recipient, without any breach of any obligation of confidentiality owed to the Companies, as evidenced by written documents received by Recipient, or other evidence;
 - 1.2.3 was independently developed by the Recipient without use of the Companies' Confidential Information.
 - 1.2.4 was required to be disclosed by the Recipient in order to comply with any law, rule, order, administrative or court resolution or arbitration decision provided that Recipient provides at least ten (10) days prior written notice of such disclosure to the Companies to

all the oral and written communications between ATCO and the Benchmarking Consultant on the topic.

- V. The Committee will assess all the details in item IV. above, and it is expected that the Committee will arrive at a consensus on how to deal with the matter, either using the proposed solution or a variation of that proposed solution.
- VI. If the Committee cannot reach consensus on the matter, then the matter would go to the Board. If it was then determined that the Board did not have jurisdiction, then parties would activate a binding adjudication mechanism such as arbitration.
- 3.2 All right title and interest in and to the Confidential Information and Confidential Materials, including all proprietary rights therein including all patent rights, trade secrets and copyrights, shall remain the exclusive property of the Companies and Confidential Information and Confidential Materials shall be held in confidence by Recipient for the Companies. No interest, license, or any right respecting the Confidential Information and Confidential Materials, other than expressly set out herein, is granted to Recipient under this Agreement by implication or otherwise. This Agreement shall not constitute any representation, warranty or guarantee to Recipient by the Companies with respect to the Confidential Information and Confidential Materials infringing any rights of third parties. The Companies are not aware of any errors or omissions in the Confidential Information or the Confidential Materials. Subject to the preceding sentence, the Companies shall not be held liable for any errors or omissions in the Confidential Information and Confidential Materials or the use or results of the use of the Confidential Information and Confidential Materials.
- 3.3 The obligations under this Agreement shall continue for so long as the Companies treat the Confidential Information and Confidential Materials disclosed to Recipient hereunder as confidential. Recipient shall, upon request of the Companies, immediately return to the Companies the Confidential Information and Confidential Materials and all copies thereof in any form whatsoever under the power or control of Recipient or destroy same as directed by the Companies and furnish to the Companies a certificate by the Recipient or any officer of Recipient, as the case may be, of such destruction.
- 3.4 Recipient agrees to indemnify and hold the Companies harmless from and against any and all damages, losses or expenses, including solicitor and client fees, relating to any breach of the promises and obligations of the Recipient as set forth in this Agreement.
- 3.5 Recipient acknowledges that a breach of this Agreement may result in irreparable and immediate harm to the Companies and agrees that in the event of such breach the Companies, in addition to any other right or relief, shall be entitled to equitable relief by the way of temporary or permanent injunction and to seek such other relief that any court may deem just and proper.
- 3.6 Because Companies will disclose Confidential Information to Recipient with the possibility of application, testing, and/or evaluation, COMPANIES HEREBY DISCLAIM ANY WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO WARRANTIES OR CONDITIONS OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE CONCERNING ITS CONFIDENTIAL INFORMATION and any use thereof. Any representation, promises, guarantees, or warranties made but not stated in this Agreement are null and void and of no effect. Further, Recipient agrees that the Companies will not be liable to Recipient for any loss or damage caused by or attributable to Recipient's application, use, testing, or possession of the Companies' Confidential Information. Recipient expressly agrees that it will be liable for any loss or damage sustained by [NTD: CG questioned adding phrase 'or caused by'. ATCO believes original was satisfactory] employees or agents of Recipient that is caused by or attributable to the Companies' Confidential Information during the period of time that Recipient is applying, evaluating, and testing the Companies' Confidential Information. [NTD: CG questioned "Why is this direct covenant required? What mischief needs to be remedied? ATCO believes the original wording adds additional protection.]

- 3.7 This Agreement shall be read with all changes in number and gender as may be required by the context.
- 3.8 This document constitutes the entire Agreement between the parties with respect to the subject matter of it, and shall supersede all previous communications, representations, understandings, and agreements, either oral or written between parties.


A handwritten signature in black ink, appearing to be the initials 'JW' or similar, located in the lower right quadrant of the page.

3.9 This Agreement shall be construed and enforced in accordance with the laws of the Province of Alberta. Any action arising out of or related to this Agreement shall be brought in the Court of Queen's Bench of Alberta located in the City of Edmonton and the Recipient hereby consents and attorns to the in personam jurisdiction of such court of the purposes of any such action or proceeding. This Agreement may not be assigned by the Recipient.




IN WITNESS WHEREOF the Companies and the Recipient have executed this Agreement, and this Agreement is effective, as of the date and year written above.

ATCO I-Tek Inc

PER: 
Name: Bobbi Lambright
Title: President
Date: _____

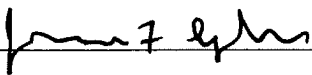
Benchmarking Consultants

PER: 
Name: GREG APPLE
Title: VP FINANCE & Bns. Ops.
Date: 12/14/06

PER: _____
Name: _____
Title: _____
Date: _____

PER: _____
Name: _____
Title: _____
Date: _____

ATCO Gas

PER: 
Name: Jerome Engler
Title: President
Date: _____
PER: _____
Name: _____
Title: _____
Date: _____

ATCO Pipelines

PER: *[Signature]*
Name: BOB MYLES
Title: PRESIDENT
Date: _____
PER: _____
Name: _____
Title: _____
Date: _____

ATCO Electric Ltd.

PER: *[Signature]*
Name: S. POLICICCHIO
Title: PRESIDENT
Date: _____
PER: _____
Name: _____
Title: _____
Date: _____

~~[NFD: Two signing officers required for each ATCO Company]~~

SCHEDULE "6"
TERMS OF REFERENCE

**AEUB Sanctioned
Collaborative Process Committee
Terms of Reference
for the
Benchmarking of IT Services
From
ATCO I-Tek
December 18, 2006**

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1 **1.0 INTRODUCTION**

2 In Decision 2000-09, a decision dealing with the General Rate Application of
3 CWNG, the Alberta Energy & Utilities Board (“AEUB” or “Board”) stated:

4 Substantiate, with sufficient documentation, the fair market value of
5 all current and future affiliate transactions. This must be
6 accomplished through a `fair bid or tendering process to both third
7 party providers and affiliates.¹

8 With respect to affiliate transactions with ATCO I-Tek and ATCO Singlepoint, the
9 ATCO Utilities did not engage in a bid or tendering process for third party
10 providers and affiliates.

11 Subsequently, in Decision 2002-069 from the ATCO Group Affiliate Transactions
12 and Code of Conduct Proceeding, the AEUB issued Directive number 11, which
13 states:

14 With respect to the future operation of the ATCO I-Tek MSA, the
15 Board has continued misgivings with respect to the operation of the
16 pricing mechanisms within the agreement. The Board directs
17 ATCO, prior to any future engagement of Consultants to undertake
18 a price review applicable to I-Tek and the regulated Utilities, to file
19 terms of reference applicable to the engagements. Following
20 participation of the parties, the Board will make preliminary
21 determination as to the reasonableness of those terms of reference
22 to assist in providing a complete and useful record for future
23 applications.²

24 Based on the above Directive number 11, ATCO Gas, ATCO Electric, and
25 ATCO Pipelines proposed a collaborative process involving the Board, the
26 ATCO Utilities and Intervenors. The Board was informed that such a process

¹ Decision 2000-09, page 157.

² Decision 2002-069, page 99.

1 was initiated³. The Board approved the use of a collaborative process, noting the
2 eventual results of the process would be considered in ATCO Utilities tariff
3 applications⁴. All interested parties have had input to the collaborative process
4 and accepted that it should not favour any one party. Parties have formed a
5 Collaborative Process Committee (“Committee”) to administer this process. This
6 Committee has recommended a process to the Board⁵. The Board approved the
7 scope of the process⁶.

8 However, the Board determined by letter dated April 25, 2003 that a preliminary
9 proceeding (“MSA Module”) would be conducted to deal with the Renewal MSA,
10 prior to proceeding further with the I-Tek Benchmarking Module and the
11 collaborative process.

12 In Decision 2003-073 from this MSA Module, the Board issued a number of
13 Directives, which resulted in amendments to the Renewal MSA related to
14 termination provisions and Intellectual Property rights. Decision 2003-073 also
15 directed that the collaborative process require the benchmarker to examine
16 gainsharing provisions, penalty provisions for non-performance, and service
17 levels within the Renewal MSA, and to provide the degree of confidence in Fair
18 Market Values (“FMV”) and any FMV adjustments to non-standard MSA
19 provisions or service levels.

20 As indicated in Section 3.1 of this document, the process is to have both the
21 IT and Customer Care and Billing (“CC&B”) benchmarking studies conducted at
22 the same time and if possible, by one consultant subject to the qualifications
23 required for each benchmark.

24 In Order U2006-216 the AEUB approved that the benchmark period will now
25 cover the years 2003 to 2007⁷. Initially 2007 Volumes for ATCO Electric will be

³ ATCO letter to the Board outlining the intended approach, together with an invitation to interested parties.

⁴ Board letter to B. Bale and interested parties, dated December 18, 2002.

⁵ ATCO letter to Board summarizing positions of parties dated December 17, 2002.

⁶ Board letter to B. Bale and interested parties dated December 20, 2002.

⁷ AG has placeholders in its revenue requirements for each of the years 2003 through 2007 for costs from ITBS and IT. AE has placeholders in its revenue requirements for each of the years 2003 through 2006 for costs from

1 based on 2006 Volumes approved in Decision 2006-024 plus a 2 percent growth
2 factor. These volumes will be replaced with ATCO Electric's 2007 General Tariff
3 Application Forecast Volumes once these are filed with the AEUB. During the
4 Benchmarking process the Collaborative Process Committee will ask the
5 Benchmarker to provide recommendations and expert opinion as to an equitable,
6 objective process for ensuring FMV for periods subsequent to 2007.

7 With these considerations, the collaborative process will consist of the following
8 steps:

- 9 1. The Committee will issue a Request for Proposal ("RFP") to elicit
10 submissions from potential consultants to benchmark the IT Services
11 offered in the ATCO I-Tek MSAs.
- 12 2. Based on the submissions the Committee will select a Consultant and
13 make recommendations on the selection to the AEUB.
- 14 3. The Consultant will execute a benchmark study utilizing its methodology.
15 There will be regular update meetings between the Consultant and the
16 Committee during the benchmark study.
- 17 4. The Consultant will present all deliverables of the benchmarking study to
18 the Committee.
- 19 5. The Consultant will present the benchmarking study to the Board.

20 **2.0 APPROACH TO SELECTING A CONSULTANT**

21 The approach to select the benchmarking Consultant is to issue an RFP where:

- 22 • The objectives that the Committee expects the Consultant to achieve are
23 defined below in Section 3.1;

ITBS and IT. AP has placeholders in its revenue requirements for each of the years 2003 through 2004 for costs from IT. See Section 3.2.2 (Volumes).

- 1 • The ATCO I-Tek MSA approved in Decision 2004-055 covering the years
2 2003 and 2004, as well as the MSAs approved in Order U2005-376 are
3 attached in Appendix 1, so that the Consultant can benchmark the pricing
4 based on the terms of the contract as directed in the RFP and in line with
5 the considerations identified in 3.2.3 of this document.
- 6 • The requested RFP response consists of open-ended questions that are
7 intended to assist the Committee in selecting the best Consultant; and
- 8 • The Committee must agree upon the selection of the Consultant.

9 **3.0 EXPECTED TERMS OF REFERENCE**

10 The Committee expects the Consultant to provide its response to the RFP in the
11 context of these Terms of Reference. Depending on the responses to the RFP
12 process the final Terms of Reference may change slightly.

13 **3.1 OBJECTIVES**

14 The project objectives are:

15 **3.1.1 To perform price benchmarking activities that:**

- 16 • Render an opinion as to whether the IT services at the
17 specified volumes and service levels set out in the attached
18 ATCO I-Tek MSAs are individually priced at FMV taking into
19 consideration the Terms and Conditions in the MSAs.
- 20 • Render an opinion as to whether the attached ATCO I-Tek
21 MSAs, as a whole, are at FMV taking into consideration the
22 Terms and Conditions in the MSAs.
- 23 • Provide an assessment of ATCO I-Tek's service delivery and
24 potential best practices taking into consideration the services
25 contained in the ATCO I-Tek MSA, contract terms, service
26 levels and FMV.

- 1 • Will require the Consultant to complete a separate customer
2 care and billing (“CC&B”) MSA benchmark (see Customer
3 Care and Billing MSA Terms of Reference) and require the
4 Consultant to make an assessment of whether the awarding
5 of both IT and CC&B contracts to one supplier (i.e. ATCO I-
6 Tek) will result in a change to the FMV determined on a
7 “stand alone” basis and determine the dollar impact.

8 **3.1.2 To include the following in the Consultant’s benchmarking**
9 **activities, as directed by the Board in Decision 2003-073:**

- 10 • Ensure the benchmarking process is transparent. *(page 42)*
- 11 • Assess whether the service levels specified in the
12 ATCO I-Tek MSA are non-standard and whether or not they
13 can be benchmarked. *(pages 32 and 46)*
- 14 • Provide clear evidence as to the price reduction, price
15 adjustment or price impact accruing to the ATCO Utilities
16 owing to any service levels provided for in the ATCO I-Tek
17 MSA that are determined by the benchmarker to be
18 non-standard and therefore problematic with respect to the
19 determination of FMV, particularly those which may be lower
20 than ordinary service levels. *(pages 32 and 46)*
- 21 • Specifically identify which elements of the ATCO I-Tek MSA
22 are non-standard or unusual and to report on how these
23 non-standard elements compare to industry norms.
24 *(pages 42 and 46)*

- 1 • Clearly provide a value for any appropriate price discount or
2 adjustment arising from each non-standard clause, and to
3 comment on whether or not (or to what extent) a confident
4 estimate of such discount or adjustment can be quantified.
5 *(pages 42 and 46)*

- 6 • Itemize all recommended adjustments to prices and to
7 express the degree of confidence the Benchmarker has as
8 to the accuracy of each specific adjustment
9 (i.e. benchmarker to provide the number of data points relied
10 upon, etc.) *(pages 42 and 46)*

- 11 • Provide all non-confidential documentation supporting a
12 price discount or adjustment arising from each non-standard
13 clause or non-FMV price. *(pages 42 and 46)*

- 14 • Comment on the use of gainsharing provisions in
15 outsourcing agreements and specifically indicate whether
16 the terms and conditions of the MSAs are unusual with
17 respect to gainsharing and if so, what adjustment, if any, to
18 FMV was applied in the benchmarker's result. *(pages 26 and*
19 *46)*

- 20 • Comment on the use of penalty provisions in outsourcing
21 agreements and specifically indicate whether the terms and
22 conditions of the MSAs are unusual with respect to penalties
23 for non-performance, and if so, quantify the adjustment, if
24 any, to FMV that was applied in the benchmarker's result
25 *(pages 28 and 46).*

- 26 • Produce a report which is transparent in that the
27 benchmarker expresses a degree of confidence relating to

1 all opinions on price range, FMV or the like contained in its
2 report. (42 and 46 to 47)

3 **3.1.3 To be independent and objective of any of the parties in the**
4 **Committee and to satisfy the Committee as a whole that such**
5 **was the case with respect to the findings in the benchmarking**
6 **project.**

7 **3.2 IN SCOPE**

8 In scope services are those services which will be considered by the
9 benchmarker in both the ATCO I-Tek and the comparator group.

10 **3.2.1 Services**

11 The services are those outlined in the ATCO I-Tek MSAs, which
12 are:

- 13 • Mainframe Services,
- 14 • Distributed Application Hosting,
- 15 • Equipment Rental,
- 16 • Network Access,
- 17 • Voices Services,
- 18 • Wide Area Network,
- 19 • Project (Application development and maintenance) labour, and
- 20 • Workstation Services.

21 **3.2.2 Volumes**

22 The IT volumes of the ATCO Utilities covered by the services within
23 the ATCO I-Tek (IT) MSAs, and the ATCO ITBS mainframe
24 processing volumes used to provide service to the ATCO Utilities.
25 The collection and verification of these volumes will be done in
26 accordance with the Consultant's methodology. Application
27 development/maintenance/enhancement volumes used to provide

1 service to the ATCO Utilities will be made available to the
 2 Consultant. Actual and forecast volumes will be used as directed
 3 by the board in its Decisions. A summary table of volumes has
 4 been included in Appendix 2. The table below indicates AEUB
 5 processes dealing with volumes.

Table of AEUB Processes Dealing with Volumes	
Year	AEUB Process
2003/2004	ATCO Utilities Joint Benchmarking Filing as per Decisions 2005-037 and 2005-039 Application No. 1454339
ATCO Gas 2005/2007	ATCO Gas GRA Application No. 14001690 GUA Compliance Phase II, Part B, (DFSS Volumes) Application No. 1411635
ATCO Pipelines 2005/2007	2005-2007 Volumes for ATCO Pipelines are based on 2004 actual volumes plus a 2% growth factor per year.
ATCO Electric 2005/2006	ATCO Electric GRA Application No. 1399997
ATCO Electric 2007	Initially, 2007 volumes for ATCO Electric will be based on 2006 Volumes approved in Decision 2006-024 plus a 2 percent growth factor. These volumes will be replaced with ATCO Electric's 2007 General Tariff Application Forecast once these are filed with the AEUB.

6

1 **3.2.3 Benchmarking Considerations**

- 2 • The directives in the related and relevant decisions⁸
- 3 • All IT services as outlined in the ATCO I-Tek MSA from a
- 4 single provider, giving recognition to the fact that tier 2 and
- 5 tier 3 services as outlined in the ATCO I-Tek MSA can be
- 6 provided from an alternate service provider;
- 7 • Age of technologies used;
- 8 • Nature and complexity of technologies utilized;
- 9 • Number of applications used;
- 10 • Geographical locations of the ATCO Utilities;
- 11 • IT services, volumes based on environments, and service
- 12 levels;
- 13 • The size of the utilities;
- 14 • The Terms and Conditions in the MSAs;
- 15 • The restructured Alberta regulatory environment; and
- 16 • ATCO I-Tek pays third party pass through on behalf of the
- 17 ATCO Utilities. Examples are Telus long distance, voice
- 18 changes and third party hardware and software changes.
- 19

20 **3.3 OUT OF SCOPE**

21 Out of Scope Services are those services which will not be considered by

22 the Benchmarker, in either ATCO I-Tek or the Comparator Group

23 (i.e. not part of the estimate of FMV).

24 **3.3.1 Services Already Approved by the EUB**

- 25 • These services are contained in Table 5 of Appendix 2. It
- 26 should be noted that while the ATCO Gas 2005 XP

⁹ Decisions 2002-069, 2003-071, 2003-072, 2003-073, 2004-026, 2004-055, 2004-057 2005-037, 2005-039, 2006-004, 2006-024, 2006-015, 2006-016, and Order 2005-376.

1 conversion costs have been approved by the EUB, the
2 \$506,000 as shown is contained in the placeholder amounts
3 and need to be considered in the final "True-up" application.

4 **3.4 APPROACH**

5 **3.4.1 Objectivity and Independence**

- 6 • The Consultant must use processes and deliver results that
7 are independent and objective.
- 8 • The Consultant must communicate openly and favour no
9 one individual or party represented on the Committee.
- 10 • The Consultant will take direction only from the Committee
11 as a whole or the Committee's designated representative(s).
- 12 • The Consultant must satisfy the Committee that it will not be
13 influenced by any of the parties represented in the
14 benchmarking process.

15 **3.4.2 Project Charter, Management, and Plan**

- 16 • The Consultant will build a Project Charter that will document
17 the objectives, measures of success, major risks, critical
18 success factors, and roles and responsibilities of all parties.
- 19 • The Consultant will provide a Project Manager to oversee
20 the project and ensure it is carried out in a cost effective
21 manner.
- 22 • The Consultant will develop a Project Plan that will include
23 the task, time and resource requirements of all parties, data
24 sources, validation techniques and normalization
25 methodologies.

- 1 • The Project Plan will include predetermined milestones and
2 checkpoints at which time the Consultant will provide reports
3 to the Committee and respond to the Committee's inquiries.

- 4 • As one of the control mechanisms the Committee expects
5 that at each milestone the Consultant will clearly indicate
6 that all of the objectives listed in Section 3.1 are being
7 adhered to and are deliverable without compromise. Any
8 exceptions will be clearly communicated to the Committee
9 for resolution. The Committee will provide the Consultant
10 with suitable direction, up to and including termination of the
11 project.

12 **3.4.3 Data Collection**

- 13 • The Consultant will review with the Committee the data
14 collection methodology, the data requirements, the data
15 sources and the validation and normalization methodologies.

- 16 • The primary data required are the ATCO I-Tek MSAs, the
17 pricing, the volumes, the service level reports, the service
18 listings and other pertinent information.

19 **3.4.4 Interviews**

- 20 • The Consultant may decide to interview staff from the
21 ATCO Utilities and/or ATCO I-Tek in order to determine key
22 service, service level, and price information. The
23 ATCO Utilities and ATCO I-Tek will grant access to the
24 Benchmarker for those purposes.

- 25 • The Committee is entitled to receive summaries of all
26 meetings and understand the process employed by the
27 Consultant and the measures employed to ensure objectivity

1 and independence but are not entitled to access confidential
2 information regarding ATCO I-Tek or to share any
3 information that could compromise the final report.

4 **3.4.5 Analysis**

- 5 • Through an analysis of the information, the Consultant will
6 develop an estimated FMV price for each of the current
7 ATCO I-Tek service offerings and in aggregate (as a whole)
8 relative to a suitable reference group of well performing
9 organizations providing arms length outsource services.
10 The Consultant will be required to demonstrate the suitability
11 of the reference group and their capability and availability to
12 provide services to the ATCO Utilities within the
13 ATCO Utilities work locations.

14 **3.4.6 Documentation, Reports and Meetings**

- 15 • The Consultant will provide summary documentation and
16 reports in line with the deliverables of the project to all
17 members of the Committee in electronic format or alternately
18 in hard copy if electronic format is not available.
- 19 • The Consultant will meet regularly with all members of the
20 Committee or the Committee's designated representative to
21 review benchmark project status and deal with any other
22 matters the Consultant or the Committee deems necessary
23 to satisfy the objectives of this engagement. It is expected
24 that the Consultant will require sign-off by the Committee at
25 key milestones in the project plan. If the Committee finds
26 that the Consultant is not meeting the objectives as identified
27 in Section 3.1, and the Committee is unable to resolve the
28 matter with the Consultant, then the Committee will inform

1 the Board as soon as practicable, and if necessary, will seek
2 a ruling from the Board.

- 3 • The Consultant will present final findings and conclusions to
4 the Committee.

5 **3.5 DELIVERABLES**

- 6 • The Consultant will provide reports and present to the Committee at
7 predetermined milestones as noted above in Section 3.4.2.

- 8 • The Consultant will provide a final report that meets all the
9 objectives, excluding the FMV estimates, to the Committee.

- 10 • The Consultant will deliver a report and presentation that meet all
11 objectives, including the FMV estimates, to:

- 12 • The Committee, and
- 13 • The AEUB.

14 **3.6 PAYMENT TERMS**

15 The Consultant will charge a total fee plus disbursements and any
16 applicable taxes, billable as negotiated. The negotiation would start with
17 the following assumptions:

- 18 • 10% payable on completion of the Project Charter Plan.
- 19 • 40% payable upon the completion of the Data Analysis.
- 20 • 50% payable upon the presentation of the Final Report to the
21 Board.

1 **3.7 CONSULTANT ROLES**

2 **3.7.1 Project Manager**

- 3 • The Project Manager will lead the project and have
4 extensive knowledge and experience with IT outsourcing
5 practices including outsourcing in the Utility industry. The
6 Project Manager will be responsible for the overall
7 relationship with the Committee, the Board, the
8 ATCO Utilities, and Intervenors. The Project Manager will
9 be responsible for customer satisfaction and quality control
10 of the benchmarking. The Consultant's staff will testify
11 before the Board as required.

12 **3.7.2 Project Resources**

- 13 • The project resources will have extensive practical
14 experience in conducting benchmark studies of the nature
15 described in this Terms of Reference and RFP, will be
16 subject area experts for IT service and will have
17 considerable experience analyzing collected data and
18 assimilating benchmark models.

19 **4.0 CONSULTANT QUALIFICATIONS**

20 Consultants responding to this proposal should meet the following qualifications:

- 21 • Will be an independent third party who is a recognized and reputable
22 industry expert in price benchmarking and also has a practice or third
23 party arrangement to provide CC&B and/or IT services price
24 benchmarking that is agreeable to the Committee.

- 1 • Will implement a benchmarking methodology that the Committee agrees
2 will provide an estimated FMV for each MSA service and in aggregate
3 (as a whole).

- 4 • Will supply at least three (3) references from Canada and the U.S. where
5 the Consultant (and/or through a third party arrangement) has successfully
6 completed benchmarking prices of comparable outsourced IT services.

- 7 • Maintains or could develop a comprehensive repository (database) of
8 IT service pricing including representative service prices for at least
9 ten (10) Canadian and U.S. companies of similar size and technology mix
10 to the ATCO Utilities, including utilities that perform CC&B in a
11 restructured regulatory environment.

- 12 • Will have benchmarking customer and outsource data that is current and
13 less than 18 months old.

- 14 • Has the capability to plan and resource the benchmarking study as
15 supported by the development of a project charter including a project plan.

- 16 • Will share their benchmarking methodology with the Committee, subject to
17 reasonable confidentiality requirements.

- 18 • Will have qualified staff that can participate and offer expert testimony at
19 AEUB hearings.

- 20 • Will have a price for this engagement that is competitive.

- 21 • Will have the capability to deliver a CC&B Business Process Outsourcing
22 estimated FMV Benchmark.

1 **4.1 SELECTION CRITERIA**

2 The Consultant qualifications will be assessed and scored on a Committee
3 agreed scoring system to be developed before the RFP closes.

4 **5.0 COMMITTEE**

5 The List of Committee Members is as follows:

6	Name	email address
7	Brian Bale	brian.bale@atcogas.com
8	Bob Bruggeman	rlbregconsult@connect.ab.ca
9	Bill Follett	bill.follett@edmonton.ca
10	Jim Graves	jim@gec.ca
11	Dan Macnamara	dmacnamara@shaw.ca
12	Greg Matwichuk	mgm@stephenjohnsonca.com
13	Greg Schmidt	greg.schmidt@atcogas.com
14	Jim Stephens	jim@streamlinecanada.com
15		

16 The Board's observers in this process are Laurie Bayda: laurie.bayda@gov.ab.ca
17 and Chris Burt: chris.burt@gov.ab.ca. The Committee may also call on and
18 request the services of other advisors to assist it in this process.

19 **6.0 DEFINITIONS**

20	AE:	ATCO Electric Ltd.
21	AEUB or Board:	Alberta Energy and Utilities Board.
22	AG:	ATCO Gas, an operating name of ATCO Gas and
23		Pipelines Ltd.
24	AP:	ATCO Pipelines, an operating name of ATCO Gas
25		and Pipelines Ltd.
26	ATCO I-Tek (I-Tek):	ATCO I-Tek, a division of Canadian Utilities Limited
27		until December 31, 2003. Effective January 1, 2004,

1		it became ATCO I-Tek Inc. an incorporated subsidiary
2		of CUL.
3	ATCO ITBS (ITBS):	ATCO I-Tek Business Services Ltd., a subsidiary of
4		CUL, provides billing services, payment processing,
5		credit collection and call centre services for both retail
6		and distribution functions.
7	ATCO ITBS MSA:	Master Services Agreements between ATCO I-Tek
8		and each of AE and AG.
9	ATCO I-Tek MSA:	Master Services Agreements between ATCO I-Tek
10		and each of AE, AG and AP, as approved by the
11		Board.
12	ATCO Utilities:	AE, AG, and AP regulated utilities.
13	BPO:	Business Process Outsourcing. Business processes
14		acquired from an external service provider which are
15		generally considered not to be core and could include
16		Customer Care & Billing, Human Resources, and
17		Financial services.
18	CC&B:	Customer Care and Billing.
19	Committee:	Benchmarking Collaborative Process Committee,
20		which, subject to direction of the Board, will provide
21		exclusive directions to the Consultant for the purpose
22		of satisfying the Benchmarking study, as described
23		herein.
24	Consultant:	Party selected by the Committee to execute and
25		present the Benchmarking study, as described herein.
26	CUL:	Canadian Utilities Limited, a subsidiary of ATCO Ltd.

1 CWNG: Canadian Western Natural Gas, prior to
2 reorganization in 1999, the predecessor name to
3 ATCO Gas and Pipelines Limited whose (distribution
4 and transmission) utility assets and operations are in
5 the southern part of the Province of Alberta.

6 DFSS: Daily Forecast Settlement System.

7 FMV: An estimate of Fair Market Value as defined by the
8 Consultant.

9 IT: Information Technology (see also ATCO I-Tek,
10 above).

11 ITO: Information Technology Outsourcing. IT services
12 acquired from an external service provider which
13 could include application
14 development/maintenance/enhancement and server,
15 mainframe, storage, data network, voice network, and
16 workstation services.

17 MSAs: Master Services Agreements between ATCO I-Tek
18 and each of AE, AG and AP.

19 Normalization: The process used by the Benchmark Consultant to
20 ensure comparability between the subject to be
21 benchmarked and the sample comparators in the
22 Reference Group.

23 Regulated Legislation: The regulated utilities have their rates and services
24 regulated by the AEUB pursuant to various statutes in
25 Alberta, including the Public Utilities Board Act, the
26 Alberta Energy and Utilities Board Act, the Electric
27 Utilities Act, and the Gas Utilities Act.

1	Regulated Utilities:	Enterprises, which typically maintain monopoly
2		franchises, provide services to customer within their
3		franchises and whose rates are regulated by a
4		government appointed regulator.
5	RFP:	Request for Proposal
6	Service Level:	Service level refers to the target performance of the
7		specified service requirement.
8	Singlepoint:	ATCO Singlepoint Ltd, the predecessor to
9		ATCO I-Tek Business Services Ltd. The name
10		change became effective February 15, 2002.
11	SOW	Statement of Work
12	Terms and Conditions:	The general terms and conditions contained in the
13		articles and all documents that make up the MSAs.
14	Third Party:	An arm's length third party, i.e. not an affiliate of any
15		party to the ATCO I-Tek MSAs or ATCO ITBS MSAs.

APPENDIX 1

1. ATCO I-Tek Master Services Agreement approved in Decision 2004-055 covering the years 2003 & 2004.
2. ATCO Gas Master Services Agreement Renewal for the ATCO Group approved in Decision 2005-376.
3. ATCO Pipelines Master Services Agreement Renewal for the ATCO Group approved in Decision 2005-376.
4. ATCO Electric Master Services Agreement Renewal for the ATCO Group approved in Decision 2005-376.

APPENDIX 2

The attached tables provide volumes, by company and in total, for the years 2003 through 2007. For the forecast years 2005 through 2007 the dollars have been provided to support the existing placeholder amounts. In cases where a placeholder does not exist for the forecast years, no dollars have been provided.

Below is a brief description on the tables attached:

- Table 1 provides the ITBS volumes and dollars for ATCO Electric for 2005 and 2006 and for ATCO Gas for 2005 through 2007.
- Table 2 provides the ITBS volumes only by company and in total for the period 2003 through 2007
- Information Technology (IT) Units Summary Table 3 and 4 Overview
- Table 3 provides the IT volumes and dollars for ATCO Electric for 2005 and 2006, for ATCO Gas for 2005 through 2007 and nothing for ATCO Pipelines as they do not have any existing placeholders for this period
- Table 4 provides the IT volumes only by company and in total for the period 2003 through 2007
- Table 5 provides the IT items that are out of scope for the benchmarking project. These amounts have already been approved by the AEUB in regulatory proceedings.

ATCO Electric
2005 I-Tek Business Services
Volumes and Total Cost

	Volumes		Total	Jan-May Unit Rate	Jun-Dec Unit Rate	Dollars As Filed \$000's
	Jan-May	Jun-Dec				
ATCO Electric Utility						
Billing Services						
Service Accounts - Metered						
Non Complex	612,160	865,049	1,477,209	\$ 2.35	\$ 2.40	\$ 3,516
Standard Complex	329,698	465,898	795,596	\$ 2.35	\$ 2.40	\$ 1,894
Ultra Complex	2,834	4,005	6,839	\$ 2.35	\$ 2.40	\$ 16
Total	944,692	1,334,952	2,279,644	\$ 2.35	\$ 2.40	\$ 5,426
Service Accounts - Non-Metered						
Non Complex	206,254	291,459	497,713	\$ 1.65	\$ 1.69	\$ 832
Service Accounts - Finalled						
Non Complex	-	-	-			\$ -
Standard Complex	-	-	-			\$ -
Ultra Complex	-	-	-			\$ -
Total	-	-	-			\$ -
Addition Service Account Processing						
Non Complex	7,905	11,172	19,076	\$ 1.00	\$ 1.02	\$ 19
Standard Complex	4,257	6,017	10,274	\$ 1.00	\$ 1.02	\$ 11
Ultra Complex	37	52	88	\$ 1.00	\$ 1.02	\$ -
Total	12,199	17,240	29,439	\$ 1.00	\$ 1.02	\$ 30
Retailer Services - Supervisor Billing Specialist						
Non Complex	98	140	238	\$ 100.00	\$ 102.20	\$ 24
Standard Complex	49	70	119	\$ 100.00	\$ 102.20	\$ 12
Ultra Complex	202	291	493	\$ 100.00	\$ 102.20	\$ 50
Total	349	501	850	\$ 100.00	\$ 102.20	\$ 86
Retailer Services - Senior Billing Specialist						
Non Complex	1,480	2,092	3,572	\$ 75.00	\$ 76.65	\$ 271
Standard Complex	740	1,046	1,786	\$ 75.00	\$ 76.65	\$ 136
Ultra Complex	3,066	4,334	7,400	\$ 75.00	\$ 76.65	\$ 562
Total	5,286	7,472	12,758	\$ 75.00	\$ 76.65	\$ 969
Retailer Services - Billing Specialist						
Non Complex	225	319	544	\$ 50.00	\$ 51.10	\$ 28
Standard Complex	112	160	272	\$ 50.00	\$ 51.10	\$ 14
Ultra Complex	366	519	885	\$ 50.00	\$ 51.10	\$ 45
Total	703	998	1,701	\$ 50.00	\$ 51.10	\$ 87

ATCO Electric
2005 I-Tek Business Services
Volumes and Total Cost

ATCO Electric Utility	Volumes			Jan-May Unit Rate	Jun-Dec Unit Rate	Dollars
	Jan-May	Jun-Dec	Total			As Filed \$000's
Report and Bill Printing						
Non Complex	32,627	46,105	78,732	\$ 0.10	\$ 0.10	\$ 8
Standard Complex	17,572	24,831	42,404	\$ 0.10	\$ 0.10	\$ 4
Ultra Complex	151	213	365	\$ 0.10	\$ 0.10	\$ -
Total	50,350	71,150	121,500	\$ 0.10	\$ 0.10	\$ 12
Inserting						
Non Complex	-	-	-			\$ -
Standard Complex	-	-	-			\$ -
Ultra Complex	-	-	-			\$ -
Total	-	-	-			\$ -
Letter Printing						
Non Complex	-	-	-			\$ -
Standard Complex	-	-	-			\$ -
Ultra Complex	-	-	-			\$ -
Total	-	-	-			\$ -
Price Schedule Value Changes						
Non Complex	3	5	8	\$ 1,500.00	\$ 1,533.00	\$ 12
Standard Complex	2	2	4	\$ 1,500.00	\$ 1,533.00	\$ 6
Ultra Complex	0	0	0	\$ 1,500.00	\$ 1,533.00	\$ -
Total	5	7	12	\$ 1,500.00	\$ 1,533.00	\$ 18
Memo & Additional Statement Copies						
Non Complex	-	-	-			\$ -
Standard Complex	-	-	-			\$ -
Ultra Complex	-	-	-			\$ -
Total	-	-	-			\$ -
Service Accounts -Retail Billing						
Non Complex	-	-	-			\$ -
Standard Complex	-	-	-			\$ -
Ultra Complex	-	-	-			\$ -
Total	-	-	-			\$ -
Service Accounts -Refunds						
Non Complex	-	-	-			\$ -
Standard Complex	-	-	-			\$ -
Ultra Complex	-	-	-			\$ -
Total	-	-	-			\$ -

ATCO Electric
2005 I-Tek Business Services
Volumes and Total Cost

ATCO Electric Utility	Volumes			Jan-May Unit Rate	Jun-Dec Unit Rate	Dollars As Filed \$000's
	Jan-May	Jun-Dec	Total			
Call Centre Services						
Call Centre and Support Hours						
Non Complex	5,084	7,173	12,257	\$ 44.00	\$ 44.97	\$ 546
Standard Complex	2,738	3,863	6,601	\$ 44.00	\$ 44.97	\$ 294
Ultra Complex	24	33	57	\$ 44.00	\$ 44.97	\$ 3
Total	7,845	11,070	18,915	\$ 44.00	\$ 44.97	\$ 843
Credit Centre Hours						
Non Complex	-	-	-			\$ -
Standard Complex	-	-	-			\$ -
Ultra Complex	-	-	-			\$ -
Total	-	-	-			\$ -
Front Counter Hours (Walk in Service)						
Non Complex	-	-	-			\$ -
Standard Complex	-	-	-			\$ -
Ultra Complex	-	-	-			\$ -
Total	-	-	-			\$ -
Supervision						
Non Complex	439	584	1,023	\$ 55.00	\$ 56.21	\$ 57
Standard Complex	236	314	551	\$ 55.00	\$ 56.21	\$ 31
Ultra Complex	2	3	5	\$ 55.00	\$ 56.21	\$ -
Total	677	901	1,578	\$ 55.00	\$ 56.21	\$ 88
Training						
Non Complex	54	110	164	\$ 35.00	\$ 35.77	\$ 6
Standard Complex	29	59	88	\$ 35.00	\$ 35.77	\$ 3
Ultra Complex	0	1	1	\$ 35.00	\$ 35.77	\$ -
Total	84	169	253	\$ 35.00	\$ 35.77	\$ 9
Emergency and Outage Services						
Non Complex	3	5	8	\$ 55,000.00	\$ 56,210.00	\$ 433
Standard Complex	2	2	4	\$ 55,000.00	\$ 56,210.00	\$ 233
Ultra Complex	0	0	0	\$ 55,000.00	\$ 56,210.00	\$ 2
Total	5	7	12	\$ 55,000.00	\$ 56,210.00	\$ 668

ATCO Electric
2005 I-Tek Business Services
Volumes and Total Cost

ATCO Electric Utility	Volumes			Jan-May Unit Rate	Jun-Dec Unit Rate	Dollars
	Jan-May	Jun-Dec	Total			As Filed \$000's
Front Counter Facility						
Non Complex	-	-	-			\$ -
Standard Complex	-	-	-			\$ -
Ultra Complex	-	-	-			\$ -
Total	-	-	-			\$ -
Pass Through Charges						
Postage, Envelopes, Paper, Reprographics	-	-	-			\$ 49
Reception Services	-	-	-			\$ -
Collection Agencies	-	-	-			\$ 11
Collection Agencies - Moved to B/S	-	-	-			\$ -
CU Water Payments	-	-	-			\$ -
Bennett Jones	-	-	-			\$ -
Other Billing Services (Courier, Storage, etc)	-	-	-			\$ 3
Statements of Work/Change Requests - Billing Services	-	-	-			\$ -
Statements of Work/Change Requests - Call Centre Services	10	14	24	\$ 50.00	\$ 51.10	\$ 1
Statements of Work - I-Tek Labour	-	-	-			\$ -
Statements of Work - I-Tek Business Services	-	-	-			\$ -
Statements of Work - Billing Services	-	-	-			\$ -
Statements of Work - Non-Production	-	-	-			\$ -
Statements of Work/Change Requests - Maintenance	-	-	-			\$ 200
High Cost of Energy Budget Plan	-	-	-			\$ -
High Cost of Energy Ramp-Up	-	-	-			\$ -
ATCO Electric Other						
Volumes						
Call Centre Hours	-	-	-			\$ -
Supervision	-	-	-			\$ -
Training	-	-	-			\$ -
Delayed Transition	-	-	-			\$ -
Training Delivery Hours	-	-	-			\$ -
Training Preparation Hours	-	-	-			\$ -
Trainer Hours	-	-	-			\$ -

ATCO Electric
2005 I-Tek Business Services
Volumes and Total Cost

ATCO Electric Utility	Volumes			Jan-May Unit Rate	Jun-Dec Unit Rate	Dollars
	Jan-May	Jun-Dec	Total			As Filed \$000's
<u>Pass Through Charges</u>						
Workstations and Floor Space	-	-	-			\$ -
Point of Sale Equipment	-	-	-			\$ -
Distribution System Programming	-	-	-			\$ -
Total						\$ 9,332
Flow Through Costs - other billing services						\$ 142
ITBS Placeholder						\$ 9,474

ATCO Electric
2006 I-Tek Business Services
Volumes and Total Cost

ATCO Electric Utility	Volumes			Jan-May Unit Rate	Jun-Dec Unit Rate	Dollars	
	Jan-May	Jun-Dec	Total			As Filed \$000's	
Billing Services							
Service Accounts - Metered							
Non Complex	624,406	882,352	1,506,757	\$ 2.40	\$ 2.45	\$	3,663
Standard Complex	336,293	475,217	811,510	\$ 2.40	\$ 2.45	\$	1,973
Ultra Complex	2,891	4,085	6,976	\$ 2.40	\$ 2.45	\$	17
Total	963,589	1,361,654	2,325,243	\$ 2.40	\$ 2.45	\$	5,653
Service Accounts - Non-Metered							
	210,377	297,286	507,663	\$ 1.69	\$ 1.73	\$	869
Service Accounts - Finalled							
Non Complex	-	-	-			\$	-
Standard Complex	-	-	-			\$	-
Ultra Complex	-	-	-			\$	-
Total	-	-	-			\$	-
Addition Service Account Processing							
Non Complex	8,062	11,393	19,455	\$ 1.02	\$ 1.04	\$	20
Standard Complex	4,342	6,136	10,478	\$ 1.02	\$ 1.04	\$	11
Ultra Complex	37	53	90	\$ 1.02	\$ 1.04	\$	-
Total	12,441	17,582	30,023	\$ 1.02	\$ 1.04	\$	31
Retailer Services - Supervisor Billing Specialist							
Non Complex	100	141	242	\$ 102.20	\$ 104.45	\$	25
Standard Complex	50	71	121	\$ 102.20	\$ 104.45	\$	13
Ultra Complex	207	293	500	\$ 102.20	\$ 104.45	\$	52
Total	357	505	863	\$ 102.20	\$ 104.45	\$	90
Retailer Services - Senior Billing Specialist							
Non Complex	1,510	2,134	3,644	\$ 76.65	\$ 78.34	\$	283
Standard Complex	755	1,067	1,822	\$ 76.65	\$ 78.34	\$	141
Ultra Complex	3,128	4,420	7,547	\$ 76.65	\$ 78.34	\$	586
Total	5,392	7,620	13,013	\$ 76.65	\$ 78.34	\$	1,010
Retailer Services - Billing Specialist							
Non Complex	230	326	556	\$ 51.10	\$ 52.22	\$	29
Standard Complex	115	163	278	\$ 51.10	\$ 52.22	\$	14
Ultra Complex	374	529	903	\$ 51.10	\$ 52.22	\$	47
Total	720	1,017	1,737	\$ 51.10	\$ 52.22	\$	90

ATCO Electric
2006 I-Tek Business Services
Volumes and Total Cost

ATCO Electric Utility	Volumes			Jan-May Unit Rate	Jun-Dec Unit Rate	Dollars	
	Jan-May	Jun-Dec	Total			As Filed	\$000's
Report and Bill Printing							
Non Complex	33,279	47,027	80,307	\$ 0.10	\$ 0.10	\$	9
Standard Complex	17,924	25,328	43,252	\$ 0.10	\$ 0.10	\$	4
Ultra Complex	154	218	372	\$ 0.10	\$ 0.10	\$	-
Total	51,357	72,573	123,930	\$ 0.10	\$ 0.10	\$	13
Inserting							
Non Complex	-	-	-			\$	-
Standard Complex	-	-	-			\$	-
Ultra Complex	-	-	-			\$	-
Total	-	-	-			\$	-
Letter Printing							
Non Complex	-	-	-			\$	-
Standard Complex	-	-	-			\$	-
Ultra Complex	-	-	-			\$	-
Total	-	-	-			\$	-
Price Schedule Value Changes							
Non Complex	3	5	8	\$ 1,533.00	\$ 1,566.73	\$	12
Standard Complex	2	2	4	\$ 1,533.00	\$ 1,566.73	\$	7
Ultra Complex	0	0	0	\$ 1,533.00	\$ 1,566.73	\$	-
Total	5	7	12	\$ 1,533.00	\$ 1,566.73	\$	19
Memo & Additional Statement Copies							
Non Complex	-	-	-			\$	-
Standard Complex	-	-	-			\$	-
Ultra Complex	-	-	-			\$	-
Total	-	-	-			\$	-
Service Accounts -Retail Billing							
Non Complex	-	-	-			\$	-
Standard Complex	-	-	-			\$	-
Ultra Complex	-	-	-			\$	-
Total	-	-	-			\$	-
Service Accounts -Refunds							
Non Complex	-	-	-			\$	-
Standard Complex	-	-	-			\$	-
Ultra Complex	-	-	-			\$	-
Total	-	-	-			\$	-

ATCO Electric
2006 I-Tek Business Services
Volumes and Total Cost

ATCO Electric Utility	Volumes			Jan-May Unit Rate	Jun-Dec Unit Rate	Dollars	
	Jan-May	Jun-Dec	Total			As Filed \$000's	
Call Centre Services							
Call Centre and Support Hours							
Non Complex	5,178	7,309	12,487	\$ 44.97	\$ 45.96	\$	569
Standard Complex	2,789	3,936	6,725	\$ 44.97	\$ 45.96	\$	306
Ultra Complex	24	34	58	\$ 44.97	\$ 45.96	\$	3
Total	7,991	11,279	19,270	\$ 44.97	\$ 45.96	\$	878
Credit Centre Hours							
Non Complex	-	-	-			\$	-
Standard Complex	-	-	-			\$	-
Ultra Complex	-	-	-			\$	-
Total	-	-	-			\$	-
Front Counter Hours (Walk in Service)							
Non Complex	-	-	-			\$	-
Standard Complex	-	-	-			\$	-
Ultra Complex	-	-	-			\$	-
Total	-	-	-			\$	-
Supervision							
Non Complex	428	613	1,041	\$ 56.21	\$ 57.45	\$	59
Standard Complex	231	330	561	\$ 56.21	\$ 57.45	\$	32
Ultra Complex	2	3	5	\$ 56.21	\$ 57.45	\$	-
Total	661	946	1,607	\$ 56.21	\$ 57.45	\$	91
Training							
Non Complex	64	104	167	\$ 35.77	\$ 36.56	\$	6
Standard Complex	34	56	90	\$ 35.77	\$ 36.56	\$	3
Ultra Complex	0	0	1	\$ 35.77	\$ 36.56	\$	-
Total	98	160	258	\$ 35.77	\$ 36.56	\$	9
Emergency and Outage Services							
Non Complex	3	5	8	\$ 56,210.00	\$ 57,446.62	\$	443
Standard Complex	2	2	4	\$ 56,210.00	\$ 57,446.62	\$	238
Ultra Complex	0	0	0	\$ 56,210.00	\$ 57,446.62	\$	2
Total	5	7	12	\$ 56,210.00	\$ 57,446.62	\$	683

ATCO Electric
2006 I-Tek Business Services
Volumes and Total Cost

ATCO Electric Utility	Volumes			Jan-May Unit Rate	Jun-Dec Unit Rate	Dollars	
	Jan-May	Jun-Dec	Total			As Filed	\$000's
Front Counter Facility							
Non Complex	-	-	-			\$	-
Standard Complex	-	-	-			\$	-
Ultra Complex	-	-	-			\$	-
Total	-	-	-			\$	-
Pass Through Charges							
Postage, Envelopes, Paper, Reprographics	-	-	-			\$	50
Reception Services	-	-	-			\$	-
Collection Agencies	-	-	-			\$	11
Collection Agencies - Moved to B/S	-	-	-			\$	-
CU Water Payments	-	-	-			\$	-
Bennett Jones	-	-	-			\$	-
Other Billing Services (Courier, Storage, etc)	-	-	-			\$	3
Statements of Work/Change Requests - Billing Services	-	-	-			\$	-
Statements of Work/Change Requests - Call Centre Services	10	14	24	\$ 51.10	\$ 52.22	\$	1
Statements of Work - I-Tek Labour	-	-	-			\$	-
Statements of Work - I-Tek Business Services	-	-	-			\$	-
Statements of Work - Billing Services	-	-	-			\$	-
Statements of Work - Non-Production	-	-	-			\$	-
Statements of Work/Change Requests - Maintenance	-	-	-			\$	200
High Cost of Energy Budget Plan	-	-	-			\$	-
High Cost of Energy Ramp-Up	-	-	-			\$	-
ATCO Electric Other							
Volumes							
Call Centre Hours	-	-	-			\$	-
Supervision	-	-	-			\$	-
Training	-	-	-			\$	-
Delayed Transition	-	-	-			\$	-
Training Delivery Hours	-	-	-			\$	-
Training Preparation Hours	-	-	-			\$	-
Trainer Hours	-	-	-			\$	-

ATCO Electric
2006 I-Tek Business Services
Volumes and Total Cost

ATCO Electric Utility	Volumes			Jan-May Unit Rate	Jun-Dec Unit Rate	Dollars As Filed \$000's
	Jan-May	Jun-Dec	Total			
Pass Through Charges						
Workstations and Floor Space	-	-	-			\$ -
Point of Sale Equipment	-	-	-			\$ -
Distribution System Programming	-	-	-			\$ -
Total						\$ 9,701
Flow Through Costs - other billing services						\$ 142
ITBS Placeholder						\$ 9,843

ATCO Gas
2005 I-Tek Business Services
Volumes and Total Cost

	Volumes			Jan-May Unit Rate	Jun-Dec Unit Rate	Dollars			
	Jan-May	Jun-Dec	Total			As Filed \$000's	Decision 2006-004 Adjust. - 11.1%	Placeholder \$000's	
ATCO Gas Utility									
Billing Services									
Service Accounts - Metered									
Non Complex	4,703,144	6,584,402	11,287,547	\$ 1.55	\$ 1.58	\$ 17,693	\$ (1,964)	\$ 15,729	
Standard Complex	5,651	7,911	13,561	\$ 1.55	\$ 1.58	\$ 21	\$ (2)	\$ 19	
Ultra Complex	-	-	-			\$ -	\$ -	\$ -	
Total	4,708,795	6,592,313	11,301,108			\$ 17,714	\$ (1,966)	\$ 15,748	
Service Accounts - Non-Metered	-	-	-			\$ -	\$ -	\$ -	
Service Accounts - Finalled									
Non Complex	-	-	-			\$ -	\$ -	\$ -	
Standard Complex	-	-	-			\$ -	\$ -	\$ -	
Ultra Complex	-	-	-			\$ -	\$ -	\$ -	
Total	-	-	-			\$ -	\$ -	\$ -	
Addition Service Account Processing									
Non Complex	30,773	43,082	73,855	\$ 1.00	\$ 1.02	\$ 75	\$ (8)	\$ 67	
Standard Complex	37	52	89	\$ 1.00	\$ 1.02	\$ -	\$ -	\$ -	
Ultra Complex	-	-	-			\$ -	\$ -	\$ -	
Total	30,810	43,134	73,944			\$ 75	\$ (8)	\$ 67	
Retailer Services - Supervisor Billing Specialist									
Non Complex	250	350	599	\$ 100.00	\$ 102.20	\$ 61	\$ (7)	\$ 54	
Standard Complex	0	0	1	\$ 100.00	\$ 102.20	\$ -	\$ -	\$ -	
Ultra Complex	-	-	-			\$ -	\$ -	\$ -	
Total	250	350	600			\$ 61	\$ (7)	\$ 54	
Retailer Services - Senior Billing Specialist									
Non Complex	2,747	3,845	6,592	\$ 75.00	\$ 76.65	\$ 501	\$ (56)	\$ 445	
Standard Complex	3	5	8	\$ 75.00	\$ 76.65	\$ 1	\$ -	\$ 1	
Ultra Complex	-	-	-			\$ -	\$ -	\$ -	
Total	2,750	3,850	6,600			\$ 502	\$ (56)	\$ 446	
Retailer Services - Billing Specialist									
Non Complex	-	-	-			\$ -	\$ -	\$ -	
Standard Complex	-	-	-			\$ -	\$ -	\$ -	
Ultra Complex	-	-	-			\$ -	\$ -	\$ -	
Total	-	-	-			\$ -	\$ -	\$ -	

ATCO Gas
2005 I-Tek Business Services
Volumes and Total Cost

ATCO Gas Utility	Volumes			Jan-May Unit Rate	Jun-Dec Unit Rate	Dollars		
	Jan-May	Jun-Dec	Total			As Filed \$000's	Decision 2006-004 Adjust. - 11.1%	Placeholder \$000's
Report and Bill Printing								
Non Complex	147,711	-	147,711	\$ 0.10	\$ 0.10	\$ 15	\$ (2)	\$ 13
Standard Complex	177	-	177	\$ 0.10	\$ 0.10	\$ -	\$ -	\$ -
Ultra Complex	-	-	-			\$ -	\$ -	\$ -
Total	147,888	-	147,888			\$ 15	\$ (2)	\$ 13
Inserting								
Non Complex	-	-	-			\$ -	\$ -	\$ -
Standard Complex	-	-	-			\$ -	\$ -	\$ -
Ultra Complex	-	-	-			\$ -	\$ -	\$ -
Total	-	-	-			\$ -	\$ -	\$ -
Letter Printing								
Non Complex	-	-	-			\$ -	\$ -	\$ -
Standard Complex	-	-	-			\$ -	\$ -	\$ -
Ultra Complex	-	-	-			\$ -	\$ -	\$ -
Total	-	-	-			\$ -	\$ -	\$ -
Price Schedule Value Changes								
Non Complex	8	-	8	\$ 1,500.00	\$ 1,533.00	\$ 12	\$ (1)	\$ 11
Standard Complex	0	-	0	\$ 1,500.00	\$ 1,533.00	\$ -	\$ -	\$ -
Ultra Complex	-	-	-			\$ -	\$ -	\$ -
Total	8	-	8			\$ 12	\$ (1)	\$ 11
Memo & Additional Statement Copies								
Non Complex	-	-	-			\$ -	\$ -	\$ -
Standard Complex	-	-	-			\$ -	\$ -	\$ -
Ultra Complex	-	-	-			\$ -	\$ -	\$ -
Total	-	-	-			\$ -	\$ -	\$ -
Service Accounts -Retail Billing								
Non Complex	-	-	-			\$ -	\$ -	\$ -
Standard Complex	-	-	-			\$ -	\$ -	\$ -
Ultra Complex	-	-	-			\$ -	\$ -	\$ -
Total	-	-	-			\$ -	\$ -	\$ -
Service Accounts -Refunds								
Non Complex	-	-	-			\$ -	\$ -	\$ -
Standard Complex	-	-	-			\$ -	\$ -	\$ -
Ultra Complex	-	-	-			\$ -	\$ -	\$ -
Total	-	-	-			\$ -	\$ -	\$ -

ATCO Gas
2005 I-Tek Business Services
Volumes and Total Cost

ATCO Gas Utility	Volumes			Jan-May Unit Rate	Jun-Dec Unit Rate	Dollars			
	Jan-May	Jun-Dec	Total			As Filed \$000's	Decision 2006-004 Adjust. - 11.1%	Placeholder \$000's	
Call Centre Services									
Call Centre and Support Hours									
Non Complex	30,729	43,987	74,716	\$ 44.00	\$ 44.97	\$ 3,330	\$ (370)	\$	2,960
Standard Complex	37	53	90	\$ 44.00	\$ 44.97	\$ 4	\$ -	\$	4
Ultra Complex	-	-	-			\$ -	\$ -	\$	-
Total	30,766	44,040	74,806			\$ 3,334	\$ (370)	\$	2,964
Credit Centre Hours									
Non Complex	-	-	-			\$ -	\$ -	\$	-
Standard Complex	-	-	-			\$ -	\$ -	\$	-
Ultra Complex	-	-	-			\$ -	\$ -	\$	-
Total	-	-	-			\$ -	\$ -	\$	-
Front Counter Hours (Walk in Service)									
Non Complex	-	-	-			\$ -	\$ -	\$	-
Standard Complex	-	-	-			\$ -	\$ -	\$	-
Ultra Complex	-	-	-			\$ -	\$ -	\$	-
Total	-	-	-			\$ -	\$ -	\$	-
Supervision									
Non Complex	2,563	3,669	6,232	\$ 55.00	\$ 56.21	\$ 347	\$ (38)	\$	309
Standard Complex	3	4	7	\$ 55.00	\$ 56.21	\$ -	\$ -	\$	-
Ultra Complex	-	-	-			\$ -	\$ -	\$	-
Total	2,566	3,673	6,239			\$ 347	\$ (38)	\$	309
Training									
Non Complex	412	589	1,001	\$ 35.00	\$ 35.77	\$ 35	\$ (4)	\$	31
Standard Complex	0	1	1	\$ 35.00	\$ 35.77	\$ -	\$ -	\$	-
Ultra Complex	-	-	-			\$ -	\$ -	\$	-
Total	412	590	1,002			\$ 35	\$ (4)	\$	31
Front Counter Facility									
Non Complex	-	-	-			\$ -	\$ -	\$	-
Standard Complex	-	-	-			\$ -	\$ -	\$	-
Ultra Complex	-	-	-			\$ -	\$ -	\$	-
Total	-	-	-			\$ -	\$ -	\$	-

ATCO Gas
2005 I-Tek Business Services
Volumes and Total Cost

ATCO Gas Utility	Volumes			Jan-May Unit Rate	Jun-Dec Unit Rate	Dollars		
	Jan-May	Jun-Dec	Total			As Filed \$000's	Decision 2006-004 Adjust. - 11.1%	Placeholder \$000's
Call Centre Services - Other								
Call Centre and Support Hours								
Non Complex	-	-	-			\$ -	\$ -	\$ -
Standard Complex	-	-	-			\$ -	\$ -	\$ -
Ultra Complex	-	-	-			\$ -	\$ -	\$ -
Total	-	-	-			\$ -	\$ -	\$ -
Supervision								
Non Complex	-	-	-			\$ -	\$ -	\$ -
Standard Complex	-	-	-			\$ -	\$ -	\$ -
Ultra Complex	-	-	-			\$ -	\$ -	\$ -
Total	-	-	-			\$ -	\$ -	\$ -
Training								
Non Complex	-	-	-			\$ -	\$ -	\$ -
Standard Complex	-	-	-			\$ -	\$ -	\$ -
Ultra Complex	-	-	-			\$ -	\$ -	\$ -
Total	-	-	-			\$ -	\$ -	\$ -
Pass Through Charges								
Postage, Envelopes, Paper, Reprographics	-	-	-			\$ 62	\$ (7)	\$ 55
Reception Services	-	-	-			\$ 14	\$ (2)	\$ 12
Collection Agencies	-	-	-			\$ -	\$ -	\$ -
Collection Agencies - Deferral Account	-	-	-			\$ -	\$ -	\$ -
CU Water Payments	-	-	-			\$ -	\$ -	\$ -
Bennett Jones	-	-	-			\$ -	\$ -	\$ -
Other Billing Services (Courier, Storage, etc)	-	-	-			\$ 40	\$ (4)	\$ 36
Statements of Work/Change Requests - Billing Services	393	560	953	\$ 125.00	\$ 129.38	\$ 122	\$ (14)	\$ 108
Statements of Work/Change Requests - Call Centre Services	660	930	1,590	\$ 75.00	\$ 77.62	\$ 122	\$ (14)	\$ 108
Statements of Work - I-Tek Labour	-	-	-			\$ -	\$ -	\$ -
Statements of Work - I-Tek Business Services	-	-	-			\$ -	\$ -	\$ -
Statements of Work - Billing Services	-	-	-			\$ -	\$ -	\$ -
Statements of Work - Non-Production	-	-	-			\$ -	\$ -	\$ -
Total						\$ 22,455	\$ (2,493)	\$ 19,962

ATCO Gas
2006 I-Tek Business Services
Volumes and Total Cost

ATCO Gas Utility	Volumes			Jan-May Unit Rate	Jun-Dec Unit Rate	Dollars			
	Jan-May	Jun-Dec	Total			As Filed \$000's	Decision 2006-004 Adjust. - 11.1%	Placeholder \$000's	
Billing Services									
Service Accounts - Metered									
Non Complex	4,825,428	6,755,599	11,581,026	\$ 1.58	\$ 1.62	\$ 18,568	\$ (2,061)	\$ 16,507	
Standard Complex	5,797	8,116	13,914	\$ 1.58	\$ 1.62	\$ 22	\$ (2)	\$ 20	
Ultra Complex									
Total	4,831,225	6,763,715	11,594,940			\$ 18,590	\$ (2,063)	\$ 16,527	
Service Accounts - Non-Metered									
	-	-	-			\$ -	\$ -	\$ -	
Service Accounts - Finalled									
Non Complex	-	-	-			\$ -	\$ -	\$ -	
Standard Complex	-	-	-			\$ -	\$ -	\$ -	
Ultra Complex	-	-	-			\$ -	\$ -	\$ -	
Total	-	-	-			\$ -	\$ -	\$ -	
Addition Service Account Processing									
Non Complex	31,572	44,201	75,773	\$ 1.02	\$ 1.04	\$ 78	\$ (9)	\$ 69	
Standard Complex	38	53	91	\$ 1.02	\$ 1.04	\$ -	\$ -	\$ -	
Ultra Complex	-	-	-			\$ -	\$ -	\$ -	
Total	31,610	44,254	75,864			\$ 78	\$ (9)	\$ 69	
Retailer Services - Supervisor Billing Specialist									
Non Complex	250	350	599	\$ 102.20	\$ 104.45	\$ 62	\$ (7)	\$ 55	
Standard Complex	0	0	1	\$ 102.20	\$ 104.45	\$ -	\$ -	\$ -	
Ultra Complex	-	-	-			\$ -	\$ -	\$ -	
Total	250	350	600			\$ 62	\$ (7)	\$ 55	
Retailer Services - Senior Billing Specialist									
Non Complex	2,747	3,845	6,592	\$ 76.65	\$ 78.34	\$ 512	\$ (57)	\$ 455	
Standard Complex	3	5	8	\$ 76.65	\$ 78.34	\$ 1	\$ -	\$ 1	
Ultra Complex	-	-	-			\$ -	\$ -	\$ -	
Total	2,750	3,850	6,600			\$ 513	\$ (57)	\$ 456	
Retailer Services - Billing Specialist									
Non Complex	-	-	-			\$ -	\$ -	\$ -	
Standard Complex	-	-	-			\$ -	\$ -	\$ -	
Ultra Complex	-	-	-			\$ -	\$ -	\$ -	
Total	-	-	-			\$ -	\$ -	\$ -	

ATCO Gas
2006 I-Tek Business Services
Volumes and Total Cost

ATCO Gas Utility	Volumes			Jan-May Unit Rate	Jun-Dec Unit Rate	Dollars			
	Jan-May	Jun-Dec	Total			As Filed \$000's	Decision 2006-004 Adjust. - 11.1%	Placeholder \$000's	
Report and Bill Printing									
Non Complex	63,144	88,402	151,546	\$ 0.10	\$ 0.10	\$ 15	\$ (2)	\$ 13	
Standard Complex	76	106	182	\$ 0.10	\$ 0.10	\$ -	\$ -	\$ -	
Ultra Complex	-	-	-			\$ -	\$ -	\$ -	
Total	63,220	88,508	151,728			\$ 15	\$ (2)	\$ 13	
Inserting									
Non Complex	-	-	-			\$ -	\$ -	\$ -	
Standard Complex	-	-	-			\$ -	\$ -	\$ -	
Ultra Complex	-	-	-			\$ -	\$ -	\$ -	
Total	-	-	-	\$ 0.03		\$ -	\$ -	\$ -	
Letter Printing									
Non Complex	-	-	-			\$ -	\$ -	\$ -	
Standard Complex	-	-	-			\$ -	\$ -	\$ -	
Ultra Complex	-	-	-			\$ -	\$ -	\$ -	
Total	-	-	-	\$ 0.20		\$ -	\$ -	\$ -	
Price Schedule Value Changes									
Non Complex	2	-	2	\$ 1,533.00	\$ 1,567.00	\$ 3	\$ -	\$ 3	
Standard Complex	0	-	0	\$ 1,533.00	\$ 1,567.00	\$ -	\$ -	\$ -	
Ultra Complex	-	-	-			\$ -	\$ -	\$ -	
Total	2	-	2			\$ 3	\$ -	\$ 3	
Memo & Additional Statement Copies									
Non Complex	-	-	-			\$ -	\$ -	\$ -	
Standard Complex	-	-	-			\$ -	\$ -	\$ -	
Ultra Complex	-	-	-			\$ -	\$ -	\$ -	
Total	-	-	-			\$ -	\$ -	\$ -	
Service Accounts -Retail Billing									
Non Complex	-	-	-			\$ -	\$ -	\$ -	
Standard Complex	-	-	-			\$ -	\$ -	\$ -	
Ultra Complex	-	-	-			\$ -	\$ -	\$ -	
Total	-	-	-			\$ -	\$ -	\$ -	
Service Accounts -Refunds									
Non Complex	-	-	-			\$ -	\$ -	\$ -	
Standard Complex	-	-	-			\$ -	\$ -	\$ -	
Ultra Complex	-	-	-			\$ -	\$ -	\$ -	
Total	-	-	-			\$ -	\$ -	\$ -	

ATCO Gas
2006 I-Tek Business Services
Volumes and Total Cost

	Volumes				Dollars				Placeholder \$000's	
	Jan-May		Jun-Dec		Jan-May		Jun-Dec			
	Unit	Rate	Unit	Rate	Unit	Rate	Unit	Rate		
ATCO Gas Utility										
Call Centre Services										
Call Centre and Support Hours										
Non Complex	33,616	\$ 48,028	81,644	\$ 44.97	\$ 45.96	\$ 3,719	\$ (413)	\$ 3,306		
Standard Complex	40	58	98	44.97	45.96	4	-	4		
Ultra Complex	-	-	-	-	-	-	-	-		
Total	33,656	48,086	81,742	3,723	(413)	3,723	(413)	3,310		
Credit Centre Hours										
Non Complex	-	-	-	-	-	-	-	-		
Standard Complex	-	-	-	-	-	-	-	-		
Ultra Complex	-	-	-	-	-	-	-	-		
Total	-	-	-	-	-	-	-	-		
Front Counter Hours (Walk in Service)										
Non Complex	-	-	-	-	-	-	-	-		
Standard Complex	-	-	-	-	-	-	-	-		
Ultra Complex	-	-	-	-	-	-	-	-		
Total	-	-	-	-	-	-	-	-		
Supervision										
Non Complex	2,803	4,005	6,808	56.21	57.45	388	(43)	345		
Standard Complex	3	5	8	56.21	57.45	-	-	-		
Ultra Complex	-	-	-	-	-	-	-	-		
Total	2,806	4,010	6,816	388	(43)	388	(43)	345		
Training										
Non Complex	451	644	1,096	35.77	36.56	40	(4)	36		
Standard Complex	1	1	1	35.77	36.56	-	-	-		
Ultra Complex	-	-	-	-	-	-	-	-		
Total	452	645	1,097	40	(4)	40	(4)	36		
Front Counter Facility										
Non Complex	-	-	-	-	-	-	-	-		
Standard Complex	-	-	-	-	-	-	-	-		
Ultra Complex	-	-	-	-	-	-	-	-		
Total	-	-	-	-	-	-	-	-		

ATCO Gas
2006 I-Tek Business Services
Volumes and Total Cost

	Volumes			Jan-May Unit Rate	Jun-Dec Unit Rate	Dollars		
	Jan-May	Jun-Dec	Total			As Filed \$000's	Decision 2006-004 Adjust. - 11.1%	Placeholder \$000's
ATCO Gas Utility								
Call Centre Services - Other								
Call Centre and Support Hours								
Non Complex	-	-	-			\$ -	\$ -	\$ -
Standard Complex	-	-	-			\$ -	\$ -	\$ -
Ultra Complex	-	-	-			\$ -	\$ -	\$ -
Total	-	-	-			\$ -	\$ -	\$ -
Supervision								
Non Complex	-	-	-			\$ -	\$ -	\$ -
Standard Complex	-	-	-			\$ -	\$ -	\$ -
Ultra Complex	-	-	-			\$ -	\$ -	\$ -
Total	-	-	-			\$ -	\$ -	\$ -
Training								
Non Complex	-	-	-			\$ -	\$ -	\$ -
Standard Complex	-	-	-			\$ -	\$ -	\$ -
Ultra Complex	-	-	-			\$ -	\$ -	\$ -
Total	-	-	-			\$ -	\$ -	\$ -
Pass Through Charges								
Postage, Envelopes, Paper, Reprographics	-	-	-			\$ 66	\$ (7)	\$ 59
Reception Services	-	-	-			\$ 14	\$ (2)	\$ 12
Collection Agencies	-	-	-			\$ -	\$ -	\$ -
Collection Agencies - Deferral Account	-	-	-			\$ -	\$ -	\$ -
CU Water Payments	-	-	-			\$ -	\$ -	\$ -
Bennett Jones	-	-	-			\$ -	\$ -	\$ -
Other Billing Services (Courier, Storage, etc)	-	-	-			\$ 42	\$ (5)	\$ 37
Statements of Work/Change Requests - Billing Services	390	553	943	\$ 129.38	\$ 133.38	\$ 124	\$ (14)	\$ 110
Statements of Work/Change Requests - Call Centre Services	660	910	1,570	\$ 77.62	\$ 80.34	\$ 124	\$ (14)	\$ 110
Statements of Work - I-Tek Labour	-	-	-			\$ -	\$ -	\$ -
Statements of Work - I-Tek Business Services	-	-	-			\$ -	\$ -	\$ -
Statements of Work - Billing Services	-	-	-			\$ -	\$ -	\$ -
Statements of Work - Non-Production	-	-	-			\$ -	\$ -	\$ -
Total						\$ 23,782	\$ (2,640)	\$ 21,142

ATCO Gas
2007 I-Tek Business Services
Volumes and Total Cost

ATCO Gas Utility	Volumes			Jan-May Unit Rate	Jun-Dec Unit Rate	Dollars			
	Jan-May	Jun-Dec	Total			As Filed \$000's	Decision 2006-004 Adjust. - 11.1%	Placeholder \$000's	
Billing Services									
Service Accounts - Metered									
Non Complex	4,946,063	6,924,488	11,870,550	\$ 1.62	\$ 1.65	\$ 19,438	\$ (2,158)	\$ 17,280	
Standard Complex	5,942	8,319	14,262	\$ 1.62	\$ 1.65	\$ 23	\$ (2)	\$ 21	
Ultra Complex									
Total	4,952,005	6,932,807	11,884,812			\$ 19,461	\$ (2,160)	\$ 17,301	
Service Accounts - Non-Metered									
	-	-	-			\$ -	\$ -	\$ -	
Service Accounts - Finalled									
Non Complex	-	-	-			\$ -	\$ -	\$ -	
Standard Complex	-	-	-			\$ -	\$ -	\$ -	
Ultra Complex	-	-	-			\$ -	\$ -	\$ -	
Total	-	-	-			\$ -	\$ -	\$ -	
Addition Service Account Processing									
Non Complex	32,361	45,306	77,667	\$ 1.04	\$ 1.07	\$ 82	\$ (9)	\$ 73	
Standard Complex	39	54	93	\$ 1.04	\$ 1.07	\$ -	\$ -	\$ -	
Ultra Complex	-	-	-			\$ -	\$ -	\$ -	
Total	32,400	45,360	77,760			\$ 82	\$ (9)	\$ 73	
Retailer Services - Supervisor Billing Specialist									
Non Complex	250	350	599	\$ 104.45	\$ 106.64	\$ 63	\$ (7)	\$ 56	
Standard Complex	0	0	1	\$ 104.45	\$ 106.64	\$ -	\$ -	\$ -	
Ultra Complex	-	-	-			\$ -	\$ -	\$ -	
Total	250	350	600			\$ 63	\$ (7)	\$ 56	
Retailer Services - Senior Billing Specialist									
Non Complex	2,747	3,845	6,592	\$ 78.34	\$ 79.98	\$ 523	\$ (58)	\$ 465	
Standard Complex	3	5	8	\$ 78.34	\$ 79.98	\$ 1	\$ -	\$ 1	
Ultra Complex	-	-	-			\$ -	\$ -	\$ -	
Total	2,750	3,850	6,600			\$ 524	\$ (58)	\$ 466	
Retailer Services - Billing Specialist									
Non Complex	-	-	-			\$ -	\$ -	\$ -	
Standard Complex	-	-	-			\$ -	\$ -	\$ -	
Ultra Complex	-	-	-			\$ -	\$ -	\$ -	
Total	-	-	-			\$ -	\$ -	\$ -	

ATCO Gas
2007 I-Tek Business Services
Volumes and Total Cost

ATCO Gas Utility	Volumes			Jan-May Unit Rate	Jun-Dec Unit Rate	Dollars			
	Jan-May	Jun-Dec	Total			As Filed \$000's	Decision 2006-004 Adjust. - 11.1%	Placeholder \$000's	
Report and Bill Printing									
Non Complex	64,727	90,618	155,345	\$ 0.10	\$ 0.11	\$ 16	\$ (2)	\$ 14	
Standard Complex	78	109	187	\$ 0.10	\$ 0.11	\$ -	\$ -	\$ -	
Ultra Complex	-	-	-			\$ -	\$ -	\$ -	
Total	64,805	90,727	155,532			\$ 16	\$ (2)	\$ 14	
Inserting									
Non Complex	-	-	-			\$ -	\$ -	\$ -	
Standard Complex	-	-	-			\$ -	\$ -	\$ -	
Ultra Complex	-	-	-			\$ -	\$ -	\$ -	
Total	-	-	-			\$ -	\$ -	\$ -	
Letter Printing									
Non Complex	-	-	-			\$ -	\$ -	\$ -	
Standard Complex	-	-	-			\$ -	\$ -	\$ -	
Ultra Complex	-	-	-			\$ -	\$ -	\$ -	
Total	-	-	-			\$ -	\$ -	\$ -	
Price Schedule Value Changes									
Non Complex	4	-	4	\$ 1,567.00	\$ 1,600.00	\$ 6	\$ (1)	\$ 5	
Standard Complex	0	-	0	\$ 1,567.00	\$ 1,600.00	\$ -	\$ -	\$ -	
Ultra Complex	-	-	-			\$ -	\$ -	\$ -	
Total	4	-	4			\$ 6	\$ (1)	\$ 5	
Memo & Additional Statement Copies									
Non Complex	-	-	-			\$ -	\$ -	\$ -	
Standard Complex	-	-	-			\$ -	\$ -	\$ -	
Ultra Complex	-	-	-			\$ -	\$ -	\$ -	
Total	-	-	-			\$ -	\$ -	\$ -	
Service Accounts -Retail Billing									
Non Complex	-	-	-			\$ -	\$ -	\$ -	
Standard Complex	-	-	-			\$ -	\$ -	\$ -	
Ultra Complex	-	-	-			\$ -	\$ -	\$ -	
Total	-	-	-			\$ -	\$ -	\$ -	
Service Accounts -Refunds									
Non Complex	-	-	-			\$ -	\$ -	\$ -	
Standard Complex	-	-	-			\$ -	\$ -	\$ -	
Ultra Complex	-	-	-			\$ -	\$ -	\$ -	
Total	-	-	-			\$ -	\$ -	\$ -	

ATCO Gas
2007 I-Tek Business Services
Volumes and Total Cost

ATCO Gas Utility	Volumes			Jan-May Unit Rate	Jun-Dec Unit Rate	Dollars			
	Jan-May	Jun-Dec	Total			As Filed \$000's	Decision 2006-004 Adjust. - 11.1%	Placeholder \$000's	
Call Centre Services									
Call Centre and Support Hours									
Non Complex	33,616	48,028	81,644	\$ 45.96	\$ 46.92	\$ 3,798	\$ (421)	\$	3,377
Standard Complex	40	58	98	\$ 45.96	\$ 46.92	\$ 5	\$ (1)	\$	4
Ultra Complex	-	-	-			\$ -	\$ -	\$	-
Total	33,656	48,086	81,742			\$ 3,803	\$ (422)	\$	3,381
Credit Centre Hours									
Non Complex	-	-	-			\$ -	\$ -	\$	-
Standard Complex	-	-	-			\$ -	\$ -	\$	-
Ultra Complex	-	-	-			\$ -	\$ -	\$	-
Total	-	-	-			\$ -	\$ -	\$	-
Front Counter Hours (Walk in Service)									
Non Complex	-	-	-			\$ -	\$ -	\$	-
Standard Complex	-	-	-			\$ -	\$ -	\$	-
Ultra Complex	-	-	-			\$ -	\$ -	\$	-
Total	-	-	-			\$ -	\$ -	\$	-
Supervision									
Non Complex	2,803	4,005	6,808	\$ 57.45	\$ 58.65	\$ 396	\$ (44)	\$	352
Standard Complex	3	5	8	\$ 57.45	\$ 58.65	\$ -	\$ -	\$	-
Ultra Complex	-	-	-			\$ -	\$ -	\$	-
Total	2,806	4,010	6,816			\$ 396	\$ (44)	\$	352
Training									
Non Complex	451	644	1,096	\$ 36.56	\$ 36.56	\$ 40	\$ (4)	\$	36
Standard Complex	1	1	1	\$ 37.32	\$ 36.56	\$ -	\$ -	\$	-
Ultra Complex	-	-	-			\$ -	\$ -	\$	-
Total	452	645	1,097			\$ 40	\$ (4)	\$	36
Front Counter Facility									
Non Complex	-	-	-			\$ -	\$ -	\$	-
Standard Complex	-	-	-			\$ -	\$ -	\$	-
Ultra Complex	-	-	-			\$ -	\$ -	\$	-
Total	-	-	-			\$ -	\$ -	\$	-

ATCO Gas
2007 I-Tek Business Services
Volumes and Total Cost

ATCO Gas Utility	Volumes			Jan-May Unit Rate	Jun-Dec Unit Rate	Dollars			
	Jan-May	Jun-Dec	Total			As Filed \$000's	Decision 2006-004 Adjust. - 11.1%	Placeholder \$000's	
Call Centre Services - Other									
Call Centre and Support Hours									
Non Complex	-	-	-			\$ -	\$ -	\$ -	\$ -
Standard Complex	-	-	-			\$ -	\$ -	\$ -	\$ -
Ultra Complex	-	-	-			\$ -	\$ -	\$ -	\$ -
Total	-	-	-			\$ -	\$ -	\$ -	\$ -
Supervision									
Non Complex	-	-	-			\$ -	\$ -	\$ -	\$ -
Standard Complex	-	-	-			\$ -	\$ -	\$ -	\$ -
Ultra Complex	-	-	-			\$ -	\$ -	\$ -	\$ -
Total	-	-	-			\$ -	\$ -	\$ -	\$ -
Training									
Non Complex	-	-	-			\$ -	\$ -	\$ -	\$ -
Standard Complex	-	-	-			\$ -	\$ -	\$ -	\$ -
Ultra Complex	-	-	-			\$ -	\$ -	\$ -	\$ -
Total	-	-	-			\$ -	\$ -	\$ -	\$ -
Pass Through Charges									
Postage, Envelopes, Paper, Reprographics	-	-	-			\$ 68	\$ (8)	\$ 60	
Reception Services	-	-	-			\$ 15	\$ (2)	\$ 13	
Collection Agencies	-	-	-			\$ -	\$ -	\$ -	
Collection Agencies - Deferral Account	-	-	-			\$ -	\$ -	\$ -	
CU Water Payments	-	-	-			\$ -	\$ -	\$ -	
Bennett Jones	-	-	-			\$ -	\$ -	\$ -	
Other Billing Services (Courier, Storage, etc)	-	-	-			\$ 43	\$ (5)	\$ 38	
Statements of Work/Change Requests - Billing Services	388	545	933	\$ 133.38	\$ 138.05	\$ 127	\$ (14)	\$ 113	
Statements of Work/Change Requests - Call Centre Services	649	899	1,548	\$ 80.34	\$ 83.16	\$ 127	\$ (14)	\$ 113	
Statements of Work - I-Tek Labour	-	-	-			\$ -	\$ -	\$ -	
Statements of Work - I-Tek Business Services	-	-	-			\$ -	\$ -	\$ -	
Statements of Work - Billing Services	-	-	-			\$ -	\$ -	\$ -	
Statements of Work - Non-Production	-	-	-			\$ -	\$ -	\$ -	
Total						\$ 24,771	\$ (2,750)	\$ 22,021	

ATCO Gas
2003-2007 I-Tek Business Services Volumes

ATCO Gas Utility	Actual		Forecast		
	2003 Total	2004 Total	2005 Total	2006 Total	2007 Total
Base Billing Services (Units)					
Monthly Base Fee (metered)					
Non Complex	10,753,116.00	10,891,555.00	11,287,546.67	11,581,026.07	11,870,550.23
Standard Complex	21,550.00	21,825.00	13,561.33	13,913.93	14,261.77
Ultra Complex	-	-	-	-	-
Total	10,774,666.00	10,913,380.00	11,301,108.00	11,594,940.00	11,884,812.00
Monthly Base Fee (non-metered)					
	535.00	180.00	-	-	-
Monthly Base Fee (Finalled)					
Non Complex	290,506.00	719,386.00	-	-	-
Standard Complex	582.00	1,441.00	-	-	-
Ultra Complex	-	-	-	-	-
Total	291,088.00	720,827.00	-	-	-
Additional Processing of Service Account					
Non Complex	144,097.00	119,109.00	73,855.27	75,772.96	77,666.69
Standard Complex	290.00	238.00	88.73	91.04	93.31
Ultra Complex	-	-	-	-	-
Total	144,387.00	119,347.00	73,944.00	75,864.00	77,760.00
Supervisor Billing Services Personnel					
Non Complex	139.00	295.00	599.28	599.28	599.28
Standard Complex	0.30	1.70	0.72	0.72	0.72
Ultra Complex	-	-	-	-	-
Total	139.30	296.70	600.00	600.00	600.00
Senior Billing Services Personnel					
Non Complex	2,595.00	5,663.00	6,592.08	6,592.08	6,592.08
Standard Complex	5.30	12.60	7.92	7.92	7.92
Ultra Complex	-	-	-	-	-
Total	2,600.30	5,675.60	6,600.00	6,600.00	6,600.00
Billing Services Personnel					
Non Complex	215.00	163.00	-	-	-
Standard Complex	0.50	0.70	-	-	-
Ultra Complex	-	-	-	-	-
Total	215.50	163.70	-	-	-
Report or Bill Print					
Non Complex	9,510,941.00	4,787,048.00	147,710.53	151,545.93	155,345.36
Standard Complex	19,060.00	9,594.00	177.47	182.07	186.64
Ultra Complex	-	-	-	-	-
Total	9,530,001.00	4,796,642.00	147,888.00	151,728.00	155,532.00
Inserting					
Non Complex	8,683,088.00	3,609,104.00	-	-	-
Standard Complex	17,403.00	7,233.00	-	-	-
Ultra Complex	-	-	-	-	-
Total	8,700,491.00	3,616,337.00	-	-	-
Letter Printing					
Non Complex	646,839.00	593,650.00	-	-	-
Standard Complex	1,297.00	1,189.00	-	-	-
Ultra Complex	-	-	-	-	-
Total	648,136.00	594,839.00	-	-	-
Price Schedule Value Changes					
Non Complex	12.00	20.00	7.99	2.00	4.00
Standard Complex	-	-	0.01	0.00	0.00
Ultra Complex	-	-	-	-	-
Total	12.00	20.00	8.00	2.00	4.00

ATCO Gas
2003-2007 I-Tek Business Services Volumes

ATCO Gas Utility	Actual		Forecast		
	2003 Total	2004 Total	2005 Total	2006 Total	2007 Total
Memo Statements					
Non Complex	7,347.00	3,247.00	-	-	-
Standard Complex	12.00	5.00	-	-	-
Ultra Complex	-	-	-	-	-
Total	7,359.00	3,252.00	-	-	-
Additional Service Account Fee for Continuing Retail					
Non Complex	-	11,653.00	-	-	-
Standard Complex	-	24.00	-	-	-
Ultra Complex	-	-	-	-	-
Total	-	11,677.00	-	-	-
Refund Cheques					
Non Complex	-	69,150.00	-	-	-
Standard Complex	-	138.00	-	-	-
Ultra Complex	-	-	-	-	-
Total	-	69,288.00	-	-	-
Base Customer Assistance Services and Support (Units)					
Agent Rate					
Non Complex	150,061.00	117,765.00	74,716.23	81,643.91	81,643.91
Standard Complex	300.25	236.40	89.77	98.09	98.09
Ultra Complex	-	-	-	-	-
Total	150,361.25	118,001.40	74,806.00	81,742.00	81,742.00
Credit Management Services - Agent Rate					
Non Complex	97,896.00	73,206.00	-	-	-
Standard Complex	195.35	145.53	-	-	-
Ultra Complex	-	-	-	-	-
Total	98,091.35	73,351.53	-	-	-
Walk-In Services - Agent Rate					
Non Complex	9,442.00	3,667.00	-	-	-
Standard Complex	18.40	6.50	-	-	-
Ultra Complex	-	-	-	-	-
Total	9,460.40	3,673.50	-	-	-
Supervisor Rate					
Non Complex	21,468.00	16,012.00	6,231.51	6,807.82	6,807.82
Standard Complex	42.00	31.29	7.49	8.18	8.18
Ultra Complex	-	-	-	-	-
Total	21,510.00	16,043.29	6,239.00	6,816.00	6,816.00
Training Rate					
Non Complex	3,444.00	1,964.00	1,000.80	1,095.68	1,095.68
Standard Complex	12.00	5.99	1.20	1.32	1.32
Ultra Complex	-	-	-	-	-
Total	3,456.00	1,969.99	1,002.00	1,097.00	1,097.00
Walk-in Facility Costs					
Non Complex	-	-	-	-	-
Standard Complex	-	-	-	-	-
Ultra Complex	-	-	-	-	-
Total	-	-	-	-	-

ATCO Gas
2003-2007 I-Tek Business Services Volumes

ATCO Gas Utility	Actual		Forecast		
	2003 Total	2004 Total	2005 Total	2006 Total	2007 Total
Pass Through Charges (\$000)					
Postage, Envelopes, Paper, Reprographics	\$ 4,963	\$ 3,105	\$ 62	\$ 66	\$ 68
Reception Services	\$ 23	\$ 14	\$ 14	\$ 14	\$ 15
Collection Agency Fees	\$ 223	\$ 125	\$ -	\$ -	\$ -
Collection Agencies - Deferral Account	\$ -	\$ 148	\$ -	\$ -	\$ -
CU Water Payments	\$ -	\$ -	\$ -	\$ -	\$ -
Bennett Jones	\$ 1	\$ -	\$ -	\$ -	\$ -
Other Billing Services (Courier, Storage, etc)	\$ 191	\$ 236	\$ 40	\$ 42	\$ 43
Statements of Work/Change Requests - Billing Services	\$ 109	\$ 216	\$ 122	\$ 124	\$ 127
Statements of Work/Change Requests - Call Centre Services	\$ 131	\$ -	\$ 122	\$ 124	\$ 127
Statements of Work - I-Tek Labour	\$ 1,408	\$ 778	\$ -	\$ -	\$ -
Statements of Work - DFSS	\$ 404	\$ 88	\$ -	\$ -	\$ -
Statements of Work - I-Tek Business Services	\$ 225	\$ 78	\$ -	\$ -	\$ -
Statements of Work - Billing Services	\$ 207	\$ 179	\$ -	\$ -	\$ -
Statements of Work - Non-Production	\$ 367	\$ 213	\$ -	\$ -	\$ -
Pass Through Charges					
Workstations and Floor Space	\$ -	\$ -	\$ -	\$ -	\$ -

* 2003 and 2004 volumes exclude non-utility related volumes.

ATCO Electric
2003-2007 I-Tek Business Services Volumes

	Actual		Forecast		
	2003 Total	2004 Total	2005 Total	2006 Total	2007 Total*
ATCO Electric Utility					
Base Billing Services (Units)					
Monthly Base Fee (metered)					
Non Complex	1,415,244.14	1,435,411.14	1,477,209.31	1,506,757.46	1,536,892.61
Standard Complex	784,428.56	772,202.68	795,595.76	811,509.81	827,740.00
Ultra Complex	6,618.31	6,643.18	6,838.93	6,975.73	7,115.24
Total	2,206,291.01	2,214,257.00	2,279,644.00	2,325,243.00	2,371,747.86
Monthly Base Fee (non-metered)					
	482,132.00	482,257.00	497,713.00	507,663.00	517,816.26
Monthly Base Fee (finalled)					
Non Complex	48,866.00	136,109.00	-	-	-
Standard Complex	26,953.00	73,372.00	-	-	-
Ultra Complex	230.00	631.00	-	-	-
Total	76,049.00	210,112.00	-	-	-
Additional Processing of Service Account					
Non Complex	32,878.00	19,558.00	19,076.47	19,454.90	19,844.00
Standard Complex	18,153.00	10,521.00	10,274.21	10,478.03	10,687.59
Ultra Complex	153.00	91.00	88.32	90.07	91.87
Total	51,184.00	30,170.00	29,439.00	30,023.00	30,623.46
Supervisor Billing Services Personnel					
Non Complex	209.19	170.73	238.00	241.54	246.37
Standard Complex	103.49	85.36	119.00	120.77	123.19
Ultra Complex	426.52	324.61	493.00	500.34	510.34
Total	739.20	580.70	850.00	862.65	879.90
Senior Billing Services Personnel					
Non Complex	3,404.26	3,313.02	3,572.24	3,643.54	3,716.41
Standard Complex	1,696.08	1,656.51	1,786.12	1,821.77	1,858.21
Ultra Complex	7,014.47	7,034.17	7,399.64	7,547.34	7,698.28
Total	12,114.80	12,003.70	12,758.00	13,012.65	13,272.90
Billing Services Personnel					
Non Complex	643.30	390.21	544.32	555.98	567.10
Standard Complex	320.64	195.50	272.16	277.99	283.55
Ultra Complex	1,065.41	205.79	884.52	903.47	921.54
Total	2,029.35	791.50	1,701.00	1,737.45	1,772.20
Report or Bill Print					
Non Complex	1,011,201.00	676,674.00	78,732.00	80,306.64	81,912.77
Standard Complex	559,898.00	366,347.00	42,403.50	43,251.57	44,116.60
Ultra Complex	4,728.00	3,138.00	364.50	371.79	379.23
Total	1,575,827.00	1,046,159.00	121,500.00	123,930.00	126,408.60
Inserting					
Non Complex	626,164.00	410,866.01	-	-	-
Standard Complex	347,096.00	223,241.44	-	-	-
Ultra Complex	2,930.00	1,908.05	-	-	-
Total	976,190.00	636,015.50	-	-	-
Letter Printing					
Non Complex	131,805.00	80,538.00	-	-	-
Standard Complex	73,014.00	43,419.00	-	-	-
Ultra Complex	616.00	371.00	-	-	-
Total	205,435.00	124,328.00	-	-	-
Price Schedule Value Changes					
Non Complex	7.00	8.00	7.78	7.78	7.93
Standard Complex	2.00	4.00	4.19	4.19	4.27
Ultra Complex	-	-	0.04	0.04	0.04
Total	9.00	12.00	12.00	12.00	12.24

ATCO Electric
2003-2007 I-Tek Business Services Volumes

ATCO Electric Utility	Actual		Forecast		
	2003 Total	2004 Total	2005 Total	2006 Total	2007 Total*
Memo Statements					
Non Complex	2,881.00	1,528.00	-	-	-
Standard Complex	1,590.00	829.00	-	-	-
Ultra Complex	12.00	6.00	-	-	-
Total	4,483.00	2,363.00	-	-	-
Additional Service Account Fee for Continuing Retail					
Non Complex	-	8,390.00	-	-	-
Standard Complex	-	4,465.00	-	-	-
Ultra Complex	-	39.00	-	-	-
Total	-	12,894.00	-	-	-
Refund Cheques					
Non Complex	-	10,066.00	-	-	-
Standard Complex	-	5,364.00	-	-	-
Ultra Complex	-	46.00	-	-	-
Total	-	15,476.00	-	-	-
Base Customer Assistance Services and Support (Units)					
Agent Rate					
Non Complex	24,875.00	20,132.98	12,256.92	12,486.96	12,736.70
Standard Complex	13,793.00	10,891.10	6,601.34	6,725.23	6,859.73
Ultra Complex	117.00	93.35	56.74	57.81	58.97
Total	38,785.00	31,117.43	18,915.00	19,270.00	19,655.40
Credit Management Services - Agent Rate					
Non Complex	19,730.71	14,362.65	-	-	-
Standard Complex	10,946.73	7,735.44	-	-	-
Ultra Complex	91.91	66.49	-	-	-
Total	30,769.35	22,164.58	-	-	-
Walk-In Services - Agent Rate					
Non Complex	-	-	-	-	-
Standard Complex	-	-	-	-	-
Ultra Complex	-	-	-	-	-
Total	-	-	-	-	-
Supervisor Rate					
Non Complex	3,720.72	2,875.82	1,022.54	1,041.34	1,062.16
Standard Complex	2,062.45	1,548.86	550.72	560.84	572.06
Ultra Complex	17.83	13.31	4.73	4.82	4.92
Total	5,801.00	4,438.00	1,578.00	1,607.00	1,639.14
Training Rate					
Non Complex	599.57	346.90	163.94	167.18	170.53
Standard Complex	331.45	187.95	88.30	90.04	91.84
Ultra Complex	1.98	2.15	0.76	0.77	0.79
Total	933.00	537.00	253.00	258.00	263.16
Emergency and Outage Services					
Non Complex	8.00	8.00	7.78	7.78	7.93
Standard Complex	4.00	4.00	4.19	4.19	4.27
Ultra Complex	-	-	0.04	0.04	0.04
Total	12.00	12.00	12.00	12.00	12.24
Walk-in Facility Costs					
Non Complex	-	-	-	-	-
Standard Complex	-	-	-	-	-
Ultra Complex	-	-	-	-	-
Total	-	-	-	-	-

ATCO Electric
2003-2007 I-Tek Business Services Volumes

ATCO Electric Utility	Actual		Forecast		
	2003 Total	2004 Total	2005 Total	2006 Total	2007 Total*
<u>Pass Through Charges (\$000)</u>					
Postage, Envelopes, Paper, Reprographics	\$ 973	\$ 760	\$ 49	\$ 50	\$ 51
Reception Services	\$ 7	\$ 6	\$ -	\$ -	\$ -
Collection Agencies	\$ 74	\$ 78	\$ 11	\$ 11	\$ 11
Collection Agencies - Moved to B/S	\$ -	\$ -	\$ -	\$ -	\$ -
CU Water Payments	\$ -	\$ -	\$ -	\$ -	\$ -
Bennett Jones	\$ -	\$ -	\$ -	\$ -	\$ -
Other Billing Services (Courier, Storage, etc)	\$ 3	\$ 2	\$ 3	\$ 3	\$ 3
Statements of Work/Change Requests - Billing Services	\$ 277	\$ 91	\$ -	\$ -	\$ -
Statements of Work/Change Requests - Call Centre Services	\$ 8	\$ 1	\$ 1	\$ 1	\$ 1
Statements of Work - I-Tek Labour	\$ 702	\$ 479	\$ -	\$ -	\$ -
Statements of Work - I-Tek Business Services	\$ 90	\$ 175	\$ -	\$ -	\$ -
Statements of Work - Billing Services	\$ 19	\$ 89	\$ -	\$ -	\$ -
Statements of Work - Non-Production	\$ 231	\$ 218	\$ -	\$ -	\$ -
Statements of Work/Change Requests - Maintenance	\$ -	\$ -	\$ 200	\$ 200	\$ 204
<u>Pass Through Charges</u>					
Workstations and Floor Space	-	-	-	-	-
<u>Flow Through Costs - other billing services</u>					
	\$ 42	\$ 42	\$ 142	\$ 142	\$ 145

* 2007 Volumes for ATCO Electric are based on 2006 GTA volumes plus a 2% growth factor. These volumes will be replaced with ATCO Electric's 2007 GTA forecast volumes once these are filed with the AEUB.

** 2003 and 2004 volumes exclude non-utility related volumes.

ATCO Gas & ATCO Electric
2003-2007 I-Tek Business Services Volumes

	Actual		Forecast		
	2003 Total	2004 Total	2005 Total	2006 Total	2007 Total
Base Billing Services (Units)					
Monthly Base Fee (metered)					
Non Complex	12,168,360.14	12,326,966.14	12,764,755.98	13,087,783.54	13,407,442.84
Standard Complex	805,978.56	794,027.68	809,157.09	825,423.74	842,001.78
Ultra Complex	6,618.31	6,643.18	6,838.93	6,975.73	7,115.24
Total	12,980,957.01	13,127,637.00	13,580,752.00	13,920,183.00	14,256,559.86
Monthly Base Fee (non-metered)					
	482,667.00	482,437.00	497,713.00	507,663.00	517,816.26
Monthly Base Fee (Finalled)					
Non Complex	339,372.00	855,495.00	-	-	-
Standard Complex	27,535.00	74,813.00	-	-	-
Ultra Complex	230.00	631.00	-	-	-
Total	367,137.00	930,939.00	-	-	-
Additional Processing of Service Accounts					
Non Complex	176,975.00	138,667.00	92,931.74	95,227.87	97,510.69
Standard Complex	18,443.00	10,759.00	10,362.94	10,569.06	10,780.90
Ultra Complex	153.00	91.00	88.32	90.07	91.87
Total	195,571.00	149,517.00	103,383.00	105,887.00	108,383.46
Supervisor Billing Services Personnel					
Non Complex	348.19	465.73	837.28	840.82	845.65
Standard Complex	103.79	87.06	119.72	121.49	123.91
Ultra Complex	426.52	324.61	493.00	500.34	510.34
Total	878.50	877.40	1,450.00	1,462.65	1,479.90
Senior Billing Services Personnel					
Non Complex	5,999.26	8,976.02	10,164.32	10,235.62	10,308.49
Standard Complex	1,701.38	1,669.11	1,794.04	1,829.69	1,866.13
Ultra Complex	7,014.47	7,034.17	7,399.64	7,547.34	7,698.28
Total	14,715.10	17,679.30	19,358.00	19,612.65	19,872.90
Billing Services Personnel					
Non Complex	858.30	553.21	544.32	555.98	567.10
Standard Complex	321.14	196.20	272.16	277.99	283.55
Ultra Complex	1,065.41	205.79	884.52	903.47	921.54
Total	2,244.85	955.20	1,701.00	1,737.45	1,772.20
Report or Bill Print					
Non Complex	10,522,142.00	5,463,722.00	226,442.53	231,852.57	237,258.13
Standard Complex	578,958.00	375,941.00	42,580.97	43,433.64	44,303.24
Ultra Complex	4,728.00	3,138.00	364.50	371.79	379.23
Total	11,105,828.00	5,842,801.00	269,388.00	275,658.00	281,940.60
Inserting					
Non Complex	9,309,252.00	4,019,970.01	-	-	-
Standard Complex	364,499.00	230,474.44	-	-	-
Ultra Complex	2,930.00	1,908.05	-	-	-
Total	9,676,681.00	4,252,352.50	-	-	-
Letter Printing					
Non Complex	778,644.00	674,188.00	-	-	-
Standard Complex	74,311.00	44,608.00	-	-	-
Ultra Complex	616.00	371.00	-	-	-
Total	853,571.00	719,167.00	-	-	-
Price Schedule Value Changes					
Non Complex	19.00	28.00	15.77	9.77	11.93
Standard Complex	2.00	4.00	4.20	4.19	4.28
Ultra Complex	-	-	0.04	0.04	0.04
Total	21.00	32.00	20.00	14.00	16.24

ATCO Gas & ATCO Electric
2003-2007 I-Tek Business Services Volumes

	Actual		Forecast		
	2003 Total	2004 Total	2005 Total	2006 Total	2007 Total
Memo Statements					
Non Complex	10,228.00	4,775.00	-	-	-
Standard Complex	1,602.00	834.00	-	-	-
Ultra Complex	12.00	6.00	-	-	-
Total	11,842.00	5,615.00	-	-	-
Additional Service Account Fee For Continuing Retail					
Non Complex	-	20,043.00	-	-	-
Standard Complex	-	4,489.00	-	-	-
Ultra Complex	-	39.00	-	-	-
Total	-	24,571.00	-	-	-
Refund Cheques					
Non Complex	-	79,216.00	-	-	-
Standard Complex	-	5,502.00	-	-	-
Ultra Complex	-	46.00	-	-	-
Total	-	84,764.00	-	-	-
Base Customer Assistance Services and Support (Units)					
Agent Rate					
Non Complex	174,936.00	137,897.98	86,973.15	94,130.87	94,380.61
Standard Complex	14,093.25	11,127.50	6,691.10	6,823.32	6,957.83
Ultra Complex	117.00	93.35	56.74	57.81	58.97
Total	189,146.25	149,118.83	93,721.00	101,012.00	101,397.40
Credit Management Services - Agent Rate					
Non Complex	117,626.71	87,568.65	-	-	-
Standard Complex	11,142.08	7,880.97	-	-	-
Ultra Complex	91.91	66.49	-	-	-
Total	128,860.70	95,516.11	-	-	-
Walk-In Service - Agent Rate					
Non Complex	9,442.00	3,667.00	-	-	-
Standard Complex	18.40	6.50	-	-	-
Ultra Complex	-	-	-	-	-
Total	9,460.40	3,673.50	-	-	-
Supervisor Rate					
Non Complex	25,188.72	18,887.82	7,254.06	7,849.16	7,869.98
Standard Complex	2,104.45	1,580.15	558.21	569.02	580.24
Ultra Complex	17.83	13.31	4.73	4.82	4.92
Total	27,311.00	20,481.29	7,817.00	8,423.00	8,455.14
Training Rate					
Non Complex	4,043.57	2,310.90	1,164.74	1,262.87	1,266.21
Standard Complex	343.45	193.94	89.50	91.36	93.16
Ultra Complex	1.98	2.15	0.76	0.77	0.79
Total	4,389.00	2,506.99	1,255.00	1,355.00	1,360.16
Emergency and Outage Services					
Non Complex	8.00	8.00	7.78	7.78	7.93
Standard Complex	4.00	4.00	4.19	4.19	4.27
Ultra Complex	-	-	0.04	0.04	0.04
Total	12.00	12.00	12.00	12.00	12.24
Walk-in Facility Costs					
Non Complex	-	-	-	-	-
Standard Complex	-	-	-	-	-
Ultra Complex	-	-	-	-	-
Total	-	-	-	-	-

ATCO Gas & ATCO Electric
2003-2007 I-Tek Business Services Volumes

	Actual		Forecast		
	2003 Total	2004 Total	2005 Total	2006 Total	2007 Total
Pass Through Charges (\$000)					
Postage, Envelopes, Paper, Reprographics	\$ 5,936	\$ 3,865	\$ 111	\$ 116	\$ 119
Reception Services	\$ 30	\$ 20	\$ 14	\$ 14	\$ 15
Collection Agency Fees	\$ 297	\$ 203	\$ 11	\$ 11	\$ 11
Collection Agencies - Moved to B/S	\$ -	\$ 148	\$ -	\$ -	\$ -
CU Water Payments	\$ -	\$ -	\$ -	\$ -	\$ -
Bennett Jones	\$ 1	\$ -	\$ -	\$ -	\$ -
Other Billing Services (Courier, Storage, etc)	\$ 194	\$ 238	\$ 43	\$ 45	\$ 46
Statements of Work/Change Requests - Billing Services	\$ 386	\$ 307	\$ 122	\$ 124	\$ 127
Statements of Work/Change Requests - Call Centre Services	\$ 139	\$ 1	\$ 123	\$ 125	\$ 128
Statements of Work - I-Tek Labour	\$ 2,110	\$ 1,257	\$ -	\$ -	\$ -
Statements of Work - DFSS	\$ 404	\$ 88			
Statements of Work - I-Tek Business Services	\$ 315	\$ 253	\$ -	\$ -	\$ -
Statements of Work - Billing Services	\$ 226	\$ 268	\$ -	\$ -	\$ -
Statements of Work - Non-Production	\$ 598	\$ 431	\$ -	\$ -	\$ -
Statements of Work/Change Requests - Maintenance	\$ -	\$ -	\$ 200	\$ 200	\$ 204
Pass Through Charges					
Workstations and Floor Space	\$ -	\$ -	\$ -	\$ -	\$ -
Flow Through Costs - other billing services					
	\$ 42	\$ 42	\$ 142	\$ 142	\$ 145

* 2003 and 2004 volumes exclude non-utility related volumes.

Information Technology (IT) Units Summary Table 3 and 4 Overview

Attached is the summary of annual IT units for ATCO Electric, ATCO Gas and ATCO Pipelines. For the years 2003 and 2004, actual IT units are included for all three companies. For the years 2005 through 2007 the following IT units are used:

- ATCO Gas – the IT units are the volumes approved in Decision 2006-004.
- ATCO Electric – the forecast IT units are the volumes approved in Decision 2006-024. For the year 2007, the 2006 IT units plus 2% growth are used. These volumes will be replaced with ATCO Electric's 2007 General Tariff Application forecast volumes once these are filed with the AEUB.
- ATCO Pipelines – for 2005 through 2007, the 2004 actual IT units plus a 2% growth factor per year are used.

The IT units are divided into two major categories: "Fixed Rate" and "Variable Rate". The IT units that have fixed rates are noted in Schedule D of the Master Services Agreement (MSA) with ATCO I-Tek. The Fixed Rate IT units are categorized as: Distributed, Labour, Mainframe, Network Access, WAN, Rental, Voice and Workstation and are billed at a fixed rate as per Schedule D of the MSA with ATCO I-Tek.

The ATCO Gas volumes and costs identified in Table 3, Fixed Rate, for 2005-2007 include line items for Enhancement Hours, Maintenance Hours, and Blended Rates. The blended rate is \$128.87/hour, \$134.02/hour and \$139.39/hour for all three line items for 2005, 2006, and 2007 respectively. The blended average is based on a forecast rate for each job class for the respective years as follows:

Job Class	2005 (\$/Hour)	2006 (\$/Hour)	2007 (\$/Hour)
System Analyst 1	85.86	89.30	92.87
System Analyst 1	98.61	102.56	106.66
System Analyst 1	113.69	118.24	122.97
System Analyst 1	127.63	132.73	138.04
Consultant	141.54	147.20	153.09
Project Manager	169.38	176.16	183.21

To determine a blended rate, the individual rates are weighted based on the utilization of the various job classes as follows:

Job Class	% of Total Hours (%)	2005 (Hours)	2006 (Hours)	2007 (Hours)
System Analyst 1	2.65	285.28	776.74	885.67
System Analyst 1	3.11	334.95	912.00	1039.90
System Analyst 1	12.68	1367.47	3723.00	4245.48
System Analyst 1	51.11	5510.96	15005.03	17109.42
Consultant	28.20	3040.94	8279.75	9440.95
Project Manager	2.26	243.37	662.64	755.57
Total	100.0	10782.98	29359.46	33477.00

The relative weighting is based on historical experience.

The Variable Rate category includes item with rates that vary depending on the nature of the IT unit. Generally, these are third party expenses passed through from ATCO I-Tek. Examples are long distance phone call charges from Telus, software license fee from software vendors such as Microsoft, etc. These

charges will also include expenses related to IT capital projects. Examples are travel and living expenses, third party vendor labour fees, data conversion expenses, etc. IT units are not indicated as generally they are not meaningful. For example, one third party vendor may quote a fixed labour fee of \$55,000 for data conversion on one project while another third party vendor may quote \$125,000 for data conversion in a different project. In both examples, the IT unit is one and not consequential. The Variable Rate expenses are categorized as follows:

Additional Project Expenses: These include expenses related to IT capital projects. These have been broken down into the five categories: Software Licenses; Hardware; Third Party Vendor Labour; ATCO I-Tek Labour and Other. The ATCO I-Tek labour is for a negotiated lump sum for an IT project rather than an hourly rate. Actual labour charges for 2003 and 2004 for ATCO I-Tek have been included in the ATCO I-Tek labour units.

Additional Services: These are non-standard services provided by ATCO I-Tek. These include IT units for contract and legal fees, setting up special mainframe print jobs, special hardware like video cards, software distribution, freight charges, etc. These have been broken down into the five categories: Software Licenses; Hardware; Third Party Vendor Labour; ATCO I-Tek Labour and Other. The ATCO I-Tek labour is for a negotiated lump sum for an IT project rather than an hourly rate

Additional Services - XP Conversion: These are for services ATCO I-Tek provided when upgrading all the workstations and laptops to MS Windows XP. These costs have been previously approved by the Board and are not subject to benchmarking and placeholder true-up.

Travel Expenses: Travel expenses for staff to travel to complete their assignments.

Distributed Application Services: Distributed Application Services are services that procure, maintain, support and ensure availability of the underlying infrastructure required to run a software application. Each application may have a unique configuration of infrastructure needed to meet both the application and business requirements. Examples of components that may be required include server hardware, server software, hardware maintenance, software licensing, monitoring tools, administration, support, etc.

Since each application is a unique configuration, there is no standard pricing or associated volume usage. Each application has a unique Distributed Application Hosting fee which is based on the configuration of the application and business requirements as approved by the client. For the forecast years 2005 through 2007, the forecast expenditures are completed in dollars only with no IT units.

Third Party Labour: These are the labour charges from third party contractors working on IT capital projects. These can be a fixed flat fee for a specific task such as data conversion, or a variable hourly rate depending on the vendor.

There are no forecasted units in some of the variable categories like third party labour, additional services, etc. These relate to IT capital projects. When an IT project is about to commence, ATCO I-Tek will review the manpower requirements for the project. They may decide to use internal staff as well as hire contract IT staff to complete the project. For forecast purposes, ATCO Gas assumes that ATCO I-Tek staff will be used for the IT project due to the uncertainty of how the IT project will be staffed. This is why there are no forecasted third party labour dollars. The forecasted units can be found in "Labour" in the Fixed Rates and dollars in "Additional Project Expenses". A similar situation occurs when it is finally decided on what third party vendor to participate in the IT project. How much labour they will contribute is unknown at the time when the forecast is developed.

Mainframe: Most mainframe IT units are included in the Fixed Rate section of the IT Unit Summary. However, there are “MVS Form Type/1000” expenses which are IT units where the rate varies depending of the type of form printed.

WAN: Again, most WAN units are included in the Fixed Rate section of the IT unit summary. There is one category of WAN, “Megastream and other Dedicated”, where the IT units are based on a variable rate charged from Telus.

Specified Expenses: These are the variable expenses related to the training of staff on software applications.

Voice: Most IT units have been included in the Fixed Rate section of the summary. There are additional IT units for services based on variable rates. These IT units include long distance phone calls, telecom circuit fees, and aircard charges for PDAs, video conferencing, dedicated OPX and tie lines, etc.

Workstation: These are IT units for specialized non standard hardware. This includes special cashier printers, ergonomic keyboards, PCMCIA dongle (security device), power, print and splitter cables, laptop batteries, scanners, CDRW drives, additional RAM memory, IPAQ PC cards, PC speakers, headsets, docking stations for laptops, laptop carrying cases, etc.

Xerox: These are the IT units for the lease payments and consumable supplies on Xerox hardware. This hardware includes photocopiers and multifunctional devices that have copy, print, scan and fax capabilities. The lease payments vary by the type and model of the hardware. For ATCO Electric, the Xerox charges are included in the IT Placeholder. ATCO Gas charges this pass through expense to an O&M administration account and Xerox is excluded from the IT Placeholder.

ATCO Electric
2005 FORECAST IT VOLUMES and COST

Units Dollars (\$000s)

Service Description	Units				2005 Rates	Dollars (\$000s)				Total \$
	O&M	ES&G	Capital Direct	Subtotal		O&M	ES&G	Capital Direct	Subtotal	
Monitor CRT - 17 inch	5,080.56	2,682.00	-	2,682.00	\$ 8.00	\$ 21	\$ -	\$ 21	\$ 62	
Monitor CRT - 19 inch	76.80	7.20	-	7.20	\$ 32.00	\$ -	\$ -	\$ -	\$ 2	
Monitor CRT - 21 inch	438.48	269.52	-	269.52	\$ 32.00	\$ 9	\$ -	\$ 9	\$ 23	
Monitor LCD - 15 inch	-	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -	
Monitor LCD - 17 inch	499.92	154.08	-	154.08	\$ 24.00	\$ 4	\$ -	\$ 4	\$ 16	
Monitor LCD - 19 inch	12.00	-	-	-	\$ 29.00	\$ -	\$ -	\$ -	\$ -	
Monitor LCD - 20 inch	159.36	8.64	-	8.64	\$ 42.00	\$ -	\$ -	\$ -	\$ 7	
PC Hardware Operating Lease	4,092.60	2,181.96	-	2,181.96	\$ 81.12	\$ 177	\$ -	\$ 177	\$ 509	
PC Hardware Operating Lease - High Performance	-	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -	
PC Support High	1,489.20	881.76	-	881.76	\$ 158.41	\$ 140	\$ -	\$ 140	\$ 376	
PC Support Low	938.40	337.20	-	337.20	\$ 106.03	\$ 36	\$ -	\$ 36	\$ 135	
PC Support Medium	1,672.20	835.80	-	835.80	\$ 132.22	\$ 111	\$ -	\$ 111	\$ 332	
Printer Support - High	337.08	178.92	-	178.92	\$ 76.37	\$ 14	\$ -	\$ 14	\$ 40	
Printer Support - Low	172.32	91.68	-	91.68	\$ 20.00	\$ 2	\$ -	\$ 2	\$ 5	
Printer Support - Medium	992.88	279.12	-	279.12	\$ 65.00	\$ 18	\$ -	\$ 18	\$ 83	
Software Integration/Packaging Labour	53.15	18.85	-	18.85	\$ 114.29	\$ 2	\$ -	\$ 2	\$ 8	
Software Signup Fee	143.99	29.51	-	29.51	\$ 115.00	\$ 3	\$ -	\$ 3	\$ 20	
Software Support Labour	90.59	30.91	-	30.91	\$ 114.29	\$ 4	\$ -	\$ 4	\$ 14	
Terminal Hardware Operating Lease	-	-	-	-	\$ 17.45	\$ -	\$ -	\$ -	\$ -	
Terminal Server Service	48.00	-	-	-	\$ 37.22	\$ 2	\$ -	\$ 2	\$ 2	
Terminal Server Service 1 Port	134.40	21.60	-	21.60	\$ 117.88	\$ 3	\$ -	\$ 3	\$ 19	
Terminal Server Service 20 Port	12.00	-	-	-	\$ 253.33	\$ -	\$ -	\$ -	\$ 3	
Terminal Server Service 4 Port	69.60	14.40	-	14.40	\$ 165.44	\$ 2	\$ -	\$ 2	\$ 14	
Terminal Server Service 8 Port	12.00	-	-	-	\$ 193.36	\$ -	\$ -	\$ -	\$ 2	
Workstation Install/Move/Add/Change Labour	44.03	30.97	-	30.97	\$ 61.42	\$ 2	\$ -	\$ 2	\$ 5	
Workstation Install/Move/Add/Change Emergency	-	-	-	-	\$ 123.18	\$ -	\$ -	\$ -	\$ -	
						1,974	880	880	2,854	
Additional Project Expenses					Variable					
Additional Services										
Software Licenses	-	-	-	-	Variable	37	50	50	87	
Third Party Vendor Labour	-	-	-	-	Variable	169	71	71	240	
I-Tek Labour	-	-	-	-	Variable	211	17	17	228	
Other	-	-	-	-	Variable	10	6	6	16	
Travel Expenses					Variable					
Distributed Apps										
Distributed Application Support Costs	-	-	-	-	Variable	1,468	352	352	1,820	
Oracle Financials	-	-	-	-	Variable	550	312	312	862	
Disaster Recovery	-	-	-	-	Variable	-	-	-	-	
Labour										
Sub-Contractor Charges	-	-	-	-	Variable	-	-	-	-	
Mainframe										
MVS Form Type/1000	-	-	-	-	Variable	4	-	-	4	

ATCO Electric
2005 FORECAST IT VOLUMES and COST

Service Description	Units						Dollars (\$000s)					
	O&M			Capital			O&M			Capital		
	O&M	ES&G	Direct	Subtotal	Total	2005 Rates	O&M	ES&G	Direct	Subtotal	Total \$	
Network												
Megastream and Other Dedicated - WAN	-	-	-	-	-	Variable	\$ 36	\$ -	\$ -	\$ -	\$ 36	
Specified Expense												
Training Directs	-	-	-	-	-	Variable	\$ -	\$ -	\$ -	\$ -	\$ -	
Voice												
Dedicated OPX	-	-	-	-	-	Variable	\$ -	\$ -	\$ -	\$ -	\$ -	
Long Distance Direct	-	-	-	-	-	Variable	\$ 146	\$ 11	\$ -	\$ 11	\$ 157	
Telecom Circuit Fees	-	-	-	-	-	Variable	\$ 12	\$ -	\$ -	\$ -	\$ 12	
Telecom Fees	-	-	-	-	-	Variable	\$ -	\$ -	\$ -	\$ -	\$ -	
Workstation												
Cashier Printer	-	-	-	-	-		\$ -	\$ -	\$ -	\$ -	\$ -	
High Volume Colour Printer - Utilities	54.00	78.00	-	78.00	132.00	\$ 160.00	\$ 9	\$ 12	\$ -	\$ 12	\$ 21	
Hardware Service Requests	-	-	-	-	-	Variable	\$ 29	\$ 6	\$ -	\$ 6	\$ 35	
Non Standard Hardware	-	-	-	-	-	Variable	\$ -	\$ 13	\$ -	\$ 13	\$ 13	
Software	-	-	-	-	-	Variable	\$ 7	\$ 42	\$ -	\$ 42	\$ 49	
Xerox												
Xerox Leases	-	-	-	-	-	Variable	\$ 366	\$ 35	\$ -	\$ 35	\$ 401	
TOTAL I-TEK COSTS							\$ 8,088	\$ 2,709	\$ 2,057	\$ 4,766	\$ 12,854	

ATCO Electric
2006 FORECAST IT VOLUMES and COST

Service Description	Units				2006 Rates	Dollars (\$000s)				
	Capital		O&M	Total		Capital		O&M	Subtotal	Total \$
	ES&G	Direct				ES&G	Direct			
Service Category										
Update Licenses	1,515.94	860.06	860.06	2,376.00	51.12	44	77	44	\$	\$ 121
Read Licenses	719.69	408.31	408.31	1,128.00	19.56	8	14	8	\$	\$ 22
Discoverer Licenses	1,094.85	621.15	621.15	1,716.00	13.66	8	15	8	\$	\$ 23
Project Management Licenses	145.47	82.53	82.53	228.00	10.84	1	2	1	\$	\$ 3
Order Management Licenses	176.09	99.91	99.91	276.00	20.39	2	4	2	\$	\$ 6
Procurement - per line	33,687.64	19,112.36	19,112.36	52,800.00	0.91	17	31	17	\$	\$ 48
Expense - per report	3,797.52	2,154.48	2,154.48	5,952.00	0.87	2	3	2	\$	\$ 5
Order Management - per line	149,297.49	84,702.51	84,702.51	234,000.00	0.04	3	6	3	\$	\$ 9
OFIN - Local Disk Storage	411.53	233.47	233.47	645.00	32.00	7	13	7	\$	\$ 20
OFIN - DASD Disk Storage	1,837.51	1,042.49	1,042.49	2,880.00	65.00	68	119	68	\$	\$ 187
						160	284	160	\$	\$ 369
									\$	\$
Labour										
Analyst 1	-	-	5,006.26	5,006.26	88.42	-	-	-	\$	\$ 443
Analyst 2	-	-	13,791.27	13,791.27	101.55	-	-	-	\$	\$ 1,401
Analyst 3	2,722.00	18.00	14,955.98	17,695.98	117.08	2	319	2	\$	\$ 1,753
Analyst 4	725.20	4.80	18,703.75	19,433.75	131.44	1	95	1	\$	\$ 2,458
Consultant	-	-	8,336.04	8,336.04	145.77	-	-	-	\$	\$ 1,215
Premium Labour	-	-	-	-	146.00	-	-	-	\$	\$ -
Project Manager	-	-	3,417.98	3,417.98	174.43	-	-	-	\$	\$ 596
						3	414	3	\$	\$ 7,864
									\$	\$ 8,281
									\$	\$
Mainframe Processing										
Mainframe Print Configuration	-	-	-	-	-	-	-	-	\$	\$ -
ADABAS CPU Minutes	2,622.96	89.74	89.74	2,712.70	13.77	1	36	1	\$	\$ 37
BATCH CPU Minutes	15,303.69	362.04	362.04	15,665.73	13.77	5	211	5	\$	\$ 216
CICS CPU Minutes	5,388.94	566.00	566.00	5,954.94	10.73	6	58	6	\$	\$ 64
DB2 CPU Minutes	6,366.99	1,034.24	1,034.24	7,401.23	10.73	11	68	11	\$	\$ 79
IMS CPU Minutes	165.31	24.58	24.58	189.89	13.77	-	2	-	\$	\$ 2
TSO CPU Minutes	1,184.55	258.01	258.01	1,442.56	10.73	3	13	3	\$	\$ 16
M/S DASD Gigabyte Months	583.65	2.61	2.61	586.26	74.61	-	44	-	\$	\$ 44
M/S HSM Tape Gigabyte Months	609.91	6.36	6.36	616.27	3.22	-	2	-	\$	\$ 2
M/S Print Pages	483.51	7.23	7.23	490.74	110.65	1	54	1	\$	\$ 55
M/S HSM Tape Gigabyte Months	5,008.72	2.62	2.62	5,011.34	3.22	-	16	-	\$	\$ 16
						27	504	27	\$	\$ 531
									\$	\$
Network Access										
ADSL Light	180.36	69.96	69.96	250.32	1,426.61	100	257	100	\$	\$ 357
ADSL Unlimited	36.67	15.39	15.39	52.06	1,997.25	31	73	31	\$	\$ 104
Distributed Archive Tape	21.12	3.00	3.00	24.12	3.22	-	-	-	\$	\$ -
E-Mail Service	26,378.88	11,844.96	11,844.96	38,223.84	4.60	54	121	54	\$	\$ 175
Internet Access	4,268.88	1,730.64	1,730.64	5,999.52	14.22	25	61	25	\$	\$ 86
Long Term Archive	-	-	-	-	-	-	-	-	\$	\$ -
Long Term Archive - 1st Month	176.40	3.60	3.60	180.00	3.22	-	1	-	\$	\$ 1
Network Connectivity	41.40	54.60	54.60	96.00	36.13	2	1	2	\$	\$ 3
Remote Access Service (RAS)	966.00	234.00	234.00	1,200.00	23.78	6	23	6	\$	\$ 29
Rightfax Service	380.40	147.60	147.60	528.00	22.02	3	8	3	\$	\$ 11
File Server Storage (gigabytes)	8,358.84	2,777.16	2,777.16	11,136.00	56.21	156	470	156	\$	\$ 626
Substation	24.00	-	-	24.00	406.85	-	10	-	\$	\$ 10
User ID Services	7,890.60	3,490.92	3,490.92	11,381.52	15.54	54	123	54	\$	\$ 177
VPN - Remote Client	604.56	361.44	361.44	966.00	33.51	12	20	12	\$	\$ 32
VPN - Firewall	-	-	-	-	-	-	-	-	\$	\$ -

ATCO Electric
2006 FORECAST IT VOLUMES and COST

Units Dollars (\$000s)

Service Description	Units				2006 Rates	Capital				Total \$
	O&M	ES&G	Direct	Subtotal		O&M	ES&G	Direct	Subtotal	
Monitor CRT - 17 inch	5,053.56	2,682.00	2,682.00	2,682.00	8.18	41	22	22	22	63
Monitor CRT - 19 inch	64.80	7.20	7.20	7.20	32.70	2	-	-	-	2
Monitor CRT - 21 inch	438.48	245.52	245.52	245.52	32.70	14	8	8	8	22
Monitor LCD - 15 inch	-	-	-	-	-	-	-	-	-	-
Monitor LCD - 17 inch	499.92	154.08	154.08	154.08	24.53	12	4	4	4	16
Monitor LCD - 19 inch	24.00	1.44	1.44	1.44	42.92	1	-	-	-	1
Monitor LCD - 20 inch	135.36	7.20	7.20	7.20	42.92	6	-	-	-	6
PC Hardware Operating Lease	4,081.20	2,178.36	2,178.36	2,178.36	82.90	338	181	181	181	519
PC Hardware Operating Lease - High Performance	-	-	-	-	-	-	-	-	-	-
PC Support High	1,477.80	878.16	878.16	878.16	161.90	239	142	142	142	381
PC Support Low	938.40	337.20	337.20	337.20	108.36	102	37	37	37	139
PC Support Medium	1,672.20	823.80	823.80	823.80	135.13	226	111	111	111	337
Printer Support - High	337.08	178.92	178.92	178.92	78.05	26	14	14	14	40
Printer Support - Low	172.32	91.68	91.68	91.68	20.44	4	2	2	2	6
Printer Support - Medium	992.88	279.12	279.12	279.12	66.43	66	19	19	19	85
Software Integration/Packaging Labour	40.15	18.85	18.85	18.85	116.81	5	2	2	2	7
Software Signup Fee	126.49	29.51	29.51	29.51	117.53	15	3	3	3	18
Software Support Labour	75.19	30.31	30.31	30.31	116.81	9	4	4	4	13
Terminal Hardware Operating Lease	-	-	-	-	17.83	-	-	-	-	-
Terminal Server Service	48.00	-	-	-	38.04	2	-	-	-	2
Terminal Server Service 1 Port	126.00	18.00	18.00	18.00	120.47	15	2	2	2	17
Terminal Server Service 20 Port	12.00	-	-	-	258.90	3	-	-	-	3
Terminal Server Service 4 Port	69.60	14.40	14.40	14.40	169.08	12	2	2	2	14
Terminal Server Service 8 Port	12.00	-	-	-	197.61	2	-	-	-	2
Workstation Install/Move/Add/Change Labour	40.63	27.37	27.37	27.37	62.77	3	2	2	2	5
Workstation Install/Move/Add/Change Emergency	-	-	-	-	-	-	-	-	-	-
						2,001	896	896	896	2,897
Additional Project Expenses					Variable					
Additional Services					Variable					
Software Licenses	-	-	-	-	Variable	38	48	48	48	86
Third Party Vendor Labour	-	-	-	-	Variable	184	99	99	99	283
I-Tek Labour	-	-	-	-	Variable	201	13	13	13	214
Other	-	-	-	-	Variable	10	5	5	5	15
Travel Expenses					Variable					
Distributed Apps					Variable					
Distributed Application Support Costs	-	-	-	-	Variable	1,564	397	397	397	1,961
Oracle Financials	-	-	-	-	Variable	562	319	319	319	881
Disaster Recovery	-	-	-	-	Variable	170	-	-	-	170
Labour					Variable					
Sub-Contractor Charges	-	-	-	-	Variable	-	-	-	-	-
Mainframe					Variable					
MVS Form Type/1000	-	-	-	-	Variable	5	-	-	-	5

ATCO Electric
2006 FORECAST IT VOLUMES and COST

Service Description	Units				Dollars (\$000s)			
	O&M	Capital		Total	O&M	Capital		Total \$
		ES&G	Direct			ES&G	Direct	
Network								
Megastream and Other Dedicated - WAN	-	-	-	-	37	-	-	37
Specified Expense								
Training Directs	-	-	-	-	-	-	-	-
Voice								
Dedicated OPX	-	-	-	-	-	-	-	-
Long Distance Direct	-	-	-	-	150	10	10	160
Telecom Circuit Fees	-	-	-	-	12	-	-	12
Telecom Fees	-	-	-	-	-	-	-	-
Workstation								
Cashier Printer	-	-	-	-	-	-	-	-
High Volume Colour Printer - Utilities	54.00	78.00	132.00	13	9	13	13	22
Hardware Service Requests	-	-	-	-	30	6	6	36
Non Standard Hardware	-	-	-	-	-	13	13	13
Software	-	-	-	-	7	43	43	50
Xerox								
Xerox Leases	-	-	-	-	374	36	36	410
TOTAL I-TEK COSTS					8,147	2,703	10,567	18,714

Appendix 1
Table 3 - revised
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ATCO Gas
2005 FORECAST IT VOLUMES and COST

SERVICE DESCRIPTION	Units			Dollars (\$000s)					
	Total	O&M	Other	Capital	2005 Rates	Total	O&M	Other	Capital
Fixed Rate									
Distributed Apps									
Discoverer License/Maint Rental	1,668.00	1,300.96	367.04		\$ 13.90	\$ 23	\$ 18	\$ 5	\$ -
Discoverer Maint. on License Purchase									
Discrete Mfg Read Maint. on Lic Purchase	804.00	627.08	176.92		\$ 19.91	\$ 16	\$ 12	\$ 4	\$ -
Discrete Mfg Update Maint. on Lic Purch									
Financials Read Maint. on License Purch									
Financials Update Appl. Host & Storage									
Financials Update License/Maint Rental	3,924.00	3,060.53	863.47		\$ 52.02	\$ 204	\$ 159	\$ 45	\$ -
Financials Update Support & Admin									
Financials Update License/Maint Rental									
Expense Maintenance on License Purchase	13,812.00	10,772.69	3,039.31		\$ 0.88	\$ 12	\$ 9	\$ 3	\$ -
Procurement Maintenance on Lic Purchase	19,368.00	15,106.10	4,261.90		\$ 0.93	\$ 18	\$ 14	\$ 4	\$ -
Microstation									
Mobile Supply Chain Maint on Lic Purchas	516.00	402.46	113.54		\$ 20.75	\$ 11	\$ 9	\$ 2	\$ -
Order Management Maint on Lic. Purchase	230,000.00	179,388.87	50,611.13		\$ 0.04	\$ 9	\$ 7	\$ 2	\$ -
Project Acct Read Maint. on Lic Purchase									
Project Acct Update License/Maint Rental									
Project Acct Update Maint. on Lic Purcha									
Project Management Maint on Lic Purchase	636.00	496.05	139.95		\$ 11.03	\$ 7	\$ 5	\$ 2	\$ -
Purchasing Update License/Maint Rental									
Purchasing Update Maint. on Lic Purchase									
OFIN - Local Disk Storage	349.63	272.70	76.94		\$ 32.00	\$ 11	\$ 9	\$ 2	\$ -
OFIN - DASD Disk Storage	1,702.51	1,327.88	374.63		\$ 65.00	\$ 111	\$ 87	\$ 24	\$ -
Web Hosting - Intranet Hosting Fee									
Web Hosting - Intranet Hosting Fee FTP site									
Web Hosting - Secure Web Site									
Labour									
Administrator	4.00			4.00	\$ 55.00	\$ -	\$ -	\$ -	\$ -
Analyst 1	4,090.60			4,090.60	\$ 86.52	\$ 354	\$ -	\$ -	\$ 354
Analyst 1 - DFSS	470.50			470.50	\$ 86.52	\$ 41	\$ -	\$ -	\$ 41
Analyst 2	2,206.00			2,206.00	\$ 99.37	\$ 219	\$ -	\$ -	\$ 219
Analyst 2 - DFSS	374.30			374.30	\$ 99.37	\$ 37	\$ -	\$ -	\$ 37
Analyst 3	6,040.30			6,040.30	\$ 114.56	\$ 692	\$ -	\$ -	\$ 692
Analyst 3 - DFSS	514.50			514.50	\$ 114.56	\$ 59	\$ -	\$ -	\$ 59
Analyst 4	8,907.00			8,907.00	\$ 128.61	\$ 1,146	\$ -	\$ -	\$ 1,146
Analyst 4 - DFSS	2,343.10			2,343.10	\$ 128.61	\$ 301	\$ -	\$ -	\$ 301
Analyst 1 - XP related									
Analyst 2 - XP related									
Analyst 3 - XP related									
Analyst 4 - XP related									
Consultant	6,841.00			6,841.00	\$ 142.63	\$ 976	\$ -	\$ -	\$ 976
Consultant - DFSS	157.00			157.00	\$ 142.63	\$ 22	\$ -	\$ -	\$ 22
Consultant - XP related									
Premium Labour									
Project Manager	865.00			865.00	\$ 170.68	\$ 148	\$ -	\$ -	\$ 148
Project Manager - DFSS	1.00			1.00	\$ 170.68	\$ -	\$ -	\$ -	\$ -

ATCO Gas
2005 FORECAST IT VOLUMES and COST

SERVICE DESCRIPTION	Units				Dollars (\$000s)			
	Total	O&M	Other	Capital	Total	O&M	Other	Capital
Project Manager - XP related								
Enhancement Hours	5,396.00	5,396.00			\$ 696	\$ 696		\$ -
Maintenance Hours	1,750.00	1,750.00			\$ 227	\$ 227		\$ -
Blended Rate	3,636.98	3,636.98			\$ 469	\$ 469		\$ -
Mainframe								
Mainframe Print Configuration								
MVS (ADABAS) CPU Minutes	82,285.30	82,285.30			\$ 1,109	\$ 1,109		\$ -
MVS (Batch) CPU Minutes	71,612.00	71,612.00			\$ 966	\$ 966		\$ -
MVS (CICS) CPU Minutes	1,222.00	1,222.00			\$ 13	\$ 13		\$ -
MVS (DB2) CPU Minutes	5,642.00	5,642.00			\$ 59	\$ 59		\$ -
MVS (IMS) CPU Minutes	44,767.00	44,767.00			\$ 604	\$ 604		\$ -
MVS (TSO) CPU Minutes	2,368.24	2,368.24			\$ 25	\$ 25		\$ -
MVS DASD Gigabyte Months	523.84	523.84			\$ 38	\$ 38		\$ -
MVS Print Forms	2,672.00	2,672.00			\$ 26	\$ 26		\$ -
MVS Print Pages	2,674.00	2,674.00			\$ 291	\$ 291		\$ -
MVS Tape Gigabyte Months	5,192.59	5,192.59			\$ 16	\$ 16		\$ -
Network Access								
ADSL Light	42.00	42.00			\$ 59	\$ 59		\$ -
ADSL Unlimited	45.60	45.60			\$ 89	\$ 89		\$ -
ADSL Unlimited w/ Terminal Capability								
Email Service	4,800.00	4,208.74	591.26		\$ 43	\$ 38	\$ 5	\$ -
Internet Access	4,980.00	4,366.57	613.43		\$ 69	\$ 61	\$ 8	\$ -
Long Term Archive								
Long Term Archive - 1st Month								
Network Connectivity								
Remote Access Service								
Rightfax Service								
Server Storage								
Telus Aircard	7,356.00	6,449.90	906.10		\$ 406	\$ 356	\$ 50	\$ -
UserID Serv w/ no ATCO Domain usage								
UserID Services	13,644.00	11,963.35	1,680.65		\$ 208	\$ 182	\$ 26	\$ -
VPN - Remote Client (RAS)	684.00	599.75	84.25		\$ 22	\$ 20	\$ 2	\$ -
VPN-Remote Client w/ split tunnelling								
Wireless Service - Leased								
Wireless Service - Owned								
Wireless Service Connect								
WAN								
10 Mb Ethernet - Remote	10.20	10.20			\$ 40	\$ 40		\$ -
10Mb Ethernet - Local - 3 YR	12.00	12.00			\$ 40	\$ 40		\$ -
112K Virtual WAN								
256K Virtual WAN								
4 Wire Loop	42.00	42.00			\$ 41	\$ 41		\$ -
4 Wire Loop High Speed								
512K Virtual WAN	66.00	66.00			\$ 97	\$ 97		\$ -
56K Virtual WAN	41.30	41.30			\$ 56	\$ 56		\$ -
Microwave (Dedicated)	12.00	12.00			\$ 28	\$ 28		\$ -
T1 in Grande Prairie								

ATCO Gas
2005 FORECAST IT VOLUMES and COST

SERVICE DESCRIPTION	Units			Dollars (\$000s)				
	Total	O&M	Other	Capital	Total	O&M	Other	Capital
VPN - Remote Branch								
Rental								
Desktop Monthly Short Term Rental								
Laptop Day Rental								
Laptop Monthly Rental								
Laptop Weekly Rental								
Printer Weekly Rental								
Training Rm setup fee - per std w/s								
Training Rm setup fee - specialty SW								
Training Room Daily Rental								
Voice								
Call Centre Seat	144.00	111.67	32.33					
Call Centre Set	252.00	195.41	56.59					
Call Centre Supervisor	12.00	9.31	2.69					
Centrex Set	312.00	241.94	70.06					
ISDN Circuit	12.00	12.00						
Modem Line	1,212.00	939.85	272.15					
Recorded Announcement	408.00	316.39	91.61					
Recorded Announcement Route	96.00	74.44	21.56					
Video Conferencing Lease w/ Support	36.00	27.92	8.08					
Video Conferencing Support	48.00	37.22	10.78					
Voice AIN Auto Activation Fee	24.00	18.61	5.39					
Voice AIN Redirect Line Charge	24.00	18.61	5.39					
Voice Feature - Call Park	1,572.00	1,219.02	352.98					
Voice Feature - Call Recording		0.00	0.00					
Voice Feature - Line Appearance	8,904.00	6,904.65	1,999.35					
Voice Feature - SC Manager	528.00	409.44	118.56					
Voice Feature - SC User	1,536.00	1,191.10	344.90					
Voice Feature - Visual Call Waiting	516.00	400.13	115.87					
Voice Feature - Voice Mail Basic	1,884.00	1,460.96	423.04					
Voice Feature - Voice Mail Desktop	24.00	18.61	5.39					
Voice Feature - VM Extra Time (10min inc)	24.00	18.61	5.39					
Voice Install, Move, Add, Change	360.00	279.16	80.84					
Voice Line Charge	15,757.00	12,218.85	3,538.15					
Voice Set Charge	10,777.00	8,357.08	2,419.92					
Workstation								
B & W Printer High Volume	372.00	252.57	119.43					
B & W Printer Low Volume	240.00	162.95	77.05					
B & W Printer Medium Volume	1,584.00	1,075.44	508.56					
B & W Printer Medium Volume w/duplex	240.00	162.95	77.05					
Colour Printer High Volume	96.00	65.18	30.82					
Colour Printer Maximum Volume	36.00	24.44	11.56					
Colour Printer Medium Volume	72.00	48.88	23.12					

ATCO Gas
2005 FORECAST IT VOLUMES and COST

SERVICE DESCRIPTION	Units				Dollars (\$000s)			
	Total	O&M	Other	Capital	Total	O&M	Other	Capital
Express Request Service Fee	1,836.00				\$ 262	\$ 178	\$ 84	\$ -
Hardware Install/Move/Add/Change Labour	12.00	1,246.54	589.46		2	1	1	\$ -
Laptop H/W Operating Lease	96.00	8.15	3.85		19	13	6	\$ -
Laptop Support High	792.00	65.18	30.82		99	67	32	\$ -
Laptop Support Low	564.00	537.72	254.28		91	62	29	\$ -
Laptop Support Medium	395.90	382.92	181.08		7	5	2	\$ -
Process Control Laptop No Support	24.00	268.79	127.11		-	-	-	\$ -
Monitor - 15 inch or less	9,841.92	16.29	7.71		79	54	25	\$ -
Monitor - 17 inch	647.00	6,682.09	3,159.83		21	14	7	\$ -
Monitor - 21 inch	192.00	439.28	207.72		5	4	1	\$ -
Monitor LCD - 17 inch	214.80	130.36	61.64		6	4	2	\$ -
Monitor LCD - 19 inch	0.00	145.84	68.96		-	-	-	\$ -
Monitor LCD - 20 inch	10,008.00	0.00	0.00		811	551	260	\$ -
PC H/W Operating Lease	48.00	6,794.85	3,213.15		9	6	3	\$ -
PC H/W Operating Lease - High Performance	768.00	32.59	15.41		122	83	39	\$ -
PC Support High	6,228.00	521.43	246.57		660	448	212	\$ -
PC Support Low	2,952.00	4,228.45	1,999.55		390	265	125	\$ -
PC Support Medium	107.97	2,004.24	947.76		2	1	1	\$ -
Process Control No Support	468.00	73.31	34.66		36	24	12	\$ -
Printer Support High Volume	240.00	317.74	150.26		5	3	2	\$ -
Printer Support Low Volume	1,656.00	162.95	77.05		108	73	35	\$ -
Printer Support Medium Volume		1,124.33	531.67					
Software Integration/Pkging Labour								
Software Signup Fee								
Software Support Labour								
Terminal H/W Operating Lease								
Terminal Server Service								
Terminal Server Service 4 Port	12.00	12.00			2	2	-	\$ -
Workstation Move/Add/Change								
Workstation Move/Add/Change-Emergency								
Voice Install, Move, Add, Change-Emergency								
Variable Rate								
Additional Application Fees								
Additional Project Expenses								
Software Licenses					\$ 352	\$ -	\$ -	\$ 352
Software Licenses - DFSS					19	-	-	19
Hardware					302	-	-	302
3 rd Party Vendor Labour					647	-	-	647
I-TEK Labour								
Other					20	-	-	20
Additional Services								
Software Licenses								
Hardware								
3 rd Party Vendor Labour								
I-TEK Labour								

ATCO Gas
2005 FORECAST IT VOLUMES and COST

SERVICE DESCRIPTION	Units			Dollars (\$000s)				
	Total	O&M	Other	Capital	Total	O&M	Other	Capital
<u>Other - Service Requests</u>					\$ 300	\$ 300	\$ -	\$ -
<u>Additional Services - XP Conversion Cost</u>					\$ 506	\$ 506	\$ -	\$ -
<u>Travel Expenses</u>								
<u>Distributed Apps</u>								
Distributed Application Services					\$ 2,658	\$ 2,658	\$ -	\$ -
Hosting & Support					\$ 1,257	\$ 1,257	\$ -	\$ -
Disaster Recovery					\$ 83	\$ 83	\$ -	\$ -
<u>Labour</u>					\$ 31	\$ 31	\$ -	\$ 31
Contractors								
External Contractor								
Sub-Contractor Charges								
<u>Mainframe</u>								
MVS Form Type /1000								
<u>Network</u>								
Misc. Charges					\$ 7	\$ 6	\$ 1	\$ -
<u>WAN</u>								
Megastream and other Dedicated					\$ 26	\$ 26	\$ -	\$ -
<u>Specified Expense</u>								
Training Directs								
<u>Voice</u>								
Dedicated OPX								
Dedicated Tie Line								
Long Distance Direct								
Remote Centre Voice Network Access								
Rightfax Service L/D								
Telecom Circuit Fees								
Telecom Fees					\$ 138	\$ 107	\$ 31	\$ -
Telus Aircard					\$ 524	\$ 406	\$ 118	\$ -
Telus Airtime								
Video Conferencing								
Other					\$ 96	\$ 75	\$ 21	\$ -
<u>Workstation</u>								
Cashier Printer - Utilities								
Colour Printer High Volume - Utilities								
Hardware								
Non-Std Hardware Mthly Fee								
Software								
Software - XP related								
Misc. Hardware					\$ 64	\$ 64	\$ 31	\$ -

ATCO Gas
2005 FORECAST IT VOLUMES and COST

SERVICE DESCRIPTION	Units				2005 Rates	Dollars (\$000s)			
	Total	O&M	Other	Capital		Total	O&M	Other	Capital
Xerox									
Lease Xerox									
Service Xerox									
Xerox PST									
Total						\$ 20,841	\$ 14,000	\$ 1,475	\$ 5,366
As Filed - 2005/2007 GRA						\$ 20,331	\$ 14,000	\$ 1,475	\$ 4,856
Decision 2006-004 adjustments							\$ (3,154)	\$ -	\$ -
Placeholders - 2005/2007 GRA Decision 2006-004							\$ 10,846	\$ 1,475	\$ 4,856
Placeholders - (GUA) Compliance Phase II Part B						\$ 510	\$ -	\$ -	\$ 510 ²
Total Placeholders						\$ 20,841	\$ 10,846	\$ 1,475	\$ 5,366

Note 1: 2005 Capital is the 2005 Actual IT Capital Expenditures per Board Direction 31

Note 2: Placeholder does not include ATCO Direct Costs or 3rd Party Vendor costs to Weatherbank as this will be paid directly to the vendor.

ATCO Gas
2006 FORECAST IT VOLUMES and COST

SERVICE DESCRIPTION	Units				2006 Rates	Dollars (\$000s)			
	Total	O&M	Other	Capital		Total	O&M	Other	Capital
Fixed Rate									
Distributed Apps									
Discoverer License/Maint Rental									
Discoverer Maint. on License Purchase	1,668.00	1,316.54	351.46		\$ 14.46	\$ 24	\$ 19	\$ 5	\$ -
Discrete Mfg Read Maint. on Lic Purchase									
Discrete Mfg Update Maint. on Lic Purch									
Financials Read Maint. on License Purch	804.00	634.59	169.41		\$ 20.71	\$ 17	\$ 13	\$ 4	\$ -
Financials Update Appl. Host & Storage									
Financials Update License/Maint Rental									
Financials Update Maint. on Lic Purchase	3,924.00	3,097.19	826.81		\$ 54.10	\$ 212	\$ 168	\$ 44	\$ -
Financials Update Support & Admin									
iExpense Maintenance on License Purchase	13,812.00	10,901.73	2,910.27		\$ 0.92	\$ 13	\$ 10	\$ 3	\$ -
iProcurement Maintenance on Lic Purchase	19,368.00	15,287.05	4,080.95		\$ 0.97	\$ 19	\$ 15	\$ 4	\$ -
Microstation									
Mobile Supply Chain Maint on Lic Purchas	516.00	407.28	108.72		\$ 21.58	\$ 11	\$ 9	\$ 2	\$ -
Order Management Maint on Lic. Purchase	230,000.00	181,537.61	48,462.39		\$ 0.04	\$ 10	\$ 8	\$ 2	\$ -
Project Acct Read Maint. on Lic Purchase	0.00	0.00	0.00						
Project Acct Update License/Maint Rental									
Project Acct Update Maint. on Lic Purcha									
Project Management Maint on Lic Purchase	636.00	501.99	134.01		\$ 11.47	\$ 7	\$ 6	\$ 1	\$ -
Purchasing Update License/Maint Rental									
Purchasing Update Maint. on Lic Purchase									
OFIN - Local Disk Storage	420.00	331.50	88.50		\$ 32.00	\$ 13	\$ 11	\$ 2	\$ -
OFIN - DASD Disk Storage	2,042.40	1,612.05	430.35		\$ 65.00	\$ 133	\$ 105	\$ 28	\$ -
Web Hosting - Intranet Hosting Fee									
Web Hosting - Intranet Hosting Fee FTP site									
Web Hosting - Secure Web Site									
Labour									
Administrator									
Analyst 1									
Analyst 2									
Analyst 2 - DFSS	223.30			223.30	\$ 133.00	\$ 30	\$ -	\$ -	\$ 30
Analyst 3									
Analyst 3 - DFSS	446.60			446.60	\$ 133.00	\$ 60	\$ -	\$ -	\$ 60
Analyst 4									
Analyst 4 - DFSS	385.70			385.70	\$ 133.00	\$ 51	\$ -	\$ -	\$ 51
Analyst 1 - XP related									
Analyst 2 - XP related									
Analyst 3 - XP related									
Analyst 4 - XP related									
Consultant									
Consultant - DFSS	438.50			438.50	\$ 133.00	\$ 58	\$ -	\$ -	\$ 58
Consultant - XP related									
Premium Labour									
Project Manager									
Project Manager - DFSS	129.95			129.95	\$ 133.00	\$ 17	\$ -	\$ -	\$ 17
Project Manager - XP related									

ATCO Gas
2006 FORECAST IT VOLUMES and COST

SERVICE DESCRIPTION	Units				2006 Rates	Dollars (\$000s)			
	Total	O&M	Other	Capital		Total	O&M	Other	Capital
Enhancement Hours	4,859.00	4,859.00			\$ 134.02	\$ 652	\$ 652	\$ -	\$ -
Maintenance Hours	1,750.00	1,750.00			\$ 134.02	\$ 236	\$ 236	\$ -	\$ -
Blended Rate	22,750.46	1,156.67		21,593.79	\$ 134.02	\$ 3,049	\$ 155	\$ -	\$ 2,894
<u>Mainframe</u>									
Mainframe Print Configuration									
MVS (ADABAS) CPU Minutes	78,470.72	78,470.72			\$ 14.01	\$ 1,100	\$ 1,100	\$ -	\$ -
MVS (Batch) CPU Minutes	66,853.00	66,853.00			\$ 14.01	\$ 937	\$ 937	\$ -	\$ -
MVS (CICS) CPU Minutes	1,247.00	1,247.00			\$ 10.92	\$ 14	\$ 14	\$ -	\$ -
MVS (DB2) CPU Minutes	13,903.00	13,903.00			\$ 10.92	\$ 153	\$ 153	\$ -	\$ -
MVS (DB2) CPU Minutes - DFSS	5,930.20	5,930.20			\$ 10.50	\$ 62	\$ 62	\$ -	\$ -
MVS (IMS) CPU Minutes	45,071.00	45,071.00			\$ 14.01	\$ 632	\$ 632	\$ -	\$ -
MVS (TSO) CPU Minutes	2,178.60	2,178.60			\$ 10.92	\$ 24	\$ 24	\$ -	\$ -
MVS DASD Gigabyte Months	487.37	487.37			\$ 75.92	\$ 38	\$ 38	\$ -	\$ -
MVS Print Forms	2,505.00	2,505.00			\$ 10.28	\$ 26	\$ 26	\$ -	\$ -
MVS Print Pages	2,505.00	2,505.00			\$ 112.60	\$ 283	\$ 283	\$ -	\$ -
MVS Tape Gigabyte Months	4,655.62	4,655.62			\$ 3.28	\$ 15	\$ 15	\$ -	\$ -
<u>Network Access</u>									
ADSL Light	42.00	42.00			\$ 1,451.74	\$ 61	\$ 61	\$ -	\$ -
ADSL Unlimited	45.60	45.60			\$ 2,032.43	\$ 93	\$ 93	\$ -	\$ -
ADSL Unlimited w/ Terminal Capability	0.00	0.00							
Email Service	4,908.00	4,307.39	600.61		\$ 9.36	\$ 46	\$ 40	\$ 6	\$ -
Internet Access	5,100.00	4,475.90	624.10		\$ 14.49	\$ 74	\$ 65	\$ 9	\$ -
Long Term Archive									
Long Term Archive - DFSS	35.00	35.00			\$ 0.55	\$ -	\$ -	\$ -	\$ -
Long Term Archive - 1st Month									
Long Term Archive - 1st Month - DFSS	35.00	35.00			\$ 3.15	\$ -	\$ -	\$ -	\$ -
Network Connectivity									
Remote Access Service									
Rightfax Service									
Server Storage	7,704.00	6,761.24	942.76		\$ 57.20	\$ 441	\$ 387	\$ 54	\$ -
Telus Aircard									
UserID Serv w/ no ATCO Domain usage									
UserID Services	13,740.00	12,058.59	1,681.41		\$ 15.84	\$ 217	\$ 190	\$ 27	\$ -
VPN - Remote Client (RAS)	684.00	600.30	83.70		\$ 34.10	\$ 23	\$ 20	\$ 3	\$ -
VPN-Remote Client w/ split tunnelling									
Wireless Service - Leased									
Wireless Service - Owned									
Wireless Service Connect									
<u>WAN</u>									
10 Mb Ethernet - Remote	10.20	10.20			\$ 4,032.60	\$ 41	\$ 41	\$ -	\$ -
10Mb Ethernet - Local - 3 YR	12.00	12.00			\$ 3,451.85	\$ 41	\$ 41	\$ -	\$ -
112K Virtual WAN	0.00	0.00							
256K Virtual WAN	0.00	0.00							
4 Wire Loop	42.00	42.00			\$ 1,021.65	\$ 43	\$ 43	\$ -	\$ -
4 Wire Loop High Speed	0.00	0.00							
512K Virtual WAN	0.00	0.00							
56K Virtual WAN	66.00	66.00			\$ 1,525.44	\$ 101	\$ 101	\$ -	\$ -

ATCO Gas
2006 FORECAST IT VOLUMES and COST

SERVICE DESCRIPTION	Units				2006 Rates	Dollars (\$000s)			
	Total	O&M	Other	Capital		Total	O&M	Other	Capital
Microwave (Dedicated)	52.90	52.90			\$ 1,426.88	\$ 75	\$ 75	\$ -	\$ -
T1 in Grande Prairie	12.00	12.00			\$ 2,295.48	\$ 28	\$ 28	\$ -	\$ -
VPN - Remote Branch									
Rental									
Desktop Monthly Short Term Rental									
Laptop Day Rental									
Laptop Monthly Rental									
Laptop Weekly Rental									
Printer Weekly Rental									
Training Rm setup fee - per std w/s									
Training Rm setup fee - specialty S/W									
Training Room Daily Rental									
Voice									
Call Centre Seat	144.00	110.79	33.21		\$ 23.85	\$ 3	\$ 3	\$ -	\$ -
Call Centre Set	252.00	193.88	58.12		\$ 27.05	\$ 7	\$ 5	\$ 2	\$ -
Call Centre Supervisor	12.00	9.23	2.77		\$ 4.64	\$ -	\$ -	\$ -	\$ -
Centrex Set	312.00	240.05	71.95		\$ 24.00	\$ 7	\$ 5	\$ 2	\$ -
ISDN Circuit	12.00	12.00			\$ 594.36	\$ 7	\$ 7	\$ -	\$ -
Modem Line	1,176.00	904.79	271.21		\$ 25.98	\$ 31	\$ 24	\$ 7	\$ -
Recorded Announcement	408.00	313.91	94.09		\$ 8.26	\$ 3	\$ 3	\$ -	\$ -
Recorded Announcement Route	96.00	73.86	22.14		\$ 35.73	\$ 3	\$ 3	\$ -	\$ -
Video Conferencing Lease w/ Support	24.00	18.47	5.53		\$ 849.26	\$ 20	\$ 15	\$ 5	\$ -
Video Conferencing Support	48.00	36.93	11.07		\$ 269.53	\$ 13	\$ 10	\$ 3	\$ -
Voice AIN Auto Activation Fee	24.00	18.47	5.53		\$ 3.12	\$ -	\$ -	\$ -	\$ -
Voice AIN Redirect Line Charge	24.00	18.47	5.53		\$ 12.48	\$ -	\$ -	\$ -	\$ -
Voice Feature - Call Park	1,572.00	1,209.47	362.53		\$ 2.29	\$ 4	\$ 3	\$ 1	\$ -
Voice Feature - Call Recording									
Voice Feature - Line Appearance	8,928.00	6,869.02	2,058.98		\$ 2.29	\$ 20	\$ 16	\$ 4	\$ -
Voice Feature - SC Manager	528.00	406.23	121.77		\$ 2.29	\$ 1	\$ 1	\$ -	\$ -
Voice Feature - SC User	1,512.00	1,163.30	348.70		\$ 1.14	\$ 2	\$ 2	\$ -	\$ -
Voice Feature - Visual Call Waiting	516.00	397.00	119.00		\$ 1.14	\$ 1	\$ 1	\$ -	\$ -
Voice Feature - Voice Mail Basic	1,896.00	1,458.74	437.26		\$ 8.84	\$ 17	\$ 13	\$ 4	\$ -
Voice Feature - Voice Mail Desktop	24.00	18.47	5.53		\$ 3.74	\$ -	\$ -	\$ -	\$ -
Voice Feature -VM Extra Time (10min inc)	24.00	18.47	5.53		\$ 5.27	\$ -	\$ -	\$ -	\$ -
Voice Install, Move, Add, Change	360.00	276.98	83.02		\$ 67.56	\$ 24	\$ 18	\$ 6	\$ -
Voice Line Charge	16,068.00	12,362.40	3,705.60		\$ 25.98	\$ 417	\$ 321	\$ 96	\$ -
Voice Set Charge	11,028.00	8,484.72	2,543.28		\$ 16.53	\$ 182	\$ 140	\$ 42	\$ -
Workstation									
B & W Printer High Volume	384.00	259.49	124.51		\$ 104.00	\$ 40	\$ 27	\$ 13	\$ -
B & W Printer Low Volume	240.00	162.18	77.82		\$ 29.12	\$ 7	\$ 5	\$ 2	\$ -
B & W Printer Medium Volume	1,584.00	1,070.38	513.62		\$ 49.92	\$ 79	\$ 53	\$ 26	\$ -
B & W Printer Medium Volume w/duplex	240.00	162.18	77.82		\$ 70.72	\$ 17	\$ 11	\$ 6	\$ -
Colour Printer High Volume	108.00	72.98	35.02		\$ 124.80	\$ 13	\$ 9	\$ 4	\$ -
Colour Printer Maximum Volume	36.00	24.33	11.67		\$ 173.06	\$ 6	\$ 4	\$ 2	\$ -

ATCO Gas
2006 FORECAST IT VOLUMES and COST

SERVICE DESCRIPTION	Units				2006 Rates	Dollars (\$000s)			
	Total	O&M	Other	Capital		Total	O&M	Other	Capital
Colour Printer Medium Volume	72.00	48.65	23.35		\$ 52.00	\$ 4	\$ 3	\$ 1	\$ -
Express Request Service Fee	0.00	0.00	0.00						
Hardware Install/Move/Add/Change Labour									
Laptop H/W Operating Lease	1,848.00	1,248.78	599.22		\$ 148.20	\$ 273	\$ 184	\$ 89	\$ -
Laptop H/W Slim Operating Lease	12.00	8.11	3.89		\$ 190.25	\$ 2	\$ 2	\$ -	\$ -
Laptop Support High	96.00	64.87	31.13		\$ 206.35	\$ 20	\$ 14	\$ 6	\$ -
Laptop Support Low	804.00	543.30	260.70		\$ 130.08	\$ 105	\$ 71	\$ 34	\$ -
Laptop Support Medium	564.00	381.12	182.88		\$ 167.72	\$ 95	\$ 64	\$ 31	\$ -
Process Control Laptop No Support	396.00	267.60	128.40		\$ 18.54	\$ 7	\$ 5	\$ 2	\$ -
Monitor - 15 inch or less	24.00	16.22	7.78		\$ 8.32	\$ -	\$ -	\$ -	\$ -
Monitor - 17 inch	9,919.96	6,703.36	3,216.60		\$ 8.32	\$ 83	\$ 56	\$ 27	\$ -
Monitor - 21 inch	623.00	420.99	202.01		\$ 33.28	\$ 21	\$ 14	\$ 7	\$ -
Monitor LCD - 17 inch	192.00	129.74	62.26		\$ 24.96	\$ 5	\$ 3	\$ 2	\$ -
Monitor LCD - 19 inch	244.80	165.42	79.38		\$ 30.16	\$ 7	\$ 5	\$ 2	\$ -
Monitor LCD - 20 inch	0.00	0.00	0.00		\$ 43.68	\$ -	\$ -	\$ -	\$ -
PC H/W Operating Lease	10,164.00	6,868.27	3,295.73		\$ 84.36	\$ 857	\$ 579	\$ 278	\$ -
PC H/W Operating Lease - High Performance	48.00	32.44	15.56		\$ 190.84	\$ 9	\$ 6	\$ 3	\$ -
PC Support High	744.00	502.75	241.25		\$ 164.75	\$ 123	\$ 83	\$ 40	\$ -
PC Support Low	6,408.00	4,330.17	2,077.83		\$ 110.27	\$ 707	\$ 478	\$ 229	\$ -
PC Support Medium	2,952.00	1,994.80	957.20		\$ 137.51	\$ 406	\$ 274	\$ 132	\$ -
Process Control No Support	108.00	72.98	35.02		\$ 18.54	\$ 2	\$ 1	\$ 1	\$ -
Printer Support High Volume	492.00	332.47	159.53		\$ 79.42	\$ 39	\$ 26	\$ 13	\$ -
Printer Support Low Volume	240.00	162.18	77.82		\$ 20.80	\$ 5	\$ 3	\$ 2	\$ -
Printer Support Medium Volume	1,656.00	1,119.03	536.97		\$ 67.60	\$ 112	\$ 76	\$ 36	\$ -
Software Integration/Pkging Labour									
Software Signup Fee									
Software Support Labour									
Terminal H/W Operating Lease									
Terminal Server Service									
Terminal Server Service 4 Port	12.00	12.00			\$ 172.00	\$ 2	\$ 2	\$ -	\$ -
Workstation Move/Add/Change									
Workstation Move/Add/Change-Emergency									
Voice Install,Move,Add,Change-Emergency									
Variable Rate									
Additional Application Fees									
Additional Project Expenses									
Software Licenses					Variable	\$ 100	\$ -	\$ -	\$ 100
Software Licenses - DFSS						\$ 16	\$ -	\$ -	\$ 16
Hardware					Variable	\$ 273	\$ -	\$ -	\$ 273
3 rd Party Vendor Labour									
I-TEK Labour									
Other					Variable	\$ 41	\$ -	\$ -	\$ 41
Additional Services									
Software Licenses									
Hardware									

ATCO Gas
2006 FORECAST IT VOLUMES and COST

SERVICE DESCRIPTION	Units				2006 Rates	Dollars (\$000s)			
	Total	O&M	Other	Capital		Total	O&M	Other	Capital
3 rd Party Vendor Labour									
I-TEK Labour									
Other - Service Requests					Variable	\$ 289	\$ 289	\$ -	\$ -
Additional Services - XP Conversion Cost									
Travel Expenses									
Distributed Apps									
Distributed Application Services					Variable	\$ 3,038	\$ 3,038	\$ -	\$ -
Distributed Application Services - DFSS					Variable	\$ 94	\$ 84	\$ -	\$ 10
Hosting & Support					Variable	\$ 1,306	\$ 1,306	\$ -	\$ -
Disaster Recovery					Variable	\$ 87	\$ 87	\$ -	\$ -
Labour									
Contractors					Variable				
External Contractor									
Sub-Contractor Charges									
Mainframe									
MVS Form Type /1000									
Network									
Misc. Charges					Variable	\$ 8	\$ 7	\$ 1	\$ -
WAN									
Megastream and other Dedicated					Variable	\$ 29	\$ 29	\$ -	\$ -
Specified Expense									
Training Directs									
Voice									
Dedicated OPX									
Dedicated Tie Line									
Long Distance Direct									
Remote Centre Voice Network Access									
Rightfax Service L/D									
Telecom Circuit Fees									
Telecom Fees					Variable	\$ 151	\$ 116	\$ 35	\$ -
Telus Aircard	4,908.00	4,908.00			variable	\$ 545	\$ 419	\$ 126	\$ -
Telus Airtime									
Video Conferencing									
Other					Variable	\$ 97	\$ 75	\$ 22	\$ -
Workstation									
Cashier Printer - Utilities									
Colour Printer High Volume - Utilities									
Hardware									
Non-Std Hardware Mthly Fee									
Software									
Software - XP related									

ATCO Gas
2006 FORECAST IT VOLUMES and COST

SERVICE DESCRIPTION	Units				2006 Rates Variable	Dollars (\$000s)			
	Total	O&M	Other	Capital		Total	O&M	Other	Capital
Misc. Hardware						\$ 77	\$ 52	\$ 25	\$ -
Xerox									
Lease Xerox									
Service Xerox									
Xerox PST									
Total						\$ 19,139	\$ 14,026	\$ 1,563	\$ 3,550
As Filed - 2005/2007 GRA						\$ 18,751	\$ 13,880	\$ 1,563	\$ 3,308
Decision 2006-004 adjustments							\$ (2,795)	\$ -	\$ (264)
Placeholders - 2005/2007 GRA Decision 2006-004							\$ 11,085	\$ 1,563	\$ 3,044
Placeholders - (GUA) Compliance Phase II Part B						\$ 388	\$ 146	\$ -	\$ 242 ²
Total Placeholders						\$ 19,139	\$ 11,231	\$ 1,563	\$ 3,286

Note 1: The above capital amounts include ITBS capital expenditures of \$120,000

Note 2: Placeholder does not include ATCO Direct Costs or 3rd Party Vendor costs to Weatherbank as this will be paid directly to the vendor.

ATCO Gas
2007 FORECAST IT VOLUMES and COST

SERVICE DESCRIPTION	Units				2007 Rates	Dollars (\$000s)			
	Total	O&M	Other	Capital		Total	O&M	Other	Capital
Fixed Rate									
Distributed Apps									
Discoverer License/Maint Rental									
Discoverer Maint. on License Purchase	1,668.00	1,333.09	334.91		\$ 15.04	\$ 25	\$ 20	\$ 5	\$ -
Discrete Mfg Read Maint. on Lic Purchase									
Discrete Mfg Update Maint. on Lic Purch									
Financials Read Maint. on License Purch	804.00	642.57	161.43		\$ 21.54	\$ 17	\$ 14	\$ 3	\$ -
Financials Update Appl. Host & Storage									
Financials Update License/Maint Rental									
Financials Update Maint. on Lic Purchase	3,924.00	3,136.11	787.89		\$ 56.26	\$ 221	\$ 177	\$ 44	\$ -
Financials Update Support & Admin	0.00	0.00	0.00						
iExpense Maintenance on License Purchase	13,812.00	11,038.74	2,773.26		\$ 0.96	\$ 13	\$ 10	\$ 3	\$ -
iProcurement Maintenance on Lic Purchase	19,368.00	15,479.17	3,888.83		\$ 1.01	\$ 19	\$ 15	\$ 4	\$ -
Microstation									
Mobile Supply Chain Maint on Lic Purchas	516.00	412.39	103.61		\$ 22.44	\$ 12	\$ 10	\$ 2	\$ -
Order Management Maint on Lic. Purchase	230,000.00	183,819.13	46,180.87		\$ 0.04	\$ 10	\$ 8	\$ 2	\$ -
Project Acct Read Maint. on Lic Purchase	0.00	0.00	0.00						
Project Acct Update License/Maint Rental									
Project Acct Update Maint. on Lic Purcha									
Project Management Maint on Lic Purchase	636.00	508.30	127.70		\$ 11.93	\$ 8	\$ 6	\$ 2	\$ -
Purchasing Update License/Maint Rental									
Purchasing Update Maint. on Lic Purchase									
OFIN - Local Disk Storage	504.00	402.80	101.20		\$ 32.00	\$ 16	\$ 13	\$ 3	\$ -
OFIN - DASD Disk Storage	2,451.00	1,958.87	492.13		\$ 65.00	\$ 159	\$ 127	\$ 32	\$ -
Web Hosting - Intranet Hosting Fee									
Web Hosting - Intranet Hosting Fee FTP site									
Web Hosting - Secure Web Site									
Labour									
Administrator									
Analyst 1									
Analyst 2									
Analyst 3									
Analyst 4									
Analyst 1 - XP related									
Analyst 2 - XP related									
Analyst 3 - XP related									
Analyst 4 - XP related									
Consultant									
Consultant - XP related									
Premium Labour									
Project Manager									
Project Manager - XP related									
Enhancement Hours	4,189.00	4,189.00			\$ 139.39	\$ 584	\$ 584	\$ -	\$ -
Maintenance Hours	1,500.00	1,500.00			\$ 139.39	\$ 209	\$ 209	\$ -	\$ -
Blended Rate	27,788.00	868.79		26,919.21	\$ 139.39	\$ 3,873	\$ 121	\$ -	\$ 3,752
Mainframe									

ATCO Gas
2007 FORECAST IT VOLUMES and COST

SERVICE DESCRIPTION	Units				2007 Rates	Dollars (\$000s)			
	Total	O&M	Other	Capital		Total	O&M	Other	Capital
Mainframe Print Configuration									
MVS (ADABAS) CPU Minutes	65,922.00	65,922.00			\$ 14.57	\$ 961	\$ 961	\$ -	\$ -
MVS (Batch) CPU Minutes	56,505.00	56,505.00			\$ 14.57	\$ 824	\$ 824	\$ -	\$ -
MVS (CICS) CPU Minutes	1,272.00	1,272.00			\$ 11.36	\$ 15	\$ 15	\$ -	\$ -
MVS (DB2) CPU Minutes	20,905.00	20,905.00			\$ 11.36	\$ 238	\$ 238	\$ -	\$ -
MVS (DB2) CPU Minutes - DFSS	35,581.20	35,581.20			\$ 10.50	\$ 373	\$ 373	\$ -	\$ -
MVS (IMS) CPU Minutes	37,345.00	37,345.00			\$ 14.57	\$ 545	\$ 545	\$ -	\$ -
MVS (TSO) CPU Minutes	1,772.00	1,772.00			\$ 11.36	\$ 21	\$ 21	\$ -	\$ -
MVS DASD Gigabyte Months	410.00	410.00			\$ 78.96	\$ 33	\$ 33	\$ -	\$ -
MVS Print Forms	2,258.00	2,258.00			\$ 10.69	\$ 25	\$ 25	\$ -	\$ -
MVS Print Pages	2,257.00	2,257.00			\$ 117.10	\$ 265	\$ 265	\$ -	\$ -
MVS Tape Gigabyte Months	4,515.00	4,515.00			\$ 3.41	\$ 16	\$ 16	\$ -	\$ -
Network Access									
ADSL Light	42.00	42.00			\$ 1,509.81	\$ 63	\$ 63	\$ -	\$ -
ADSL Unlimited	45.60	45.60			\$ 2,113.73	\$ 96	\$ 96	\$ -	\$ -
ADSL Unlimited w/ Terminal Capability	0.00	0.00							
Email Service	5,028.00	4,411.03	616.97		\$ 9.73	\$ 49	\$ 43	\$ 6	\$ -
Internet Access	5,280.00	4,632.11	647.89		\$ 15.07	\$ 80	\$ 70	\$ 10	\$ -
Long Term Archive									
Long Term Archive - DFSS	210.00	210.00			0.55	\$ -	\$ -	\$ -	\$ -
Long Term Archive - 1st Month									
Long Term Archive - 1st Month - DFSS	210.00	210.00			3.15	\$ 1	\$ 1	\$ -	\$ -
Network Connectivity									
Remote Access Service									
Rightfax Service									
Server Storage	8,076.00	7,085.02	990.98		\$ 59.49	\$ 480	\$ 421	\$ 59	\$ -
Telus Aircard									
UserID Serv w/ no ATCO Domain usage									
UserID Services	13,932.00	12,222.45	1,709.55		\$ 16.47	\$ 230	\$ 202	\$ 28	\$ -
VPN - Remote Client (RAS)	684.00	600.07	83.93		\$ 35.47	\$ 24	\$ 21	\$ 3	\$ -
VPN-Remote Client w/ split tunnelling									
Wireless Service - Leased									
Wireless Service - Owned									
Wireless Service Connect									
WAN									
10 Mb Ethernet - Remote	10.20	10.20			\$ 4,193.90	\$ 43	\$ 43	\$ -	\$ -
10Mb Ethernet - Local - 3 YR	12.00	12.00			\$ 3,589.93	\$ 43	\$ 43	\$ -	\$ -
112K Virtual WAN	0.00	0.00							
256K Virtual WAN	0.00	0.00							
4 Wire Loop	42.00	42.00			\$ 1,062.52	\$ 45	\$ 45	\$ -	\$ -
4 Wire Loop High Speed	0.00	0.00							
512K Virtual WAN	0.00	0.00							
56K Virtual WAN	66.00	66.00			\$ 1,586.46	\$ 105	\$ 105	\$ -	\$ -
Microwave (Dedicated)	53.60	53.60			\$ 1,483.96	\$ 80	\$ 80	\$ -	\$ -
T1 in Grande Prairie	12.00	12.00			\$ 2,295.48	\$ 28	\$ 28	\$ -	\$ -
VPN - Remote Branch									
Rental									

ATCO Gas
2007 FORECAST IT VOLUMES and COST

SERVICE DESCRIPTION	Units				2007 Rates	Dollars (\$000s)			
	Total	O&M	Other	Capital		Total	O&M	Other	Capital
Desktop Monthly Short Term Rental									
Laptop Day Rental									
Laptop Monthly Rental									
Laptop Weekly Rental									
Printer Weekly Rental									
Training Rm setup fee - per std w/s									
Training Rm setup fee - specialty S/W									
Training Room Daily Rental									
Voice									
Call Centre Seat	144.00	110.42	33.58		\$ 24.80	\$ 4	\$ 3	\$ 1	\$ -
Call Centre Set	252.00	193.24	58.76		\$ 28.13	\$ 7	\$ 5	\$ 2	\$ -
Call Centre Supervisor	12.00	9.20	2.80		\$ 4.82	\$ -	\$ -	\$ -	\$ -
Centrex Set	312.00	239.25	72.75		\$ 24.96	\$ 8	\$ 6	\$ 2	\$ -
ISDN Circuit	12.00	12.00			\$ 618.13	\$ 7	\$ 7	\$ -	\$ -
Modem Line	1,176.00	901.80	274.20		\$ 27.02	\$ 32	\$ 25	\$ 7	\$ -
Recorded Announcement	408.00	312.87	95.13		\$ 8.59	\$ 4	\$ 3	\$ 1	\$ -
Recorded Announcement Route	96.00	73.62	22.38		\$ 37.16	\$ 4	\$ 3	\$ 1	\$ -
Video Conferencing Lease w/ Support	24.00	18.40	5.60		\$ 883.23	\$ 21	\$ 16	\$ 5	\$ -
Video Conferencing Support	48.00	36.81	11.19		\$ 280.31	\$ 13	\$ 10	\$ 3	\$ -
Voice AIN Auto Activation Fee	24.00	18.40	5.60		\$ 3.24	\$ -	\$ -	\$ -	\$ -
Voice AIN Redirect Line Charge	24.00	18.40	5.60		\$ 12.98	\$ -	\$ -	\$ -	\$ -
Voice Feature - Call Park	1,572.00	1,205.46	366.54		\$ 2.38	\$ 4	\$ 3	\$ 1	\$ -
Voice Feature - Call Recording									
Voice Feature - Line Appearance	8,952.00	6,864.69	2,087.31		\$ 2.38	\$ 21	\$ 16	\$ 5	\$ -
Voice Feature - SC Manager	528.00	404.89	123.11		\$ 2.38	\$ 1	\$ 1	\$ -	\$ -
Voice Feature - SC User	1,512.00	1,159.45	352.55		\$ 1.19	\$ 2	\$ 2	\$ -	\$ -
Voice Feature - Visual Call Waiting	516.00	395.69	120.31		\$ 1.19	\$ 1	\$ 1	\$ -	\$ -
Voice Feature - Voice Mail Basic	1,908.00	1,463.12	444.88		\$ 9.19	\$ 18	\$ 14	\$ 4	\$ -
Voice Feature - Voice Mail Desktop	24.00	18.40	5.60		\$ 3.89	\$ -	\$ -	\$ -	\$ -
Voice Feature - VM Extra Time (10min inc)	24.00	18.40	5.60		\$ 5.48	\$ -	\$ -	\$ -	\$ -
Voice Install, Move, Add, Change	360.00	276.06	83.94		\$ 70.26	\$ 25	\$ 19	\$ 6	\$ -
Voice Line Charge	16,200.00	12,422.69	3,777.31		\$ 27.02	\$ 438	\$ 336	\$ 102	\$ -
Voice Set Charge	11,160.00	8,557.86	2,602.14		\$ 17.19	\$ 192	\$ 147	\$ 45	\$ -
Workstation									
B & W Printer High Volume	384.00	259.52	124.48		\$ 108.16	\$ 42	\$ 29	\$ 13	\$ -
B & W Printer Low Volume	240.00	162.20	77.80		\$ 30.28	\$ 7	\$ 5	\$ 2	\$ -
B & W Printer Medium Volume	1,584.00	1,070.51	513.49		\$ 51.92	\$ 82	\$ 55	\$ 27	\$ -
B & W Printer Medium Volume w/duplex	240.00	162.20	77.80		\$ 73.55	\$ 18	\$ 12	\$ 6	\$ -
Colour Printer High Volume	108.00	72.99	35.01		\$ 129.79	\$ 14	\$ 9	\$ 5	\$ -
Colour Printer Maximum Volume	36.00	24.33	11.67		\$ 179.98	\$ 6	\$ 4	\$ 2	\$ -
Colour Printer Medium Volume	72.00	48.66	23.34		\$ 54.08	\$ 4	\$ 3	\$ 1	\$ -
Express Request Service Fee	0.00	0.00	0.00						
Hardware Install/Move/Add/Change Labour									
Laptop H/W Operating Lease	1,848.00	1,248.92	599.08		\$ 154.13	\$ 285	\$ 193	\$ 92	\$ -
Laptop H/W Slim Operating Lease	12.00	8.11	3.89		\$ 197.86	\$ 2	\$ 1	\$ 1	\$ -

ATCO Gas
2007 FORECAST IT VOLUMES and COST

SERVICE DESCRIPTION	Units				2007 Rates	Dollars (\$000s)			
	Total	O&M	Other	Capital		Total	O&M	Other	Capital
Laptop Support High	96.00	64.88	31.12		\$ 214.60	\$ 21	\$ 14	\$ 7	\$ -
Laptop Support Low	804.00	543.36	260.64		\$ 135.29	\$ 109	\$ 74	\$ 35	\$ -
Laptop Support Medium	564.00	381.16	182.84		\$ 174.43	\$ 98	\$ 65	\$ 33	\$ -
Process Control Laptop No Support	396.00	267.63	128.37		\$ 19.28	\$ 8	\$ 6	\$ 2	\$ -
Monitor - 15 inch or less	24.00	16.22	7.78		\$ 8.65	\$ -	\$ -	\$ -	\$ -
Monitor - 17 inch	10,015.96	6,769.03	3,246.93		\$ 8.65	\$ 87	\$ 59	\$ 28	\$ -
Monitor - 21 inch	635.00	429.15	205.85		\$ 34.61	\$ 22	\$ 15	\$ 7	\$ -
Monitor LCD - 17 inch	192.00	129.76	62.24		\$ 25.96	\$ 5	\$ 3	\$ 2	\$ -
Monitor LCD - 19 inch	292.80	197.88	94.92		\$ 31.37	\$ 9	\$ 6	\$ 3	\$ -
Monitor LCD - 20 inch									
PC H/W Operating Lease	10,272.00	6,942.07	3,329.93		\$ 87.74	\$ 901	\$ 608	\$ 293	\$ -
PC H/W Operating Lease - High Performance	48.00	32.44	15.56		\$ 198.47	\$ 10	\$ 7	\$ 3	\$ -
PC Support High	744.00	502.81	241.19		\$ 171.34	\$ 127	\$ 86	\$ 41	\$ -
PC Support Low	6,516.00	4,403.67	2,112.33		\$ 114.68	\$ 747	\$ 505	\$ 242	\$ -
PC Support Medium	2,952.00	1,995.03	956.97		\$ 143.01	\$ 422	\$ 285	\$ 137	\$ -
Process Control No Support	108.00	72.99	35.01		\$ 19.28	\$ 2	\$ 1	\$ 1	\$ -
Printer Support High Volume	492.00	332.51	159.49		\$ 82.60	\$ 41	\$ 28	\$ 13	\$ -
Printer Support Low Volume	240.00	162.20	77.80		\$ 21.63	\$ 5	\$ 3	\$ 2	\$ -
Printer Support Medium Volume	1,656.00	1,119.16	536.84		\$ 70.30	\$ 116	\$ 78	\$ 38	\$ -
Software Integration/Pkging Labour									
Software Signup Fee									
Software Support Labour									
Terminal H/W Operating Lease									
Terminal Server Service									
Terminal Server Service 4 Port	12.00	12.00			\$ 179.00	\$ 2	\$ 2	\$ -	\$ -
Workstation Move/Add/Change									
Workstation Move/Add/Change-Emergency									
Voice Install,Move,Add,Change-Emergency									
Variable Rate									
Additional Application Fees									
Additional Project Expenses									
Software Licenses					Variable	\$ 100	\$ -	\$ -	\$ 100
Hardware					Variable	\$ 818	\$ -	\$ -	\$ 818
3 rd Party Vendor Labour									
I-TEK Labour									
Other									
Additional Services									
Software Licenses									
Hardware									
3 rd Party Vendor Labour									
I-TEK Labour									
Other - Service Requests					Variable	\$ 298	\$ 298	\$ -	\$ -

ATCO Gas
2007 FORECAST IT VOLUMES and COST

SERVICE DESCRIPTION	Units				2007 Rates	Dollars (\$000s)			
	Total	O&M	Other	Capital		Total	O&M	Other	Capital
Additional Services - XP Conversion Cost									
Travel Expenses									
Distributed Apps									
Distributed Application Services					Variable	\$ 3,325	\$ 3,325	\$ -	\$ -
Distributed Application Services - DFSS					Variable	\$ 502	\$ 502	\$ -	\$ -
Hosting & Support					Variable	\$ 1,359	\$ 1,359	\$ -	\$ -
Disaster Recovery					Variable	\$ 90	\$ 90	\$ -	\$ -
Labour									
Contractors									
External Contractor									
Sub-Contractor Charges									
Mainframe									
MVS Form Type /1000									
Network									
Misc. Charges					Variable	\$ 9	\$ 8	\$ 1	\$ -
WAN									
Megastream and other Dedicated					Variable	\$ 30	\$ 30	\$ -	\$ -
Specified Expense									
Training Directs									
Voice									
Dedicated OPX									
Dedicated Tie Line									
Long Distance Direct									
Remote Centre Voice Network Access									
Rightfax Service L/D									
Telecom Circuit Fees									
Telecom Fees					Variable	\$ 157	\$ 121	\$ 36	\$ -
Telus Aircard	4,908.00	3,763.62	1,144.38		Variable	\$ 567	\$ 435	\$ 132	\$ -
Telus Airtime									
Video Conferencing									
Other Costs					Variable	\$ 85	\$ 65	\$ 20	\$ -
Workstation									
Cashier Printer - Utilities									
Colour Printer High Volume - Utilities									
Hardware									
Non-Std Hardware Mthly Fee									
Software									
Software - XP related									
Misc. Hardware						\$ 86	\$ 59	\$ 27	\$ -

ATCO Gas
2007 FORECAST IT VOLUMES and COST

SERVICE DESCRIPTION	Units				2007 Rates	Dollars (\$000s)			
	Total	O&M	Other	Capital		Total	O&M	Other	Capital
<u>Xerox</u>									
Lease Xerox									
Service Xerox									
Xerox PST									
Total						\$ 21,269	\$ 14,956	\$ 1,643	\$ 4,670
As Filed						\$ 20,393	\$ 14,080	\$ 1,643	\$ 4,670
Decision 2006-004 adjustments							\$ (2,762)	\$ -	\$ (483)
Placeholders - 2005/2007 GRA Decision 2006-004							\$ 11,318	\$ 1,643	\$ 4,187
Placeholders - (GUA) Compliance Phase II Part B						\$ 876	\$ 876	\$ -	\$ -
Total Placeholders						\$ 21,269	\$ 12,194	\$ 1,643	\$ 4,187

Note 1: The above capital amounts include ITBS capital expenditures of \$120,000

ATCO Electric
2003-2007 IT VOLUMES

SERVICE DESCRIPTION	Actual		Forecast		
	2003 Total	2004 Total	2005 Total	2006 Total	2007 Total
Fixed Rate (Units)					
Distributed Apps					
Discoverer License/Maint Rental	1.00	(1.00)	-	-	-
Discoverer Maint. on License Purchase		489.00	1,716.00	1,716.00	1,750.32
Discrete Mfg Read Maint. on Lic Purchase		24.00	97.03	97.03	98.97
Discrete Mfg Update Maint. on Lic Purch		17.00	58.12	58.12	59.28
Financials Read Maint. on License Purch		17.00	68.73	68.73	70.10
FinancialsAppl. Host & Storage			-	-	-
Financials Update License/Maint Rental	3.00	(8.00)	-	-	-
Financials Update Maint. on Lic Purchase		196.00	670.07	670.07	683.47
iExpense Maintenance on License Purchase		1,232.00	5,952.00	5,952.00	6,071.04
iProcurement Maintenance on Lic Purchase		650.00	52,800.00	52,800.00	53,856.00
iExpense Application Hosting	4.00	-	-	-	-
Microstation	733.00	1,020.00	-	-	-
Mobile Supply Chain Maint on Lic Purchas		67.00	276.00	276.00	281.52
Order Management Maint on Lic. Purchase		10,866.00	234,000.00	234,000.00	238,680.00
Project Acct Read Maint. on Lic Purchase		230.00	929.89	929.89	948.49
Project Acct Update License/Maint Rental	2.00	(2.00)	-	-	-
Project Acct Update Maint. on Lic Purcha		290.00	991.42	991.42	1,011.25
Project Management Maint on Lic Purchase		49.00	228.00	228.00	232.56
Purchasing Read Maint. on Lic Purchase		8.00	32.34	32.34	32.99
Purchasing Update License/Maint Rental	1.00	(1.00)	-	-	-
Purchasing Update Maint. on Lic Purchase		192.00	656.39	656.39	669.52
OFIN - Local Disk Storage		54.98	525.00	645.00	657.90
OFIN - DASD Disk Storage		300.14	2,350.00	2,880.00	2,937.60
Web Hosting - Intranet Hosting Fee	36.00	36.00	-	-	-
Web Hosting - Intranet Hosting Fee FTP site	39.44	40.81	-	-	-
Web Hosting - Secure Web Site	12.00	7.00	-	-	-
Labour					
Analyst 1	826.00	2,424.72	1,338.24	5,006.26	5,106.39
Analyst 2	3,391.39	5,911.43	3,686.59	13,791.27	14,067.10
Analyst 3	5,912.79	6,084.04	6,918.19	17,695.98	18,049.90
Analyst 4	4,937.33	10,185.39	5,730.76	19,433.75	19,822.43
Analyst 1 - XP related	102.05				
Analyst 2 - XP related	231.02				
Analyst 3 - XP related	343.32				
Analyst 4 - XP related	965.34				
Consultant	3,075.57	4,260.22	2,228.33	8,336.04	8,502.76
Consultant - XP related	468.60				
Premium Labour	48.50	43.50	-	-	-
Project Manager	893.50	1,605.00	913.66	3,417.98	3,486.34
Mainframe					
Mainframe Print Configuration	12.00	12.00	-	-	-
MVS (ADABAS) CPU Minutes	7,169.97	5,974.63	3,970.32	2,712.70	2,766.95
MVS (Batch) CPU Minutes	63,739.53	67,401.05	15,714.61	15,665.73	15,979.04
MVS (CICS) CPU Minutes	4,993.58	4,339.26	5,891.94	5,954.94	6,074.04
MVS (DB2) CPU Minutes	7,150.25	6,696.81	7,264.20	7,401.23	7,549.25
MVS (IMS) CPU Minutes	2,029.78	1,656.00	188.98	189.89	193.69
MVS (TSO) CPU Minutes	3,114.38	2,405.83	1,462.47	1,442.56	1,471.41
MVS DASD Gigabyte Months	918.23	979.52	584.44	586.26	597.99
MVS HSM Tape Gigabyte Months	558.66	1,369.93	616.20	616.27	628.60
MVS Print Pages	1,626.24	1,394.04	496.20	490.74	500.55
MVS Tape Gigabyte Months	5,599.09	5,667.57	5,001.48	5,011.34	5,111.57
Network Access					
ADSL Light	121.68	207.45	250.32	250.32	255.33
ADSL Unlimited	50.95	62.07	64.06	52.06	53.10
Distributed Archive Tape		21.29	24.12	24.12	24.60
Email Service	19,557.00	16,588.00	38,062.08	38,223.84	38,988.32
Internet Access	5,366.00	5,865.00	6,011.52	5,999.52	6,119.51
Long Term Archive		114.93	-	-	-
Long Term Archive - 1st Month		12.77	180.00	180.00	183.60
Network Connectivity	65.00	99.00	96.00	96.00	97.92

ATCO Electric
2003-2007 IT VOLUMES

SERVICE DESCRIPTION	Actual		Forecast		
	2003 Total	2004 Total	2005 Total	2006 Total	2007 Total
Remote Access Service	1,571.00	1,430.00	1,212.00	1,200.00	1,224.00
Rightfax Service		120.00	528.00	528.00	538.56
Server Storage	7,062.91	10,281.48	11,187.00	11,136.00	11,358.72
Substation	24.00	24.00	24.00	24.00	24.48
Telus Aircard		60.00	-	-	-
UserID Services	11,500.00	11,972.00	11,408.52	11,381.52	11,609.15
VPN - Remote Client	433.00	905.00	942.00	966.00	985.32
VPN Firewall	12.00	12.00	-	-	-
VPN-Remote Client w/ split tunnelling	5.00	12.00	12.00	12.00	12.24
Wireless Service - Leased	19.00	19.00	36.00	36.00	36.72
Wireless Service - Owned	10.00		-	-	-
Wireless Service Connect	27.00	95.00	84.00	84.00	85.68
Xerox Network Connectivity		46.00			-
WAN					
10 Mb Ethernet - Remote	19.86	19.86	25.56	25.56	26.07
256K Virtual WAN	23.56	12.00	12.00	12.00	12.24
4 Wire Loop	31.71	31.00	32.28	32.28	32.93
56K Virtual WAN	158.48	76.47	84.00	84.00	85.68
T1 in Grande Prairie	12.00	12.00	14.16	14.16	14.44
Rental					
Laptop Day Rental	2.00		-	-	-
Laptop Weekly Rental	4.00	5.00	-	-	-
Laptop Monthly Rental	1.00	9.00	-	-	-
Training Rm setup fee - per std w/s	7.00	18.00	-	-	-
Training Room Daily Rental		9.00	-	-	-
Voice					
Modem Line	994.00	944.00	756.00	756.00	771.12
PBX Trunk Port	24.00	24.00	-	-	-
Voice Feature - Call Park	482.00	447.00	528.00	504.00	514.08
Voice Feature - Line Appearance	1,579.00	1,963.00	1,824.00	1,824.00	1,860.48
Voice Feature - SC Manager	192.00	196.00	168.00	168.00	171.36
Voice Feature - SC User	880.00	917.00	828.00	816.00	832.32
Voice Feature - Visual Call Waiting	246.00	74.00	72.00	72.00	73.44
Voice Feature - Voice Mail Basic	3,622.00	3,217.00	3,427.20	3,391.20	3,459.02
Voice Feature - Voice Mail Desktop	3.00	20.00	-	-	-
Voice Feature - Voice Mail Fax		8.00	-	-	-
Voice Feature - Voice Mail Remote Notify	9.00	12.00	12.00	12.00	12.24
Voice Install, Move, Add, Change	298.00	280.00	42.00	41.00	41.82
Voice Install, Move, Add, Change - Emergency	5.00	2.00	-	-	-
Voice Line Charge	5,205.00	5,408.00	5,264.16	5,213.16	5,317.42
Voice Set Charge	4,481.00	4,676.00	4,439.16	4,381.56	4,469.19
Workstation					
B & W Printer High Volume	224.00	240.00	228.00	228.00	232.56
B & W Printer Low Volume	248.00	227.00	276.00	276.00	281.52
B & W Printer Medium Volume	1,268.00	860.00	1,020.00	1,020.00	1,040.40
B & W Printer Medium Volume w/duplex	30.00	394.00	216.00	216.00	220.32
Colour Printer High Volume	79.00	116.00	120.00	120.00	122.40
Colour Printer Maximum Volume	15.00	34.00	24.00	24.00	24.48
Express Request Service Fee		89.50	-	-	-
Hardware Install/Move/Add/Change Labour	619.25	835.25	156.17	142.17	145.01
Laptop H/W Operating Lease	3,240.00	3,347.00	3,210.00	3,210.00	3,274.20
Laptop H/W Slim Operating Lease	47.00	18.00	72.00	72.00	73.44
Laptop Support High	1,653.00	1,642.00	1,656.00	1,656.00	1,689.12
Laptop Support Low	594.00	656.00	564.00	552.00	563.04
Laptop Support Medium	1,028.00	1,053.00	1,098.00	1,098.00	1,119.96
Monitor - 15 inch or less	77.00	16.00	12.00	12.00	12.24
Monitor - 17 inch	8,469.00	8,342.00	7,762.56	7,735.56	7,890.27
Monitor - 19 inch	50.00	48.00	84.00	72.00	73.44
Monitor - 21 inch	353.00	637.00	708.00	684.00	697.68
Monitor LCD - 15 inch	12.00	9.00	-	-	-
Monitor LCD - 17 inch	268.00	552.00	654.00	654.00	667.08
Monitor LCD - 19 inch		128.00	12.00	25.44	25.95

ATCO Electric
2003-2007 IT VOLUMES

SERVICE DESCRIPTION	Actual		Forecast		
	2003 Total	2004 Total	2005 Total	2006 Total	2007 Total
Monitor LCD - 20 inch	49.00	112.00	168.00	142.56	145.41
PC H/W Operating Lease	6,398.00	6,557.00	6,274.56	6,259.56	6,384.75
PC H/W Operating Lease - High Performance		1.00	-	-	-
PC Support High	2,273.00	2,034.00	2,370.96	2,355.96	2,403.08
PC Support Low	1,324.00	1,758.00	1,275.60	1,275.60	1,301.11
PC Support Medium	2,656.00	2,733.00	2,508.00	2,496.00	2,545.92
Printer Support High Volume	492.00	503.00	516.00	516.00	526.32
Printer Support Low Volume	239.00	215.00	264.00	264.00	269.28
Printer Support Medium Volume	1,295.00	1,278.00	1,272.00	1,272.00	1,297.44
Software Integration/Pkging Labour	196.00	254.50	72.00	59.00	60.18
Software Signup Fee	543.00	663.00	173.50	156.00	159.12
Software Support Labour	199.00	323.50	121.50	105.50	107.61
Terminal H/W Operating Lease	70.00	2.00	-	-	-
Terminal Server Service	17.00	81.00	48.00	48.00	48.96
Terminal Server Service 1 Port	132.00	132.00	156.00	144.00	146.88
Terminal Server Service 20 Port	12.00	12.00	12.00	12.00	12.24
Terminal Server Service 4 Port	72.00	72.00	84.00	84.00	85.68
Terminal Server Service 8 Port	12.00	12.00	12.00	12.00	12.24
Workstation Move/Add/Change	214.00	23.00	75.00	68.00	69.36
Workstation Move/Add/Change-Emergency	4.50		-	-	-
Workstation					
<u>Variable Rate (\$000s)</u>					
<u>Additional Project Expenses</u>					
Software Licenses	\$ 206				
Hardware					
3 rd Party Vendor Labour	\$ 128	\$ 151			
I-TEK Labour					
Other	\$ 3	\$ 19			
<u>Additional Services</u>					
Software Licenses	\$ -	\$ 921	\$ 87	\$ 86	\$ 88
Hardware	\$ 4	\$ -	\$ -	\$ -	\$ -
3 rd Party Vendor Labour	\$ 12	\$ 43	\$ 240	\$ 282	\$ 288
I-TEK Labour	\$ -	\$ -	\$ 229	\$ 214	\$ 218
Other	\$ 203	\$ 391	\$ 16	\$ 16	\$ 16
<u>Additional Services - XP Conversion Cost</u>					
	\$ 465	\$ 469			
<u>Travel Expenses</u>					
	\$ 3	\$ 4			
<u>Distributed Apps</u>					
Distributed Application Services	\$ 678	\$ 1,323	\$ 1,820	\$ 1,960	\$ 1,999
Hosting & Support		\$ 247	\$ 862	\$ 881	\$ 898
Disaster Recovery				\$ 170	\$ 173
<u>Labour</u>					
Contractors	\$ 59	\$ 62			
External Contractor	\$ 120	\$ 515			
Sub-Contractor Charges	\$ 1	\$ 1			
<u>Mainframe</u>					
MVS Form Type /1000	\$ 23	\$ 20	\$ 5	\$ 5	\$ 5
<u>Network</u>					
Network Service	\$ 4	\$ 4			
<u>WAN</u>					
Megastream and other Dedicated	\$ 5	\$ 5	\$ 36	\$ 37	\$ 38
<u>Specified Expense</u>					
Training Directs	\$ 1				

ATCO Electric
2003-2007 IT VOLUMES

SERVICE DESCRIPTION	Actual		Forecast		
	2003 Total	2004 Total	2005 Total	2006 Total	2007 Total
<u>Voice</u>					
Dedicated OPX					
Long Distance Direct	\$ 110	\$ 118	\$ 157	\$ 160	\$ 163
Telecom Circuit Fees	\$ 33	\$ 33	\$ 12	\$ 12	\$ 13
Telecom Fees	\$ 122	\$ 14			
<u>Workstation</u>					
Cashier Printer - Utilities	\$ 2				
Colour Printer High Volume - Utilities	\$ 24	\$ 16	\$ 21	\$ 22	\$ 22
Hardware	\$ 134	\$ 106	\$ 36	\$ 36	\$ 37
Non-Std Hardware Mthly Fee	\$ 22	\$ 18	\$ 13	\$ 13	\$ 13
Software	\$ 877	\$ 388	\$ 49	\$ 50	\$ 51
<u>Xerox</u>					
Lease Xerox	\$ 249	\$ 290	\$ 401	\$ 410	\$ 418
Service Xerox	\$ 85	\$ 87			

* 2007 Volumes for ATCO Electric are based on 2006 GTA volumes plus a 2% growth factor. These volumes will be replaced with ATCO Electric's 2007 GTA

ATCO Gas
2003-2007 IT VOLUMES

SERVICE DESCRIPTION	Actual		Forecast		
	2003 Total	2004 Total	2005 Total	2006 Total	2007 Total
<u>Fixed Rate (Units)</u>					
<u>Distributed Apps</u>					
Discoverer License/Maint Rental	1.00	-1.00			
Discoverer Maint. on License Purchase		383.00	1,668.00	1,668.00	1,668.00
Discrete Mfg Read Maint. on Lic Purchase		143.00			
Discrete Mfg Update Maint. on Lic Purch		343.00			
Financials Read Maint. on License Purch		34.00	804.00	804.00	804.00
Financials Appl. Host & Storage		0.00			
Financials Update License/Maint Rental	6.00	-6.00			
Financials Update Maint. on Lic Purchase		295.00	3,924.00	3,924.00	3,924.00
Financials Update Support & Admin		0.00	0.00	0.00	0.00
iExpense Maintenance on License Purchase		2,688.00	13,812.00	13,812.00	13,812.00
iProcurement Maintenance on Lic Purchase		4,449.00	19,368.00	19,368.00	19,368.00
Microstation	1,032.00	1,186.00			
Mobile Supply Chain Maint on Lic Purchas		131.00	516.00	516.00	516.00
Order Management Maint on Lic. Purchase		1,891.00	230,000.00	230,000.00	230,000.00
Project Acct Read Maint. on Lic Purchase		24.00	0.00	0.00	0.00
Project Acct Update License/Maint Rental	1.00	-1.00			
Project Acct Update Maint. on Lic Purcha		223.00			
Project Management Maint on Lic Purchase		122.00	636.00	636.00	636.00
Purchasing Update License/Maint Rental	2.00	-2.00			
Purchasing Update Maint. on Lic Purchase		181.00			
OFIN - Local Disk Storage		65.39	349.63	420.00	504.00
OFIN - DASD Disk Storage		357.06	1,702.51	2,042.40	2,451.00
Web Hosting - Intranet Hosting Fee	24.00	24.00			
Web Hosting - Intranet Hosting Fee FTP site	16.80	17.20			
Web Hosting - Secure Web Site	1.00	0.00			
<u>Labour</u>					
Administrator	0.00	49.30	4.00		
Analyst 1	1,569.35	5,370.20	4,090.60		
Analyst 1 - DFSS	343.00	186.00	470.50		
Analyst 2	2,297.89	5,093.56	2,206.00		
Analyst 2 - DFSS			374.30	223.30	
Analyst 3	6,122.57	8,708.24	6,040.30		
Analyst 3 - DFSS	335.20		514.50	446.60	
Analyst 4	9,685.77	12,239.94	8,907.00		
Analyst 4 - DFSS	1,367.50	1,036.60	2,343.10	385.70	
Analyst 1 - XP related	200.50				
Analyst 2 - XP related	369.20				
Analyst 3 - XP related	667.00				
Analyst 4 - XP related	321.40				
Consultant	3,306.55	7,175.38	6,841.00		
Consultant - DFSS	657.00	38.50	157.00	438.50	
Consultant - XP related	326.00				
Premium Labour	10.00	19.00			
Project Manager	2,756.50	3,427.20	865.00		
Project Manager - DFSS	6.00		1.00	129.95	
Project Manager - XP related	13.00				
Enhancement Hours			5,396.00	4,859.00	4,189.00
Maintenance Hours			1,750.00	1,750.00	1,500.00
Blended Rate			3,636.98	22,750.46	27,788.00

ATCO Gas
2003-2007 IT VOLUMES

SERVICE DESCRIPTION	Actual		Forecast		
	2003 Total	2004 Total	2005 Total	2006 Total	2007 Total
Mainframe					
Mainframe Print Configuration	399.00	417.00			
MVS (ADABAS) CPU Minutes	92,132.74	85,387.16	82,285.30	78,470.72	65,922.00
MVS (Batch) CPU Minutes	74,154.59	76,345.93	71,612.00	66,853.00	56,505.00
MVS (CICS) CPU Minutes	1,199.63	1,203.80	1,222.00	1,247.00	1,272.00
MVS (DB2) CPU Minutes	4,058.76	4,064.94	5,642.00	13,903.00	20,905.00
MVS (DB2) CPU Minutes - DFSS				5,930.20	35,581.20
MVS (IMS) CPU Minutes	66,758.71	41,424.44	44,767.00	45,071.00	37,345.00
MVS (TSO) CPU Minutes	3,020.66	2,799.12	2,368.24	2,178.60	1,772.00
MVS DASD Gigabyte Months	502.90	565.39	523.84	487.37	410.00
MVS HSM Tape Gigabyte Months	810.22	729.65			
MVS Print Forms			2,672.00	2,505.00	2,258.00
MVS Print Pages	5,204.28	3,651.28	2,674.00	2,505.00	2,257.00
MVS Tape Gigabyte Months	6,252.37	6,447.87	5,192.59	4,655.62	4,515.00
Network Access					
ADSL Light	41.53	72.27	42.00	42.00	42.00
ADSL Unlimited	40.05	51.18	45.60	45.60	45.60
ADSL Unlimited w/ Terminal Capability	2.00	0.00	0.00	0.00	0.00
Email Service	12,066.00	11,650.00	4,800.00	4,908.00	5,028.00
Internet Access	4,241.00	5,248.00	4,980.00	5,100.00	5,280.00
Long Term Archive		2,551.58			
Long Term Archive - DFSS				35.00	210.00
Long Term Archive - 1st Month		589.64			
Long Term Archive - 1st Month - DFSS				35.00	210.00
Network Connectivity	53.00	84.00			
Remote Access Service	648.00	347.00			
Rightfax Service		110.00			
Server Storage	5,348.94	6,475.64	7,356.00	7,704.00	8,076.00
Telus Aircard		2,664.00			
UserID Serv w/ no ATCO Domain usage		7.00			
UserID Services	14,451.00	14,959.00	13,644.00	13,740.00	13,932.00
VPN - Remote Client	1,563.00	1,796.00	684.00	684.00	684.00
VPN Firewall	399.00	424.00			
VPN-Remote Client w/ split tunnelling		2.00			
Wireless Service - Leased	58.00	19.00			
Wireless Service - Owned	12.00	12.00			
Wireless Service Connect	38.00	132.00			
WAN					
10 Mb Ethernet - Remote	4.14	4.14	10.20	10.20	10.20
10Mb Ethernet - Local - 3 YR		5.00	12.00	12.00	12.00
112K Virtual WAN	8.40	0.00	0.00	0.00	0.00
256K Virtual WAN	1.75	0.00	0.00	0.00	0.00
4 Wire Loop	42.00	32.00	42.00	42.00	42.00
4 Wire Loop High Speed	0.00	9.00	0.00	0.00	0.00
512K Virtual WAN	6.00	0.75	0.00	0.00	0.00
56K Virtual WAN	83.84	19.75	66.00	66.00	66.00
Microwave (Dedicated)	27.60	38.00	41.30	52.90	53.60
T1 in Grande Prairie	12.00	12.00	12.00	12.00	12.00
VPN - Remote Branch		2.00			

ATCO Gas
2003-2007 IT VOLUMES

SERVICE DESCRIPTION	Actual		Forecast		
	2003 Total	2004 Total	2005 Total	2006 Total	2007 Total
Rental					
Desktop Monthly Short Term Rental	6.50	0.00			
Laptop Day Rental	6.00	6.00			
Laptop Monthly Rental	3.00	3.00			
Laptop Weekly Rental	4.00	1.00			
Printer Weekly Rental	3.00				
Training Rm setup fee - per std w/s	28.00	13.00			
Training Rm setup fee - specialty S/W	3.50	1.50			
Training Room Daily Rental	7.00	4.00			
Voice					
Call Centre Seat	62.00	29.00	144.00	144.00	144.00
Call Centre Set	399.00	440.00	252.00	252.00	252.00
Call Centre Supervisor	2.00		12.00	12.00	12.00
Centrex Set	117.00	561.00	312.00	312.00	312.00
ISDN Circuit	36.00	33.00	12.00	12.00	12.00
Modem Line	1,285.00	1,362.00	1,212.00	1,176.00	1,176.00
Recorded Announcement	400.00	392.00	408.00	408.00	408.00
Recorded Announcement Route	82.00	92.00	96.00	96.00	96.00
Video Conferencing Lease w/ Support	16.00	24.00	36.00	24.00	24.00
Video Conferencing Support	12.00	12.00	48.00	48.00	48.00
Voice AIN Auto Activation Fee		48.00	24.00	24.00	24.00
Voice AIN Redirect Line Charge		48.00	24.00	24.00	24.00
Voice Feature - Call Park	1,356.00	3,025.00	1,572.00	1,572.00	1,572.00
Voice Feature - Call Recording	45.00				
Voice Feature - Line Appearance	10,553.00	10,018.00	8,904.00	8,928.00	8,952.00
Voice Feature - SC Manager	439.00	315.00	528.00	528.00	528.00
Voice Feature - SC User	1,560.00	1,408.00	1,536.00	1,512.00	1,512.00
Voice Feature - Visual Call Waiting	691.00	1,195.00	516.00	516.00	516.00
Voice Feature - Voice Mail Basic	2,476.50	1,760.00	1,884.00	1,896.00	1,908.00
Voice Feature - Voice Mail Desktop	8.00	9.00	24.00	24.00	24.00
Voice Feature -VM Extra Time (10min inc)	19.00	39.00	24.00	24.00	24.00
Voice Install, Move, Add, Change	678.50	567.00	360.00	360.00	360.00
Voice Install, Move, Add, Change - Emergency	4.00	0.00			
Voice Line Charge	15,699.50	16,308.00	15,757.00	16,068.00	16,200.00
Voice Set Charge	10,642.50	10,852.00	10,777.00	11,028.00	11,160.00
Workstation					
B & W Printer High Volume	267.00	266.00	372.00	384.00	384.00
B & W Printer Low Volume	266.00	273.00	240.00	240.00	240.00
B & W Printer Medium Volume	1,687.00	1,398.00	1,584.00	1,584.00	1,584.00
B & W Printer Medium Volume w/duplex	97.00	392.00	240.00	240.00	240.00
Colour Printer High Volume	57.00	79.00	96.00	108.00	108.00
Colour Printer Maximum Volume	12.00	15.00	36.00	36.00	36.00
Colour Printer Medium Volume	48.00	48.00	72.00	72.00	72.00
Express Request Service Fee	0.00	120.00	0.00	0.00	0.00
Hardware Install/Move/Add/Change Labour	606.50	1,036.25			
Laptop H/W Operating Lease	1,636.00	1,403.00	1,836.00	1,848.00	1,848.00
Laptop H/W Slim Operating Lease	5.00	7.00	12.00	12.00	12.00
Laptop Support High	88.00	155.00	96.00	96.00	96.00
Laptop Support Low	639.00	749.00	792.00	804.00	804.00
Laptop Support Medium	424.00	370.00	564.00	564.00	564.00
Process Control Laptop No Support			395.90	396.00	396.00
Monitor - 15 inch or less	21.00	7.00	24.00	24.00	24.00

ATCO Gas
2003-2007 IT VOLUMES

SERVICE DESCRIPTION	Actual		Forecast		
	2003 Total	2004 Total	2005 Total	2006 Total	2007 Total
Monitor - 17 inch	10,145.00	10,037.00	9,841.92	9,919.96	10,015.96
Monitor - 21 inch	422.00	605.00	647.00	623.00	635.00
Monitor LCD - 17 inch	22.00	205.00	192.00	192.00	192.00
Monitor LCD - 19 inch	0.00	140.00	214.80	244.80	292.80
Monitor LCD - 20 inch	43.00	130.00	0.00	0.00	0.00
PC H/W Operating Lease	9,853.00	10,186.00	10,008.00	10,164.00	10,272.00
PC H/W Operating Lease - High Performance			48.00	48.00	48.00
PC Support High	470.00	792.00	768.00	744.00	744.00
PC Support Low	6,673.00	6,366.00	6,228.00	6,408.00	6,516.00
PC Support Medium	2,543.00	2,986.00	2,952.00	2,952.00	2,952.00
Process Control No Support			107.97	108.00	108.00
Printer Support High Volume	369.00	382.00	468.00	492.00	492.00
Printer Support Low Volume	266.00	273.00	240.00	240.00	240.00
Printer Support Medium Volume	1,830.00	1,843.00	1,656.00	1,656.00	1,656.00
Software Integration/Pkging Labour	407.50	186.50			
Software Signup Fee	432.00	517.00			
Software Support Labour	348.00	290.50			
Terminal H/W Operating Lease	335.00	36.00			
Terminal Server Service	3.00	42.00			
Terminal Server Service 4 Port	12.00	12.00	12.00	12.00	12.00
Workstation Move/Add/Change	271.50	31.50			
Workstation Move/Add/Change-Emergency	25.00	1.00			
Variable Rate (\$000s)					
Additional Application Fees	\$ 2	\$ 2			
Additional Project Expenses					
Software Licenses	\$ 321	\$ 328	\$ 352	\$ 100	\$ 100
Software Licenses - DFSS			\$ 19	\$ 16	
Hardware	\$ 159	\$ 7	\$ 302	\$ 273	\$ 818
3 rd Party Vendor Labour	\$ 11	\$ 65	\$ 647		
I-TEK Labour					
Other	\$ 15	\$ 24	\$ 20	\$ 41	
Additional Services					
Software Licenses	\$ 17	\$ 1,551			
Hardware	\$ -	\$ 25			
3 rd Party Vendor Labour	\$ 15	\$ 1			
I-TEK Labour	\$ 2	\$ 65			
Other - Service Requests	\$ 251	\$ 723	\$ 300	\$ 289	\$ 298
Additional Services - XP Conversion Cost	\$ 525	\$ 506	\$ 506		
Travel Expenses	\$ 6	\$ 5			
Distributed Apps					
Distributed Application Services	\$ 429	\$ 654	\$ 2,658	\$ 3,038	\$ 3,325
Distributed Application Services - DFSS			\$ -	\$ 94	\$ 502
Hosting & Support			\$ 1,257	\$ 1,306	\$ 1,359
Disaster Recovery			\$ 83	\$ 87	\$ 90

ATCO Gas
2003-2007 IT VOLUMES

SERVICE DESCRIPTION	Actual		Forecast		
	2003 Total	2004 Total	2005 Total	2006 Total	2007 Total
Labour					
Contractors	\$ 18	\$ 33	\$ 31		
External Contractor	\$ 120	\$ 514			
Sub-Contractor Charges	\$ 4	\$ 2			
Mainframe					
MVS Form Type /1000	\$ 59	\$ 47			
Network Access					
Misc. Charges			\$ 7	\$ 8	\$ 9
WAN					
Megastream and other Dedicated	\$ 77	\$ 23	\$ 26	\$ 29	\$ 30
Specified Expense					
Training Directs	\$ 1				
Voice					
Dedicated OPX	\$ 4	\$ 4			
Dedicated Tie Line	\$ 2				
Long Distance Direct	\$ 46	\$ 41			
Remote Centre Voice Network Access	\$ 86	\$ 91			
Rightfax Service L/D		\$ 1			
Telecom Circuit Fees	\$ 39	\$ 55			
Telecom Fees	\$ 79	\$ 110	\$ 138	\$ 151	\$ 157
Telus Aircard			\$ 524	\$ 545	\$ 567
Telus Airtime					
Video Conferencing	\$ 9	\$ 12			
Other			\$ 96	\$ 97	\$ 85
Workstation					
Cashier Printer - Utilities	\$ 1				
Colour Printer High Volume - Utilities	\$ 5	\$ 3			
Hardware	\$ 1,119	\$ 372			
Non-Std Hardware Mthly Fee	\$ 7	\$ 8			
Software	\$ 1,383	\$ 779			
Software - XP related	\$ 80				
Misc. Hardware			\$ 95	\$ 77	\$ 86
Xerox					
Lease Xerox	\$ 306	\$ 321			
Service Xerox	\$ 90	\$ 121			
Xerox PST	\$ -	\$ -			

ATCO Pipelines
2003-2007 IT VOLUMES

SERVICE DESCRIPTION	Actual		Forecast		
	2003 Total	2004 Total	2005 Total	2006 Total	2007 Total
<u>Fixed Rate (Units)</u>					
<u>Distributed Apps</u>					
Discoverer Application Hosting	0.00	0.00	0.00	0.00	0.00
Discoverer License/Maint Rental	1.00	-1.00	-1.02	-1.04	-1.06
Discoverer Maint. on License Purchase	0.00	164.00	167.28	170.63	174.04
Discoverer Support & Admin	0.00	0.00	0.00	0.00	0.00
Discrete Mfg Read Maint. on Lic Purchase	0.00	0.00	0.00	0.00	0.00
Discrete Mfg Update Maint. on Lic Purch	0.00	0.00	0.00	0.00	0.00
Financials Appl. Host & Storage	0.00	3.00	3.06	3.12	3.18
Financials Read License/Maint Rental	0.00	0.00	0.00	0.00	0.00
Financials Read Maint. on License Purch	0.00	0.00	0.00	0.00	0.00
Financials Read Maint. on License Purchase	0.00	0.00	0.00	0.00	0.00
Financials Read Support & Admin	0.00	0.00	0.00	0.00	0.00
Financials Update Appl. Host & Storage	0.00	0.00	0.00	0.00	0.00
Financials Update Application Hosting	0.00	0.00	0.00	0.00	0.00
Financials Update License/Maint Rental	8.00	-8.00	-8.16	-8.32	-8.49
Financials Update Maint. on Lic Purchase	0.00	76.00	77.52	79.07	80.65
Financials Update Support & Admin	0.00	0.00	0.00	0.00	0.00
iExpense Appl. Host & Storage	0.00	0.00	0.00	0.00	0.00
iExpense Application Hosting	0.00	0.00	0.00	0.00	0.00
iExpense License/Maint Rental	0.00	0.00	0.00	0.00	0.00
iExpense Maintenance on License Purchase	0.00	282.00	287.64	293.39	299.26
iProcurement Appl. Host & Storage	0.00	0.00	0.00	0.00	0.00
iProcurement License/Maint Rental	0.00	0.00	0.00	0.00	0.00
iProcurement Maintenance on Lic Purchase	0.00	1,138.00	1,160.76	1,183.98	1,207.65
Microstation	131.00	210.00	214.20	218.48	222.85
Mobile Supply Chain Maint on Lic Purchas	0.00	0.00	0.00	0.00	0.00
Order Management Maint on Lic. Purchase	0.00	0.00	0.00	0.00	0.00
Project Acct Read Appl. Host & Storage	0.00	0.00	0.00	0.00	0.00
Project Acct Read License/Maint Rental	0.00	0.00	0.00	0.00	0.00
Project Acct Read Maint. on Lic Purchase	0.00	0.00	0.00	0.00	0.00
Project Acct Read Support & Admin	0.00	0.00	0.00	0.00	0.00
Project Acct Update Appl. Host & Storage	0.00	0.00	0.00	0.00	0.00
Project Acct Update License/Maint Rental	0.00	0.00	0.00	0.00	0.00
Project Acct Update Maint. on Lic Purcha	0.00	30.00	30.60	31.21	31.84
Project Acct Update Maint. on Lic Purchase	0.00	0.00	0.00	0.00	0.00
Project Acct Update Support & Admin	0.00	0.00	0.00	0.00	0.00
Project Management Maint on Lic Purchase	0.00	82.00	83.64	85.31	87.02
Project Management Maint. On Lic Purchase	0.00	0.00	0.00	0.00	0.00
Purchasing Read Appl. Host & Storage	0.00	0.00	0.00	0.00	0.00
Purchasing Read License/Maint Rental	0.00	0.00	0.00	0.00	0.00
Purchasing Read Maint. on Lic Purchase	0.00	0.00	0.00	0.00	0.00
Purchasing Read Support & Admin	0.00	0.00	0.00	0.00	0.00
Purchasing Update Appl. Host & Storage	0.00	0.00	0.00	0.00	0.00
Purchasing Update License/Maint Rental	0.00	0.00	0.00	0.00	0.00
Purchasing Update Maint. on Lic Purchase	0.00	26.00	26.52	27.05	27.59
Purchasing Update Support & Admin	0.00	0.00	0.00	0.00	0.00
Tutor License/Maint Rental	0.00	0.00	0.00	0.00	0.00
OFIN - Local Disk Storage	0.00	10.62	10.83	11.05	11.27
OFIN - DASD Disk Storage	0.00	58.05	59.21	60.40	61.60
Web Hosting - Intranet Hosting Fee	24.00	24.00	24.48	24.97	25.47
Web Hosting - Intranet Hosting Fee FTP site	0.72	0.78	0.80	0.81	0.83
Web Hosting - Secure Web Site	0.00	0.00	0.00	0.00	0.00

ATCO Pipelines
2003-2007 IT VOLUMES

SERVICE DESCRIPTION	Actual		Forecast		
	2003 Total	2004 Total	2005 Total	2006 Total	2007 Total
Labour					
Administrator	0.00	59.20	60.38	61.59	62.82
Analyst 1	281.40	3,229.06	3,293.64	3,359.51	3,426.70
Analyst 2	4,432.42	5,598.77	5,710.74	5,824.96	5,941.45
Analyst 3	1,081.83	3,180.88	3,244.50	3,309.39	3,375.58
Analyst 4	3,809.16	6,806.18	6,942.30	7,081.15	7,222.77
Analyst 1 - XP related	24.00		0.00	0.00	0.00
Analyst 2 - XP related	109.00		0.00	0.00	0.00
Analyst 3 - XP related	134.50		0.00	0.00	0.00
Analyst 4 - XP related	186.00		0.00	0.00	0.00
Consultant	1,285.44	4,125.81	4,208.33	4,292.49	4,378.34
Consultant - XP related	68.00		0.00	0.00	0.00
Premium Labour	0.00	0.00	0.00	0.00	0.00
Project Manager	266.50	2,212.30	2,256.55	2,301.68	2,347.71
Mainframe					
Mainframe Print Configuration	0.00	0.00	0.00	0.00	0.00
MVS (ADABAS) CPU Minutes	7,860.95	10,318.40	10,524.77	10,735.26	10,949.97
MVS (Batch) CPU Minutes	12,597.98	15,853.42	16,170.49	16,493.90	16,823.78
MVS (CICS) CPU Minutes	1.03	1.33	1.35	1.38	1.41
MVS (DB2) CPU Minutes	2.85	6.56	6.69	6.82	6.96
MVS (IMS) CPU Minutes	1,769.98	1,636.41	1,669.13	1,702.52	1,736.57
MVS (TSO) CPU Minutes	309.06	560.84	572.05	583.50	595.17
MVS DASD Gigabyte Months	102.74	112.55	114.80	117.10	119.44
MVS HSM Tape Gigabyte Months	24.45	29.02	29.60	30.19	30.79
MVS Print Pages	441.46	362.09	369.33	376.72	384.25
MVS Tape Gigabyte Months	1,591.68	1,638.76	1,671.53	1,704.96	1,739.06
Network Access					
ADSL Light	0.00	0.00	0.00	0.00	0.00
ADSL Unlimited	3.60	12.00	12.24	12.48	12.73
ADSL Unlimited w/ Terminal Capability	0.00	0.00	0.00	0.00	0.00
Distributed Archive Tape	0.00	0.00	0.00	0.00	0.00
Email Service	7,347.00	12,062.00	12,303.24	12,549.30	12,800.29
Instant Messaging	0.00	6.00	6.12	6.24	6.37
Internet Access	2,013.00	2,212.00	2,256.24	2,301.36	2,347.39
Long Term Archive	0.00	0.00	0.00	0.00	0.00
Long Term Archive - 1st Month	0.00	0.00	0.00	0.00	0.00
Network Connectivity	52.00	53.00	54.06	55.14	56.24
Network Connectivity for Terminal Server	0.00	0.00	0.00	0.00	0.00
Remote Access Service	96.00	98.00	99.96	101.96	104.00
Rightfax Service	0.00	535.00	545.70	556.61	567.75
Server Storage	1,165.49	1,880.07	1,917.67	1,956.02	1,995.14
Substation	0.00	0.00	0.00	0.00	0.00
Telus Aircard	0.00	0.00	0.00	0.00	0.00
UserID Serv w/ limited ATCO Domain usage	0.00	0.00	0.00	0.00	0.00
UserID Serv w/ no ATCO Domain usage	0.00	0.00	0.00	0.00	0.00
UserID Services	2,828.00	3,104.00	3,166.08	3,229.40	3,293.99
VPN - Remote Client	95.00	146.00	148.92	151.90	154.94
VPN Firewall	0.00	0.00	0.00	0.00	0.00
VPN-Remote Client w/ split tunnelling	0.00	0.00	0.00	0.00	0.00
Wireless Service - Leased	0.00	0.00	0.00	0.00	0.00
Wireless Service - Owned	0.00	0.00	0.00	0.00	0.00
Wireless Service Connect	0.00	5.00	5.10	5.20	5.31
Xerox Network Connectivity	0.00	0.00	0.00	0.00	0.00
WAN					
10 Mb Ethernet - Remote	0.00	0.00	0.00	0.00	0.00

ATCO Pipelines
2003-2007 IT VOLUMES

SERVICE DESCRIPTION	Actual		Forecast		
	2003 Total	2004 Total	2005 Total	2006 Total	2007 Total
10Mb Ethernet - Local - 3 YR	12.00	12.00	12.24	12.48	12.73
112K Virtual WAN	0.00	0.00	0.00	0.00	0.00
256K Virtual WAN	8.40	0.00	0.00	0.00	0.00
4 Wire Loop	0.00	0.00	0.00	0.00	0.00
4 Wire Loop High Speed	0.00	0.00	0.00	0.00	0.00
512K Virtual WAN	0.00	0.00	0.00	0.00	0.00
56K Virtual WAN	0.00	0.00	0.00	0.00	0.00
768K Virtual WAN	0.00	0.00	0.00	0.00	0.00
Microwave (Dedicated)	0.00	0.00	0.00	0.00	0.00
T1 in Grande Prairie	0.00	0.00	0.00	0.00	0.00
VPN - Remote Branch	0.00	0.00	0.00	0.00	0.00
Rental					
Desktop Monthly Short Term Rental	1.50	0.00	0.00	0.00	0.00
Desktop Weekly Rental	0.00	0.00	0.00	0.00	0.00
Laptop Daily Rental	0.00	2.00	2.04	2.08	2.12
Laptop Day Rental	0.00	0.00	0.00	0.00	0.00
Laptop Weekly Rental	0.00	0.00	0.00	0.00	0.00
Projector Day Rental	0.00	0.00	0.00	0.00	0.00
Rental Video Conferencing - Room/Hour	0.00	0.00	0.00	0.00	0.00
Training Rm setup fee - per std w/s	0.00	0.00	0.00	0.00	0.00
Training Rm setup fee - specialty SW	0.00	0.00	0.00	0.00	0.00
Training Room Daily Rental	0.00	0.00	0.00	0.00	0.00
Voice					
Call Centre Seat	0.00	0.00	0.00	0.00	0.00
Call Centre Set	36.00	48.00	48.96	49.94	50.94
Call Centre Supervisor	0.00	0.00	0.00	0.00	0.00
Call Centre Trunking	0.00	0.00	0.00	0.00	0.00
Centrex Set	0.00	0.00	0.00	0.00	0.00
ISDN Circuit	0.00	0.00	0.00	0.00	0.00
Modem Line	281.00	203.00	207.06	211.20	215.43
PBX Trunk Port	0.00	0.00	0.00	0.00	0.00
Recorded Announcement	0.00	16.00	16.32	16.65	16.98
Recorded Announcement Route	0.00	4.00	4.08	4.16	4.24
Telus Aircard Web Service	0.00		0.00	0.00	0.00
Video Conferencing Lease w/ Support	0.00	0.00	0.00	0.00	0.00
Video Conferencing Support	0.00	0.00	0.00	0.00	0.00
Voice AIN Auto Activation Fee	0.00	0.00	0.00	0.00	0.00
Voice AIN Redirect Line Charge	0.00	0.00	0.00	0.00	0.00
Voice Feature - Call Park	143.00	218.00	222.36	226.81	231.34
Voice Feature - Call Recording	0.00	0.00	0.00	0.00	0.00
Voice Feature - Line Appearance	853.00	985.00	1,004.70	1,024.79	1,045.29
Voice Feature - SC Manager	54.00	61.00	62.22	63.46	64.73
Voice Feature - SC User	731.00	715.00	729.30	743.89	758.76
Voice Feature - Visual Call Waiting	219.00	271.00	276.42	281.95	287.59
Voice Feature - Voice Mail Basic	1,359.00	1,427.00	1,455.54	1,484.65	1,514.34
Voice Feature - Voice Mail Desktop	0.00	0.00	0.00	0.00	0.00
Voice Feature - Voice Mail Fax	0.00	0.00	0.00	0.00	0.00
Voice Feature - Voice Mail Remote Notify	0.00	0.00	0.00	0.00	0.00
Voice Feature -VM Extra Time (10min inc)	54.00	68.00	69.36	70.75	72.16
Voice Install, Move, Add, Change	131.50	110.00	112.20	114.44	116.73
Voice Install, Move, Add, Change - Emergency	2.00	1.00	1.02	1.04	1.06
Voice Line Charge	3,154.00	3,193.00	3,256.86	3,322.00	3,388.44
Voice Set Charge	2,175.00	2,218.00	2,262.36	2,307.61	2,353.76
Workstation					
B & W Printer High Volume	72.00	72.00	73.44	74.91	76.41

ATCO Pipelines
2003-2007 IT VOLUMES

SERVICE DESCRIPTION	Actual		Forecast		
	2003 Total	2004 Total	2005 Total	2006 Total	2007 Total
B & W Printer Low Volume	46.00	36.00	36.72	37.45	38.20
B & W Printer Medium Volume	230.00	199.00	202.98	207.04	211.18
B & W Printer Medium Volume w/duplex	8.00	41.00	41.82	42.66	43.51
Cashier Printer - Utilities		0.00	0.00	0.00	0.00
Colour Printer High Volume	12.00	19.00	19.38	19.77	20.16
Colour Printer Maximum Volume	0.00	0.00	0.00	0.00	0.00
Colour Printer Medium Volume	0.00	0.00	0.00	0.00	0.00
Express Request Service Fee	0.00	28.00	28.56	29.13	29.71
Hardware Install/Move/Add/Change Labour	111.50	170.50	173.91	177.39	180.94
Laptop Basic Support High	0.00	0.00	0.00	0.00	0.00
Laptop Basic Support Low	0.00	0.00	0.00	0.00	0.00
Laptop Basic Support Medium	0.00	0.00	0.00	0.00	0.00
Laptop H/W Operating Lease	511.00	537.00	547.74	558.69	569.87
Laptop H/W Slim Operating Lease	0.00	0.00	0.00	0.00	0.00
Laptop Hardware Operating Support	0.00	0.00	0.00	0.00	0.00
Laptop Monthly Rental	0.00	2.00	2.04	2.08	2.12
Laptop Support High	93.00	237.00	241.74	246.57	251.51
Laptop Support Low	241.00	162.00	165.24	168.54	171.92
Laptop Support Medium	173.00	136.00	138.72	141.49	144.32
Monitor - 15 inch or less	13.00	7.00	7.14	7.28	7.43
Monitor - 17 inch	2,295.00	2,348.00	2,394.96	2,442.86	2,491.72
Monitor - 19 inch	0.00	0.00	0.00	0.00	0.00
Monitor - 21 inch	82.00	148.00	150.96	153.98	157.06
Monitor LCD - 15 inch	0.00	0.00	0.00	0.00	0.00
Monitor LCD - 17 inch	29.00	46.00	46.92	47.86	48.82
Monitor LCD - 19 inch	0.00	20.00	20.40	20.81	21.22
Monitor LCD - 20 inch	12.00	31.00	31.62	32.25	32.90
PC Basic Support High	0.00	0.00	0.00	0.00	0.00
PC Basic Support Low	0.00	0.00	0.00	0.00	0.00
PC Basic Support Medium	0.00	0.00	0.00	0.00	0.00
PC H/W Operating Lease	2,212.00	2,317.00	2,363.34	2,410.61	2,458.82
PC H/W Operating Lease - High Performance	24.00	12.00	12.24	12.48	12.73
PC Hardware Operating Support	0.00	0.00	0.00	0.00	0.00
PC Support High	134.00	131.00	133.62	136.29	139.02
PC Support Low	1,117.00	999.00	1,018.98	1,039.36	1,060.15
PC Support Medium	908.00	1,155.00	1,178.10	1,201.66	1,225.70
Printer Support High Volume	96.00	103.00	105.06	107.16	109.30
Printer Support Low Volume	46.00	36.00	36.72	37.45	38.20
Printer Support Medium Volume	238.00	239.00	243.78	248.66	253.63
Printer Weekly Rental	0.00	0.00	0.00	0.00	0.00
Software Integration/Pkging Labour	116.50	86.00	87.72	89.47	91.26
Software Signup Fee	133.00	164.00	167.28	170.63	174.04
Software Support Labour	119.00	49.00	49.98	50.98	52.00
Terminal H/W Operating Lease	0.00	0.00	0.00	0.00	0.00
Terminal Server Service	12.00	55.00	56.10	57.22	58.37
Terminal Server Service 1 Port	0.00	0.00	0.00	0.00	0.00
Terminal Server Service 20 Port	0.00	0.00	0.00	0.00	0.00
Terminal Server Service 4 Port	0.00	0.00	0.00	0.00	0.00
Terminal Server Service 8 Port	0.00	0.00	0.00	0.00	0.00
Workstation Move/Add/Change	63.00	8.00	8.16	8.32	8.49
Workstation Move/Add/Change-Emergency	9.00	0.00	0.00	0.00	0.00
Variable Rate (\$000s)					
Additional Application Fees	\$ 5	\$ 5	\$ 5	\$ 5	\$ 5
Additional Project Expenses					

ATCO Pipelines
2003-2007 IT VOLUMES

SERVICE DESCRIPTION	Actual		Forecast		
	2003 Total	2004 Total	2005 Total	2006 Total	2007 Total
Software Licenses	\$ 3	\$ 73	\$ 75	\$ 76	\$ 78
Hardware					
3 rd Party Vendor Labour					
I-TEK Labour	\$ (16)	\$ (5)	\$ (5)	\$ (6)	\$ (6)
Other	\$ 5	\$ 11	\$ 11	\$ 11	\$ 11
Additional Services					
Software Licenses	\$ -	\$ 199	\$ 203	\$ 207	\$ 211
Hardware					
3 rd Party Vendor Labour					
I-TEK Labour					
Other	\$ 30	\$ 147	\$ 150	\$ 153	\$ 156
Additional Services - XP Conversion Cost	\$ 339				
Travel Expenses	\$ -	\$ -	\$ -	\$ -	\$ -
Distributed Apps					
Distributed Application Services	\$ 290	\$ 396	\$ 404	\$ 412	\$ 420
Labour					
Contractors					
External Contractor	\$ 26	\$ 154	\$ 157	\$ 160	\$ 164
Sub-Contractor Charges	\$ -	\$ -	\$ -	\$ -	\$ -
Mainframe					
MVS Form Type /1000	\$ 4	\$ 3	\$ 3	\$ 3	\$ 4
Network Access					
Network Service	\$ 9	\$ 7	\$ 7	\$ 7	\$ 8
WAN					
Megastream and other Dedicated	\$ 13	\$ 1	\$ 1	\$ 1	\$ 1
Specified Expense					
Training Directs					
Voice					
Dedicated OPX					
Dedicated Tie Line					
Long Distance Direct	\$ 9	\$ 9	\$ 9	\$ 9	\$ 9
Remote Centre Voice Network Access	\$ 6	\$ 8	\$ 8	\$ 8	\$ 8
Rightfax Service L/D					
Telecom Circuit Fees	\$ 3	\$ 6	\$ 6	\$ 6	\$ 6
Telecom Fees	\$ 6				
Telus Aircard Web Service					
Telus Airtime					
Telus Blackberry					
Telus Cellular					
Video Conferencing					
Workstation					
Cashier Printer - Utilities					
Colour Printer High Volume - Utilities					
Colour Printer Non-Std High Volume	\$ 2	\$ 2	\$ 2	\$ 2	\$ 2
Hardware	\$ 22	\$ 15	\$ 15	\$ 15	\$ 15
Non-Std Hardware Mthly Fee					
Software	\$ 150	\$ 127	\$ 129	\$ 132	\$ 135

ATCO Pipelines
 2003-2007 IT VOLUMES

SERVICE DESCRIPTION	Actual		Forecast		
	2003 Total	2004 Total	2005 Total	2006 Total	2007 Total
<u>Xerox</u>					
Lease Xerox	\$ 62	\$ 64	\$ 66	\$ 67	\$ 68
Service Xerox	\$ 17	\$ 22	\$ 22	\$ 23	\$ 23

* 2005-2007 Volumes for ATCO Pipelines are based on 2004 actual volumes plus a 2% growth factor per year.

ATCO Utilities
2003-2007 IT VOLUMES

SERVICE DESCRIPTION	Actual		Forecast		
	2003 Total	2004 Total	2005 Total	2006 Total	2007 Total
<u>Fixed Rate (Units)</u>					
<u>Distributed Apps</u>					
Discoverer License/Maint Rental	3.00	-3.00	-1.02	-1.04	-1.06
Discoverer Maint. on License Purchase	0.00	1,036.00	3,551.28	3,554.63	3,592.36
Discrete Mfg Read Maint. on Lic Purchase	0.00	167.00	97.03	97.03	98.97
Discrete Mfg Update Maint. on Lic Purch	0.00	360.00	58.12	58.12	59.28
Financials Appl. Host & Storage	0.00	3.00	3.06	3.12	3.18
Financials Read Maint. on License Purch	0.00	51.00	872.73	872.73	874.10
Financials Update Appl. Host & Storage	0.00	0.00	0.00	0.00	0.00
Financials Update License/Maint Rental	17.00	-22.00	-8.16	-8.32	-8.49
Financials Update Maint. on Lic Purchase	0.00	567.00	4,671.59	4,673.14	4,688.12
Financials Update Support & Admin	0.00	0.00	0.00	0.00	0.00
iExpense Maintenance on License Purchase	0.00	4,202.00	20,051.64	20,057.39	20,182.30
iProcurement Maintenance on Lic Purchase	0.00	6,237.00	73,328.76	73,351.98	74,431.65
iExpense Application Hosting	4.00	0.00	0.00	0.00	0.00
Microstation	1,896.00	2,416.00	214.20	218.48	222.85
Mobile Supply Chain Maint on Lic Purchas	0.00	198.00	792.00	792.00	797.52
Order Management Maint on Lic. Purchase	0.00	12,757.00	464,000.00	464,000.00	468,680.00
Project Acct Read Maint. on Lic Purchase	0.00	254.00	929.89	929.89	948.49
Project Acct Update License/Maint Rental	3.00	-3.00	0.00	0.00	0.00
Project Acct Update Maint. on Lic Purcha	0.00	543.00	1,022.02	1,022.63	1,043.08
Project Management Maint on Lic Purchase	0.00	253.00	947.64	949.31	955.58
Purchasing Read Maint. on Lic Purchase	0.00	8.00	32.34	32.34	32.99
Purchasing Update License/Maint Rental	3.00	-3.00	0.00	0.00	0.00
Purchasing Update Maint. on Lic Purchase	0.00	399.00	682.91	683.44	697.11
OFIN - Local Disk Storage	0.00	130.99	885.46	1,076.05	1,173.17
OFIN - DASD Disk Storage	0.00	715.25	4,111.72	4,982.80	5,450.20
Web Hosting - Intranet Hosting Fee	84.00	84.00	24.48	24.97	25.47
Web Hosting - Intranet Hosting Fee FTP site	56.96	58.79	0.80	0.81	0.83
Web Hosting - Secure Web Site	13.00	7.00	0.00	0.00	0.00
<u>Labour</u>					
Administrator	0.00	108.50	64.38	61.59	62.82
Analyst 1	3,019.75	11,209.98	8,722.48	8,365.77	8,533.09
Analyst 1 - DFSS	343.00	186.00	470.50		
Analyst 2	10,121.70	16,603.75	11,603.33	19,616.23	20,008.55
Analyst 2 - DFSS			374.30	223.30	
Analyst 3	13,452.39	17,973.16	16,202.99	21,005.37	21,425.48
Analyst 3 - DFSS	335.20		514.50	446.60	
Analyst 4	19,799.76	30,268.11	21,580.06	26,514.90	27,045.20
Analyst 4 - DFSS	1,367.50	1,036.60	2,343.10	385.70	
Analyst 1 - XP related	326.55	0.00	0.00	0.00	0.00
Analyst 2 - XP related	709.22	0.00	0.00	0.00	0.00
Analyst 3 - XP related	1,144.82	0.00	0.00	0.00	0.00
Analyst 4 - XP related	1,472.74	0.00	0.00	0.00	0.00
Consultant	8,324.56	15,599.91	13,277.66	12,628.53	12,881.10
Consultant - DFSS	657.00	38.50	157.00	438.50	
Consultant - XP related	862.60	0.00	0.00	0.00	0.00
Premium Labour	58.50	62.50	0.00	0.00	0.00
Project Manager	3,922.50	7,244.50	4,035.21	5,719.66	5,834.05
Project Manager - DFSS	6.00		1.00	129.95	
Project Manager - XP related	13.00	0.00	0.00	0.00	0.00
Enhancement Hours	0.00	0.00	5,396.00	4,859.00	4,189.00
Maintenance Hours	0.00	0.00	1,750.00	1,750.00	1,500.00
Blended Rate	0.00	0.00	3,636.98	22,750.46	27,788.00

ATCO Utilities
2003-2007 IT VOLUMES

SERVICE DESCRIPTION	Actual		Forecast		
	2003 Total	2004 Total	2005 Total	2006 Total	2007 Total
Mainframe					
Mainframe Print Configuration	411.00	429.00	0.00	0.00	0.00
MVS (ADABAS) CPU Minutes	107,163.66	101,680.19	96,780.39	91,918.68	79,638.92
MVS (Batch) CPU Minutes	150,492.10	159,600.41	103,497.10	99,012.63	89,307.83
MVS (CICS) CPU Minutes	6,194.24	5,544.38	7,115.29	7,203.32	7,347.45
MVS (DB2) CPU Minutes	11,211.86	10,768.31	12,912.89	21,311.05	28,461.21
MVS (DB2) CPU Minutes - DFSS				5,930.20	35,581.20
MVS (IMS) CPU Minutes	70,558.47	44,716.85	46,625.11	46,963.41	39,275.25
MVS (TSO) CPU Minutes	6,444.09	5,765.79	4,402.76	4,204.66	3,838.58
MVS DASD Gigabyte Months	1,523.87	1,657.46	1,223.08	1,190.73	1,127.42
MVS HSM Tape Gigabyte Months	1,393.33	2,128.60	645.80	646.46	659.39
MVS Print Forms	0.00	0.00	2,672.00	2,505.00	2,258.00
MVS Print Pages	7,271.98	5,407.40	3,539.53	3,372.46	3,141.81
MVS Tape Gigabyte Months	13,443.14	13,754.20	11,865.60	11,371.92	11,365.63
Network Access					
ADSL Light	163.21	279.72	292.32	292.32	297.33
ADSL Unlimited	94.60	125.25	121.90	110.14	111.43
ADSL Unlimited w/ Terminal Capability	2.00	0.00	0.00	0.00	0.00
Distributed Archive Tape	0.00	21.29	24.12	24.12	24.60
Email Service	38,970.00	40,300.00	55,165.32	55,681.14	56,816.61
Internet Access	11,620.00	13,325.00	13,247.76	13,400.88	13,746.90
Instant Messaging	0.00	6.00	6.12	6.24	6.37
Long Term Archive	0.00	2,666.51	0.00	0.00	0.00
Long Term Archive - DFSS				35.00	210.00
Long Term Archive - 1st Month	0.00	602.41	180.00	180.00	183.60
Long Term Archive - 1st Month - DFSS				35.00	210.00
Network Connectivity	170.00	236.00	150.06	151.14	154.16
Remote Access Service	2,315.00	1,875.00	1,311.96	1,301.96	1,328.00
Rightfax Service	0.00	765.00	1,073.70	1,084.61	1,106.31
Server Storage	13,577.34	18,637.19	20,460.67	20,796.02	21,429.86
Substation	24.00	24.00	24.00	24.00	24.48
Telus Aircard	0.00	2,724.00	0.00	0.00	0.00
UserID Serv w/ no ATCO Domain usage	0.00	7.00	0.00	0.00	0.00
UserID Services	28,779.00	30,035.00	28,218.60	28,350.92	28,835.14
VPN - Remote Client	2,091.00	2,847.00	1,774.92	1,801.90	1,824.26
VPN Firewall	411.00	436.00	0.00	0.00	0.00
VPN-Remote Client w/ split tunnelling	5.00	14.00	12.00	12.00	12.24
Wireless Service - Leased	77.00	38.00	36.00	36.00	36.72
Wireless Service - Owned	22.00	12.00	0.00	0.00	0.00
Wireless Service Connect	65.00	232.00	89.10	89.20	90.99
Xerox Network Connectivity	0.00	46.00	0.00	0.00	0.00
WAN					
10 Mb Ethernet - Remote	24.00	24.00	35.76	35.76	36.27
10Mb Ethernet - Local - 3 YR	12.00	17.00	24.24	24.48	24.73
112K Virtual WAN	8.40	0.00	0.00	0.00	0.00
256K Virtual WAN	33.71	12.00	12.00	12.00	12.24
4 Wire Loop	73.71	63.00	74.28	74.28	74.93
4 Wire Loop High Speed	0.00	9.00	0.00	0.00	0.00
512K Virtual WAN	6.00	0.75	0.00	0.00	0.00
56K Virtual WAN	242.32	96.22	150.00	150.00	151.68
Microwave (Dedicated)	27.60	38.00	41.30	52.90	53.60
T1 in Grande Prairie	24.00	24.00	26.16	26.16	26.44
VPN - Remote Branch	0.00	2.00	0.00	0.00	0.00

ATCO Utilities
2003-2007 IT VOLUMES

SERVICE DESCRIPTION	Actual		Forecast		
	2003 Total	2004 Total	2005 Total	2006 Total	2007 Total
Rental					
Desktop Monthly Short Term Rental	8.00	0.00	0.00	0.00	0.00
Laptop Daily Rental	0.00	2.00	2.04	2.08	2.12
Laptop Day Rental	8.00	6.00	0.00	0.00	0.00
Laptop Monthly Rental	4.00	14.00	2.04	2.08	2.12
Laptop Weekly Rental	8.00	6.00	0.00	0.00	0.00
Printer Weekly Rental	3.00	0.00	0.00	0.00	0.00
Training Rm setup fee - per std w/s	35.00	31.00	0.00	0.00	0.00
Training Rm setup fee - specialty S/W	3.50	1.50	0.00	0.00	0.00
Training Room Daily Rental	7.00	13.00	0.00	0.00	0.00
Voice					
Call Centre Seat	62.00	29.00	144.00	144.00	144.00
Call Centre Set	435.00	488.00	300.96	301.94	302.94
Call Centre Supervisor	2.00	0.00	12.00	12.00	12.00
Centrex Set	117.00	561.00	312.00	312.00	312.00
ISDN Circuit	36.00	33.00	12.00	12.00	12.00
Modem Line	2,560.00	2,509.00	2,175.06	2,143.20	2,162.55
PBX Trunk Port	24.00	24.00	0.00	0.00	0.00
Recorded Announcement	400.00	408.00	424.32	424.65	424.98
Recorded Announcement Route	82.00	96.00	100.08	100.16	100.24
Video Conferencing Lease w/ Support	16.00	24.00	36.00	24.00	24.00
Video Conferencing Support	12.00	12.00	48.00	48.00	48.00
Voice AIN Auto Activation Fee	0.00	48.00	24.00	24.00	24.00
Voice AIN Redirect Line Charge	0.00	48.00	24.00	24.00	24.00
Voice Feature - Call Park	1,981.00	3,690.00	2,322.36	2,302.81	2,317.42
Voice Feature - Call Recording	45.00	0.00	0.00	0.00	0.00
Voice Feature - Line Appearance	12,985.00	12,966.00	11,732.70	11,776.79	11,857.77
Voice Feature - SC Manager	685.00	572.00	758.22	759.46	764.09
Voice Feature - SC User	3,171.00	3,040.00	3,093.30	3,071.89	3,103.08
Voice Feature - Visual Call Waiting	1,156.00	1,540.00	864.42	869.95	877.03
Voice Feature - Voice Mail Basic	7,457.50	6,404.00	6,766.74	6,771.85	6,881.37
Voice Feature - Voice Mail Desktop	11.00	29.00	24.00	24.00	24.00
Voice Feature - Voice Mail Fax	0.00	8.00	0.00	0.00	0.00
Voice Feature - Voice Mail Remote Notify	9.00	12.00	12.00	12.00	12.24
Voice Feature -VM Extra Time (10min inc)	73.00	107.00	93.36	94.75	96.16
Voice Install, Move, Add, Change	1,108.00	957.00	514.20	515.44	518.55
Voice Install, Move, Add, Change - Emergency	11.00	3.00	1.02	1.04	1.06
Voice Line Charge	24,058.50	24,909.00	24,278.02	24,603.16	24,905.86
Voice Set Charge	17,298.50	17,746.00	17,478.52	17,717.17	17,982.95
Workstation					
B & W Printer High Volume	563.00	578.00	673.44	686.91	692.97
B & W Printer Low Volume	560.00	536.00	552.72	553.45	559.72
B & W Printer Medium Volume	3,185.00	2,457.00	2,806.98	2,811.04	2,835.58
B & W Printer Medium Volume w/duplex	135.00	827.00	497.82	498.66	503.83
Colour Printer High Volume	148.00	214.00	235.38	247.77	250.56
Colour Printer Maximum Volume	27.00	49.00	60.00	60.00	60.48
Colour Printer Medium Volume	48.00	48.00	72.00	72.00	72.00
Express Request Service Fee	0.00	237.50	28.56	29.13	29.71
Hardware Install/Move/Add/Change Labour	1,337.25	2,042.00	330.08	319.56	325.95
Laptop H/W Operating Lease	5,387.00	5,287.00	5,593.74	5,616.69	5,692.07
Laptop H/W Slim Operating Lease	52.00	25.00	84.00	84.00	85.44
Laptop Support High	1,834.00	2,034.00	1,993.74	1,998.57	2,036.63
Laptop Support Low	1,474.00	1,567.00	1,521.24	1,524.54	1,538.96
Laptop Support Medium	1,625.00	1,559.00	1,800.72	1,803.49	1,828.28
Process Control Laptop No Support	0.00	0.00	395.90	396.00	396.00
Monitor - 15 inch or less	111.00	30.00	43.14	43.28	43.67

ATCO Utilities
2003-2007 IT VOLUMES

SERVICE DESCRIPTION	Actual		Forecast		
	2003 Total	2004 Total	2005 Total	2006 Total	2007 Total
Monitor - 17 inch	20,909.00	20,727.00	19,999.44	20,098.38	20,397.95
Monitor - 19 inch	50.00	48.00	84.00	72.00	73.44
Monitor - 21 inch	857.00	1,390.00	1,505.96	1,460.98	1,489.74
Monitor LCD - 15 inch	12.00	9.00	0.00	0.00	0.00
Monitor LCD - 17 inch	319.00	803.00	892.92	893.86	907.90
Monitor LCD - 19 inch	0.00	288.00	247.20	291.05	339.97
Monitor LCD - 20 inch	104.00	273.00	199.62	174.81	178.31
PC H/W Operating Lease	18,463.00	19,060.00	18,645.90	18,834.17	19,115.57
PC H/W Operating Lease - High Performance	24.00	13.00	60.24	60.48	60.73
PC Support High	2,877.00	2,957.00	3,272.58	3,236.25	3,286.10
PC Support Low	9,114.00	9,123.00	8,522.58	8,722.96	8,877.26
PC Support Medium	6,107.00	6,874.00	6,638.10	6,649.66	6,723.62
Process Control No Support	0.00	0.00	107.97	108.00	108.00
Printer Support High Volume	957.00	988.00	1,089.06	1,115.16	1,127.62
Printer Support Low Volume	551.00	524.00	540.72	541.45	547.48
Printer Support Medium Volume	3,363.00	3,360.00	3,171.78	3,176.66	3,207.07
Software Integration/Pkging Labour	720.00	527.00	159.72	148.47	151.44
Software Signup Fee	1,108.00	1,344.00	340.78	326.63	333.16
Software Support Labour	666.00	663.00	171.48	156.48	159.61
Terminal H/W Operating Lease	405.00	38.00	0.00	0.00	0.00
Terminal Server Service	32.00	178.00	104.10	105.22	107.33
Terminal Server Service 1 Port	132.00	132.00	156.00	144.00	146.88
Terminal Server Service 20 Port	12.00	12.00	12.00	12.00	12.24
Terminal Server Service 4 Port	84.00	84.00	96.00	96.00	97.68
Terminal Server Service 8 Port	12.00	12.00	12.00	12.00	12.24
Workstation Move/Add/Change	548.50	62.50	83.16	76.32	77.85
Workstation Move/Add/Change-Emergency	38.50	1.00	0.00	0.00	0.00
Variable Rate (\$000s)					
Additional Application Fees	\$ 7	\$ 7	\$ 5	\$ 5	\$ 5
Additional Project Expenses					
Software Licenses	\$ 530	\$ 401	\$ 427	\$ 176	\$ 178
Software Licenses - DFSS			\$ 19	\$ 16	
Hardware	\$ 159	\$ 7	\$ 302	\$ 273	\$ 818
3 rd Party Vendor Labour	\$ 139	\$ 216	\$ 647	\$ -	\$ -
I-TEK Labour	\$ (16)	\$ (5)	\$ (5)	\$ (6)	\$ (6)
Other	\$ 23	\$ 54	\$ 31	\$ 52	\$ 11
Additional Services					
Software Licenses	\$ 17	\$ 2,671	\$ 290	\$ 293	\$ 299
Hardware	\$ 4	\$ 25	\$ -	\$ -	\$ -
3 rd Party Vendor Labour	\$ 27	\$ 108	\$ 240	\$ 282	\$ 288
I-TEK Labour	\$ 2	\$ 65	\$ 229	\$ 214	\$ 218
Other	\$ 454	\$ 1,114	\$ 466	\$ 458	\$ 470
Additional Services - XP Conversion Cost	\$ 1,329	\$ 975	\$ 506	\$ -	\$ -
Travel Expenses	\$ 9	\$ 9	\$ -	\$ -	\$ -
Distributed Apps					
Distributed Application Services	\$ 1,397	\$ 2,373	\$ 4,882	\$ 5,410	\$ 5,744
Distributed Application Services - DFSS			\$ -	\$ 94	\$ 502
Hosting & Support	\$ -	\$ 247	\$ 2,119	\$ 2,187	\$ 2,257
Disaster Recovery	\$ -	\$ -	\$ 83	\$ 257	\$ 263

ATCO Utilities
2003-2007 IT VOLUMES

SERVICE DESCRIPTION	Actual		Forecast		
	2003 Total	2004 Total	2005 Total	2006 Total	2007 Total
Labour					
Contractors	\$ 77	\$ 95	\$ 31	\$ -	\$ -
External Contractor	\$ 267	\$ 1,184	\$ 157	\$ 160	\$ 164
Sub-Contractor Charges	\$ 5	\$ 3	\$ -	\$ -	\$ -
Mainframe					
MVS Form Type /1000	\$ 86	\$ 70	\$ 8	\$ 8	\$ 8
Network Access					
Misc. Charges	\$ -	\$ -	\$ 7	\$ 8	\$ 9
Network Service	\$ 13	\$ 11	\$ 7	\$ 7	\$ 8
WAN					
Megastream and other Dedicated	\$ 95	\$ 29	\$ 63	\$ 67	\$ 69
Specified Expense					
Training Directs	\$ 1	\$ -	\$ -	\$ -	\$ -
Voice					
Dedicated OPX	\$ 4	\$ 4	\$ -	\$ -	\$ -
Dedicated Tie Line	\$ 2	\$ -	\$ -	\$ -	\$ -
Long Distance Direct	\$ 166	\$ 167	\$ 166	\$ 169	\$ 172
Remote Centre Voice Network Access	\$ 92	\$ 99	\$ 8	\$ 8	\$ 8
Rightfax Service L/D	\$ -	\$ 1	\$ -	\$ -	\$ -
Telecom Circuit Fees	\$ 75	\$ 94	\$ 18	\$ 18	\$ 19
Telecom Fees	\$ 207	\$ 124	\$ 138	\$ 151	\$ 157
Telus Aircard	\$ -	\$ -	\$ 524	\$ 545	\$ 567
Telus Airtime	\$ -	\$ -	\$ -	\$ -	\$ -
Video Conferencing	\$ 9	\$ 12	\$ -	\$ -	\$ -
Other	\$ -	\$ -	\$ 96	\$ 97	\$ 85
Workstation					
Cashier Printer - Utilities	\$ 2	\$ -	\$ -	\$ -	\$ -
Colour Printer High Volume - Utilities	\$ 29	\$ 19	\$ 21	\$ 22	\$ 22
Colour Printer Non-Std High Volume	\$ 2	\$ 2	\$ 2	\$ 2	\$ 2
Hardware	\$ 1,275	\$ 493	\$ 50	\$ 51	\$ 52
Non-Std Hardware Mthly Fee	\$ 29	\$ 26	\$ 13	\$ 13	\$ 13
Software	\$ 2,410	\$ 1,294	\$ 178	\$ 182	\$ 185
Software - XP related	\$ 80	\$ -	\$ -	\$ -	\$ -
Misc. Hardware	\$ -	\$ -	\$ 95	\$ 77	\$ 86
Xerox					
Lease Xerox	\$ 618	\$ 676	\$ 466	\$ 477	\$ 486
Service Xerox	\$ 192	\$ 230	\$ 22	\$ 23	\$ 23
Xerox PST	\$ -	\$ -	\$ -	\$ -	\$ -

ATCO UTILITIES
IT Services - Terms of Reference
Out of Scope Items - Not Subject to True Up

	2003	2004	2005	2006	2007
ATCO Gas					
Lease Xerox	306,373.43	321,252.04			
Service Xerox	89,782.01	121,299.13			
Xerox PST	137.94	154.28			
Xerox Network connectivity	0.00	2,021.88			
Xerox Total *	396,293.38	444,727.33	0.00	0.00	0.00
Analyst 1 - XP related	16,138.25				
Analyst 2 - XP related	34,132.54				
Analyst 3 - XP related	71,095.53				
Analyst 4 - XP related	38,455.51				
Consultant - XP related	43,260.20				
Project Manager - XP related	2,064.40				
Additional Services - XP conversion Costs	525,127.00	505,512.00	506,000.00		
Software - XP related	80,277.95				
XP Project Total	810,551.38	505,512.00	506,000.00	0.00	0.00
Capital Indirect	780,799.79	1,404,446.71			
ATCO Electric					
Analyst 1 - XP related	8,250.00				
Analyst 2 - XP related	21,375.00				
Analyst 3 - XP related	36,614.00				
Analyst 4 - XP related	115,522.00				
Consultant - XP related	62,183.00				
Project Manager - XP related					
Additional Services - XP conversion Costs	465,120.00	469,404.00			
Software - XP related					
XP Project Total	709,064.00	469,404.00	0.00	0.00	0.00
ATCO Pipelines					
None					

* Xerox charges for 2005-2007 were included in ATCO Gas' administrative forecast and are not included in the Tables 3 and 4 of the Terms of Reference.

ATCO Gas

Contractor's Safety Handbook

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S A F E T Y P O L I C Y

The management of the Company is committed to providing a healthy and safe work environment that will protect employees, other workers, the public and property from injury, damage or loss. This commitment extends from the office to the field and from plan to worksite. The Company has defined a Safety Management System to provide a framework for the management of all aspects of its business that affect health and safety. The Safety Management System applies to planning and training, defining procedures, specifying and providing equipment and material, and creating working conditions that promote safe, efficient operations and control of hazards.

Each employee has a duty to understand and work according to the Company's Safety Management System and to adhere to procedures that protect their own health and safety and the health and safety of others. Employees are required to be familiar with applicable legislation and regulations and Company policies and procedures, and to participate in all health and safety activities that apply to their work.

These commitments and actions will assist in achieving our common goal of eliminating injury, damage and loss.

ABOUT NATURAL GAS

Properties

Natural gas is a clear, colorless, odorless, **flammable** gas that is lighter than air. Often an odor is added to the gas to give it a skunky smell, which indicates a leak or uncontrolled source of gas.

Effects of Overexposure

Natural gas acts as an asphyxiant by displacing oxygen in the air. Displacement of air by gas may lead to shortness of breath, unconsciousness, and death from lack of breathable air. Incomplete combustion may produce carbon monoxide and aldehydes.

Emergency and First Aid Procedures

- (1) Make the area safe.
- (2) Move victim to an uncontaminated area.
- (3) Supply fresh air, oxygen.
- (4) Perform artificial resuscitation if necessary.
- (6) Summon a physician and/or emergency response personnel.
- (7) Contact ATCO Gas representative.

Steps to be Taken During Leak /Line Break

- (1) Evacuate area.
- (2) Remove/terminate all potential sources of ignition such as open flames, vehicle ignitions, sparks, etc.
- (3) Emergency contact: Edmonton (780) 420-5585, Calgary (403) 245-7222 for repair assistance and/or instructions.
- (4) Maximize ventilation through area.
- (5) Detect minor leaks with soap/water solution applied at suspected leak points. **NEVER USE AN OPEN FLAME TO DETECT LEAKS.**
- (6) Contact responsible ATCO Gas representative.

Suggested Disposal Method

Contact office emergency number.

Precautions to be Taken

Avoid personal body contact (skin/eye contact, etc.) with high pressure gas stream. Particulates in the stream can break skin, etc.

Other Precautions

- Avoid all possible sources of accidental ignition (for example, static electricity or any other spark or heat source).
- Test for hazardous concentrations before entering meter stations.

ABOUT HYDROGEN SULPHIDE (H₂S, SOUR GAS)

H₂S is a **toxic**, clear, colorless **flammable** gas that often smells like rotten eggs. Never enter any buildings or facilities that have signs indicating H₂S may be present unless you are trained in recognized *H₂S Alive* or *H₂S Rescue* courses. Exposure could result in death.

Contact your ATCO Gas contract representative to obtain a *Material Safety Data Sheet* for more information on natural gas or H₂S.

INTRODUCTION

At ATCO Gas, safety is a primary operating consideration. With safety always in mind, ATCO Gas expects nothing less from its contractors. This booklet is designed to assist and guide contractors and their workers in working safely and efficiently. No task is so important that the safety of contractors, their workers, or the general public can be compromised.

The guidelines in this booklet may or may not be all that is required to complete work in the safest manner. Contractors should also consult with ATCO Gas contract representatives and safety personnel, and with the appropriate governing bodies, for complete regulations and guidelines.

Conflict may arise among the safety guidelines of ATCO Gas, the contractor, and government acts and regulations. If this occurs, the government regulations should be considered the minimum standard. If one of the other's standards are more stringent, all parties will adopt that standard for the rest of the contract.

It is the contractor's responsibility to be familiar with and implement all required health and safety guidelines and regulations for workers.

This booklet applies to all contracted work that is performed outside of a normal head-office function.

Who is a Contractor or an Employee of the Contractor?

In this booklet, a "contractor" is any non-employee of ATCO Gas (person or company) performing work for ATCO Gas under written contract. The term "worker" includes the contractor during active work and all sub-contractors, suppliers, site visitors and others under the direction of, or supplying services to, the contractor.

Contractor's Safety Compliance

All contractors working for or submitting bids to ATCO Gas must have their own written *Health and Safety Policies and Procedures*. Those policies and procedures must be adhered to by all contractors and their workers, and successfully audited.

Contractor's documentation must cover all general aspects of the contractor's scope of work. It must also include any specific procedures necessary to the contractor's work.

Contractors with fewer than 5 employees will be subject to an evaluation of their safety program and legislative requirements. Contractors with 5 or more employees must have their Safety Program audited by an independent third party to evaluate their safety performance in relation to their own policies and procedures. Verification of a satisfactory audit must be submitted to Materials Management with all bids.

CAUTION Non-compliance with the written *Health and Safety Policies* and Procedures, and government regulations, could result in immediate termination of the contract.

See Contractor Safety Program Selection Guide - Tables & Figures - Figure 14.

GENERAL RESPONSIBILITIES AND REGULATIONS

Contractor's and Worker's Responsibilities

- (1) Contractors are responsible for the health and safety of their workers and the general public. Contractors have an obligation in their contract (or purchase order) to comply with all ATCO Gas health and safety rules, and all applicable governing acts and regulations (federal, provincial and municipal).
- (2) Contractors must use supervisors and workers who are competent and skilled in their work, and who know and understand all health and safety requirements for their work.
- (3) Workers must observe and obey all work directives, instructions, and safe work practices. They must maintain the safety of fellow workers and the general public.
- (4) ATCO Gas recognizes the worker's statutory obligation to refuse work believed to be an imminent danger to themselves or other persons.
- (5) Contractors must provide safety controls and guidance for their visitors, suppliers, and others while at the worksite.
- (6) Where there are two or more employers at the worksite at the same time, one employer must be designated as the prime contractor. The prime contractor may be the owner of the worksite or the owner may enter into an agreement with another party to be the prime contractor. The prime contractor has overall responsibility at the worksite to ensure compliance with the *Alberta Occupational Health and Safety Act and Regulations*.
- (7) Every contractor must have an active WCB account in good standing and may be asked to provide references from other employers with respect to past performance and their safety program.

NOTE

Contractors must refer any concerns or questions to ATCO Gas contract representatives.

Unsafe Acts or Conditions

Contractors are responsible for violations of ATCO Gas health and safety regulations, and for violations of federal, provincial and municipal acts and regulations, committed by their workers (while at the worksite). If violations are known, the contractor must correct the situation and report it to the ATCO Gas contract representatives.

Accident, Incident and Near-Miss Reporting

All incidents, property damage, vehicle accidents, personal injuries and serious near-misses must be reported to the ATCO Gas contract representatives and, if required by law, to the applicable governing authorities. The contractor must investigate, and submit reports to the ATCO Gas representatives about any such occurrences resulting from the performance, actions or involvement of its workers.

Hours and Days of Work

As it relates to worker, public and property safety, ATCO Gas requires all contractors and their employees, subcontractors, etc. to comply with the requirements of the Employment Standards Code.

Safety Meetings

Contractors must conduct safety meetings (at least monthly) with their workers to encourage safe work practices and inform everyone about relevant concerns and hazards with present and upcoming work. The ATCO Gas contract representatives must be given sufficient notice of the date and time of safety meetings so they can attend, if possible. They must also be supplied with a copy of the meeting minutes. All contractors must ensure their workers attend.

Job Hazard Assessments

A formal documented job hazard assessment must be conducted before starting a project, and whenever the scope of the work changes during a project. All hazards must either be eliminated, controlled, or at least made known to all workers and visitors to the site. Copies of all job hazard assessments must remain on site and be available to the ATCO Gas contract representatives. Any unresolved hazards must be discussed and resolved before work begins or continues. Pre-job Meeting

Contractors and workers must conduct a pre-job health and safety meeting to address all applicable health and safety requirements for the work. Meeting minutes must be prepared and supplied to the ATCO Gas site representatives. The pre-job meeting is held with the initial job hazard assessment. The ATCO Gas site representatives must be given sufficient notification so they can attend, if possible.

Emergency Preparedness

The supervisor must define emergency response procedures and assign worker responsibilities. Minimum emergency instructions should be in place and include:

- emergency telephone numbers for fire, ambulance, police, Company personnel, and ATCO Gas contract representatives
- the name of the employee in charge—the on-site crew leader/senior in control and responsible for the worksite
- the name of the alternate employee in charge—the person designated by the crew leader from the worksite
- the exact location—the street and avenue or the legal land description, and for remote locations, a basic vehicular access map.

Health and Safety Inspections and Audits

The contractor's supervisors or safety designates must conduct regular, complete and written health and safety inspections and ensure all known health and safety violations and concerns are corrected. A written record of all inspection findings and corrective actions must be submitted to the ATCO Gas contract representatives upon request. All contractor's workers are subject to unannounced inspections or audits by ATCO Gas personnel or representatives.

Protecting the Public

- (1) When working in public areas, take all necessary precautions to protect the public at all times, such as:
 - signing
 - lighting
 - barricading
 - warning and traffic directing.
- (2) When on customer's property, take all precautions to protect the customers and their property. Use proper lights, such as flashlights, to enter dark areas. These must be battery-powered lights with **no open flames** that are rated for use in Class 1, Division 1, Group D areas.
- (3) When it is necessary to leave equipment or vehicles unattended, on a roadway, street or worksite, take the following precautions:
 - Keep fire hydrants, driveways, and entrances to private or public property clear.
 - Lock and secure, block the wheels (where required), and remove the ignition keys.
 - Protect vehicles with approved traffic warning devices.
 - Leave backhoes with bucket on the ground, hydraulics neutralized, stabilizers in the down position, ignition key removed, and the cab locked or secured.

Other safety considerations:

- Do not drive dump trucks with the box raised unless spreading or other similar work is being performed.
- Look for obstructions overhead to ensure you have adequate clearance.

- Secure pipe or fittings left on the job site to prevent accidental movement.
- Cover bell holes, trenches and excavations, or properly protect them with fencing and barricading (especially if left unattended overnight).
- If welding is done in locations where the public could be exposed to eye hazards, place shields around the work area and warn members of the public, especially children, not to watch welding operations.
- If possible, place spoil piles so they cause the least amount of traffic obstruction.
- Place spoil piles to provide as much protection to workers, pedestrians, vehicles and equipment as possible.
- Keep walkways and public access to all corporate buildings and offices clear of obstructions, ice and snow.
- Repair cracks or holes in walkways that could cause someone to slip or fall.
- Keep mats and carpets in entrances to corporate buildings in safe condition, without curled edges, and avoid using mats that slip when stepped on.

General Housekeeping

Housekeeping is simple if things are kept clean, neat, organized, and if all tools and equipment are put away after use.

- (1) To be safe, efficient and pleasant to work in, a place of work must be clean and orderly. Keep materials and equipment out of walkways and properly stored when not in use.
- (2) Many slips and falls can be prevented if oil and grease spills are cleaned up promptly. Tripping hazards can be reduced by ensuring tools, extension cords, hoses, cables, etc., are put away after use.

Fitness For Work - Alcohol and Drugs

The Alcohol & Drug Policy and Practices apply, in whole or in part, to contractors, their employees and subcontractors while providing services to or for the company.

Contractors will be made aware of the policy and the applicable provisions at the time a contract for services is signed. All contractors will ensure the policy's work standards for their employees and subcontractors are met and a high priority is given to health, safety, and performance when providing their services.

Failure to meet the standards described in this policy by contractors or their employees will be considered a breach of contract.

If the company believes there is any reason to suspect a contravention of this policy:

- the contractor will be notified
- the individual must be removed from the company premises
- the individual will not be allowed to return to the contracted position with the company without medical certification of fitness for work and written permission of ATCO Gas.

For specifics regarding contractors and the ATCO Gas Fitness For Work - Alcohol And Drugs policy and practices ask your ATCO Gas contract supervisor for more information.

SPECIFIC RESPONSIBILITIES AND REGULATIONS

Personal Safety

General Conduct and Clothing

Horseplay, fighting and disregard for safety regulations will result in permanent removal of those involved from the worksite.

Running is not endorsed, except during emergencies.

Workers must wear suitable clothing for the conditions and the work. Torn or saturated clothing, sleeveless shirts, and shorts are not allowed.

Excess Facial and Head Hair

If workers will be exposed to hazards, hair may not be longer than the top of the shirt collar, or it must be worn in a pony-tail style.

Anyone using respiratory protective equipment, or in an environment where there is potential for exposure to dangerous atmosphere, such as gas or toxic substances, must be clean-shaven (daily). Nothing should potentially interfere with the facial seal.

Personal Protective Equipment (PPE)

Contractors must ensure workers on the work site have and wear appropriate PPE. This includes, but is not limited to:

Head Protection If the danger of head injury exists, or may exist, workers must wear approved safety protective head wear. ATCO Gas's approach is that hard hats must be worn within the boundaries of all station sites and on all worksites, except when in a vehicle.

Welders are required to wear hard hats. Welders who remove their hard hats in mandatory hard hat areas must revert to wearing them immediately after completing their work and must ensure that alternative means of protection are in place whenever a danger to the head exists.

Footwear If the danger of foot/ankle injuries exists or may exist, workers must wear appropriate and approved CSA safety footwear. CSA approved safety running shoes are not normally permitted. Supervisory staff must wear either safety shoes or boots, whichever provides sufficient protection against the worksite hazards. Safety footwear must be worn through the entire work shift.

NOTE

The contractor is responsible for ensuring that the proper type/style of footwear is purchased by workers to provide appropriate protection at worksites for hazards encountered. CSA approved running shoes are not permitted in some plants or construction sites.

Workers who do a lot of walking or who walk on rough or uneven ground must wear CSA approved safety footwear with ankle support that extends above the ankle.

All workers who may be exposed to puncture injuries must wear Grade 1 CSA approved safety boots bearing the 'green triangle' trademark. If puncture protection is not required, the supervisor may approve other suitable CSA approved footwear.

Eye Protection CSA approved industrial eye and face protection must be worn where there is the danger of irritation or injury to the eyes or face. The equipment must be appropriate for the work.

Hearing Protection If a worker's exposure to noise exceeds the limits in OH&S, *Noise Regulations*, then appropriate CSA approved hearing protection must be used.

NOTE

A rule of thumb—if you have to raise your voice to talk to someone 1 m from you, it is probably necessary to use hearing protection at that location.

Hand and Limb Protection Workers must wear appropriate hand and limb protective equipment if there is a danger of injury. Some examples include: hand protection for welders and their helpers; and special gloves for handling sharp objects, chemical compounds, etc.

Respiratory Protection The contractor must select the proper respiratory protection for the workers affected:

- If there is or may be exposure to airborne contaminants or a combination of contaminants in a concentration that exceeds the OEL listed in the *Chemical Hazard Regulations*.
- If the atmosphere is or may become oxygen deficient.

The contractor must also ensure workers wear the appropriate equipment and are properly trained to use that equipment, and that they follow the codes of practice they have developed for the work.

STOP

The equipment must be correctly fitted to provide an effective facial seal. This can not be achieved if the mask is not in direct contact with the worker's facial skin.

Fall Arrest Protection Where it is impractical to provide adequate work platforms such as scaffolding, workers must wear a CSA approved safety harness and lanyard or life-line when working above a height of 3.5 m (11').

As stated in the regulations, safety harnesses must be properly adjusted to fit

workers securely, and lanyards or life-lines must be attached to a fixed anchor which will support the shock load if there is a fall. This equipment must be used in a manner which prevents the user from striking a surface in the event of a fall, or falling an excessive distance causing injury from the safety equipment.

Safeguard fall arrest protection equipment from sources of heat, flame, abrasion and corrosive materials. Use padding to protect lanyards and life-lines from sharp edges while in use.

- Life Jacket or Personal Flotation Device** A life jacket or PFD that meets regulatory standards must be worn in a boat or if there is danger of drowning due to a fall or other event.
- Head Protection for ATV Users** Workers operating all terrain vehicles or snow vehicles (as defined in the *Off-Highway Vehicle Act*, including a motorized trail bike), must wear protective head gear that complies with the CSA standard.

Fire Resistant Workwear Workers must wear fire resistant workwear if there is a potential for exposure to flammable or explosive atmospheres. The fire resistant workwear must not be contaminated and must be laundered according to manufacturer's instructions. Clothing that is not fire resistant must not be worn over fire resistant clothing. It is strongly recommended that clothing worn under fire resistant clothing be made of a fabric that does not melt at high temperatures (for example, cotton, linen, wool, or rayon).

Chain Saw Operators Workers involved in clearing operations must wear a hard hat, safety glasses or face shield and appropriate footwear for the hazards of the work. Appropriate ear protection must also be worn by the workers. A chain saw operator must also have chain saw pants and gloves and approved training.

First Aid Requirements

Contractors must have adequate first aid materials at the worksite, and must provide transport for treatment of any ill or injured workers in accordance with applicable provincial OH&S regulations. The contractor must ensure that they have sufficient, qualified first aid ticket holders on site during working hours as stipulated by Occupational Health and Safety.

Hand and Portable Tools

Contractors and their workers must ensure the proper use and maintenance of all hand and portable tools. All workers must remove from service any tools which are damaged or defective in any way, and return them for repairs.

- Do not use tools with cracked, worn or broken handles.
- Use tools with all systems and safety devices in place and serviceable; for example, electrical grounds, guards and locking devices.
- Do not secure power tools in the ON position. Equip power tools with constant pressure switches to prevent them from being ON without the operator's input.
- Wire the tool retainers and hose connections of pneumatic tools to prevent separation.
- Workers using explosive actuated tools such as Hiltiguns and Ramsets must be competent in their use.

Worksite Environment

Temporary Heating Systems

Contractors and their workers must ensure any temporary heating systems are installed and functioning within the applicable manufacturer's specifications and governing regulations.

- When heating systems are in use, remove or control all associated hazards which might endanger workers. Examples are carbon monoxide from compressed-gas fired heaters, and heat or open flames from the heating system.
- Keep all regulators, hoses and safety release valves operating within manufacturer's specifications.
- Do not store the fuel tanks or cylinders for heating systems inside a building or temporary structure.

Lighting Requirements

Contractors must ensure all walking and work areas are adequately illuminated so there is no potential for incident or accident due to poor illumination of an area:

- Use adequate illumination for the detail of work performed.
- Where there is potential for ignition of a flammable mixture, use intrinsically safe illumination.

Ventilation Requirements

The contractor must provide and maintain adequate ventilation for workers where there is or may be a hazard due to airborne contaminants or oxygen deficiency.

- Appoint personnel or install equipment to monitor conditions in the ventilated work area continuously and ensure compliance with occupational exposure limits and all other regulations.
- Show workers how to operate the system properly.

Procedural Safety

Work On or Near Roads

Approved protective clothing (traffic vests) must be worn while working on, or near, roadways, lanes, and at construction sites where traffic may be a hazard and workers are not adequately protected by signs, flag persons, barricades, etc. Vests must **not** be worn in potentially hazardous natural gas environments unless they are fire resistant. In instances when employees can not wear vests, other means of protection, such as barricades, or striping on fire resistant coveralls, must be used. Contractors must ensure signage is obviously visible and never obstructed by materials or equipment.

- Ensure workers wear reflective safety vests.
- Use signal lights at night, and in high-traffic locations use signal persons to direct and monitor traffic.
- Ensure signal persons wear a hard hat, a reflective safety vest, and use appropriate signals to slow or stop traffic as required.

Confined Space Entry

In this part, "confined space" means any enclosed or partially enclosed space having restricted access and egress and which, due to its design, construction, location, atmosphere, the

materials or substances in it, or other conditions, is or may become hazardous to a worker entering it, or does not have an easy means of escape or rescue of a worker entering it.

Contractors must have a written site-specific procedure for confined space entries, and the procedures must be reviewed with all workers involved in such work. This procedure must be reviewed with the ATCO Gas contract representative.

- Before entry, a qualified person must test for the lower explosive limit (LEL), toxic gases, and oxygen deficiency with suitable gas and oxygen detection equipment.
- Purge, ventilate and continuously monitor all confined spaces that are found to be, or could become, immediately dangerous to life and health. Alternatively, use proper respiratory protection and suitable precautions to ensure the safety of workers in the confined space.
- Post a safety person at the access point when workers are in a confined space.
- Have the appropriate safety and rescue equipment and personnel readily available at all times while the confined space is occupied.
- Secure access to a confined space to prevent entry when work is not being conducted and upon completion of work.

Station Entry Procedure

Introduction

The safety of the worker must be ensured before entry into a gas-handling facility. This is achieved through recognizing the hazards, establishing **practical** procedures, training and equipping the worker, and ensuring that established procedures are being followed.

This procedure for station entry establishes the **minimum** steps to be followed to determine if a hazardous atmosphere exists within the station before entry, and is to be used **solely** for the purpose of gaining access to Company-owned gas handling facilities.

When entering customer-owned gas handling facilities, all procedures established by the customer must be followed. If customer-established procedures do not exist, the Company procedures apply (Company procedures are the minimum to be utilized).

Once inside the station, the procedures established for the specific task at hand must be followed to protect the safety of the worker. If the task is routine (for example, chart changing), the routine task hazard assessment procedures can be used. If the task is non-routine (for example, altering station piping), a task- or site-specific procedure must be followed. This procedure may be found in an existing manual, or it must be created and authorized before starting work.

STOP

Upon determining that unacceptable levels of flammable or toxic substances exist within a station, entry to the facility without further authorization is prohibited.

The worker must report the conditions to the respective section supervisor (or designate) and/or the Control Centre for further directions.

Qualified personnel will be dispatched to repair or isolate the station.

Station Definitions

Station entry procedures vary depending on the purpose of the facility and the product(s) contained within it.

Odorized Station A Company-owned gas handling facility in which the station piping contains only odorized sweet natural gas. Signs on the door or gate of the standard station will indicate "No Smoking, Matches or Open Flames", and where applicable, "Hearing Protection Required".

Non-Odorized Station A Company-owned gas handling facility in which any of the station piping contains unodorized sweet natural gas. In addition to the signs found at a standard station, the facility will be visually identified as a Non-Odorized Station. At sites where odorization is being done, a constant odor may permeate the site. Such sites are considered non-odorized.

H₂S Station A Company-owned gas handling facility in which the station piping **may** contain harmful concentrations of H₂S gas. In addition to the signs found at a standard station, the facility will be visually identified as an H₂S Station.

Entry Procedure for a Odorized Station

- (1) It may not be practical for a worker to park and exit a vehicle at a fixed distance from the facility; however, all workers must observe the condition of the facility as soon as it is in view. Workers are required to **look, listen and smell** as they approach the facility for telltale signs of problems. When, and only when, there are no indications of problems, standard station entry procedures may be used.

NOTE

For stations containing high pressure gas (greater than 700 kpa), the electrical code requires that vehicles should be parked 3 m (but no less than 0.9 m) from building walls, without exception.

When a worker is dispatched to a standard station in response to a gas odor or gas detection trouble call, the worker must follow Non-Odorized Station Entry Procedures.

- (2) After exiting the vehicle, the worker is again required to **look, listen and smell** to detect anything unusual (that is, natural gas leakage). As part of this inspection the worker must observe the status of building vents to ensure that they are functioning as designed.

In addition, the worker must observe the status of station warning lights (if the station is so equipped) and the position of relief valve caps to confirm normal operation.

When, and only when, there are no indications of problems, the worker may continue with standard station entry procedures.

- (3) As the door to the facility is opened, the worker must **stop, look, listen and smell** to detect any natural gas leakage. If any abnormal conditions are detected (including any odorant smells), the worker must follow Non-Odorized Station Entry Procedures.
- (4) After thus gaining access to the facility, the worker must follow the atmospheric monitoring procedures defined in the routine task hazard assessment or in the specific job procedure.

Entry Procedure for a Non-Odorized Station

- (1) It may not be practical for a worker to park and exit a vehicle at a fixed distance from the facility; however, all workers must observe the condition of the facility as soon as it is in view. Workers are required to **look, listen and smell** as they approach the facility for telltale signs of problems.

NOTE

For stations containing high pressure gas (greater than 700 kpa), the electrical code requires that vehicles should be parked 3 m (but no less than 0.9 m) from building walls, without exception.

- (2) Non-odorized stations will be identified by signs on the gate or door of the facility.
- (3) After exiting the vehicle, the worker is again required to **look, listen and smell** to detect any natural gas leakage. As part of this inspection, the worker must observe the status of building vents to ensure that they are functioning as designed.

In addition, the worker must observe the status of station warning lights (if the station is so equipped) and the position of relief valve caps to confirm normal operation.

- (4) The worker must check the station for a hazardous condition using an approved natural gas detection instrument inserted into the test port in the station door or wall. If the station is not equipped with a test port, the worker must open the station door slightly and, while remaining outside, test the station atmosphere at a minimum of 2 m above floor level with the approved device.

NOTE

If the station is equipped with warning lights and the worker is specifically trained to interpret the lights at the station, Step (4) is not required.

- (5) If no problems are detected, the worker may proceed to enter the station.

The worker must follow the atmospheric monitoring procedures defined in the routine task hazard assessment or in the specific job procedure.

Entry Procedure for an H₂S Station

NOTE

Hydrogen sulphide is heavier than air and is soluble in water. It could therefore be present in surface water or low areas adjacent to sites.

This entry procedure must be used only for H₂S station entry when it is assumed the station operation is normal (that is, total sulphur content in the gas stream is below 15 ppm). If the station has an atmospheric alarm system, a personal monitor capable of measuring natural gas only is adequate. If the station does not have an atmospheric alarm system, a personal monitor that also detects H₂S is required.

If the gas stream is known to contain levels of H₂S above 15 ppm, entry to the station is considered Emergency Entry and must only be carried out by authorized H₂S emergency response personnel.

- (1) Workers must notify the Control Centre before approaching an H₂S station to:
 - determine the H₂S level of the gas stream
 - advise the Control Centre of the nature and duration of their visit. If the gas stream level is above 15 ppm or if the normal H₂S level is rising, Control Centre personnel must disallow normal station entry.
- (2) H₂S stations are identified by signs on the gate or door of the facility. Even if all telemetered data indicates that the station is operating normally, workers must approach the station as if a contaminated atmosphere is present in and around the facility.
- (3) It may not be practical for a worker to park and exit a vehicle at a fixed distance from the facility; however, all workers must observe the condition of the facility as soon as it is in view. Workers are required to **look, listen and smell** as they approach the facility for telltale signs of problems.

NOTE

For stations containing high pressure gas (greater than 700 kpa), the electrical code requires that vehicles should be parked 3 m (but no less than 0.9 m) from building walls, without exception.

While approaching the station, workers must observe the station status lights or sirens (if the station is so equipped) to confirm normal operation. Workers must observe wind direction and, if reasonably practicable, approach the station from **upwind**.

- (4) After exiting the vehicle, the worker is again required to **look, listen and smell** to detect any natural gas leakage. As part of this inspection, the worker must observe the status of building vents to ensure that they are functioning as designed.
- (5) The worker must check the station for a hazardous condition using an approved natural gas (and H₂S if required) detection instrument inserted into the test port in the station door or wall. If the station is not equipped with a test port, the worker must open the station door slightly and, while remaining outside, begin test the station atmosphere at floor level, then sweep the area upwards towards the ceiling to a minimum of 2 m above floor level with the approved device.

NOTE

If the station is equipped with warning lights or sirens and the worker is specifically trained to interpret the lights or sirens at the station, Step (5) is not required.

- (6) If no problems are detected, the worker may proceed to enter the station.

The worker must follow established atmospheric monitoring procedures as defined in the routine task hazard assessment or in the specific job procedure for the task to be performed.

Fire Prevention

Contractors and all workers must take all necessary precautions to prevent fires. Contractors are required to assess and supply the appropriate type and size of fire extinguishers where there is the potential for fire, such as combustible storage areas, vehicles carrying combustibles, or during welding, grinding and cutting operations. All fire extinguishers must be accessible and serviceable at all times.

- Store all flammable substances in containers that are clearly labelled, suitable for their content, and stored in a safe location away from open flames and excessive heat.
- Do not smoke near locations where flammables are stored or dispensed.
- Post signage around storage areas for flammables.
- ATCO Gas is a smoke-free workplace, so smoking in buildings or facilities is not permitted unless a Company-approved area is designated.
- Store quantities of flammables in excess of those needed for 1 day's use in a designated area isolated from the actual work areas.
- Electrically bond containers when transferring flammable liquids.
- Do not fuel vehicles and equipment with motors running or when other ignition sources are present.
- In prairie and forested areas, contractors must comply with the appropriate protection regulations and/or consult with local authorities for required fire fighting equipment.
- Consult with an ATCO Gas representative and obtain proper permits if any burning is required on rights-of-way or sites. Report all fires which cause injury or property damage to an ATCO Gas contract representative.

Electrical

Overhead Powerline Clearance

No part of any equipment, tool, or person operating near powerlines may be closer than the safe limits of approach listed in Table 1, or as directed by local legislation. Appropriate signs, overhead markers and/or spotters must be in place before work begins if there is a risk of encroaching upon the safe limits of approach.

**Table 1
Safe Limits of Approach**

<i>Operating Voltage of Overhead Powerlines Between Conductors</i>	<i>Safe Limits of Approach for Persons and Equipment</i>
0 - 750 V Insulated or Polyethylene Covered Conductors ⁽¹⁾	300 mm

Above 750 V	
Insulated Conductors ^{(1) (2)}	1.0 m
0 - 40 kV	3.0 m
69 kV, 72 kV	3.5 m
138 kV, 144 kV	4.0 m
230 kV, 240 kV	5.0 m
500 kV	7.0 m

- (1) Conductors must be insulated or covered through their entire length to comply with these clearance requirements.
- (2) Conductors must be manufactured to rated and tested insulation levels.

These clearances apply to all directions, vertical or horizontal. If it is necessary to work closer to powerlines than the minimum distances specified above, the operator of the electrical utility must be notified so it can safely direct the work.

Temporary Electrical Installations

If temporary power cords or cables are laid out or buried, the contractor must ensure they will be safe from damage and will not endanger anyone. All installations must meet the requirements of the *Canadian Electrical Code* and other appropriate regulations.

- Do not expose power cord connections to moisture or submerge cords in water. Secure all connections where there is potential for moisture to enter the connections.
- Adequately mark the location of all temporarily buried power cables (above ground).
- Use appropriate protection for temporary power supply panels to safeguard the panel from the elements and possible damage. Post warning signs on the panel explaining the electrical hazard.
- Do not repair or install electrical equipment unless properly licensed and trained.

Isolating

Blinding and Isolating Facilities

If there is a danger to the workers, contractors must ensure facilities such as pipelines, pipe systems and vessels are isolated from all toxic substances contained within that system before work begins. Purging is required where substances within the system are hazardous to workers.

- For isolation purposes, only use blinds that have sufficient ratings to withstand the maximum possible pressure that could result.
- Close and secure valves during isolation.
- Tag blinds, identifying the installer and date of installation.
- Do not remove an isolation blind without written authorization of its installer.
- If there is any possibility of danger from hazardous products or oxygen deficiency, wear the appropriate respiratory protection.

Lock Out/Tag Out

If there is a danger of exposure to hazards from electrical, hydraulic, air or steam driven equipment, or equipment under pressure, an approved lockout device must be used with blocking devices as required.

- Workers performing work on equipment must install a lock on the lockout devices and tag the lock. The tag must identify the worker, the date it was installed, and include statement directing others not to remove the tag and lock.
- Do not remove an isolating lock unless you are the installer of that lock, and then only upon completion of the work.

Clearing Trees

Clearing of trees on rights-of-way or around facilities requires individuals trained in proper procedures.

- Workers must review the work to be performed and establish how safe distances from equipment and falling trees will be maintained. Fellers and machine operators must ensure that no workers are within 2 tree lengths of a tree being felled.
- If trees are to be felled near a travelled roadway, a flag person must be used in conjunction with signs in the centre of the roadway (30 to 90 m on each side of where the tree is to be felled) to warn traffic.
- If tree clearing is to take place close to overhead powerlines, de-energizing the system or using Arborists or workers recognized under the *Electrical and Communication Utility Systems Regulations* is necessary if clearances to energized lines cannot be maintained.
- A worker involved in a clearing operation must wear a hard hat, safety footwear and safety glasses or face shield. Ear protection may be required if operating or working close to noisy equipment. A chainsaw operator must also have wedges, chain saw pants, gloves and a No. 4 first aid kit:
 - 1 compress bandage
 - 2 triangular bandages
 - 2 safety pins and a whistle.
- Partially cut trees must not be left standing. Machines must be used when it is necessary to bring down suspended trees.

Thawing Ground For Winter Excavation

Important Items

- (1) Obtain a City of Calgary, or other applicable municipality's permit to burn. Contractors must take out their own permit.
- (2) Make arrangements to locate underground facilities.
- (3) Use low-sulphur, stoker-size, sub-bituminous "C" coal, currently supplied from the Montgomery mine.
- (4) A minimum earth cover of 600 mm is required between the fire and the pipe to prevent damage to the pipe and coating.
- (5) At least 1.5 m separation from combustibles is required for safety.
- (6) Only one firing is recommended over plastic lines.

Equipment

- High output propane torch, similar to ATCO Gas's coal firing torch.
- Fire extinguisher(s)
- Barricades
- Fire shields

Procedure

- (1) Check the weather forecast for winds exceeding 30 km/h, above which fires must not be started.
- (2) Lay an adequate strip of coal on bare ground over the ditch line.
The ground must be free of snow, ice and combustible materials.
- (3) Ensure a safe distance of 1.5 m (minimum) is maintained from combustible materials and structures.
- (4) Light the coal using a high-output propane torch.
- (5) Cover all burning coal with noncombustible shields. Culverts or barrels cut in half are the preferred shields.
- (6) Monitor the fire in windy conditions. Extinguish the fire if necessary to avoid sparks and resulting ignition of nearby structures or materials.
- (7) After firing is complete, extinguish or remove the hot embers and proceed with the excavation.

Environment

ATCO Gas has policies and procedures to protect the environment and meet its legislative requirements. Contractors must review the applicable legislation, policies and procedures and conduct their work in an environmentally responsible manner. After hours emergency call: Edmonton (780) 420-5585, Calgary (403) 245-7222.

Materials

Material Disposal









Contractors must ensure all materials are disposed of in compliance with all regulatory requirements.

- Provide separate containers for oily rags, smoking materials, dust, flammables and chemical wastes.
- Use separate containers for metal refuse. Do not place other refuse in the metal refuse containers.
- Keep flammables and oil-soaked rag disposal containers outdoors away from other combustibles.
- Package waste materials and controlled products like used motor oils, solvents or caustics, and dispose of them as required by governing regulations.
- Have chemical absorbers available in work areas where spills are likely to occur.
- Clean up spills or leaks immediately and dispose of the waste materials properly.

Workplace Hazardous Materials Information System (WHMIS)

Contractors must ensure all workers are instructed in and understand the safe use and handling of controlled products that they handle or are exposed to during the work. *Material Safety Data Sheets* must be available to all workers who contact or could be exposed to controlled products. Proper labels must be easily visible on controlled product containers and replaced as required when damaged or illegible.

**Figure 1
WHMIS Hazard Classes**

A	COMPRESSED GAS	
B	FLAMMABLE AND COMBUSTIBLE	
C	OXIDIZING	
D	POISONOUS AND INFECTIOUS	<div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  <small>IMMEDIATE, SERIOUS TOXIC EFFECTS</small> </div> <div style="text-align: center;">  <small>OTHER TOXIC EFFECTS</small> </div> <div style="text-align: center;">  <small>HAZARDOUS INFECTIOUS MATERIAL</small> </div> </div>
E	CORROSIVE	
F	DANGEROUSLY REACTIVE	

Transporting Dangerous Goods

Contractors and their workers must comply with TDG regulations while working for ATCO Gas. This includes training and certification, vehicle placarding, labelling, shipping documents and proper containers. Training

certificates must be issued by the contractor (employer) and are only valid for 3 years. The certificate must be carried by the employee when shipping, transporting or receiving dangerous goods.

Compressed Gas Cylinders and Storage

Contractors must ensure the following requirements are met regarding compressed-gas cylinders:

- Store and secure cylinders in an upright position in areas away from traffic and heat sources.
- Segregate cylinders by contents and mark them legibly in accordance with WHMIS and TDG regulations.
- Cap or plug cylinders when stored or transported.
- Do not use cylinders that have not been retested and inspected in accordance with regulations specific to each type of cylinder, or cylinders which are dented, leaking, corroded, or with damaged foot rings and collars.
- Breathing air cylinders must be inspected as specified by the manufacturer.
- Indoor storage areas must meet all regulatory requirements and have adequate ventilation.
- Do not store propane cylinders in tool boxes or tool vans. When not in use, remove the regulator and plug the valve.

Lifting

Manual Lifting

Contractors must ensure workers required to perform manual lifting are given proper instruction on lifting methods. Whenever possible, mechanical lifting devices should be used to assist in handling heavier materials. Suitable gloves must be worn by workers when there is potential for injury from sharp edges, slivers, or products that could burn or irritate workers' arms and hands.

Rigging

- Use a competent worker to inspect all wire ropes, chains and slings before a lift. Remove from service and repair or replace any rigging that is frayed, worn, kinked or showing any other signs of damage. Replace other rigging, such as shackles and hooks, that are excessively worn or damaged.
- Use only chains with proper hooks for the intended use, that have been tested and manufacturer approved for lifting applications.

Figure 2 Cable Clamps

Diameter of Rope (Inches)	Number of Clips	Distance Between Clips
1/4 - 3/8	3	2 1/4"
7/8 - 1	3	3 3/4"
3/4 - 1 1/8	4	6 3/4"
1 1/4 - 1 1/2	5	9"
1 5/8 - 1 3/4	6	10 1/2"
2" and over	7	6 times diam. of cable

CORRECT METHOD

U-Bolts of clips on short end of rope
 (No distortion on live end of rope)



After rope is in service, and is under tension, tighten clips to take up decrease in rope diameter.

WRONG METHOD

U-Bolts on live end of rope
 (This will cause mashed spots on live end of rope)



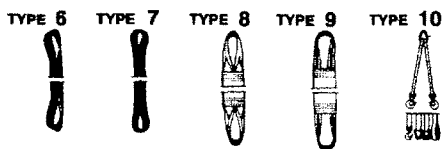
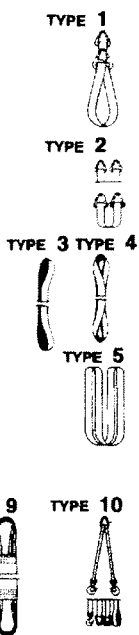
WRONG METHOD

Staggered clips; two correct and one wrong
 (This will cause a mashed spot in live end of rope due to wrong position of center clip.)



Figure 4 Slinging & Hoisting

NYLON WEB SLINGS									
NOMINAL LOAD CAPACITY IN POUNDS									
SINGLE END		VERTICAL		CHoker		BENCH		DOUBLE END	
Type & Size #	Width (in.)	Vertical	Choker	Bench	Type & Size #	Width (in.)	Vertical	Choker	Bench
TYPE 1									
TP1-02	2	500	250	340	TP1-03	3	750	375	510
TP1-03	3	750	375	510	TP1-04	4	1,000	500	680
TP1-04	4	1,000	500	680	TP1-05	5	1,250	625	850
TP1-05	5	1,250	625	850	TP1-06	6	1,500	750	1,020
TP1-06	6	1,500	750	1,020	TP1-07	7	1,750	875	1,190
TP1-07	7	1,750	875	1,190	TP1-08	8	2,000	1,000	1,360
TP1-08	8	2,000	1,000	1,360	TP1-09	9	2,250	1,125	1,530
TP1-09	9	2,250	1,125	1,530	TP1-10	10	2,500	1,250	1,700
TP1-10	10	2,500	1,250	1,700	TP1-11	11	2,750	1,375	1,870
TP1-11	11	2,750	1,375	1,870	TP1-12	12	3,000	1,500	2,040
TYPE 2									
TP2-02	2	1,000	500	680	TP2-03	3	1,500	750	1,020
TP2-03	3	1,500	750	1,020	TP2-04	4	2,000	1,000	1,360
TP2-04	4	2,000	1,000	1,360	TP2-05	5	2,500	1,250	1,700
TP2-05	5	2,500	1,250	1,700	TP2-06	6	3,000	1,500	2,040
TP2-06	6	3,000	1,500	2,040	TP2-07	7	3,500	1,750	2,380
TP2-07	7	3,500	1,750	2,380	TP2-08	8	4,000	2,000	2,720
TP2-08	8	4,000	2,000	2,720	TP2-09	9	4,500	2,250	3,060
TP2-09	9	4,500	2,250	3,060	TP2-10	10	5,000	2,500	3,400
TP2-10	10	5,000	2,500	3,400	TP2-11	11	5,500	2,750	3,740
TP2-11	11	5,500	2,750	3,740	TP2-12	12	6,000	3,000	4,080
TYPE 3 & 4									
TP3-02	2	500	250	340	TP4-02	2	500	250	340
TP3-03	3	750	375	510	TP4-03	3	750	375	510
TP3-04	4	1,000	500	680	TP4-04	4	1,000	500	680
TP3-05	5	1,250	625	850	TP4-05	5	1,250	625	850
TP3-06	6	1,500	750	1,020	TP4-06	6	1,500	750	1,020
TP3-07	7	1,750	875	1,190	TP4-07	7	1,750	875	1,190
TP3-08	8	2,000	1,000	1,360	TP4-08	8	2,000	1,000	1,360
TP3-09	9	2,250	1,125	1,530	TP4-09	9	2,250	1,125	1,530
TP3-10	10	2,500	1,250	1,700	TP4-10	10	2,500	1,250	1,700
TP3-11	11	2,750	1,375	1,870	TP4-11	11	2,750	1,375	1,870
TP3-12	12	3,000	1,500	2,040	TP4-12	12	3,000	1,500	2,040
TYPE 5									
TP5-02	2	1,000	500	680	TP5-03	3	1,500	750	1,020
TP5-03	3	1,500	750	1,020	TP5-04	4	2,000	1,000	1,360
TP5-04	4	2,000	1,000	1,360	TP5-05	5	2,500	1,250	1,700
TP5-05	5	2,500	1,250	1,700	TP5-06	6	3,000	1,500	2,040
TP5-06	6	3,000	1,500	2,040	TP5-07	7	3,500	1,750	2,380
TP5-07	7	3,500	1,750	2,380	TP5-08	8	4,000	2,000	2,720
TP5-08	8	4,000	2,000	2,720	TP5-09	9	4,500	2,250	3,060
TP5-09	9	4,500	2,250	3,060	TP5-10	10	5,000	2,500	3,400
TP5-10	10	5,000	2,500	3,400	TP5-11	11	5,500	2,750	3,740
TP5-11	11	5,500	2,750	3,740	TP5-12	12	6,000	3,000	4,080



TWIN PATH® SLINGS						
TWIN PATH SLING WITH POLYESTER						
Single Attachment	Choker	Vertical	Bench	Double End	Weight (Lbs. Per Ft. of Slings)	Body Width (Inches)
TP-200	1400	700	980	340	1.28	2 1/2
TP-250	2420	1210	1690	560	1.36	3 1/2
TP-350	3500	1750	2450	810	1.54	4 1/2
TP-500	5000	2500	3450	1130	1.82	6 1/2
TP-750	7500	3750	5180	1700	2.10	8 1/2
TP-1000	10000	5000	6920	2270	2.38	10 1/2
TP-1500	15000	7500	10380	3400	2.73	14 1/2
TP-2000	20000	10000	13840	4530	3.08	18 1/2
TP-2500	25000	12500	17300	5660	3.43	22 1/2
TP-3000	30000	15000	20760	6790	3.78	26 1/2
TP-3500	35000	17500	24220	7920	4.13	30 1/2
TP-4000	40000	20000	27680	9050	4.48	34 1/2
TP-4500	45000	22500	31140	10180	4.83	38 1/2
TP-5000	50000	25000	34600	11310	5.18	42 1/2
TP-6000	60000	30000	41520	13660	6.13	50 1/2

Capacities are shown in Pounds and in Kilograms. Double End Slings are for the complete ring.

TWIN PATH EXTRA SLING SLINGS						
NOMINAL CAPACITY IN POUNDS						
Type Part #	Top Loop	Bottom Loop	Vertical	Choker	Bench	Max. Body Width (Inches)
TPX1000	1 1/2 x 1 1/2	1 1/2 x 1 1/2	10,000	5,000	7,000	3
TPX1500	1 1/2 x 1 1/2	1 1/2 x 1 1/2	15,000	7,500	10,500	3 1/2
TPX2000	1 1/2 x 2 1/2	1 1/2 x 2 1/2	20,000	10,000	14,000	4
TPX2500	1 1/2 x 2 1/2	1 1/2 x 2 1/2	25,000	12,500	17,500	4 1/2
TPX3000	1 1/2 x 3 1/2	1 1/2 x 3 1/2	30,000	15,000	21,000	5
TPX4000	1 1/2 x 4 1/2	1 1/2 x 4 1/2	40,000	20,000	28,000	6 1/2
TPX5000	1 1/2 x 5 1/2	1 1/2 x 5 1/2	50,000	25,000	35,000	8 1/2
TPX6000	1 1/2 x 6 1/2	1 1/2 x 6 1/2	60,000	30,000	42,000	10 1/2
TPX7500	1 1/2 x 7 1/2	1 1/2 x 7 1/2	75,000	37,500	52,500	13 1/2
TPX10000	1 1/2 x 10 1/2	1 1/2 x 10 1/2	100,000	50,000	70,000	18 1/2
TPX15000	1 1/2 x 15 1/2	1 1/2 x 15 1/2	150,000	75,000	105,000	24 1/2
TPX20000	1 1/2 x 20 1/2	1 1/2 x 20 1/2	200,000	100,000	140,000	30 1/2
TPX25000	1 1/2 x 25 1/2	1 1/2 x 25 1/2	250,000	125,000	175,000	36 1/2
TPX30000	1 1/2 x 30 1/2	1 1/2 x 30 1/2	300,000	150,000	210,000	42 1/2
TPX35000	1 1/2 x 35 1/2	1 1/2 x 35 1/2	350,000	175,000	245,000	48 1/2
TPX40000	1 1/2 x 40 1/2	1 1/2 x 40 1/2	400,000	200,000	280,000	54 1/2
TPX45000	1 1/2 x 45 1/2	1 1/2 x 45 1/2	450,000	225,000	315,000	60 1/2
TPX50000	1 1/2 x 50 1/2	1 1/2 x 50 1/2	500,000	250,000	350,000	66 1/2
TPX55000	1 1/2 x 55 1/2	1 1/2 x 55 1/2	550,000	275,000	385,000	72 1/2
TPX60000	1 1/2 x 60 1/2	1 1/2 x 60 1/2	600,000	300,000	420,000	78 1/2

The code designation for Twin-Path Extra Slings is TPX10000 TPX10000 etc.

- Keep all personnel clear of the "whip area" of the cable while winches, tow cables or straps are in use or under tension.
- Use only competent workers to perform the rigging required to lift or move a load.

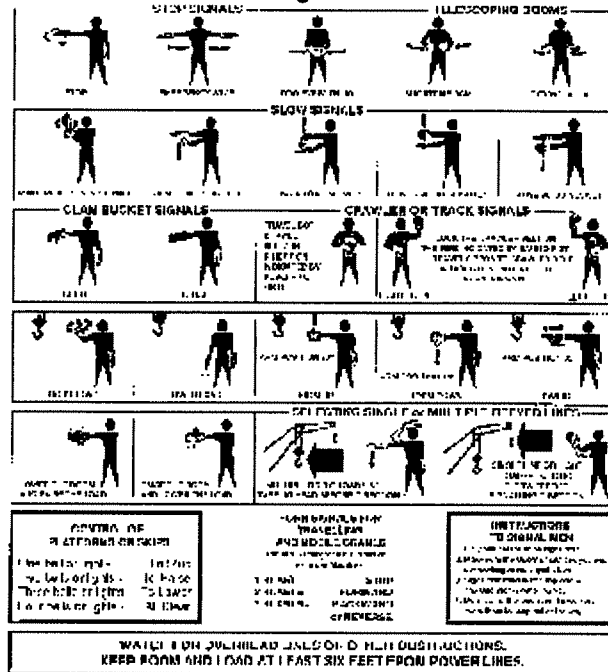
- When rigging a load, ensure the rigger and operator both know the weight of the load and the lifting capacity of the hoisting equipment for radius and angles of the lift.
- Always use reasonably over-rated rigging and hoisting equipment.

Cranes, Side Booms and Lifting Equipment

Contractors must ensure all cranes, side booms and lifting equipment is operated only by a competent, authorized operator. The operator must have a valid certificate of proficiency in crane operations.

- Use only hoisting devices which meet the applicable standards for design and construction.
- Do not modify a hoisting device unless modifications are conducted in accordance with governing regulations.
- Where required, ensure that log books are located on the equipment and that they are kept up-to-date.
- Ensure equipment is maintained in good working order and remains in compliance with governing regulations.
- When necessary, designate a signaller or swamper to signal the operator and properly place and control a load. The signaller must be clearly distinguishable.
- Do not allow anyone beneath a suspended load at any time.
- Use tag lines to guide and control a load when excessive movement is possible.

**Figure 3
Crane and Hoist Hand
Signals**



Climbing

Working at Heights

If workers are working 3.5 m (11') or more from the ground or 1.2 m (4') from a permanent platform, and where it is not possible to use scaffolding or a temporary work platform that complies with manufacturers' and all governing regulations, contractors must adhere to the following procedures:

- Wear a CSA approved full-body harness and use a CSA approved lanyard secured to a fixed anchor.
- Maintain fall protection equipment in good working order or return it to the manufacturer for repairs.
- Protect life lines and lanyards by padding where they pass over sharp edges and protect them from heat, flame and corrosive materials.
- Do not pass lanyards through any obstruction that could create a danger to a worker if the platform on which the worker is working fails.
- Adjust safety harnesses to properly fit each worker.
- Assemble harnesses and lanyards and use them in a manner to prevent a worker from striking any surface during a fall. Their use must also prevent serious injury due to the action of the belt or lanyard.

Climbing Communication Towers

Contractors must ensure workers on a communication or power transmission tower use full body harnesses and lanyards.

- The lanyard must be secured to the tower at all times, unless the worker is moving.
- When moving, use a second lanyard, securing it before the first is removed.
- Use fall arresting rails or cables when climbing towers equipped with these devices.

Ladders

- (1) Portable ladders used on worksites must meet the requirements of the *Occupational Health and Safety Act, General Safety Regulation, AR 348/84, Sections 75, 76, and 77 inclusive*.
- (2) Ensure manufactured ladders meet CSA standards. Ladders constructed on site or elsewhere must meet the legislated requirements (that is, *Section 79, General Safety Regulation, AR 348/84*).
- (3) Before using any ladder make sure it is the right ladder for the job to be done.
- (4) Inspect the ladder to ensure it is in good condition:
 - no damaged side rails, steps or rungs
 - no damaged or worn non-slip feet
 - no rough or splintered surfaces or sharp edges
 - no loose screws, nails or bolts
 - surfaces are clean to prevent slipping
 - no paint or coating materials that could hide defects.

Defective ladders must be removed from service and repaired or replaced.

- (5) Do not use metal ladders or ladders made with non-insulating materials where there is an electrical hazard. All ladders used near overhead power lines must be kept outside the Safe Limits of Approach. Metal ladders set up near underground power cables must be kept a safe distance from underground power cables.
- (6) Position the ladder on a secure footing. Check the stability before using the ladder.
- (7) Do not use a ladder in a aisle way, driveway or doorway where it can be struck by traffic (pedestrian or equipment) unless you lock and sign the door or use barricades to restrict access to your work area.
- (8) Face the ladder and use both hands when climbing up or down. Keep your body centred between the side rails. Do not overreach when working on a ladder.
- (9) Falling from a ladder can cause serious or fatal injuries. The risk increases with the height above ground and the amount of movement or force being exerted while working from the ladder. When accessing a suspended appliance for a relight, ensure the ladder is well positioned on a solid surface and it is securely anchored. When performing more physically demanding work from a ladder that could result in an injury from a fall, the worker must be protected from falling (that is, by using a safety harness and lanyard attached to a suitable anchor point). Work that cannot be performed safely from a ladder requires the use of appropriate control measures such as a portable lift.

NOTE

Section 21 of the General Safety Regulation, AR 384/84 specifies the need for a means of fall protection when working on a temporary work platform where a worker could fall more than 3.5 m.

- (10) Work platforms on forklifts must comply with the *General Safety Regulations, Section 164* which states:
- the platform must be strong enough to support the combined weight that is on the platform
 - the platform must be secured to the forks to prevent lateral or vertical movement of the platform
 - the platform must have guardrails and toeboards
 - there must be a guard which prevents workers from contacting the fork hoisting mechanism
 - no worker may be on a platform that is higher than 1 m above the ground when the forklift is travelling.

Step Ladders

- (1) Never work on the top two steps of a step ladder.
- (2) Have the step ladder spreaders and shelf in the fully open position.
- (3) Do not climb a step ladder that is leaning up against a wall. Use a straight/extension ladder.

Portable Extension Ladders

- (1) When setting up the ladder, secure the base and “walk” the ladder into position.
- (2) Place the base of the ladder one-quarter of the ladder’s length away from the base of the wall.
- (3) Raise and lower an extension ladder from the bottom. Ensure the locking hooks are in place before climbing the ladder.
- (4) The top of the ladder must be resting on a solid surface that will provide adequate support for the ladder and worker. Piping or a suspended appliance would not normally be considered adequate support.
- (5) The top of the ladder must extend 1 m (3’) above the platform, roof or landing that is being accessed.
- (6) The minimum overlap of an extension ladder is 1 m unless otherwise specified by the manufacturer.
- (7) Tie off the top of the ladder or otherwise secure it to prevent accidental movement.
- (8) Do not work on either of the top two rungs of a ladder.

Fixed Ladders

- (1) All fixed ladders must meet the *General Safety Regulation, AR 348/84 Sections 78 and 79*.

Scaffolds

Contractors must ensure scaffolds are constructed in compliance with manufacturers’ and legislative requirements and are erected and disassembled by competent workers:

- Keep vertical supports plumb and rest them on firm base plates supported by sills.
- Use only serviceable screw jacks with no more than 8 threads exposed on the screws at any time.

- Keep working platforms horizontal. Secure platforms to prevent movement. Use platforms at least 0.5 m wide (light duty) or 1 m (heavy duty) with non-skid flooring. Communicate maximum working loads to workers using a scaffold.
- Provide toe boards, hand rails, and mid rails in compliance with legislative requirements.

Access ladders must be built into scaffold ladders and must be unobstructed.
- Keep the maximum height less than 3 times the base width unless using auxiliary supports which meet legislative requirements.
- Ensure workers do not accumulate too many tools or equipment on platforms.
- Do not carry tools or equipment up ladders to scaffold platforms, hoist them up in a safe manner.
- Do not alter or remove any part of a scaffold, unless authorized to do so. Do not modify a scaffold when a worker is on it.
- Secure rolling scaffolds on only level, unobstructed surfaces. Lock casters when in use, and do not move scaffolds with workers on them.

Identifying (Locating) and Exposing Underground Facilities

In the excerpts and subsections that follow:

- *controlled area* is a strip of land 30 m wide on each side of a high pressure pipeline, or the distance from the pipeline to the edge of the right-of-way, whichever is wider.
- *ground disturbance* means any work, operation or activity that results in a disturbance of the earth, including excavating, digging, trenching, ploughing, drilling, tunneling, augering, backfilling, blasting, topsoil stripping, land leveling, peat removing, quarrying, clearing and grading. It does not include a disturbance of the earth to a depth of less than 0.3 m that does not reduce the earth cover over the pipeline to less than the cover provided when the pipeline was installed, nor does it include cultivation to a depth of less than 0.45 m below the surface of the ground.
- *locating* means establishing the horizontal position or alignment of an existing underground facility, and surface marking that position or alignment with clearly distinguishable markers at adequate intervals.
- *exposing* means uncovering an existing underground facility until the buried facility is sufficiently exposed to enable its identification, while exercising caution not to damage the facility.
- *hand exposing* means exposing by hand digging with a shovel or other hand tool.
- *hand tool* is any hand held piece of equipment that is dependent on the energy of the worker for its direct effect and that does not have any hydraulic, pneumatic, electrical or chemical energy source for its operation.

Identification of Facilities

Before any work begins on a Company installation, a search (e.g., on-site, land title, pipeline licence) must be conducted to determine if other underground utility lines, cables, conduits, pipelines, etc., are present in the area and who owns them.

The search area for high pressure pipelines extends for a distance of 30 m in any direction from the proposed excavation.

Underground facilities must be located and marked by the owner/operator of the facility. Underground facility locating is normally arranged through Alberta One-Call or according to a foreign operator's crossing agreement, which is coordinated by ATCO Gas's Land Administration. Alberta One-Call or the respective utility or operating company must be notified to have the affected facilities located and marked at least two full working days before starting construction. All Company facilities that may be affected by a ground disturbance must also be located.

International colour code designations for underground installations are summarized in Table 2. These colours are used for painting or flagging when various underground facilities are located.

Table 2
Utility Colour Code Designations

Utility	Colour
Electrical	Red
Gas and Oil	Yellow
Water	Blue
Sewer	Green
Communications	Orange

Exposing Procedures

Before excavating or trenching, pipelines, cables, conduits and other underground facilities near the ground disturbance must be exposed in accordance with this standard. The distances specified in this section for buffer zones are minimum distances. There may be situations where greater distances are necessary to ensure worker safety and to avoid damage to underground facilities. Section 202 of the ATCO Gas *Standard Practice Steel Piping* manual provides information beyond this summary that may be valuable when special circumstances are encountered.

NOTE

No worker shall enter an excavation, even for the purpose of exposing utilities, unless the excavation meets all the requirements outlined in the Trenches and Excavation section. This means that shoring or cut-backs may be required if the excavation is sufficiently deep or unstable.

To ensure the safety of ATCO Gas personnel and to prevent property and equipment damage in situations where machine excavation is occurring near pressurized (in-service) pipelines, at least two workers shall be present at the excavation or in the immediate vicinity — the machine operator and a spotter. The spotter shall be positioned in an area clearly visible to the operator and also in a safe location that is not in the swing area of the backhoe or close to the stabilizers or other moving parts.

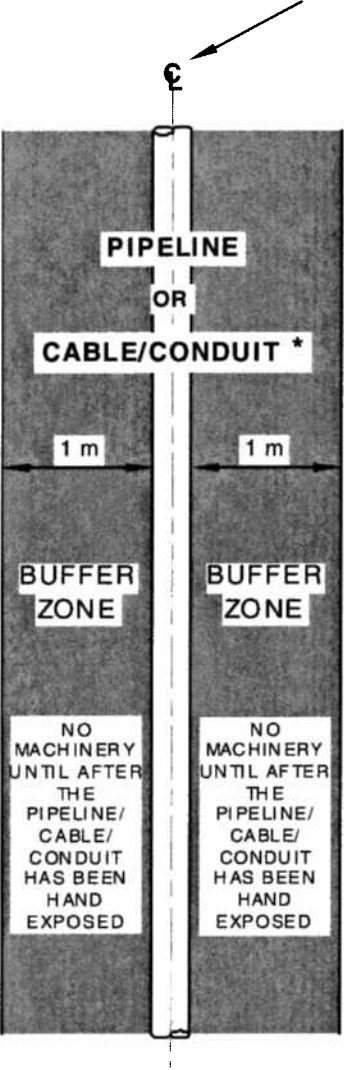
Mechanical excavating equipment shall be operated so that small layers of spoil are removed in sequence. The bucket shall be kept parallel to the bottom of the excavation so that the teeth are not protruding below it. The operator and spotter shall observe the excavation at all times for movement (i.e., cable contact), soil consistency change (trench line), or foreign objects identifying underground facilities.

Foreign Facilities (Gas Distribution Lines, Cables and Conduits)

As described in Figure 4, excavation work is not allowed within 1 m of a foreign facility until it has been hand exposed. Where the installation of a Company gas line parallels a foreign facility within 1 m of the facility, the facility must be hand exposed at enough locations to ensure that the correct depth and alignment of the facility are known to allow for the safe excavation and installation of the gas line. Excavation by hand digging is not required over the entire length of the facility, but the number of locations that must be hand excavated will depend on such factors as site conditions, the crew leader's experience, the accuracy of the line locate, excavation methods prescribed by the facility operator, and communications in the field. Where the operator of the foreign facility specifies distances greater than 1 m, those distances shall be followed.

FIGURE 5
Foreign Facilities (Cables, Conduits and Pipelines Operating at Less than 700 kPa)

CENTRE LINE MARKED BY
PAINTING, FLAGGING OR LATH



ATCO Gas Distribution Lines

Before an excavation takes place in the vicinity of an existing Company gas distribution main, the main must be safely exposed.

If possible, determine the depth of the gas line. When this is done electronically, multiple readings taken as the excavation proceeds will help to establish the accuracy of the depth readings.

Begin exposing the gas line by machine excavation, removing the entire depth of concrete, asphalt or other covering, or up to 300 mm (12 in.) of hard-packed gravel/soil.

Then, expose the gas line using one of the following methods:

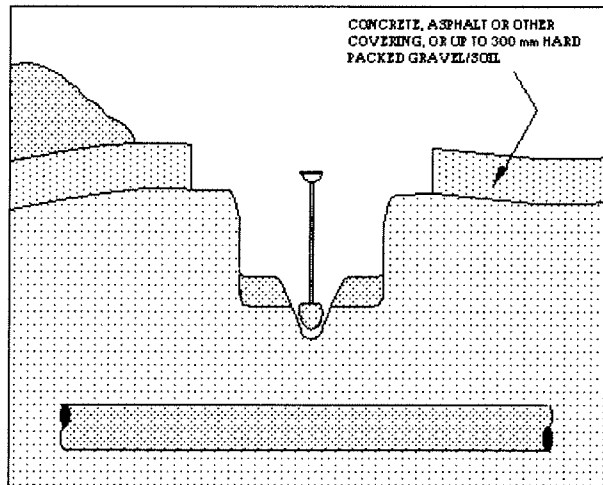
Dig Laterally

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Hand Dig Ditch and Excavate

After the covering layer has been removed using mechanical excavating equipment, hand dig a ditch across the full width of the proposed mechanical excavation. If the gas line is not encountered, machine excavate the trench or bell hole to one-half the depth of the hand dug ditch (perpendicular to any known buried utilities).

Figure 7



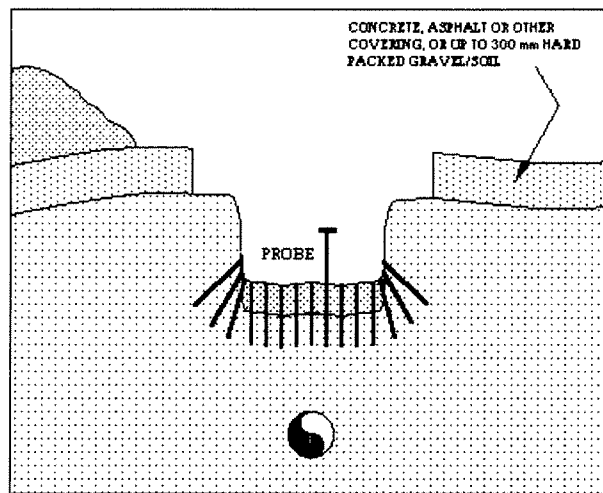
Probe and Excavate

For both steel and plastic gas lines, a “probe and excavate” method may be used. After the covering layer has been removed using mechanical excavating equipment, probe across the entire width of the proposed excavation, including the side walls, with a blunt end probe. Probe spacing must be appropriate for the size of the gas line.

Small diameter gas lines can be very difficult to locate using this method. Except in loose soil, probing is not recommended for locating gas lines that are less than 60 mm OD.

Use extreme **caution** when probing plastic lines, or when conditions of hard or rocky soil are encountered.

Figure 8



If the gas line is not encountered, machine excavate the trench or bell hole to one-half the probed depth. If anything that could be the gas line is detected while probing, expose the line by hand digging with a shovel as in Figure 6 above.

Other Methods

The gas line may be exposed using soft digging tools such as a light duty, hand-held, pneumatic device (e.g., jackhammer) with a wide, blunt tool (spade), a high pressure water/vacuum system (e.g., hydrovac), or other such methods that will not damage the gas pipe, or using a combination of the methods described above.

Exposing High Pressure Pipelines (ATCO Gas and Foreign)

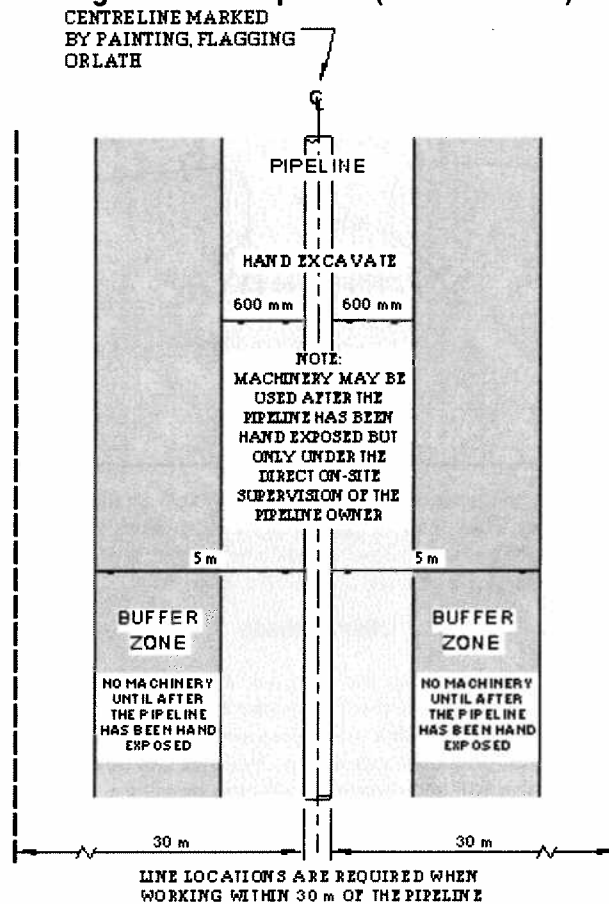
All high pressure pipelines are protected by a controlled area. Excavation work cannot occur within a controlled area until the location of the pipeline is surface-marked by the owner/operator of the facility. Once the surface location is marked, mechanical excavation is permitted to within 5 m of the pipeline.

Mechanical excavation is not allowed within 5 m of any pipeline until the pipeline has been hand exposed and positively identified. Where a ground disturbance parallels an existing pipeline and is within 5 m of that pipeline, the pipeline must be hand exposed at enough intervals (locations) along the pipeline to satisfy the pipeline owner/operator. After the pipeline has been hand exposed and identified, mechanical excavation is permitted to within 600 mm of the pipeline. Mechanical excavation within 600 mm of the pipeline may only occur when the excavating work is directly supervised by the pipeline owner/operator or its representative.

A pipeline owner/operator may choose to exceed the above-mentioned minimum standards, and will specify these requirements in a crossing agreement. These more stringent standards must be followed while working in a foreign right-of-way.

A pipeline owner/operator must be notified at least 24 hours (or as specified in a crossing agreement) before the exposed pipeline is backfilled, in order to inspect for any damage.

Figure 9
High Pressure Pipelines (MOP >700 kPa)



High Pressure Pipelines (MOP > 700 kPa)

Trenches and Excavations

In general, Company standards for ground disturbances are based on the Alberta Occupational Health and Safety (OH&S) Act and Regulations. In the following areas the Company exceeds Alberta OH&S regulations:

- Alberta OH&S defines both trenches and excavations. To avoid confusion, the Company adopts the stricter practices for either trenches or excavations and applies those practices to both.
- Alberta OH&S defines three soil types: “*hard and compact*”, “*likely to crack or crumble*”, and “*soft, sandy or loose*”. The Company acts conservatively and does not recognize any soils as being “*hard and compact*” without a detailed soil analysis completed by a competent professional engineer. As a result, company ground disturbances are designed for one of two soil categories: “*likely to crack or crumble*” (which will conservatively include soils that are “*hard and compact*”) and “*soft, sandy or loose*”.
- When an excavation greater than 1.5 m deep is cutback, Alberta OH&S allows a maximum 1.5 m (5 feet) vertical wall to remain. When an excavation greater than 1.5 m deep is a cutback, the maximum vertical wall that may remain in a Company ground disturbance is 1.2 m (4 feet). Note that the Company only requires a cutback if the excavation is greater than 1.5 m (5 feet) or otherwise unstable. The reduced vertical wall

requirement for cutbacks is due to many factors including the fact that much work is completed while kneeling in the trench. In "*soft, sandy or loose*" soils, no vertical wall is permitted regardless of depth.

- In trenches over 3 m in depth, where stick shoring is to be used, the Company requires that the shoring be designed by a competent professional engineer.
- The Company will only allow "simple slope" cutbacks (no remaining vertical wall) for "*soft, sandy or loose soils*". Also, the slope shall be restricted to 1.5h:1v (1.5 m of horizontal length for every 1 m of vertical rise). This is based on the high probability of slope failure in a vertical wall for these types of soils.

The above requirements are intended to help ensure a safe work environment. These practices are better suited than the basic OH&S requirements for work performed on Company projects involving ground disturbance activities.

General Trench and Excavation Safety Rules

No worker shall enter an excavation or trench, even briefly, unless the excavation or trench meets all the requirements outlined in this section.

When installing safety equipment, work shall proceed from the top downward. The removal of safety equipment shall be from the bottom upwards.

A safe means of access and egress shall be available when work is completed in a trench or excavation. Where the walls of the disturbance cannot be sloped to allow safe access/egress, a ladder shall be used that meets with the requirements described in this handbook.

Support shall not be removed from power poles unless it is determined to be safe to do so by the power company or its representative.

Soil shall not be removed from around foundations unless it is determined to be safe to do so by a competent engineer or other appropriate person.

Company requirements, graphically represented in Figures 9 through 12, shall be followed.

Figure 10
Disturbance < 1.5m Deep in
“Likely to Crack or Crumble” Soils

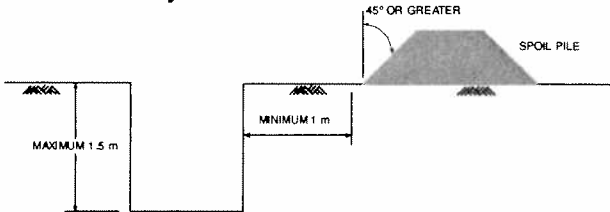


Figure 11
Back-sloped Disturbance in
“Soft, Sandy or Loose” Soils



Figure 12
Back-Sloped Disturbance < 1.5m Deep in
“Likely to Crack or Crumble” Soils

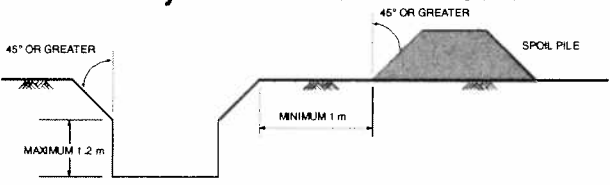
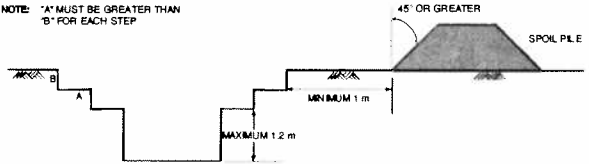


Figure 11
Sloped Disturbance in
“Likely to Crack or Crumble” Soils



Working Near Escaping Gas

- (1) Use fire retardant clothing when working in or near escaping gas. Eliminate all sources of static electricity. Wear clothing that minimizes the generation of static electricity, and ground yourself before entering an area that has the potential of containing a flammable gas-air mixture. Ensure bonding or static wrap is used during work in or near escaping gas.
- (2) If working in or near escaping gas, permit no open flames, lanterns, lights or other possible sources of ignition near the job site.
- (3) Only allow those directly involved in control of the escaping gas in the immediate area. When necessary, close off the area by barricading or use of rope, fencing or warning tape.
- (4) Positively **NO SMOKING** by employees or other persons at or near the job site.
- (5) Keep all equipment, vehicles and persons in a position so the wind that could carry escaping gas is blowing away from them.
- (6) If necessary, the person-in-charge must assign flag persons to keep people and vehicles well clear of the area and to guard against smoking and other sources of ignition.
- (7) When employees are required to perform work in a potentially hazardous natural gas environment, a fire extinguisher (minimum capacity of 20 pounds), must be situated off the truck/equipment and be readily available for immediate use. This may include having the fire extinguisher manned.
- (8) Employees shall conduct a hazard assessment to determine if a flammable or oxygen deficient atmosphere exists or could exist in the work area. Suitable procedures shall be adopted to protect the employees, including the use of self-contained breathing apparatus in situations where it may be necessary for work and/or rescue.
- (9) Employees **SHALL NOT WORK ALONE** in escaping gas areas.

Welding

Welding, Cutting and Grinding

Contractors must ensure only competent, authorized workers are permitted to use welding equipment.

- Wear hard hat and safety glasses when not actually welding as required in designated areas.
- Take suitable precautions to prevent objects from hitting the welder, and spark or slag from hitting other workers.
- Take suitable precautions against exposure of all workers in the area to ultraviolet radiation, fire and explosion.
- A dry chemical fire extinguisher, readily available for immediate use, must be present at the site if welding on live gas lines, fuel lines, or any other lines containing combustibles. Protect combustible floors or other materials in the vicinity.
- Control exposure to toxic gases, vapours or dust when welding or cutting, or wear the appropriate personal protective equipment.
- Use a minimum 120° guard on grinders and do not use underrated disks for the maximum speed of the grinders.
- Wear a full face shield while operating grinders, buffers or cut off saws (a combination of both safety glasses and full face shield is preferred).
- Do not remove guards or protective devices from any equipment without using proper lockout procedures.
- Replace all guards and devices immediately after completing work on equipment.
- Keep welding cables and torch hoses in good condition and not frayed, with cable exposed, or with cracked or damaged hoses.
- Install suitable flashback arrestors on the regulator end of hoses of gas welding or cutting equipment.
- Before moving cylinders or putting them in storage, close cylinder valves, remove the regulators, and put on the valve protection caps. When cylinders are truck-mounted and not enclosed in a protective cabinet or metal covering, valves must be closed, regulators removed, and protection caps put on, before travelling on public roads.

Welding Rigs

- Equip mobile welding rigs with a 20 lb dry chemical ABC fire extinguisher. Remove the extinguisher from the truck and place it beside the welder ready for immediate use.
- Ensure all persons close to welding operations are wearing the appropriate eye protection.

Hot Work Procedures (Buildings)

Any temporary operation (permanent operations require special work areas) involving open flames or producing heat and/or sparks, such as brazing, cutting, grinding, soldering, thawing pipe and welding requires the following precautions:

- (1) If the building has a fire protection sprinkler system, check that the system control valve is fully open, and if applicable check that hose stations are fully serviceable.
- (2) Ensure adequate fire extinguishers are in serviceable condition and located at the work site.
- (3) Remove flammable liquids, combustible materials, and oily materials and deposits from the hot work area.
- (4) Keep floors swept clean of all debris.
- (5) Inspect and clean up hot work area after work and before any break in work which might leave the area unattended with hot materials present.
- (6) Monitor the hot work area periodically after the job is completed to ensure no smouldering hazard is left.
- (7) When hot work is performed in gas handling facilities ATCO Gas or the designated "Prime Contractor" will verify safe work environment prior to commencement of any work.

Radiographic Safeguards

Contractors performing radiographic services must comply with the Atomic Energy Control Board (AECB) regulations. Warning signs must be set in their work area to alert any persons to the hazards. X-ray technicians must not conduct radiographic procedures when people are in danger of exposure in excess of AECB standards.

Mobile Equipment and Vehicles

Mobile Equipment Operation

Contractors and their workers must comply with all governing regulations for mobile equipment operations.

- Use only competent personnel to operate mobile equipment. Some types of equipment require a ticketed or licensed operator.
- Do not leave unsupervised equipment running.
- The operator must inspect equipment before use. Perform regular maintenance and repairs when required.
- Make seat belts available on equipment if rollover protection is installed, and wear the belts when operating the equipment.
- Install and use backup alarms in accordance with the applicable legislated standards.
- Before starting machine, the operator must ensure everyone is in the clear. During operation the operator must not create a hazard to persons in the vicinity.
- Equipment operators must maintain a minimum of 2 m clearance around excavations or structures such as power poles, valve assemblies, etc. If the machine should encroach upon those distances and/or the operator does not have a clear view of the machine and the structure, then measures such as barricading or using a spotter, must be taken to ensure the machine does not contact the structure.
- Use tires to protect surfaces whenever tracked mobile equipment crosses paved roads, bridges or railway tracks.
- Post signal persons on either side of a crossing to warn or stop oncoming traffic. For railway crossings, the contractor must notify the applicable railway authorities of location and time of the crossing.

Vehicles

Contractors' vehicles on the work site must be in safe operating condition.

- Use only licensed, competent personnel to operate vehicles.
- Wear seat belts and do not permit anyone to ride on or in the back of vehicles without proper seating and seat belts.
- Minimize the use and parking of vehicles in congested areas. Operate only authorized vehicles on rights-of-way or facilities.
- Do not leave unsupervised vehicles running.
- Secure all vehicle loads adequately to prevent dislodgment or falling from a vehicle.
- Install and use backup alarms in accordance with the applicable legislated standards. Use a signal person for backing up near workers or structures when the vehicle operator has an obstructed view.
- Do not fuel vehicles or fuel tanks on vehicles with motors running.
- Do not smoke within 3 m of a vehicle being refuelled.
- Install and maintain a serviceable 20 lb ABC fire extinguisher where it is easily accessible (mandatory in vehicles transporting fuel; for example, slip tanks).
- Use only trailers which are constructed and maintained in a manner which allows safe hauling. Use only approved hitching devices and safety chains.

Pipelining

Unloading and Stringing Pipe

- Inspect all loads before removing boomers or belts to ensure the pipe or load will not roll or fall off the trailer.
- Remove restraints carefully and stay clear of paths of movement in case rolling or slippage occurs.
- Secure pipe adequately to a trailer when there is a danger it may move during stringing operations.
- Do not allow any part of a person beneath a suspended load at any time.
- Cross block pipe with skids when placing pipe during stringing operations to prevent pipe from rolling.

Pressure Testing and Pigging Operations

Contractors must have a written site-specific procedure that must be reviewed with everyone involved before testing and pigging procedures begin.

- Allow only workers directly involved with the operations to remain in the area of the test heads, pig traps and exposed or above-ground piping during testing and pigging. Do not allow anyone near the ends of pipe or pig traps.
- Post signs in visible locations near test heads and pig traps to warn workers of imminent danger during these operations.
- Take the appropriate precautions and use personal protective equipment when flammable or toxic products are used in testing operations.

Figure 14

Contractor Safety Program Selection Guide

Small contractors performing high and medium risk work must demonstrate that they have in place the Basic Safety Program Components that follow:

Basic Safety Program Components

Personal Protective Equipment

The contractor provides applicable personal protective equipment and has a program to ensure it is maintained and worn. yes no

Emergency Preparedness

Emergency procedures specific to the work are in place, and workers are aware of their responsibilities and can perform the procedures. yes no

Employee Training/Orientation

New employees are properly oriented to the job. yes no
Employees are trained in job procedures and have the appropriate legislated certifications, such as First Aid and WHMIS.

The ATCO Gas Contractor Health and Safety

Handbook has been reviewed with employees. yes no
Documentation on employee training is available.

Accident Investigation

Accidents and serious near miss incidents are reported formally and investigated promptly. yes no

Safety Communication

The contractor employs a formal means of communicating safety information and employees participate (e.g., safety tailgate meetings). yes no

Hazard Identification, Assessment and Control

Site-specific hazards are assessed prior to commencing work, and reassessed if the scope of the work changes. yes no

Control measures are in place to mitigate hazards. yes no

Worksite inspections are conducted on a regular basis. yes no

Safe Work Policies and Procedures

Codes of practice, safe work policies and procedures are documented. yes no

Employees are aware of codes of practice, policies and procedures. yes no

ACKNOWLEDGEMENT FORM

CONTRACTOR'S SAFETY HANDBOOK

This is to acknowledge that I received the *Contractor's Safety Handbook*. I have read and I understand the contents of this handbook.

I hereby agree to comply with all applicable requirements and procedures as outlined in this handbook.

(Print Clearly)

Date:

Name:

Company:

Address:

Work Site Location:

Signature:

Acknowledgement to be filed at the appropriate ATCO Gas field office. Give this acknowledgement to your ATCO Gas contract supervisor.

It is preferable that every contract worker read this book and sign the Acknowledgement Form. If this is not possible, the contract supervisor will ensure that the contents of this handbook, as it pertains to the job being performed, will be communicated to all contract employees.

(Print Name Clearly and Initial Next to Name)

Contractor Supervisor/Superintendent

CONTRACTOR AGREEMENT

Benchmarking of Customer Care and Billing Services

THIS AGREEMENT is made as of the 22nd day of March, 2007 (the "Effective Date").

BETWEEN:

ATCO Gas, an operating name of ATCO Gas and Pipelines Ltd. having an office at 10035-105 Street Edmonton, Alberta; AND ATCO Electric Ltd., an Alberta corporation having an office at 10035-105 Street Edmonton, Alberta
(collectively, "ATCO")

-and-

Compass Management Consulting Limited, a corporation incorporated and existing under the laws of Ontario
(the "Contractor")

RECITALS:

On the basis of commitments, representations as to quality, competence and ability made by the Contractor to ATCO, ATCO wishes to enter into this agreement (the "Agreement") with the Contractor to perform certain work and services, in furtherance of the Alberta Energy and Utilities Board ("AEUB") Sanctioned Collaborative Process Terms of Reference for the Benchmarking of certain services from ATCO I-Tek Ltd. December 18, 2006, a copy of which is attached as Schedule 6 hereto.

NOW THEREFORE IN CONSIDERATION of the mutual promises and covenants contained in this Agreement, ATCO and the Contractor agree upon the following:

1. SERVICES TO BE PROVIDED

1.1 The Contractor will perform the services described in Schedule 2 (the "Services") for ATCO in accordance with the terms and conditions of this Agreement.

1.2 The Contractor shall dedicate a specific group of individual representatives and shall cause each Approved Affiliate and Approved Sub-Contractor to dedicate a specific group of representatives (severally and collectively "Representatives") to carry out the Services. The names of the Contractor's Representatives and UtiliPoint International, Inc.'s Representatives that will perform the Services are set out in Schedule 2 to this Agreement. Concurrently, with any request for the approval of any other Approved Affiliate or Approved Sub-Contractor, the Contractor will provide the names of the specific group of Representatives that will be performing the services. The Contractor will not allow any one else to perform the Services unless the Contractor has received the prior consent of ATCO, acting in its Discretion, as hereinafter defined.

1.3 The Contractor shall be available to perform the Services during the hours and the days of the week detailed in Schedule 2.

1.4 The Contractor hereby agrees to (and to cause UtiliPoint International, Inc. and all other Approved Affiliates and Approved Sub-Contractors) to appear before the AEUB if requested.

2. TERM

2.1 The term of this Agreement is set out in Schedule 3 (the "Term").

2.2 The rights of ATCO and the Contractor to terminate this Agreement by providing notice of termination to each other are detailed in Schedule 3.

3. FEES FOR SERVICES

3.1 The terms of payment for the performance of the Services are set out in Schedule 4 to this Agreement. The Contractor will only be entitled to receive the fees and disbursements set out in Schedule 4 unless the Contractor had obtained the prior approval of ATCO, acting in its Discretion, to a change before performing and invoicing any such revised Services.

3.2 The Contractor will, in any event, only be entitled to receive the fees and expenses approved by both ATCO and the Alberta Energy and Utilities Board (AEUB), the regulatory body overseeing this benchmarking process.

3.3 The Contractor will deliver to ATCO invoices for Services performed. The invoices will be delivered to ATCO within the time period stipulated in Schedule 3. Each invoice shall include the information detailed in Schedule 3.

4. SCHEDULES AND AMENDMENT

4.1 The following Schedules form part of this Agreement and are incorporated herein by reference:

- (a) Schedule 1 – Standard Terms and Conditions;
- (b) Schedule 2 – Services to be Provided;
- (c) Schedule 3 – Special Terms and Conditions;
- (d) Schedule 4 – Fees for Performance of the Services;
- (e) Schedule 5 – Non-Disclosure / Confidentiality Agreement;
- (f) Schedule 6 – Terms of Reference.

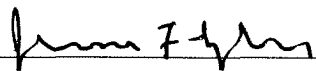
4.2 Any amendment to this Agreement, including to any or all of the Schedules attached hereto, must be agreed to in writing by the parties by a written amending agreement signed by the parties.

5. AEUB APPROVAL

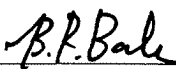
5.1 This Agreement shall be subject to and only take effect from the date of written approval by the AEUB. If the AEUB Approval is not granted on or before six (6) months from the date of execution hereof, either party may forthwith terminate this Agreement upon notice to the other party.

The parties have executed this Agreement as of the Effective Date.

ATCO Gas

Per: 

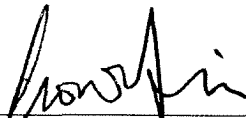
President, ATCO Gas


WITNESS

Compass Management Consulting Limited

Per: 

Name: Greg Apple
Title: VP Finance and Business Ops.


Name: HOWARD DAVIES

ATCO Electric Ltd.

Per: *S. Plimber*

*: President, ATCO Electric

 B.R. Bale
WITNESS

SCHEDULE "1"

STANDARD TERMS AND CONDITIONS

1. SERVICES TO BE PROVIDED

1.1 The Contractor shall not make any changes to the Services without first obtaining the consent of ATCO, acting in its Discretion.

1.2 The Contractor agrees to report to such individuals as may be designated by ATCO from time to time in its Discretion.

1.3 The Contractor agrees to document all discussions with ATCO personnel regarding the Services.

2. FEES FOR SERVICES

2.1 Subject to the terms and conditions of this Agreement, ATCO agrees to pay the Contractor in Canadian funds for performance of the Services.

2.2 ATCO and the Contractor agree that ATCO will not pay for any Services performed by the Contractor to remedy errors or omissions for which ATCO acting in its Discretion decides the Contractor is responsible.

2.3 Subject to ATCO's right to withhold or deduct against payments to the Contractor as provided by statute or this Agreement, ATCO will pay each approved invoice within thirty (30) business days of receipt.

2.4 Any payment made to the Contractor, or any use of the Services by ATCO, shall not be construed to be acceptance of any Services that are not performed by the Contractor in accordance with the terms and conditions of this Agreement.

2.5 The Contractor will be solely responsible for submitting payments for employment insurance, Canada Pension Plan, Workers' Compensation, provincial health care and the like, as well as provincial taxes, federal taxes, GST remittances and other such payments, as they are required. The Contractor will provide ATCO with written evidence of compliance with this requirement immediately upon request.

2.6 Without limiting any remedies ATCO may pursue, ATCO may deduct, from any amount that ATCO owes the Contractor, any amount the Contractor owes ATCO, whether under this Agreement or otherwise.

3. RELATIONSHIP OF ATCO AND THE CONTRACTOR

3.1 The Contractor will perform the Services as an independent contractor and the Contractor, and those that work for and/or on behalf of the Contractor, including its employees, authorized subcontractors or agents, or other persons for whom the Contractor is responsible at law (the "Representatives"), are not agents, servants or employees of ATCO. ATCO will not assume any responsibility for the supervision of the Contractor or its Representatives.

3.2 The Contractor does not have authority to, and will not, make statements, representations or commitments of any kind or take any action that binds ATCO.

4. REPRESENTATIONS, WARRANTIES AND COVENANTS

4.1 The Contractor represents and warrants, and it is a condition of this Agreement that:

- (a) the Contractor is a resident of Canada for the purposes of the *Income Tax Act* (Canada)
- (b) the Contractor and its Representatives are, and for the duration of the Term shall remain, fully licensed to perform the Services in the jurisdiction that it is to be performed in; and

- (c) the Contractor has the required qualifications, skills, training, and capacity to perform the Services diligently, and shall perform the Services in a competent and professional manner to the highest professional standards.
- (d) each Representative of the Contractor is competent and has the necessary technical skills, qualifications, experience and training to perform the Services without supervision.

4.2 The Contractor covenants and agrees to:

- (a) not subcontract (whether to an Affiliate or otherwise) all or any of the Services without the prior consent of ATCO acting in its Discretion;
- (b) perform the Services diligently during the Term in accordance with this Agreement, and complete the Services in accordance with the best modern methods and highest industry standards and practices available, and to the complete satisfaction of ATCO;
- (c) cause all of its Representatives to fully comply with and abide by all security and safety practices and directions of ATCO, or ATCO's customers, while on ATCO's or ATCO's customers' premises as the case may be;
- (d) not use ATCO's name for any reason without the prior permission of ATCO, acting in its Discretion;
- (e) abide by the terms of the Non-Disclosure/Confidentiality Agreement previously signed between ATCO and the Contractor, a copy of which is attached as Schedule 5 hereto;
- (f) perform any remedial work that ATCO, acting in its Discretion, notifies is necessary to remedy any defect in the performance of the Services, at no cost to ATCO and without limiting any other legal right ATCO may have;
- (g) upon ATCO's request, conduct or permit and authorize ATCO to conduct in its Discretion, whether at the commencement or at any time during the Term, all necessary or desirable security checks upon the Contractor and any of its Representatives. In obtaining and providing the security check the Contractor shall adhere to all laws regarding the rights of the Representatives, including consent, notice and privacy laws;
- (h) only collect, use or disclose Personal Information of the Contractor's Representatives for purposes that a reasonable person would consider are appropriate in the circumstances and in any event to conduct its activities with respect to Personal Information in accordance with all applicable laws;
- (i) conduct itself to a standard consistent with this Section 4 and to ensure and be responsible for the compliance of its employees, officers, directors and third parties acting on its behalf or for whom it is otherwise responsible at law; and
- (j) to cause and ensure that all of its Approved Affiliates and Approved Sub-Contractors who undertake a portion of the services, duties or obligations to be satisfied or fulfilled by the Contractor to strictly abide by and comply with all of the terms, conditions and covenants contained in this Agreement as fully and effectively as if such Approved Affiliate or Approved Sub-Contractor was a signatory to this Agreement. The Contractor shall in no event be relieved of any such services, duties or obligations hereunder by reason of any assignment or sub-contracting to an Approved Affiliate or Approved Sub-Contractor.

5. HEALTH, SAFETY AND ENVIRONMENT

ATCO is committed to protecting the environment, and providing a healthy and safe work environment that will protect employees, other workers, the public and property from injury, damage or loss. In accordance with these principles, the Contractor agrees to fully comply with the provisions of this article 5.


5.1 The Contractor shall at its own cost and expense fully comply with all rules and regulations of all governmental authorities in performing the Services, including all applicable provisions of federal, provincial and municipal safety laws, including the safety regulations published by Alberta Occupational Health and Safety.

5.2 The Contractor shall immediately report in writing to ATCO and to the authorities having jurisdiction, any incident resulting in bodily injury or damage to property arising from the Contractor's performance of the Services. The Contractor agrees to provide ATCO with copies of all reports of such incidents.

5.3 It shall be the Contractor's responsibility to ensure that the public is fully protected from injury or loss in connection with the Contractor's activities in the performance of the Services.

5.4 The Contractor shall acknowledge in writing and fully comply with all applicable rules in ATCO Gas Contractors' Safety Handbook, a copy of which has been provided to the Contractor.

6. LIABILITY AND INDEMNITY



6.1 The Contractor assumes the entire responsibility and liability for the Services, all deliverables and the actions or omissions of the Contractor, its Representatives and anyone for whom it or any of them is responsible at law. The Contractor agrees to fully and forever indemnify ATCO, its directors, officers, agents, employees, independent contractors, advisors, invitees, affiliates, successors, members of the Collaborative Process Committee (under Schedule 6) and assigns and those for whom it or any of them is responsible at law (the "Indemnified Parties") from and against all liabilities, losses, damages (direct and indirect), demands, causes of action, claims, actions, costs and expenses, judgments of any nature or kind, including legal disbursements and fees on a solicitor and his own client basis, and all amounts by which the costs of ATCO contracting with a third party to perform or re-perform the Services not performed or improperly performed by the Contractor (including ATCO's internal overhead and administrative costs) exceed the amounts ATCO would have paid the Contractor to do so under this Agreement (the "Losses"), that the Indemnified Parties may suffer or incur or that may be made, prosecuted, rendered, issued or awarded against them, or any of them, with respect to any breach of this Agreement (including of any representation, warranty or condition set forth herein), or any willful or grossly negligent act or omission of the Contractor, its Representatives, or anyone for whom it or any of them is responsible at law in connection with the Agreement, including the Services provided hereunder. This allocation of liability represents the agreed and negotiated-for understanding of ATCO and the Contractor.

6.2 In the event that Canada Revenue Agency, or any other authority, for whatever reason, seeks from Contractor, or its Representatives, taxes on the Contractor's remuneration, the Contractor shall indemnify and hold harmless the Indemnified Parties, the amount of any such taxes or charges (including specific interest and penalties) and pay all such amounts to ATCO within 30 days of ATCO claiming such taxes or charges from Contractor. The Contractor further agrees that without limitation of any remedies ATCO may pursue, ATCO may set off an equal amount of such taxes or charges (including any applicable interest and penalties) from any remuneration or other amounts howsoever owed to the Contractor.

6.3 The Contractor agrees that neither ATCO nor any other of the Indemnified Parties will be liable for any Losses suffered by the Contractor in performing the Services, except to the extent caused directly by ATCO's gross negligence. The Contractor agrees not to sue ATCO or any other of the Indemnified Parties, and absolutely releases them from any liability arising other than from the gross negligence of ATCO, such release to specifically include negligence on the part of ATCO. This release of liability applies to any Losses incurred by the Contractor, including those relating to or arising from personal injury or death while performing the Services, but does not apply to any Losses relating to or arising from a breach of ATCO's obligations under this Agreement.

7. W.C.B. and INSURANCE

7.1 The Contractor will fully comply with all applicable requirements of the *Workers' Compensation Act* (Alberta), and all similar or like legislation in each jurisdiction in which the Contractor performs the Services. The Contractor will obtain and maintain, at all times during the term of this Agreement, at its own cost and expense, Workers' Compensation coverage in respect of itself and its employees in the amounts required by such legislation. Upon request, the Contractor will provide ATCO with evidence of such coverage. ATCO may in its Discretion withhold, from any amount that ATCO owes the Contractor, and send to the Workers' Compensation Board, any amount the Contractor owes the Workers' Compensation Board in respect of the Services performed. If the Contractor is exempt from the requirement to register with the Workers' Compensation Board, the Contractor will provide an

original or certified copy of documentation confirming such exemption, signed by an authorized agent of the Workers' Compensation Board.

7.2 The Contractor will maintain, throughout the term of this Agreement at its own cost and expense, insurance coverage acceptable to ATCO, acting in its Discretion, with a reliable insurance company authorized to do business in the jurisdiction where the Services are being performed. Unless otherwise stated in Schedule 3, such insurance shall include at the minimum:

(a) Public Liability Insurance

The Contractor shall carry, without limiting the liability and at its own expense, Public Liability and Property Damage insurance covering all operation undertaken to complete the Services with a minimum limit of \$2,000,000 inclusive, for any one accident or occurrence.

(b) Automobile Public Liability

The Contractor shall carry Automobile Public Liability and Property Damage insurance covering all motor vehicles, owned and non-owned, leased to or licensed by the Contractor or its Representatives and used in the completion of the Services. A minimum of \$2,000,000 inclusive for the accidental injury or death of any one or more persons or damage to or destruction of property as a result of one accident is required for this insurance.

8. TERMINATION

8.1 If either party shall fail to observe any material provisions of this Agreement, the other party may serve notice on the defaulting party, stating the default and, if it is capable of being remedied, calling upon the defaulting party to take all necessary steps to remedy such default. If the default is not capable of being remedied, the non-defaulting party may terminate this Agreement immediately upon serving the notice referred to above. If the default is capable of being, but is not, remedied within thirty (30) days of the service of the notice, the other party may terminate this Agreement immediately and may seek all remedies at law or in equity to which it may be entitled by virtue of the default.

8.2 If this Agreement is terminated, the Contractor will immediately stop performing the Services and will provide ATCO with an invoice for all Services performed before the date of termination, and the Contractor will return to ATCO all materials, property, books and records provided by ATCO or paid for by ATCO.

8.3 If this Agreement terminates or expires for any reason then:

- (a) it will not deprive ATCO of any of its rights, remedies or actions that it has against the Contractor; and
- (b) ATCO will be relieved of all obligations to the Contractor except for and subject to the terms of this Agreement, payment for the Services performed by the Contractor before the termination or expiry date of this Agreement.

9. FORCE MAJEURE

9.1 The obligations and liabilities of both parties shall be suspended and deferred during such time and to the extent that the party is prevented or hindered from complying, in whole or in part, with such obligations and liabilities because of Force Majeure.

9.2 If either party becomes subject to Force Majeure, that party shall immediately give the other party notice thereof with full particulars concerning the matter and shall use all reasonable efforts to remove the cause of Force Majeure as soon as possible.

9.3 "Force Majeure" means any cause which could not have been reasonably anticipated and reasonably avoided by either party and which is beyond the reasonable control of the affected party, including, without prejudice to the generality of the foregoing, acts of God, acts of government, strikes, lockouts, fire, lightning, aircraft failure, explosion, flooding, riots, civil commotion, acts of war, or delay at sea.

10. GENERAL

10.1 This Agreement, including all Schedules, is the entire and complete agreement between ATCO and the Contractor and supercedes any previous oral or written communications, negotiations, representations, understandings or agreements between the parties with respect to the subject matter hereof.

10.2 In this Agreement, words importing the singular number only will include the plural and vice versa, words importing the masculine gender will include the feminine and neuter genders, words importing persons will include provincial or federal companies, corporations, partnerships, syndicates, trusts and any number or aggregate of persons, the term "including" means "including, without limitation," and the term "includes" has a similar meaning, all as the context may require. All consents or approvals to be given by ATCO under the terms and conditions of this Agreement shall be within ATCO's sole and absolute discretion ("Discretion") meaning that any such consents or approvals may be arbitrarily withheld, conditioned or delayed, and shall be subject to the consent or approval of the Collaborative Process Committee when given regarding sections 1.2 and 3.1, and Schedule 1, sub-sections 1.1, 1.2, 4.2(a), 4.2(f), 10.13 and 10.14. Such Discretion shall also apply to any consent or approval requested of ATCO I-Tek as contemplated in this Agreement.

10.3 In the event of conflict between the body of this Agreement and any Schedules, the body of this Agreement will prevail.

10.4 This Agreement will be subject to and enforced in accordance with the laws of Alberta and the applicable laws of Canada. ATCO and the Contractor attorn to and accept the exclusive jurisdiction of the courts of Alberta for all purposes.

10.5 Unless otherwise specified, references to time of day or date mean the local time or date in Alberta. Time is of the essence to the performance of the parties' obligations under this Agreement.

10.6 Neither party shall have the right to assign this Agreement, in whole or in part, without the prior consent of the other party, except that ATCO may assign this Agreement to an Affiliate without the consent of the Contractor.

10.7 Any term, condition or provision of this Agreement that requires fulfillment or performance or that is, by its nature, applicable after the termination or expiry of this Agreement and the independent contracting relationship created hereby will survive such termination or expiry and remain in full force and effect.

10.8 Each party will, from time to time and at all times, do all such further acts and execute and deliver all such further documents and assurances as will be reasonably required in order to perform and carry out the terms and conditions of this Agreement.

10.9 The relationship between the parties as constituted by this Agreement is intended to be, and is and will be construed as, that of independent contracting parties only, and not that of partnership, joint venture, agency, employment, or any other association whatsoever. The parties agree this Agreement was negotiated fairly between them at arm's length and that the final terms and conditions of this Agreement are the product of the parties' negotiations. The parties agree that this Agreement will be deemed to have been jointly and equally drafted by them, and that the provisions of this Agreement should not be construed against one party on the grounds that such party drafted or was more responsible for drafting such provisions.

10.10 No delay or omission by either party to exercise any right, remedy or power occurring upon any non-compliance or default by the other party with respect to any of the terms or conditions of this Agreement will impair any such right or power or be construed to be a waiver thereof. The terms and conditions of this Agreement may be waived only in writing and only by the party entitled to the benefits of the terms or conditions being waived. A waiver by either party of the covenants, conditions or agreements to be performed by the other will not be construed to be a waiver of any succeeding breach thereof or of any other covenant, condition or agreement contained in this Agreement, whether or not similar. Unless stated otherwise, all remedies provided for in this Agreement will be cumulative and in addition to, and not in lieu of, any other remedies available to either party at law, in equity, or otherwise.

10.11 This Agreement may be executed originally or by facsimile and may be executed in counterparts, each of which when so executed will be deemed to be an original, and both of which together will constitute one and the same instrument.

10.12 "Affiliates" shall mean any entity controlling, controlled by, or under common control of Contractor, where "control" has the meaning ascribed thereto in the *Business Corporations Act of Alberta* and shall also include any subsidiary company.

10.13 "Approved Affiliate" means any Affiliate of Contractor that may hereafter be approved by ATCO, acting in its Discretion. Current Affiliates of the Contractor are hereby approved.

10.14 "Approved Sub-Contractor" means UtiliPoint International, Inc. and/or any such substitute or additional sub-contractor as may hereafter be approved by ATCO, acting in its Discretion.

10.15 Notwithstanding anything to the contrary contained herein, Contractor has the right to license an analysis method called "COMPASS" used to define and measure the costs both within and outside data processing environments, in addition to measuring tasks and resource utilization both within and outside data processing operations and comparing the resulting statistical measures with results from other operations known to Contractor from previous COMPASS analyses. ATCO agrees that Contractor and its Approved Affiliates may use ATCO's COMPASS-related data and information without charge in analyses they perform for other customers, provided that:

- (a) the data and information used shall be used without attribution to ATCO or ATCO I-Tek Ltd.; and
- (b) any reference to or use or disclosure of ATCO I-Tek Ltd. data (other than as required to provide the Services to ATCO) shall in any event be subject to the parties hereto obtaining the prior approval of ATCO I-Tek Ltd., acting in its Discretion.

Contractor commits (and shall cause its Approved Affiliates and Approved Sub-Contractors to commit) to store ATCO's COMPASS data in such a way that only persons who are aware of the confidential nature of the data and have signed a confidentiality agreement (the same as or substantially similar and at least as onerous as the confidentiality agreement attached as Schedule "5" hereto) with Contractor or its Approved Affiliates or Approved Sub-Contractors will have access to them. In the event ATCO's data is pooled with data from customers to create reference groups for the purpose of comparisons, ATCO may be identified as a member of such reference group, provided ATCO's specific data is not disclosed. Contractor will not otherwise publish, disclose or use any data or information obtained from ATCO for any purpose unrelated to this Agreement, with the exception of including ATCO's name / logo in our client listings.

10.16 Contractor shall retain ownership of any copyright in the pre-existing documents and information provided to ATCO in the performance of the Agreement or any Statement of Work. Contractor hereby grants ATCO, its Affiliates, sub-contractors, agents, advisors, the Collaborative Process Committee and the AEUB a perpetual royalty free, non-exclusive license to use any such documents and information for the purpose of or otherwise in connection with conduct and operation of ATCO's business, including for the services provided under the Agreement or any Statement of Work. ATCO shall not otherwise disclose any such documents to any third party and shall treat the same as confidential unless authorized by Contractor or unless such documents become available to the public otherwise than by a breach of ATCO's obligations under the Agreement.

SCHEDULE "2"

SERVICES TO BE PROVIDED

Services

The Services will include those Deliverables as identified in the Terms of Reference attached as Schedule 6 hereto and shall be sub-contracted by Contractor to UtiliPoint International, Inc.

Personnel

The Services will be performed by the following dedicated individual Representatives:
(list the names of the individuals who will perform the Services below)

<u>Name</u>	<u>Title / Position</u>
<u>Bill Fowler</u>	<u>Exec. Consultant/Project Manager</u>
<u>Jon Brock</u>	<u>COO/Project Manager CCB</u>
<u>Ethan L. Cohen</u>	<u>Senior Director</u>
<u>J. Christopher Perdue</u>	<u>Senior Director</u>

Hours

Unless otherwise approved by ATCO, all work undertaken at the ATCO offices shall be conducted during normal business hours which are Monday to Friday 8:00am to 4:30pm excluding statutory and declared holidays.

Location

The Services will be performed at ATCO offices located at 10035-105th Street, Edmonton, Alberta as well as at Contractor's and UtiliPoint's facilities.

SCHEDULE "3"

SPECIAL TERMS AND CONDITIONS

Term.

The term of this Agreement shall be from:

the 22nd day of MARCH, 2007 to the 31st day of DECEMBER, 2007

unless it is renewed by written agreement.

Invoice Delivery

The Contractor will deliver to ATCO invoices for Services performed within thirty (30) business days after the completion of the following key milestones:

1/3 (\$175,000) upon AEUB approval of this Agreement; and

1/3 (\$175,000) upon the earlier of completion of data validation _____; and

1/3 (\$175,000) upon the earlier of delivery of the Final Report _____.

Invoice Information

Each invoice submitted by the Contractor to ATCO must include the following information:

(place a check mark in all relevant boxes)

- (a) details of the Services performed
- (b) the method for calculating the fees being claimed
- (c) the Contractor's GST number
- (d) the total amount of the fees for the Services, and the total amount of GST
- (e) receipts for each expense listed on the invoice
- (f) any other documentation that support the fees being claimed

Notice

Any demand, notice, authorization or other communication to be given in connection with this Agreement must be given in writing and delivered by any of postage-paid mail, personally, prepaid courier, fax or other electronic means. The addresses for service are shown below and they may be changed by written notice to the other party.

(a) If to ATCO, addressed to it at:

ATCO Gas
10035 - 105 Street
Edmonton, Alberta T5J 2V6
Attention: VKE President, Controller

Fax number: 780-420-4155
e-mail: brian.bale@atcogas.com

(b) If to the Contractor, addressed to it at:

Compass Management Consulting Limited
7145 West Credit Avenue, B1-101
Mississauga, Ontario L5N 6J7
Attention: VP Finance and Bus. Operations

Fax number: 905-813-8777
e-mail: greg.apple@compassmc.com

Any notice provided herein shall be deemed to have been given as follows:

- (a) If delivered personally or by courier on a business day, on that day;
- (b) If delivered personally or by courier on a day that is not a business day, on the next business day;
- (c) If sent by fax or other electronic means on a business day, and if the sending party obtains confirmation that all of the pages of the notice have been successfully transmitted before 2:00pm, three hours after the time of the transmission on that business day;
- (d) If sent by fax or other electronic means on a business day, and if the sending party obtains confirmation that all of the pages of the notice have been successfully transmitted but that some or all of the pages of the notice were transmitted after 2:00pm, at 12:00pm on the next business day; and
- (e) If sent by fax or other electronic means on a day that is not a business day, and if the sending party obtains confirmation that all of the pages of the notice have been successfully transmitted, at 12:00pm on the next business day.

SCHEDULE "4"

FEEES FOR PERFORMANCE OF THE SERVICES

Fees

1. Fees. ATCO agrees to pay the Contractor Five Hundred Twenty-Five Thousand (\$525,000) Dollars for performance of the Services. All amounts set forth above are in Canadian dollars and exclusive of GST.

2. Disbursements: ATCO agrees to pay disbursement and expenses only on pre-approval.

SCHEDULE "5"

NON-DISCLOSURE / CONFIDENTIALITY AGREEMENT

NON-DISCLOSURE/CONFIDENTIALITY AGREEMENT

~~DECEMBER~~

This agreement is entered into as of 14, 2006, (the "Effective Date") by and between: ATCO I-Tek Inc., ATCO Utilities (ATCO Pipelines, ATCO Gas, and ATCO Electric) having the principal business address at 10035 – 105 Street, Edmonton, Alberta (the "Companies") and COMPASS MANAGEMENT CONSULTING LIMITED whose full post office address is 7145 W. CREDIT AVE. B1-101 (the "Recipient")

MISSISSAUGA, ONTARIO L5N 6T7

WHEREAS:

- A. The Companies own, possess or controls certain trade secrets and confidential information acquired through the expenditure of time, effort and money, of a technical nature relating to the Companies' business operations, methods and practices, including, but not limited to, financial statements and information regarding the financial affairs of the Companies (such trade secrets and confidential information referred to below as the "Confidential Information" and "Confidential Materials"); and
- B. The Recipient desires to receive, and the Companies are willing to supply, the Confidential Information and Confidential Material on the terms and conditions set out herein solely for the purpose of Benchmarking Information Technology ("IT") and/or Customer Care and Billing ("CC&B") services (the "Purpose").

THE COMPANIES AND RECIPIENT AGREE AS FOLLOWS:

1 Confidential Information and Confidential Materials

- 1.1 "Confidential Information" means any information which is not publicly available and can be communicated by means whatsoever including without limitation, oral, visual, written and electronic transmission, and relates to the Companies':
 - 1.1.1 existing propriety ideas, inventions, products, prototypes and writings in various stages of research and development;
 - 1.1.2 business policies and practices, financial, competitively sensitive, and market sensitive information, as well as trade secrets, know-how, source code, design documents, present and future technology, product development plans, price lists, marketing and any other information that is deemed and identified by the Companies as confidential and/or proprietary, or which the Recipient knows or has reason to know is confidential, trade secret or proprietary information of the Companies;
 - 1.1.3 information received from others that the Companies are obligated to treat as confidential or proprietary;
- 1.2 Confidential Information shall not include that information defined as Confidential Information above that Recipient can conclusively establish:
 - 1.2.1 entered the public domain without Recipient's breach of any obligation owed to the Companies;
 - 1.2.2 became known by or available to Recipient prior to the Companies' disclosure of such information to Recipient; or became know or available to the Recipient from sources other than the Companies subsequent to the Companies' disclosure of such information to the Recipient, without any breach of any obligation of confidentiality owed to the Companies, as evidenced by written documents received by Recipient, or other evidence;
 - 1.2.3 was independently developed by the Recipient without use of the Companies' Confidential Information.
 - 1.2.4 was required to be disclosed by the Recipient in order to comply with any law, rule, order, administrative or court resolution or arbitration decision provided that Recipient provides at least ten (10) days prior written notice of such disclosure to the Companies to

afford the Companies the opportunity to seek a protective order relating to such disclosure. Should Recipient be faced with legal action to disclose Confidential Information, Recipient shall immediately notify the Companies and upon the request of the latter, shall provide commercially reasonable cooperation with the Companies in contesting such a disclosure at the Companies' expense.

- 1.3 "Confidential Materials" means all tangible materials containing Confidential Information, including without limitation, written or printed documents and computer discs or tapes whether machine or user readable.

2 Restrictions

- 2.1 Recipient shall not use the Confidential Information and Confidential Materials commercially or in any manner except as reasonably required for the Purpose.
- 2.2 Recipient shall use all reasonable efforts to protect the Companies' interest in the Confidential Information and Confidential Materials and to keep it confidential. Recipient shall not directly or indirectly disclose, allow access to, transmit or transfer the Confidential Information or Confidential Materials to a third party without the Companies' prior written consent. Recipient shall disclose the Confidential Information and Confidential Materials only to those of its employees who have a need to know the Confidential Information and Confidential Materials for the Purpose. Recipient shall, prior to disclosing the Confidential Information and Confidential Materials to such employees, issue appropriate instructions to them to satisfy its obligations herein and obtain their agreement to receive and use the Confidential Information and Confidential Materials on a confidential basis on the same conditions as contained in this Agreement. When requested by the Companies, Recipient will promptly provide a list containing the full name, title, location and function of each employee having access to or copies of the Confidential Information and Confidential Materials. Recipient shall be fully responsible to ensure such employee handles the Confidential Information and Confidential Materials as required by this Agreement and Recipient shall be liable for any loss or damage resulting from any such employee failing to do so. Recipient shall notify the Companies promptly of any unauthorized use or possession of any Confidential Information and Confidential Materials that comes to Recipient's attention.
- 2.3 The Confidential Information and Confidential Materials shall not be copied, reproduced in any form or stored in a retrieval system or data base by Recipient without the prior written consent of the Companies, except for such copies and storage as may reasonably be required internally by Recipient for the Purpose. All copies shall contain the same proprietary notices of the Companies which may appear on the original Confidential Information and Confidential Materials.

3 Rights and Remedies

- 3.1
- I. As a general principle, the Benchmarking Consultant will be entitled to all the data the Benchmarking Consultant needs to complete the Benchmarking effort.
 - II. There may be situations where a concern may arise with respect to confidential information.
 - III. Where the Benchmarking Consultant has requested information that ATCO considers is confidential (i.e. legislative requirements [legal prohibitions]), ATCO might consider it appropriate, from its perspective, to not provide that information.
 - IV. In the case of item III. above, ATCO and the Benchmarking Consultant should then alert the Consumer Group (and the Committee) immediately, identifying the question, the nature of the confidentiality, clear reasons for ATCO not wanting to disclose the information to the consultant and a proposed solution (i.e. redacting sensitive components of data, etc.) together with a record of

all the oral and written communications between ATCO and the Benchmarking Consultant on the topic.

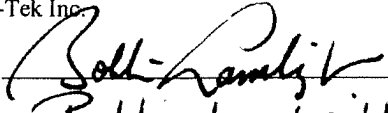
- V. The Committee will assess all the details in item IV. above, and it is expected that the Committee will arrive at a consensus on how to deal with the matter, either using the proposed solution or a variation of that proposed solution.
- VI. If the Committee cannot reach consensus on the matter, then the matter would go to the Board. If it was then determined that the Board did not have jurisdiction, then parties would activate a binding adjudication mechanism such as arbitration.
- 3.2 All right title and interest in and to the Confidential Information and Confidential Materials, including all proprietary rights therein including all patent rights, trade secrets and copyrights, shall remain the exclusive property of the Companies and Confidential Information and Confidential Materials shall be held in confidence by Recipient for the Companies. No interest, license, or any right respecting the Confidential Information and Confidential Materials, other than expressly set out herein, is granted to Recipient under this Agreement by implication or otherwise. *This Agreement shall not constitute any representation, warranty or guarantee to Recipient by the Companies with respect to the Confidential Information and Confidential Materials infringing any rights of third parties. The Companies are not aware of any errors or omissions in the Confidential Information or the Confidential Materials. Subject to the preceding sentence, the Companies shall not be held liable for any errors or omissions in the Confidential Information and Confidential Materials or the use or results of the use of the Confidential Information and Confidential Materials.*
- 3.3 The obligations under this Agreement shall continue for so long as the Companies treat the Confidential Information and Confidential Materials disclosed to Recipient hereunder as confidential. Recipient shall, upon request of the Companies, immediately return to the Companies the Confidential Information and Confidential Materials and all copies thereof in any form whatsoever under the power or control of Recipient or destroy same as directed by the Companies and furnish to the Companies a certificate by the Recipient or any officer of Recipient, as the case may be, of such destruction.
- 3.4 Recipient agrees to indemnify and hold the Companies harmless from and against any and all damages, losses or expenses, including solicitor and client fees, relating to any breach of the promises and obligations of the Recipient as set forth in this Agreement.
- 3.5 Recipient acknowledges that a breach of this Agreement may result in irreparable and immediate harm to the Companies and agrees that in the event of such breach the Companies, in addition to any other right or relief, shall be entitled to equitable relief by the way of temporary or permanent injunction and to seek such other relief that any court may deem just and proper.
- 3.6 Because Companies will disclose Confidential Information to Recipient with the possibility of application, testing, and/or evaluation, COMPANIES HEREBY DISCLAIM ANY WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO WARRANTIES OR CONDITIONS OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE CONCERNING ITS CONFIDENTIAL INFORMATION and any use thereof. Any representation, promises, guarantees, or warranties made but not stated in this Agreement are null and void and of no effect. Further, Recipient agrees that the Companies will not be liable to Recipient for any loss or damage caused by or attributable to Recipient's application, use, testing, or possession of the Companies' Confidential Information. Recipient expressly agrees that it will be liable for any loss or damage sustained by [NTD: CG questioned adding phrase 'or caused by'. ATCO believes original was satisfactory] employees or agents of Recipient that is caused by or attributable to the Companies' Confidential Information during the period of time that Recipient is applying, evaluating, and testing the Companies' Confidential Information. [NTD: CG questioned "Why is this direct covenant required? What mischief needs to be remedied? ATCO believes the original wording adds additional protection.]

- 3.7 This Agreement shall be read with all changes in number and gender as may be required by the context.
- 3.8 This document constitutes the entire Agreement between the parties with respect to the subject matter of it, and shall supersede all previous communications, representations, understandings, and agreements, either oral or written between parties.


A handwritten signature in black ink, appearing to be the initials 'JMT'.

IN WITNESS WHEREOF the Companies and the Recipient have executed this Agreement, and this Agreement is effective, as of the date and year written above.

ATCO I-Tek Inc.

PER: 
Name: Bobbi Lambright
Title: President
Date: _____

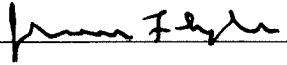
Benchmarking Consultants

PER: 
Name: GREG APPLE
Title: VP FINANCE & Bns. Ops.
Date: 12/14/06

PER: _____
Name: _____
Title: _____
Date: _____

PER: _____
Name: _____
Title: _____
Date: _____

ATCO Gas

PER: 
Name: Jerami Engler
Title: President
Date: _____
PER: _____
Name: _____
Title: _____
Date: _____

ATCO Pipelines

PER: _____

Name: _____

Title: _____

Date: _____

PER: _____

Name: _____

Title: _____

Date: _____

ATCO Electric Ltd

PER:  _____

Name: S. POLICCHIO

Title: PRESIDENT

Date: _____

PER: _____

Name: _____

Title: _____

Date: _____

~~NTP: Two signing officers required for each ATCO Company]~~

- 15 -

SCHEDULE "6"
TERMS OF REFERENCE

**AEUB Sanctioned
Collaborative Process Committee
Terms of Reference
for the
Benchmarking of Customer Care and
Billing Services
from
ATCO I-Tek Business Services Ltd.**

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**3.1.2 To include the following in the consultant's benchmarking activities:
 8**

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 Committee and to satisfy the Committee as a whole that such was the case
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1.0 INTRODUCTION

In Decision 2000-09, a decision dealing with the General Rate Application of CWNG, the Alberta Energy & Utilities Board ("AEUB" or "Board") stated:

Substantiate, with sufficient documentation, the fair market value of all current and future affiliate transactions. This must be accomplished through a fair bid or tendering process to both third party providers and affiliates.

With respect to affiliate transactions with ATCO I-Tek Inc. ("ATCO I-Tek") and ATCO I-Tek Business Services Ltd. ("ITBS", which was originally named ATCO Singlepoint), the ATCO Utilities² did not engage in a bid or tendering process for third party providers and affiliates.

Subsequently, in Decision 2002-069 from the ATCO Group Affiliate Transactions and Code of Conduct Proceeding, the AEUB issued Directive number 13³, which states:

With respect to the future operation of the Singlepoint MSA, the Board has continued misgivings with respect to the operation of the pricing mechanisms within the agreement. The Board directs ATCO, prior to any future material engagements as they relate to the regulated utilities, to file terms of reference applicable to any consultants engaged to undertake a price review applicable to Singlepoint. Following input from parties, the Board will make a preliminary determination as to the reasonableness of those terms

¹ Decision 2000-09, page 157

² See definition of ATCO Utilities in Section 6.0

³ As per the hard copy and . pdf version of the decision. Word version has it as #12.

1 of reference to assist in providing a complete and useful record
2 for future applications.⁴

3 Based on the above Directive number 13, ATCO Gas and ATCO Electric
4 proposed a collaborative process involving the Board, the ATCO Utilities,
5 and Intervenors. The Board was informed that such a process was initiated
6 ⁵ The Board approved the use of a collaborative process, noting the eventual
7 results of the process would be considered in ATCO Utilities tariff
8 applications.⁶ All interested parties have had input to the collaborative
9 process and accepted that it should not favour any one party. Parties
10 formed a Collaborative Process Committee ("Committee") to administer this
11 process. This Committee recommended a process to the Board. The Board
12 approved the scope of the process.

13 In Decision 2004-057, the Board approved a Terms of Reference document
14 for benchmarking Information Technology ("IT") Services. In Section 3.1 of
15 that approved Terms of Reference document it states that one of the
16 objectives of the benchmarking project is to perform price benchmarking
17 activities that:

18 Will require the consultant to complete a separate Customer Care
19 and Billing MSA benchmark (see Customer Care and Billing MSA
20 Terms of Reference) and require the consultant to make an
21 assessment of whether the awarding of both IT and Customer Care
22 and Billing contracts to one supplier will result in a change to the
23 FMV determined on a "stand alone" basis.

24 The process is, therefore, to have both the IT and Customer Care and
25 Billing ("CC&B") benchmarking studies conducted at the same time and if
26 possible, by

27 ⁴ Decision 2002-069, page 100

28 ⁵ ATCO letter to the Board outlining the intended approach, together with an invitation to interested
29 parties.

30 ⁶ Board letter to B. Bale and interested parties, dated December 18, 2002.

31 ATCO letter to Board summarizing positions of parties dated December 17, 2002 ⁸ Board letter to B. Bale and
32 interested parties dated December 20, 2002.

1 one consultant subject to the qualifications required for each benchmark.
2 The process for conducting the benchmarking study for CC&B services will,
3 therefore, be a continuation of the process already developed for the IT
4 benchmarking.

5 The scope of the Collaborative Process Committee was defined in a
6 submission to the AEUB as follows:

- 7 1. The Collaborative Process Committee will review concurrently
8 the Terms and Conditions of both the ATCO I-Tek Business
9 Services Ltd. ("ITBS") Customer Care and Billing Interim MSA
10 and the new Customer Care and Billing Agreement that
11 became effective June 1, 2004. The objective of the review will
12 be to reach agreement on the Terms and Conditions for the
13 MSA's and submit that agreement to the AEUB for approval.
- 14 2. The Collaborative Process Committee will develop a Terms of
15 Reference and Request for Proposal for benchmarking the
16 ITBS Customer Care and Billing MSA's and submit them to the
17 AEUB for approval.
- 18 3. The Collaborative Process Committee will select the
19 Consultant to do the benchmarking and ensure the Consultant
20 performs the benchmark in accordance with the provisions of
21 the Terms of Reference.⁹

22 Decision 2005-037, the Board outlined the periods involved as a result of
23 the Retail Transfer and ITBS Volume proceedings:

24 ⁹ ATCO Electric 2003/2004 General Tariff Application – Impact of the Retail Transfer and ITBS Volume
25 Forecast, Application No. 1355435, Response to Information Request BR-AE-2

1 The Board considers that there should be two benchmarking
2 periods. These two periods are the Pre-Retail Sale Period
3 (January 1, 2003 to May 31, 2004) and the Post-Retail Period
4 (June 1, 2004 to December 31, 2004). In addition, the
5 benchmarker will be expected to benchmark the additional
6 services that were provided under the Statement of Work for
7 the period of June 1, 2004 to September 30, 2004.

8 The Collaborative Process Committee is recommending the benchmark now
9 cover the years 2003 to 2007¹⁰. The recommended time frame is intended
10 to bring the benchmark process up to date and align it with the Board's
11 decision regarding AG's 2005 – 2007 GRA¹¹. Initially 2007 Volumes for
12 ATCO Electric will be based on 2006 Volumes approved in Decision 2006-
13 024 plus a 2 percent growth factor. These volumes will be replaced with
14 ATCO Electric's 2007 General Tariff Application Forecast Volumes once
15 these are filed with the AEUB. During the Benchmarking process the
16 Collaborative Process Committee will ask the Benchmarker to provide
17 recommendations and expert opinion as to an equitable, objective process
18 for ensuring FMV for periods subsequent to 2007.

19 The benchmark of CC&B covers the needs of the ATCO Utilities under two
20 distinct situations. The first situation covers the period in 2003 and 2004
21 when the ATCO Utilities performed the gas and electricity regulated retail
22 functions. The second situation covers the period subsequent to May 31,
23 2004 when the ATCO Utilities' regulated retail function was transferred to
24 Direct Energy. The post retail period includes two distinct periods: The
25 regulated retail transition

26 ¹⁰ AG has placeholders in its revenue requirements for each of the years 2003 through 2007 for costs
27 from ITBS and IT. AE has placeholders in its revenue requirements for each of the years 2003 through
28 2006 for costs from ITBS and IT. AP has placeholders in its revenue requirements for each of the years
29 2003 through 2004 for costs from IT.

30 ¹¹ Decision 2006-04

1 period from May 31, 2004 to September 30, 2004 and the distribution only
2 period from October 1, 2004 forward.

3 The following table outlines the periods involved, together with the MSAs
4 and Statements of Work ("SOWs") involved in the ITBS benchmark:

5 **Table of ITBS Agreements**

Period		AG and AE Terminolog	AG MSA with ITBS	AE MSA with ITBS
Start	End			
2003-01-01	2004-05-31	Pre-Retail	1999 ASL MSA ¹² + SOW ¹³	1999 ASL MSA ¹⁴ + SOW ¹⁵
2004-06-01	2004-09-30	Continuing Retail	2004 ITBS MSA ¹⁶ + SOW ¹⁷	2004 ITBS MSA ¹⁸ + SOW ¹⁹
2004-06-01	2007-12-31	Distribution (Post-Retail)	2004 ITBS MSA ²⁰ + SOW #PD00223 ²¹ + SOW #PD00311 ²² + SOW #PD00311 Phase II ²³	2004 ITBS MSA ²⁴ + SOW #PD00223 ²⁵ + SOW #PD00340 26

6 ² Application 1355457 Calgary IR Attachment 1999 AG - Singlepoint MSA, September 10, 2004
7 ¹³ Application 1355457 Attachment 1
8 ¹⁴ Application 1355435 Calgary Revised IRs Sept 14, 04 (D'Arcy & Deacon) 1999 MSA between AE and
9 ATCO Singlepoint
10 ¹⁵ Application 1355435 CAL-AE-1 (a) and CAL-AE-2 (b) Attachments
11 ¹⁶ Application 1355457 Attachment 8
12 ¹⁷ Application 1355457 Attachments 8 & 5 ¹⁸
13 Application 1355435 Attachment 2 ¹⁹
14 Application 1355435 Attachments 2 & 5

1
2 Using the foregoing table, the above documents will be collectively referred
3 to as the MSAs.

4 With these considerations, the Collaborative Process will consist of the
5 following steps:

- 6 1. The Committee will issue a Request for Proposal ("RFP") to elicit
7 submissions from potential consultants to benchmark the CC&B
8 services offered in the MSAs.
- 9 2. Based on the submissions the Committee will select a Consultant and
10 make recommendations on the selection to the AEUB.
- 11 3. The Consultant will execute a benchmark study utilizing its
12 methodology. There will be regular update meetings between the
13 Consultant and the Committee during the benchmark study.
- 14 4. The Consultant will present all deliverables of the benchmarking
15 study to the Committee.
- 16 5. The Consultant will present the benchmarking study to the Board.

17 ²⁰ Application 1355457 Attachment 8 ²¹
18 Application 1398892 Appendix 2
19 ²² Application 1398892 Appendix 2
20 ²³ Application 1398892 Appendix 2
21 ²⁴ Application 1355435 Attachment 2
22 ²⁵ Application 1398892 Appendix 2
23 ²⁶ Application 1398892 Appendix 2

2.0 APPROACH TO SELECTING A CONSULTANT

The approach to select the benchmarking Consultant is to issue an RFP where:

- The objectives that the Committee expects the Consultant to achieve are defined below in Section 3.1;
- The MSAs, SOWs and addenda will be attached to the RFP²⁷ so that the Consultant can benchmark the pricing based on the terms of the contracts as directed in the RFP and in line with the considerations identified in Section 3.0 of this document.
- The RFP contains open-ended questions that are intended to assist the Committee in selecting the best Consultant; and
- The Committee must agree upon the selection of the Consultant.

3.0 EXPECTED TERMS OF REFERENCE

The Committee expects the Consultant to provide its response to the RFP in the context of these Terms of Reference. Depending on the responses to the RFP process the final Terms of Reference may change slightly.

3.1 Objectives

The project objectives are:

3.1.1 To perform price benchmarking activities that:

- Render an opinion as to whether the CC&B services at the specified volumes²⁸ and service levels set out in the MSAs are

²⁷ For reference to MSAs and SOWs, see Table of ITBS Agreements in Section 1.0 which were submitted under application 1398892 and as approved by the Board in Order U2005-376.

²⁸ See Section 3.2.2 for specific volumes.

1 individually priced at FMV, taking into consideration the terms
2 and conditions in the MSAs.

- 3 • Render an opinion as to whether the MSAs, as a whole, are at
4 FMV, taking into consideration the terms and conditions in the
5 MSAs.
- 6 • Provide an assessment of ITBS's service delivery and potential
7 best practices taking into consideration the services contained
8 in the MSAs, contract terms and conditions, service levels and
9 FMV.
- 10 • Will require the Consultant to complete a separate Information
11 Technology MSA benchmark (see Benchmarking of IT Services
12 Terms of Reference) and require the Consultant to make an
13 assessment of whether the awarding of both IT and CC&B
14 contracts to one supplier (i.e. ATCO I-Tek) will result in a
15 change to the estimated FMV determined on a "stand alone"
16 basis and determine the dollar impact.

17 **3.1.2 To include the following in the consultant's benchmarking**
18 **activities:**

- 19 • Ensure the benchmarking process is transparent.
- 20 • Assess whether the service levels specified in the MSAs are
21 non-standard and whether or not they can be benchmarked.
- 22 • Provide clear evidence as to the price reduction, price
23 adjustment or price impact accruing to the ATCO Utilities owing
24 to any service levels provided for in the MSAs that are
25 determined by the benchmarker to be non-standard and,
26 therefore, problematic with respect to the determination of
27 FMV,

1 particularly those which may be lower than ordinary service
2 levels.

- 3 • Specifically identify which elements of the MSAs are non-
4 standard or unusual and to report on how these non-
5 standard elements compare to industry norms.
- 6 • Clearly provide a value for any appropriate price discount or
7 adjustment arising from each non-standard clause, and to
8 comment on whether or not (or to what extent) a confident
9 estimate of such discount or adjustment can be quantified.
- 10 • Itemize all recommended adjustments to prices and to
11 express the degree of confidence the benchmarker has as
12 to the accuracy of each specific adjustment (i.e.
13 benchmarker to provide the number of data points relied
14 upon, the statistics of the data points for each of before and
15 after Normalization (the high, the low, the quartiles, the
16 mean, the standard deviation, etc.)
- 17 • Provide all non-confidential documentation supporting a
18 price discount or adjustment arising from each non-standard
19 clause or non-FMV price.
- 20 • Comment on the use of gainsharing provisions in
21 outsourcing agreements and specifically indicate whether
22 the terms and conditions of the MSAs are unusual with
23 respect to gainsharing and if so, what adjustment, if any, to
24 FMV was applied in the benchmarker's result.
- 25 • Comment on the use of penalty provisions in outsourcing
26 agreements and specifically indicate whether the terms and
27 conditions of the MSAs are unusual with respect to
28 penalties

1 and if so, what adjustment, if any, to FMV was applied in
2 the benchmarker's result.

- 3 • Determine whether the ATCO Electric emergency and
4 power outage call centre services would be more logically
5 and economically included in the overall call volumes or
6 offered at a fixed rate per month.

- 7 • ATCO will provide the volumes of street and sentinel lights
8 and the number of bills for each so that they are identified
9 separately from the volumes of "other" non-metered sites so
10 that the Benchmarker can determine fair market value for
11 street and sentinel lights.

- 12 • Produce a report which is transparent in that the
13 benchmarker expresses a degree of confidence relating to
14 all opinions on price range, FMV or the like contained in its
15 report.

16 **3.1.3 To be independent and objective of any of the parties in the**
17 **Committee and to satisfy the Committee as a whole that**
18 **such was the case with respect to the findings in the**
19 **benchmarking project.**

20 **3.2 In Scope**

21 In scope services are those services which will be considered by
22 the benchmarker in both ITBS and the comparator group.

23 **3.2.1 Services**

24 The services are those outlined in the applicable MSAs , which are:
25

- 1 • Billing services²⁹;
- 2 • Printing services;
- 3 • Customer assistance (call centre) services;
- 4 • Emergency and outage services;
- 5 • Credit management services ;
- 6 • Additional services; and
- 7 • Time and material project services.

8 **3.2.2 Volumes**

- 9 • Volumes will be specified in the categories as described in
- 10 the MSAs and SOWs, as well as related and relevant
- 11 decisions³⁰.
- 12 • Actual and forecast volumes will be used as directed by the
- 13 Board in its Decisions. A summary table of volumes has
- 14 been included in Appendix 1. The table below indicates
- 15 AEUB processes dealing with volumes.

Table of AEUB Processes Dealing with Volumes	
Year	AEUB Process
2003/2004	ATCO Utilities Joint Benchmarking Filing as per Decisions 2005-037 and 2005-039

16 ²⁹ Includes related services such as remittance processing, batch and online computer system
17 processing, and break/fix system maintenance as defined in the MSAs

18 ³⁰ Decisions 2002-069, 2003-071, 2003-072, 2003-073, 2004-026, 2004-055, 2005-037, 2005-039, 2006-
19 04, 2006-024, 2006-015, 2006-016, and Order 2005-376

1

	Application No. 1454339
ATCO Gas 2005/2007	ATCO Gas GRA Application No. 14001690
ATCO Electric 2005/2006	ATCO Electric GRA Application No. 1399997
ATCO Electric 2007	Initially, 2007 volumes for ATCO Electric will be based on 2006 Volumes approved in Decision 2006-024 plus a 2 percent growth factor. These volumes will be replaced with ATCO Electric's 2007 General Tariff Application Forecast once these are filed with the AEUB.

2

3.2.3 Benchmarking Considerations

3

- The directives in the related and relevant decisions³¹

4

- The size of the utilities;

5

- The nature and complexity of services provided;

6

- The terms and conditions in the MSAs; and

7

- The restructured Alberta regulatory environment.

8

- CIS ownership costs are capitalized by, and reside in, the ATCO Utilities and not ITBS. These costs include services associated

10

11

12 ³¹ Decisions 2002-069, 2003-071, 2003-072, 2003-073, 2004-026, 2004-055, 2005-037, 2005-039, 2006-04,
13 2006-024, 2006-015, 2006-016, and Order 2005-376

1 with the development, implementation and enhancement of
2 the CIS application used for the delivery of CC&B services.

- 3 • ITBS pays Third Party³² pass through expenses on behalf of
4 the ATCO Utilities. Examples may include long distance
5 phone charges, postage, envelopes and paper, telephone
6 translation services, collection agency fees.

7 **3.3 Out of Scope Services**

8 Out of scope services are those services which will not be
9 considered by the benchmarker in either ITBS or the comparator
10 group (i.e. not part of the estimate of FMV).

11 **3.3.1 Meter Reading**

12 Services associated with meter reading are the responsibilities
13 of the ATCO Utilities and not ITBS.

14 **3.4 Approach**

15 **3.4.1 Objectivity and Independence**

- 16 • The Consultant must use processes and deliver results that
17 are independent and objective.
- 18 • The Consultant must communicate openly and favour no
19 one individual or party represented on the Committee.

22 ³² See definition in Section 6.0

- 1 • The Consultant will take direction only from the Committee as a
2 whole or the Committee's designated representative(s).
- 3 • The Consultant must satisfy the Committee that it will not be
4 influenced by any of the parties represented in the
5 benchmarking process.

6 **3.4.2 Project Charter, Management, and Plan**

- 7 • The Consultant will build a Project Charter that will document
8 the objectives, measures of success, major risks, critical
9 success factors, and roles and responsibilities of all parties.
- 10 • The Consultant will provide a Project Manager to oversee the
11 project and ensure it is carried out in a cost effective manner.
- 12 • The Consultant will develop a Project Plan that will include as
13 the task, time and resource requirements of all parties, data
14 sources, validation techniques and normalization
15 methodologies.
- 16 • The Project Plan will include predetermined milestones and
17 checkpoints at which time the Consultant will provide reports to
18 the Committee and respond to the Committee's inquiries.
- 19 • As one of the control mechanisms the Committee expects that
20 at each milestone the Consultant will clearly indicate that all of
21 the objectives listed in section 3.1 are being adhered to and are
22 deliverable without compromise. Any exceptions will be clearly
23 communicated to the Committee for resolution. The Committee
24 will provide the Consultant with suitable direction, up to and
25 including termination of the project.

1 **3.4.3 Data Collection**

- 2 • The Consultant will review, with the Committee, the data
3 collection methodology, the data requirements, the data sources
4 and the validation and normalization methodologies.
- 5 • The primary data required are the MSAs and SOWs, the pricing,
6 the volumes, the service level reports, the service listings and other
7 pertinent information.

8 **3.4.4 Interviews**

- 9 • The Consultant may decide to interview staff from the ATCO
10 Utilities and/or ITBS in order to determine key service, service
11 levels, and price information. The ATCO Utilities and ITBS will
12 grant access to the benchmarker for those purposes.
- 13 • The Committee is entitled to receive summaries of all meetings
14 and understand the process employed by the Consultant and
15 the measures employed to ensure objectivity and independence
16 but are not entitled to access confidential information regarding
17 ITBS or to share any information that could compromise the final
18 report.

19 **3.4.5 Analysis**

- 20 • Through an analysis of the information, the Consultant will
21 develop an estimated FMV price for each of the current ITBS
22 service offerings and in aggregate (as a whole) FMV price
23 relative to a suitable reference group of well performing
24 organizations providing arm's length outsource services. The
25 Consultant will be required to demonstrate the suitability of the
26 reference group and their capability and availability to provide

1 services to the ATCO Utilities within the ATCO Utilities work
2 locations.

3 **3.4.6 Documentation, Reports and Meetings**

- 4 • The Consultant will provide summary documentation and
5 reports in line with the deliverables of the project to all
6 members of the Committee in electronic format, or
7 alternatively in hard copy, if electronic format is not available.

- 8 • The Consultant will meet regularly with all members of the
9 Committee or the Committee's designated representative to
10 review benchmark project status and deal with any other
11 matters the Consultant or the Committee deems necessary to
12 satisfy the objectives of this engagement. It is expected that
13 the Consultant will require sign-off by the Committee at key
14 milestones in the project plan. If the Committee finds that the
15 Consultant is not meeting the objectives as identified in
16 Section 3.1, and the Committee is unable to resolve the
17 matter with the Consultant, then the Committee will inform the
18 Board as soon as practicable, and if necessary, will seek a
19 ruling from the Board.

- 20 • The Consultant will present final findings and conclusions to
21 the Committee.

22 **3.5 Deliverables**

- 23 • The Consultant will provide reports and present to the
24 Committee at predetermined milestones as noted above in
25 Section 3.4.2.

- 26 • The Consultant will provide a final report that meets all the
27 objectives, excluding the FMV estimates, to the Committee.

1 • The Consultant will deliver a final report and presentation that
2 meet all objectives, including the FMV estimates, to:

- 3 • The Committee, and
- 4 • The AEUB.

5 **3.6 Payment Terms**

6 The Consultant will charge a total fee plus disbursements and any
7 applicable taxes, billable as negotiated. The negotiation would start
8 with the following assumptions:

- 9
- 10 • 10% payable on completion of the Project Charter Plan.
- 11 • 40% payable upon the completion of the Data Analysis.
- 12 • 50% payable upon the presentation of the Final Report to the
13 Board.

14 **3.7 Consultant Role**

15 **3.7.1 Project Manager**

- 16 • The Project Manager will lead the project and have
17 extensive knowledge and experience with CC&B outsourcing
18 practices including outsourcing in the Utility industry. The
19 Project Manager will be responsible for the overall
20 relationship with the Committee, the Board, the ATCO
21 Utilities, and Intervenors. The Project Manager will be
22 responsible for customer satisfaction and quality control of
23 the benchmarking. The Consultant's staff will testify before
24 the Board as required.

25 **3.7.2 Project Resources**

- The project resources will have extensive practical experience in conducting benchmark studies of the nature described in this Terms of Reference and RFP, will be subject area experts for CC&B services and will have considerable experience analyzing collected data and assimilating benchmark models.

4.0 CONSULTANT QUALIFICATIONS

Consultants responding to this proposal should meet the following qualifications:

- Will be an independent third party who is a recognized and reputable industry expert in price benchmarking and also has a practice or third party arrangement to provide CC&B and IT services price benchmarking that is agreeable to the Committee.
- Will implement a benchmarking methodology that the Committee agrees will provide an estimated FMV for each MSA service and in aggregate (as a whole).
- Will supply at least three (3) references where the Consultant (and/or through third party arrangement) has successfully completed benchmarking prices of similar outsourced CC&B services.
- Maintains or could develop a comprehensive repository (database) of CC&B outsourced services pricing including representative service prices for at least ten (10) North American companies of similar size and customer mix to the ATCO Utilities, including utilities that perform billing in a restructured regulatory environment.
- Will have benchmarking customer and outsource data that is current and less than 18 months old.

- 1
- 2 • Has the capability to plan and resource the benchmarking study as supported by
- 3 the development of a project charter including a project plan.
- 4
- 5 • Will share their benchmarking methodology with the Committee, subject to
- 6 reasonable confidentiality agreements.
- 7
- 8 • Will have qualified staff that can participate and offer expert testimony at AEUB
- 9 Hearings
- 10
- 11 • Will have a price for this engagement that is competitive.
- 12
- 13 • Will have the capability to deliver an Information Technology Outsourcing
- 14 estimated FMV benchmark.
- 15

16 **4.1 Selection Criteria**

17 The Consultant qualifications will be assessed and scored on a Committee

18 agreed scoring system to be developed before the RFP closes.

5.0 COMMITTEE

The List of Committee Members is as follows:

Name	email address
Brian Bale	brian.bale@atcogas.com
Bob Bruggeman	rlbregconsult@connect.ab.ca
Bill Follett	bill.follett@edmonton.ca
Jim Graves	jim@gec.ca
Dave Jones	dave.jones@atcoelectric.com
Dan Macnamara	dmacnamara@shaw.ca
Greg Matwichuk	mgm@stephenjohnsonca.com
Jim Stephens	jim@streamlinecanada.com

The Board's observer in this process is Laurie Bayda:
laurie.bayda@gov.ab.ca.

The Committee may also call on and request the services of other advisors to

assist it in this process.

1 **6.0 DEFINITIONS**

- 2 **AE:** ATCO Electric Ltd.
- 3
- 4 **AEUB or Board:** Alberta Energy and Utilities Board.
- 5 **AG:** ATCO Gas, an operating name of ATCO Gas and
6 Pipelines Ltd.
- 7 **ATCO I-Tek:** Effective January 1, 2004, ATCO I-Tek Inc. is an
8 incorporated subsidiary of CUL. ATCO I-Tek
9 includes
0 its subsidiary ATCO I-Tek Business Services Ltd.
- 1 **ATCO Utilities:** AE and AG regulated utilities.
- 2
- 3
- 4 **BPO:** Business Process Outsourcing
- 5 **Committee:** Benchmarking Collaborative Process Committee,
6 which, subject to direction of the Board, will
7 provide exclusive directions to the Consultant for
8 the purpose of satisfying the Benchmarking study,
9 as described herein.
- 0 **Consultant:** Party selected by Committee to execute and
1 present
2 the Benchmarking study, as described herein.
- 3 **CC&B:** Customer Care and Billing
- 4
- 5 **CUL:** Canadian Utilities Limited, a subsidiary of ATCO
6 Ltd.
- 7 **FMV:** An estimate of Fair Market Value as defined by the
8 Consultant.
- 9 **IT:** Information Technology.

ITBS:	ATCO I-Tek Business Services Ltd., previously ATCO Singlepoint.
ITO:	Information Technology outsourcing.
MSA:	Master Services Agreement
MSAs:	The collective documents as shown in Table of ITBS Agreements in Section 1.0.
Normalization:	The process used by the benchmark consultant to ensure comparability between the subject to be benchmarked and the sample comparators in the reference group.
Regulated Legislation:	The regulated utilities have their rates and services regulated by the AEUB pursuant to various statutes in Alberta, including the <i>Public Utilities Board Act</i> , the <i>Alberta Energy and Utilities Board Act</i> , the <i>Electric Utilities Act</i> , and the <i>Gas Utilities Act</i> .
Regulated Utilities:	Enterprises, which typically maintain monopoly franchises, provide services to customers within their franchises and whose rates are regulated by a government appointed regulator.
RFP:	Request for Proposal.
Service Level:	Service level refers to the target performance of the specified service requirement.
Singlepoint:	ATCO Singlepoint Ltd., the predecessor to ATCO I-Tek Business Services Ltd. The name change became effective February 15, 2002.

SOW: Statement of Work

Third Party: An arm's length third party, i.e. not an affiliate of any party to the I-Tek IT MSAs or ITBS CC&B MSAs.

APPENDIX 1

The attached tables provide volumes, by company and in total, for the years 2003 through 2007. For the forecast years 2005 through 2007 the dollars have been provided to support the existing placeholder amounts. In cases where a placeholder does not exist for the forecast years, no dollars have been provided. Below is a brief description on the tables attached:

- Table 1 provides the ITBS volumes and dollars for ATCO Electric for 2005 and 2006 and for ATCO Gas for 2005 through 2007.
- Table 2 provides the ITBS volumes only by company and in total for the period 2003 through 2007
- Information Technology (IT) Units Summary Table 3 and 4 Overview
- Table 3 provides the IT volumes and dollars for ATCO Electric for 2005 and 2006, for ATCO Gas for 2005 through 2007 and nothing for ATCO Pipelines as they do not have any existing placeholders for this period
- Table 4 provides the IT volumes only by company and in total for the period 2003 through 2007
- Table 5 provides the IT items that are out of scope for the benchmarking project. These amounts have already been approved by the AEUB in regulatory proceedings.

ATCO Electric
2005 I-TeX Business Services
Volumes and Total Cost

	Volumes		Total	Jan-May		Jun-Dec		Dollars As Filed \$000's
	Jan-May	Jun-Dec		Jan-May Unit Rate	Jun-Dec Unit Rate			
ATCO Electric Utility								
Billing Services								
Service Accounts - Metered								
Non Complex	612,160	865,049	1,477,209	\$ 2.35	\$ 2.40	\$ 3,516		
Standard Complex	329,698	465,898	795,596	\$ 2.35	\$ 2.40	\$ 1,894		
Ultra Complex	2,834	4,005	6,839	\$ 2.35	\$ 2.40	\$ 16		
Total	944,692	1,334,952	2,279,644	\$ 2.35	\$ 2.40	\$ 5,426		
Service Accounts - Non-Metered								
	206,254	291,459	497,713	\$ 1.65	\$ 1.69	\$ 832		
Service Accounts - Final								
Non Complex				\$		\$		
Standard Complex				\$		\$		
Ultra Complex				\$		\$		
Total				\$		\$		
Addition Service Account Processing								
Non Complex	7,905	11,172	19,076	\$ 1.00	\$ 1.02	\$ 19		
Standard Complex	4,257	6,017	10,274	\$ 1.00	\$ 1.02	\$ 11		
Ultra Complex	37	52	88	\$ 1.00	\$ 1.02	\$		
Total	12,199	17,240	29,439	\$ 1.00	\$ 1.02	\$ 30		
Retailer Services - Supervisor Billing Specialist								
Non Complex	98	140	238	\$ 100.00	\$ 102.20	\$ 24		
Standard Complex	49	70	119	\$ 100.00	\$ 102.20	\$ 12		
Ultra Complex	202	291	493	\$ 100.00	\$ 102.20	\$ 50		
Total	349	501	850	\$ 100.00	\$ 102.20	\$ 86		
Retailer Services - Senior Billing Specialist								
Non Complex	1,480	2,092	3,572	\$ 75.00	\$ 76.65	\$ 271		
Standard Complex	740	1,046	1,786	\$ 75.00	\$ 76.65	\$ 136		
Ultra Complex	3,066	4,334	7,400	\$ 75.00	\$ 76.65	\$ 562		
Total	5,286	7,472	12,758	\$ 75.00	\$ 76.65	\$ 969		
Retailer Services - Billing Specialist								
Non Complex	225	319	544	\$ 50.00	\$ 51.10	\$ 28		
Standard Complex	112	160	272	\$ 50.00	\$ 51.10	\$ 14		
Ultra Complex	366	519	885	\$ 50.00	\$ 51.10	\$ 45		
Total	703	998	1,701	\$ 50.00	\$ 51.10	\$ 87		

ATCO Electric
2005 I-TeX Business Services
Volumes and Total Cost

	Volumes		Total	Jan-May		Jun-Dec		Dollars As Filed \$000's
	Jan-May	Jun-Dec		Unit Rate	Unit Rate	Unit Rate	Unit Rate	
ATCO Electric Utility								
Report and Bill Printing								
Non Complex	32,627	46,105	78,732	\$ 0.10	\$ 0.10	\$ 0.10	\$ 0.10	\$ 8
Standard Complex	17,572	24,831	42,404	\$ 0.10	\$ 0.10	\$ 0.10	\$ 0.10	\$ 4
Ultra Complex	151	213	365	\$ 0.10	\$ 0.10	\$ 0.10	\$ 0.10	\$ -
Total	50,350	71,150	121,500	\$ 0.10	\$ 0.10	\$ 0.10	\$ 0.10	\$ 12
Inserting								
Non Complex								\$
Standard Complex								\$
Ultra Complex								\$
Total								\$
Letter Printing								
Non Complex								\$
Standard Complex								\$
Ultra Complex								\$
Total								\$
Price Schedule Value Changes								
Non Complex	3	5	8	\$ 1,500.00	\$ 1,500.00	\$ 1,533.00	\$ 1,533.00	\$ 12
Standard Complex	2	2	4	\$ 1,500.00	\$ 1,500.00	\$ 1,533.00	\$ 1,533.00	\$ 6
Ultra Complex	0	0	0	\$ 1,500.00	\$ 1,500.00	\$ 1,533.00	\$ 1,533.00	\$ 0
Total	5	7	12	\$ 1,500.00	\$ 1,500.00	\$ 1,533.00	\$ 1,533.00	\$ 18
Memo & Additional Statement Copies								
Non Complex								\$
Standard Complex								\$
Ultra Complex								\$
Total								\$
Service Accounts -Retail Billing								
Non Complex								\$
Standard Complex								\$
Ultra Complex								\$
Total								\$
Service Accounts -Refunds								
Non Complex								\$
Standard Complex								\$
Ultra Complex								\$
Total								\$

ATCO Electric
2005 I-Tek Business Services
Volumes and Total Cost

Volumes	Jan-May		Jun-Dec		Total	Jan-May		Jun-Dec		Dollars As Filed \$000's	
	Unit	Rate	Unit	Rate		Unit	Rate	Unit	Rate		
ATCO Electric Utility											
Call Centre Services											
Call Centre and Support Hours											
Non Complex	5,084		7,173		12,257	\$	44.00	\$	44.97	\$	546
Standard Complex	2,738		3,863		6,601	\$	44.00	\$	44.97	\$	294
Ultra Complex	24		33		57	\$	44.00	\$	44.97	\$	3
Total	7,845		11,070		18,915	\$	44.00	\$	44.97	\$	843
Credit Centre Hours											
Non Complex	-		-		-	\$		\$		\$	
Standard Complex	-		-		-	\$		\$		\$	
Ultra Complex	-		-		-	\$		\$		\$	
Total											
Front Counter Hours (Walk in Service)											
Non Complex	-		-		-	\$		\$		\$	
Standard Complex	-		-		-	\$		\$		\$	
Ultra Complex	-		-		-	\$		\$		\$	
Total											
Supervision											
Non Complex	439		584		1,023	\$	55.00	\$	56.21	\$	
Standard Complex	236		314		551	\$	55.00	\$	56.21	\$	57
Ultra Complex	2		3		5	\$	55.00	\$	56.21	\$	31
Total	677		901		1,578	\$	55.00	\$	56.21	\$	88
Training											
Non Complex	54		110		164	\$	35.00	\$	35.77	\$	6
Standard Complex	29		59		88	\$	35.00	\$	35.77	\$	3
Ultra Complex	0		1		1	\$	35.00	\$	35.77	\$	
Total	84		169		253	\$	35.00	\$	35.77	\$	9
Emergency and Outage Services											
Non Complex	3		5		8	\$	55,000.00	\$	56,210.00	\$	433
Standard Complex	2		2		4	\$	55,000.00	\$	56,210.00	\$	233
Ultra Complex	0		0		0	\$	55,000.00	\$	56,210.00	\$	2
Total	5		7		12	\$	55,000.00	\$	56,210.00	\$	668

ATCO Electric
2005 I-Tek Business Services
Volumes and Total Cost

	Volumes		Jan-May Unit Rate	Jun-Dec Unit Rate	Dollars As Filed \$000's
	Jan-May	Jun-Dec			
ATCO Electric Utility					
Front Counter Facility					
Non Complex					
Standard Complex					
Ultra Complex					
Total					
Pass Through Charges					
Postage, Envelopes, Paper, Reprographics					\$ 43
Reception Services					\$ -
Collection Agencies					\$ 11
Collection Agencies - Moved to B/S					\$ -
CU Water Payments					\$ -
Bennett Jones					\$ -
Other Billing Services (Courier, Storage, etc)					\$ 3
Statements of Work/Change Requests - Billing Services					
Statements of Work/Change Requests - Call Centre Services	10	14	\$ 50.00	51.10	\$ 1
Statements of Work - I-Tek Labour					\$ -
Statements of Work - I-Tek Business Services					\$ -
Statements of Work - Billing Services					\$ -
Statements of Work - Non-Production					\$ -
Statements of Work/Change Requests - Maintenance					\$ -
High Cost of Energy Budget Plan					\$ 200
High Cost of Energy Ramp-Up					\$ -
ATCO Electric Other Volumes					
Call Centre Hours					\$ -
Supervision					\$ -
Training					\$ -
Delayed Transition					\$ -
Training Delivery Hours					\$ -
Training Preparation Hours					\$ -
Trainer Hours					\$ -

ATCO Electric
2005 I-Tek Business Services
Volumes and Total Cost

	<u>Volumes</u>		Jan-May Unit Rate	Jun-Dec Unit Rate	Dollars As Filed \$000's
	Jan-May	Jun-Dec			
ATCO Electric Utility					
Pass Through Charges					
Workstations and Floor Space					
Point of Sale Equipment					
Distribution System Programming					
Total					\$ 9,332
Flow Through Costs - other billing services					\$ 142
ITBS Placeholder					\$ 9,474

ATCO Electric
2006 I-TeX Business Services
Volumes and Total Cost

	Volumes		Jan-May		Jun-Dec		Dollars	
	Jan-May	Jun-Dec	Unit Rate	Total	Unit Rate	Total	As Filed	As Filed
Billing Services								
Service Accounts - Metered								
Non Complex	624,406	882,352	\$ 2.40	\$ 1,506,757	\$ 2.45	\$ 2,164,704	\$	3,66
Standard Complex	336,293	475,217	\$ 2.40	\$ 811,510	\$ 2.45	\$ 1,163,282	\$	1,97
Ultra Complex	2,891	4,085	\$ 2.40	\$ 6,976	\$ 2.45	\$ 10,004	\$	17
Total	963,589	1,361,654	\$ 2.40	\$ 2,325,243	\$ 2.45	\$ 3,338,000	\$	5,65
Service Accounts - Non-Metered								
	210,377	297,286	\$ 1.69	\$ 507,663	\$ 1.73	\$ 514,949	\$	869
Service Accounts - Finalled								
Non Complex			\$	\$	\$	\$	\$	
Standard Complex			\$	\$	\$	\$	\$	
Ultra Complex			\$	\$	\$	\$	\$	
Total			\$	\$	\$	\$	\$	
Addition Service Account Processing								
Non Complex	8,062	11,393	\$ 1.02	\$ 19,455	\$ 1.04	\$ 11,842	\$	20
Standard Complex	4,342	6,136	\$ 1.02	\$ 10,478	\$ 1.04	\$ 6,384	\$	11
Ultra Complex	37	53	\$ 1.02	\$ 90	\$ 1.04	\$ 55	\$	
Total	12,441	17,582	\$ 1.02	\$ 30,023	\$ 1.04	\$ 18,281	\$	31
Retailer Services - Supervisor Billing Specialist								
Non Complex	100	141	\$ 102.20	\$ 242	\$ 104.45	\$ 145	\$	25
Standard Complex	50	71	\$ 102.20	\$ 121	\$ 104.45	\$ 74	\$	13
Ultra Complex	207	293	\$ 102.20	\$ 500	\$ 104.45	\$ 307	\$	52
Total	357	505	\$ 102.20	\$ 863	\$ 104.45	\$ 452	\$	90
Retailer Services - Senior Billing Specialist								
Non Complex	1,510	2,134	\$ 76.65	\$ 3,644	\$ 78.34	\$ 1,672	\$	283
Standard Complex	755	1,067	\$ 76.65	\$ 1,822	\$ 78.34	\$ 831	\$	141
Ultra Complex	3,128	4,420	\$ 76.65	\$ 7,547	\$ 78.34	\$ 3,454	\$	586
Total	5,392	7,620	\$ 76.65	\$ 13,013	\$ 78.34	\$ 5,957	\$	1,01
Retailer Services - Billing Specialist								
Non Complex	230	326	\$ 51.10	\$ 556	\$ 52.22	\$ 290	\$	29
Standard Complex	115	163	\$ 51.10	\$ 278	\$ 52.22	\$ 142	\$	14
Ultra Complex	374	529	\$ 51.10	\$ 903	\$ 52.22	\$ 471	\$	47
Total	720	1,017	\$ 51.10	\$ 1,737	\$ 52.22	\$ 803	\$	90

ATCO Electric
2006 I-Tex Business Services
Volumes and Total Cost

	Volumes				Jan-May		Jun-Dec		Total		Jan-May		Jun-Dec		Total		Dollars As Filed \$000's			
	Jan-May		Jun-Dec		Jan-May		Jun-Dec		Total		Jan-May		Jun-Dec		Total		Dollars As Filed \$000's			
	Unit	Rate	Unit	Rate	Unit	Rate	Unit	Rate	Unit	Rate	Unit	Rate	Unit	Rate	Unit	Rate	Unit	Rate	Unit	Rate
ATCO Electric Utility																				
Report and Bill Printing																				
Non Complex						33,279	47,027	80,307												
Standard Complex						17,924	25,328	43,252												
Ultra Complex						154	218	372												
Total						51,357	72,573	123,930												
Inserting																				
Non Complex																				
Standard Complex																				
Ultra Complex																				
Total																				
Letter Printing																				
Non Complex																				
Standard Complex																				
Ultra Complex																				
Total																				
Price Schedule Value Changes																				
Non Complex						3	5	8												
Standard Complex						2	2	4												
Ultra Complex						0	0	0												
Total						5	7	12												
Memo & Additional Statement Copies																				
Non Complex																				
Standard Complex																				
Ultra Complex																				
Total																				
Service Accounts -Retail Billing																				
Non Complex																				
Standard Complex																				
Ultra Complex																				
Total																				
Service Accounts -Refunds																				
Non Complex																				
Standard Complex																				
Ultra Complex																				
Total																				

ATCO Electric
2006 I-Tek Business Services
Volumes and Total Cost

ATCO Electric Utility Jan-May	Volumes		Total	Jan-May		Jun-Dec		Dollars As Filed \$000's
	Jan-May	Jun-Dec		Unit Rate	Unit Rate	Unit Rate	Unit Rate	
Call Centre Services								
Call Centre and Support Hours								
Non Complex	5,178	7,309	12,487	\$	44.97	\$	45.96	\$
Standard Complex	2,789	3,936	6,725	\$	44.97	\$	45.96	\$
Ultra Complex	24	34	58	\$	44.97	\$	45.96	\$
Total	7,991	11,279	19,270	\$	44.97	\$	45.96	\$
Credit Centre Hours								
Non Complex	-	-	-	\$	-	\$	-	\$
Standard Complex	-	-	-	\$	-	\$	-	\$
Ultra Complex	-	-	-	\$	-	\$	-	\$
Total	-	-	-	\$	-	\$	-	\$
Front Counter Hours (Walk in Service)								
Non Complex	-	-	-	\$	-	\$	-	\$
Standard Complex	-	-	-	\$	-	\$	-	\$
Ultra Complex	-	-	-	\$	-	\$	-	\$
Total	-	-	-	\$	-	\$	-	\$
Supervision								
Non Complex	428	613	1,041	\$	56.21	\$	57.45	\$
Standard Complex	231	330	561	\$	56.21	\$	57.45	\$
Ultra Complex	2	3	5	\$	56.21	\$	57.45	\$
Total	661	946	1,607	\$	56.21	\$	57.45	\$
Training								
Non Complex	64	104	167	\$	35.77	\$	36.56	\$
Standard Complex	34	56	90	\$	35.77	\$	36.56	\$
Ultra Complex	0	0	1	\$	35.77	\$	36.56	\$
Total	98	160	258	\$	35.77	\$	36.56	\$
Emergency and Outage Services								
Non Complex	3	5	8	\$	56,210.00	\$	57,446.62	\$
Standard Complex	2	2	4	\$	56,210.00	\$	57,446.62	\$
Ultra Complex	0	0	0	\$	56,210.00	\$	57,446.62	\$
Total	5	7	12	\$	56,210.00	\$	57,446.62	\$

**ATCO Electric
2006 I-Tek Business Services
Volumes and Total Cost**

	Volumes		Jan-May Unit Rate	Jun-Dec Unit Rate	Dollars As Filed \$000's
	Jan-May	Jun-Dec			
ATCO Electric Utility					
Front Counter Facility					
Non Complex					
Standard Complex					
Ultra Complex					
Total					
Pass Through Charges					
Postage, Envelopes, Paper, Reprographics					50
Reception Services					
Collection Agencies					11
Collection Agencies - Moved to B/S					
CU Water Payments					
Bennett Jones					
Other Billing Services (Courier, Storage, etc)					3
Statements of Work/Change Requests - Billing Services					
Statements of Work/Change Requests - Call Centre Services					
Statements of Work - I-Tek Labour Statements of Work - I-Tek					
Business Services Statements of Work - Billing Services					10
Statements of Work - Non-Production Statements of					
Work/Change Requests - Maintenance					14
High Cost of Energy Budget Plan					24
High Cost of Energy Ramp-Up					\$ 51
ATCO Electric Other					10
Volumes					\$ 52
Call Centre Hours					200
Supervision					
Training					
Delayed Transition					
Training Delivery Hours					
Training Preparation Hours					
Trainer Hours					

ATCO Electric
2006 I-Tek Business Services
Volumes and Total Cost

	Volumes		Total	Jan-May Unit Rate	Jun-Dec Unit Rate	Dollars As Filed \$000's
	Jan-May	Jun-Dec				
ATCO Electric Utility						
Pass Through Charges						
Workstations and Floor Space						
Point of Sale Equipment						
Distribution System Programming						
Total						
Flow Through Costs - other billing services						
ITBS Placeholder						
						\$ 9,701
						\$ 142
						\$ 9,843

ATCO Gas
2005 I-Tek Business Services
Volumes and Total Cost

	Volumes			Dollars			Placeholder \$000's
	Jan-May	Jun-Dec	Total	Jan-May Unit Rate	Jun-Dec Unit Rate	Total	
	As Filed \$000's	Decision 2006-004 Adjust. - 11.1%					
ATCO Gas Utility							
Billing Services							
Service Accounts - Metered							
Non Complex	4,703,144	6,584,402	11,287,54	\$ 1.55	\$ 1.58	\$ 17,693	\$ (1,964)
Standard Complex	5,651	7,911	13,561	\$ 1.55	\$ 1.58	\$ 21	\$ (2)
Ultra Complex							
Total	4,708,795	6,592,313	11,301,10			17,714	(1,966)
Service Accounts - Non-Metered							
Service Accounts - Finalled							
Non Complex							
Standard Complex							
Ultra Complex							
Total							
Addition Service Account Processing							
Non Complex	30,773	43,082	73,855	\$ 1.00	\$ 1.02	\$ 75	\$ (8)
Standard Complex	37	52	89	\$ 1.00	\$ 1.02	\$ 75	\$ (8)
Ultra Complex							
Total	30,810	43,134	73,944			75	(8)
Retailer Services - Supervisor Billing Specialist							
Non Complex	250	350	599	\$ 100.00	\$ 102.20	\$ 61	\$ (7)
Standard Complex	0	0	1	\$ 100.00	\$ 102.20	\$ 61	\$ (7)
Ultra Complex							
Total	250	350	600			61	(7)
Retailer Services - Senior Billing Specialist							
Non Complex	2,747	3,845	6,592	\$ 75.00	\$ 76.65	\$ 501	\$ (56)
Standard Complex	3	5	8	\$ 75.00	\$ 76.65	\$ 1	\$ -
Ultra Complex							
Total	2,750	3,850	6,600			502	(56)
Retailer Services - Billing Specialist							
Non Complex							
Standard Complex							
Ultra Complex							
Total							

ATCO Gas
2005 I-Tek Business Services
Volumes and Total Cost

	Volumes		Jan-May		Jun-Dec		As Filed		Decision		Placeholder
	Jan-May	Jun-Dec	Total	Unit	Rate	Unit	Rate	2006-004	Adjst. - 11.1%	\$000's	
ATCO Gas Utility											
Report and Bill Printing											
Non Complex	147,711	-	147,711		\$ 0.10	\$ 0.10	\$ 15			(2)	\$ 13
Standard Complex	177	-	177		\$ 0.10	\$ 0.10					
Ultra Complex											
Total	147,888		147,888							(2)	\$ 13
Inserting											
Non Complex											
Standard Complex											
Ultra Complex											
Total											
Letter Printing											
Non Complex											
Standard Complex											
Ultra Complex											
Total											
Price Schedule Value Changes											
Non Complex	8		8		\$ 1,500.00	\$ 1,533.00	\$ 12			(1)	\$ 11
Standard Complex	0		0		\$ 1,500.00	\$ 1,533.00					
Ultra Complex											
Total	8		8							(1)	\$ 11
Memo & Additional Statement Copies											
Non Complex											
Standard Complex											
Ultra Complex											
Total											
Service Accounts -Retail Billing											
Non Complex											
Standard Complex											
Ultra Complex											
Total											
Service Accounts -Refunds											
Non Complex											
Standard Complex											
Ultra Complex											
Total											

ATCO Gas
2005 I-Tek Business Services
Volumes and Total Cost

ATCO Gas Utility Jan-May	Volumes				Dollars			Placeholder \$000's
	Jan-Dec	Jun-Dec	Total	Jan-May Unit Rate	Jun-Dec Unit Rate	As Filed \$000's	Decision 2006-004 Adjust - 11.1%	
Call Centre Services								
Call Centre and Support Hours								
Non Complex	30,729	43,987	74,716	\$ 44.00	\$ 44.97	\$ 3,330	\$ (370)	\$ 2,960
Standard Complex	37	53	90	\$ 44.00	\$ 44.97	4	-	4
Ultra Complex	-	-	-	-	-	-	-	-
Total	30,766	44,040	74,806			3,334	(370)	2,964
Credit Centre Hours								
Non Complex	-	-	-	-	-	-	-	-
Standard Complex	-	-	-	-	-	-	-	-
Ultra Complex	-	-	-	-	-	-	-	-
Total	-	-	-					
Front Counter Hours (Walk in Service)								
Non Complex	-	-	-	-	-	-	-	-
Standard Complex	-	-	-	-	-	-	-	-
Ultra Complex	-	-	-	-	-	-	-	-
Total	-	-	-					
Supervision								
Non Complex	2,563	3,669	6,232	\$ 55.00	\$ 56.21	\$ 347	\$ (38)	\$ 309
Standard Complex	3	4	7	\$ 55.00	\$ 56.21	-	-	-
Ultra Complex	-	-	-	-	-	-	-	-
Total	2,566	3,673	6,239			347	(38)	309
Training								
Non Complex	412	589	1,001	\$ 35.00	\$ 35.77	\$ 35	\$ (4)	\$ 31
Standard Complex	0	1	1	\$ 35.00	\$ 35.77	-	-	-
Ultra Complex	-	-	-	-	-	-	-	-
Total	412	590	1,002			35	(4)	31
Front Counter Facility								
Non Complex	-	-	-	-	-	-	-	-
Standard Complex	-	-	-	-	-	-	-	-
Ultra Complex	-	-	-	-	-	-	-	-
Total	-	-	-					

ATCO Gas
2005 I-Tek Business Services
Volumes and Total Cost

	Volumes		Unit	Dollars	
	Jan-May	Jun-Dec		Total	As Filed
	Jan-May	Jun-Dec	Unit	Total	Rate

ATCO Gas Utility

Call Centre Services - Other
Call Centre and Support Hours

Non Complex					
Standard Complex					
Ultra Complex					
Total					

Supervision

Non Complex					
Standard Complex					
Ultra Complex					
Total					

Training

Non Complex					
Standard Complex					
Ultra Complex					
Total					

\$

Pass Through Charges

Postage, Envelopes, Paper, Reprographics					
Reception Services					
Collection Agencies					
Collection Agencies - Deferral Account					
CU Water Payments					
Bennett Jones					
Other Billing Services (Courier, Storage, etc)					

Statements of Work - I-Tek Business Services					
Statements of Work - Billing Services					
Statements of Work - Non-Production					

Total

\$	22,455	\$	(2,493)	\$	19,962
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Statements of Work/Change Requests - Billing Services
 Statements of Work/Change Requests - Call Centre Services
 Statements of Work - I-Tek Labour

ATCO Gas
2006 I-Tek Business Services
Volumes and Total Cost

	Volumes			Dollars			Placeholder \$000's
	Jan-May	Jun-Dec	Total	Jan-May Unit Rate	Jun-Dec Unit Rate	As Filed \$000's	
ATCO Gas Utility							
Billing Services							
Service Accounts - Metered							
Non Complex	4,825,428	6,755,599	11,581,02	\$ 1.58	\$ 1.62	\$ 18,568	\$ (2,061)
Standard Complex	5,797	8,116	13,914	\$ 1.58	\$ 1.62	\$ 22	\$ (2)
Ultra Complex							
Total	4,831,225	6,763,715	11,594,94			\$ 18,590	\$ (2,063)
Service Accounts - Non-Metered							
Non Complex							
Standard Complex							
Ultra Complex							
Total							
Addition Service Account Processing							
Non Complex	31,572	44,201	75,773	\$ 1.02	\$ 1.04	\$ 78	\$ (9)
Standard Complex	38	53	91	\$ 1.02	\$ 1.04	\$ -	\$ -
Ultra Complex							
Total	31,610	44,254	75,864			\$ 78	\$ (9)
Retailer Services - Supervisor Billing Specialist							
Non Complex	250	350	599	\$ 102.20	\$ 104.45	\$ 62	\$ (7)
Standard Complex	0	0	1	\$ 102.20	\$ 104.45	\$ -	\$ -
Ultra Complex							
Total	250	350	600			\$ 62	\$ (7)
Retailer Services - Senior Billing Specialist							
Non Complex	2,747	3,845	6,592	\$ 76.65	\$ 78.34	\$ 512	\$ (57)
Standard Complex	3	5	8	\$ 76.65	\$ 78.34	\$ 1	\$ -
Ultra Complex							
Total	2,750	3,850	6,600			\$ 513	\$ (57)
Retailer Services - Billing Specialist							
Non Complex							
Standard Complex							
Ultra Complex							
Total							

ATCO Gas
2006 I-TeX Business Services
Volumes and Total Cost

ATCO Gas Utility	Volumes			Jan-May		Jun-Dec		As Filed		Decision		Placeholder \$000's
	Jan-May	Jun-Dec	Total	Unit	Rate	Unit	Rate	\$000's	2006-004	Adjust. - 11.1%		
Report and Bill Printing												
Non Complex	63,144	88,402	151,546		\$ 0.10		0.10	\$ 15			(2)	\$ 13
Standard Complex	76	106	182		\$ 0.10		0.10	\$				\$
Ultra Complex												\$
Total	63,220	88,508	151,728					\$ 15			(2)	\$ 13
Inserting												
Non Complex												
Standard Complex												
Ultra Complex												
Total					\$ 0.03							
Letter Printing												
Non Complex												
Standard Complex												
Ultra Complex												
Total												
Price Schedule Value Changes												
Non Complex	2	-	2		\$ 1,533.00		\$ 1,567.00	\$				\$ 3
Standard Complex	3	-	3									\$
Ultra Complex	0	-	0					\$				\$
Total	2	-	2					\$		\$ 3		\$ 3
Memo & Additional Statement Copies												
Non Complex												
Standard Complex												
Ultra Complex												
Total												
Service Accounts -Retail Billing												
Non Complex												
Standard Complex												
Ultra Complex												
Total												
Service Accounts -Refunds												
Non Complex												
Standard Complex												
Ultra Complex												
Total												

ATCO Gas
2006 I-Tek Business Services
Volumes and Total Cost

	Volumes		Dollars		Jun-Dec Unit	Jun-Dec	Total	Rate	Rate	Decision As Filed	Adjust
	Jan-May Unit	Jun-Dec Unit	Jan-May	Jun-Dec							
ATCO Gas Utility											
Call Centre Services											
Call Centre and Support Hours											
Non Complex	33,616	81,644	48,028	45.96	\$ 44.97	\$ 3,719	\$ (413)	\$	3,306		
Standard Complex	40	98	58	45.96	\$ 44.97	\$ 4	\$	\$	4		
Ultra Complex	-	-	-	-	-	-	-	-	-		
Total	33,656	81,742	48,086			3,723	\$ (413)	\$	3,310		
Credit Centre Hours											
Non Complex	-	-	-	-	-	-	-	-	-		
Standard Complex	-	-	-	-	-	-	-	-	-		
Ultra Complex	-	-	-	-	-	-	-	-	-		
Total											
Front Counter Hours (Walk in Service)											
Non Complex	-	-	-	-	-	-	-	-	-		
Standard Complex	-	-	-	-	-	-	-	-	-		
Ultra Complex	-	-	-	-	-	-	-	-	-		
Total											
Supervision											
Non Complex	2,803	6,808	4,005	57.45	\$ 56.21	\$ 388	\$ (43)	\$	345		
Standard Complex	3	8	5	57.45	\$ 56.21	\$ -	\$	\$	-		
Ultra Complex	-	-	-	-	-	-	-	-	-		
Total	2,806	6,816	4,010			388	\$ (43)	\$	345		
Training											
Non Complex	451	1,096	644	36.56	\$ 35.77	\$ 40	\$ (4)	\$	36		
Standard Complex	1	1	1	36.56	\$ 35.77	\$ -	\$	\$	-		
Ultra Complex	-	-	-	-	-	-	-	-	-		
Total	452	1,097	645			40	\$ (4)	\$	36		
Front Counter Facility											
Non Complex	-	-	-	-	-	-	-	-	-		
Standard Complex	-	-	-	-	-	-	-	-	-		
Ultra Complex	-	-	-	-	-	-	-	-	-		
Total											

ATCO Gas
2006 I-Tek Business Services
Volumes and Total Cost

	Volumes				Dollars			
	Jan-May	Jun-Dec	Total	Jan-May Unit Rate	Jun-Dec Unit Rate	As Filed \$000's	Decision 2006-004 Adjst. - 11.1%	Placeholder \$000's
ATCO Gas Utility								
Call Centre Services - Other								
Call Centre and Support Hours								
Non Complex								
Standard Complex								
Ultra Complex								
Total								
Supervision								
Non Complex								
Standard Complex								
Ultra Complex								
Total								
Training								
Non Complex								
Standard Complex								
Ultra Complex								
Total								
Pass Through Charges								
Postage, Envelopes, Paper, Reprographics								
Reception Services								
Collection Agencies								
Collection Agencies - Deferral Account								
CU Water Payments								
Bennett Jones								
Other Billing Services (Courier, Storage, etc)								
Statements of Work/Change Requests - Billing Services	390	553	943	\$ 129.38	\$ 133.38	\$ 66	(7)	\$ 59
Statements of Work/Change Requests - Call Centre Services	660	910	1,570	\$ 77.62	\$ 80.34	\$ 14	(2)	\$ 12
Statements of Work - I-Tek Labour	-	-	-					
Statements of Work - I-Tek Business Services	-	-	-					
Statements of Work - Billing Services	-	-	-					
Statements of Work - Non-Production	-	-	-					
Total						\$ 23,782	(2,640)	\$ 21,142

ATCO Gas
2007 I-Tek Business Services
Volumes and Total Cost

	Volumes				Dollars			
	Jan-May	Jun-Dec	Total	Jan-May Unit Rate	Jun-Dec Unit Rate	As Filed \$000's	Decision 2006-004 Adjust. - 11.1%	Placeholder \$000's
ATCO Gas Utility								
Jan-May								
Billing Services								
Service Accounts - Metered								
Non Complex	4,946,063	6,924,488	11,870,550	\$ 1.62	\$ 1.65	\$ 19,438	\$ (2,158)	\$ 17,280
Standard Complex	5,942	8,319	14,262	\$ 1.62	\$ 1.65	\$ 23	\$ (2)	\$ 21
Ultra Complex								
Total	4,952,005	6,932,807	11,884,812			\$ 19,461	\$ (2,160)	\$ 17,301
Service Accounts - Non-Metered								
Service Accounts - Finalled								
Non Complex								
Standard Complex								
Ultra Complex								
Total								
Addition Service Account Processing								
Non Complex	32,361	45,306	77,667	\$ 1.04	\$ 1.07	\$ 82	\$ (9)	\$ 73
Standard Complex	39	54	93	\$ 1.04	\$ 1.07	\$ -	\$ -	\$ -
Ultra Complex								
Total	32,400	45,360	77,760			\$ 82	\$ (9)	\$ 73
Retailer Services - Supervisor Billing Specialist								
Non Complex	250	350	599	\$ 104.45	\$ 106.64	\$ 63	\$ (7)	\$ 56
Standard Complex	0	0	1	\$ 104.45	\$ 106.64	\$ -	\$ -	\$ -
Ultra Complex								
Total	250	350	600			\$ 63	\$ (7)	\$ 56
Retailer Services - Senior Billing Specialist								
Non Complex	2,747	3,845	6,592	\$ 78.34	\$ 79.98	\$ 523	\$ (58)	\$ 465
Standard Complex	3	5	8	\$ 78.34	\$ 79.98	\$ 1	\$ -	\$ 1
Ultra Complex								
Total	2,750	3,850	6,600			\$ 524	\$ (58)	\$ 466
Retailer Services - Billing Specialist								
Non Complex								
Standard Complex								
Ultra Complex								
Total								

ATCO Gas
2007 I-Tek Business Services
Volumes and Total Cost

	Volumes				Dollars			
	Jan-May Jan-May	Jan-Dec	Total	Unit Rate	Jun-Dec Unit Rate	As Filed \$000's	Decision 2006-004 Adjust. - 11.1%	Placeholder \$000's
Report and Bill Printing								
Non Complex	64,727	90,618	155,345	\$ 0.10	\$ 0.11	\$ 16	(2)	\$ 14
Standard Complex	78	109	187	\$ 0.10	\$ 0.11	-	-	\$ -
Ultra Complex						-	-	\$ -
Total	64,805	90,727	155,532			16	(2)	\$ 14
Inserting								
Non Complex								\$ -
Standard Complex								\$ -
Ultra Complex								\$ -
Total								\$ -
Letter Printing								
Non Complex								\$ -
Standard Complex								\$ -
Ultra Complex								\$ -
Total								\$ -
Price Schedule Value Changes								
Non Complex	4		4	\$ 1,567.00	\$ 1,600.00	\$ 6	(1)	\$ 5
Standard Complex	0		0	\$ 1,567.00	\$ 1,600.00	\$ -	-	\$ -
Ultra Complex						\$ -	-	\$ -
Total	4		4			\$ 6	(1)	\$ 5
Memo & Additional Statement Copies								
Non Complex								\$ -
Standard Complex								\$ -
Ultra Complex								\$ -
Total								\$ -
Service Accounts -Retail Billing								
Non Complex								\$ -
Standard Complex								\$ -
Ultra Complex								\$ -
Total								\$ -
Service Accounts -Refunds								
Non Complex								\$ -
Standard Complex								\$ -
Ultra Complex								\$ -
Total								\$ -

ATCO Gas
2007 I-Tek Business Services
Volumes and Total Cost

	Volumes		Dollars		Jun-Dec Unit		Total	Rate	Decision As Filed Rate
	Jan-May Unit	Jan-May	Jan-May	Jan-May	Jun-Dec Unit	Jun-Dec			
ATCO Gas Utility									
Call Centre Services									
Call Centre and Support Hours									
Non Complex	33,616	48,028	81,644	\$ 45.96	46.92	\$ 3,798	\$ (421)	3,377	
Standard Complex	40	58	98	\$ 45.96	46.92	5	\$ (1)	4	
Ultra Complex	-	-	-			-			
Total	33,656	48,086	81,742	\$		3,803	\$ (422)	3,381	
Credit Centre Hours									
Non Complex	-	-	-						
Standard Complex	-	-	-						
Ultra Complex	-	-	-						
Total	-	-	-						
Front Counter Hours (Walk in Service)									
Non Complex	-	-	-						
Standard Complex	-	-	-						
Ultra Complex	-	-	-						
Total	-	-	-						
Supervision									
Non Complex	2,803	4,005	6,808	\$ 57.45	58.65	396	\$ (44)	352	
Standard Complex	3	5	8	\$ 57.45	58.65	-			
Ultra Complex	-	-	-			-			
Total	2,806	4,010	6,816	\$		396	\$ (44)	352	
Training									
Non Complex	451	644	1,096	\$ 36.56	36.56	40	\$ (4)	36	
Standard Complex	1	1	1	\$ 37.32	36.56	-			
Ultra Complex	-	-	-			-			
Total	452	645	1,097	\$		40	\$ (4)	36	
Front Counter Facility									
Non Complex	-	-	-						
Standard Complex	-	-	-						
Ultra Complex	-	-	-						
Total	-	-	-						

ATCO Gas
2003-2007 I-Tek Business Services Volumes

ATCO Gas Utility	Actual		Forecast		
	2003 Total	2004 Total	2005 Total	2006 Total	2007 Total
Base Billing Services (Units)					
Monthly Base Fee (metered)					
Non Complex	10,753,116.00	10,891,555.00	11,287,546.67	11,581,026.07	11,870,550.23
Standard Complex	21,550.00	21,825.00	13,561.33	13,913.93	14,261.77
Ultra Complex			-	-	-
Total	10,774,666.00	10,913,380.00	11,301,108.00	11,594,940.00	11,884,812.00
Monthly Base Fee (non-metered)	535.00	180.00			
Monthly Base Fee (Finalled)					
Non Complex	290,506.00	719,386.00			
Standard Complex	582.00	1,441.00			
Ultra Complex					
Total	291,088.00	720,827.00			
Additional Processing of Service Account					
Non Complex	144,097.00	119,109.00	73,855.27	75,772.96	77,666.69
Standard Complex	290.00	238.00	88.73	91.04	93.31
Ultra Complex					-
Total	144,387.00	119,347.00	73,944.00	75,864.00	77,760.00
Supervisor Billing Services Personnel					
Non Complex	139.00	295.00	599.28	599.28	599.28
Standard Complex	0.30	1.70	0.72	0.72	0.72
Ultra Complex			-	-	-
Total	139.30	296.70	600.00	600.00	600.00
Senior Billing Services Personnel					
Non Complex	2,595.00	5,663.00	6,592.08	6,592.08	6,592.08
Standard Complex	5.30	12.60	7.92	7.92	7.92
Ultra Complex					-
Total	2,600.30	5,675.60	6,600.00	6,600.00	6,600.00
Billing Services Personnel					
Non Complex	215.00	163.00			
Standard Complex	0.50	0.70			
Ultra Complex					
Total	215.50	163.70			
Report or Bill Print					
Non Complex	9,510,941.00	4,787,048.00	147,710.53	151,545.93	155,345.36
Standard Complex	19,060.00	9,594.00	177.47	182.07	186.64
Ultra Complex			-		-
Total	9,530,001.00	4,796,642.00	147,888.00	151,728.00	155,532.00
Inserting					
Non Complex	8,683,088.00	3,609,104.00			
Standard Complex	17,403.00	7,233.00			
Ultra Complex					
Total	8,700,491.00	3,616,337.00			
Letter Printing					
Non Complex	646,839.00	593,650.00			
Standard Complex	1,297.00	1,189.00			
Ultra Complex					
Total	648,136.00	594,839.00			
Price Schedule Value Changes					
Non Complex	12.00	20.00	7.99	2.00	4.00
Standard Complex	-		0.01	0.00	0.00
Ultra Complex			-		-
Total	12.00	20.00	8.00	2.00	4.00

ATCO Gas
2003-2007 I-Tek Business Services Volumes

ATCO Gas Utility	Actual	Forecast			
	2003	2004	2005	2006	2007
	Total	Total	Total	Total	Total
Pass Through Charges (\$000)					
Postage, Envelopes, Paper, Reprographics	\$ 4,963	\$ 3,105	\$ 62	\$ 66	\$ 68
Reception Services	\$ 23	\$ 14	\$ 14	\$ 14	\$ 15
Collection Agency Fees	\$ 223	\$ 125	\$ -	\$ -	\$ -
Collection Agencies - Deferral Account	\$ -	\$ 148	\$ -	\$ -	\$ -
CU Water Payments	\$ -	\$ -	\$ -	\$ -	\$ -
Bennett Jones	\$ 1	\$ -	\$ -	\$ -	\$ -
Other Billing Services (Courier, Storage, etc)	\$ 191	\$ 236	\$ 40	\$ 42	\$ 43
Statements of Work/Change Requests - Billing Services	\$ 109	\$ 216	\$ 122	\$ 124	\$ 127
Statements of Work/Change Requests - Call Centre Services	\$ 131	\$ -	\$ 122	\$ 124	\$ 127
Statements of Work - I-Tek Labour	\$ 1,408	\$ 778	\$ -	\$ -	\$ -
Statements of Work - DFSS	\$ 404	\$ 88	\$ -	\$ -	\$ -
Statements of Work - I-Tek Business Services	\$ 225	\$ 78	\$ -	\$ -	\$ -
Statements of Work - Billing Services	\$ 207	\$ 179	\$ -	\$ -	\$ -
Statements of Work - Non-Production	\$ 367	\$ 213	\$ -	\$ -	\$ -
Pass Through Charges					
Workstations and Floor Space				\$ -	\$ -

2003 and 2004 volumes exclude non-utility related volumes.

ATCO Electric
2003-2007 I-Tek Business Services Volumes

ATCO Electric Utility	Actual		Forecast		
	2003 Total	2004 Total	2005 Total	2006 Total	2007 Total
Base Billing Services (Units)					
Monthly Base Fee (metered)					
Non Complex	1,415,244.14	1,435,411.14	1,477,209.31	1,506,757.46	1,536,892.61
Standard Complex	784,428.56	772,202.68	795,595.76	811,509.81	827,740.00
Ultra Complex	6,618.31	6,643.18	6,838.93	6,975.73	7,115.24
Total	2,206,291.01	2,214,257.00	2,279,644.00	2,325,243.00	2,371,747.86
Monthly Base Fee (non-metered)	482,132.00	482,257.00	497,713.00	507,663.00	517,816.26
Monthly Base Fee (finalled)					
Non Complex	48,866.00	136,109.00			
Standard Complex	26,953.00	73,372.00			
Ultra Complex	230.00	631.00			
Total	76,049.00	210,112.00			
Additional Processing of Service Account					
Non Complex	32,878.00	19,558.00	19,076.47	19,454.90	19,844.00
Standard Complex	18,153.00	10,521.00	10,274.21	10,478.03	10,687.59
Ultra Complex	153.00	91.00	88.32	90.07	91.87
Total	51,184.00	30,170.00	29,439.00	30,023.00	30,623.46
Supervisor Billing Services Personnel					
Non Complex	209.19	170.73	238.00	241.54	246.37
Standard Complex	103.49	85.36	119.00	120.77	123.19
Ultra Complex	426.52	324.61	493.00	500.34	510.34
Total	739.20	580.70	850.00	862.65	879.90
Senior Billing Services Personnel					
Non Complex	3,404.26	3,313.02	3,572.24	3,643.54	3,716.41
Standard Complex	1,696.08	1,656.51	1,786.12	1,821.77	1,858.21
Ultra Complex	7,014.47	7,034.17	7,399.64	7,547.34	7,698.28
Total	12,114.80	12,003.70	12,758.00	13,012.65	13,272.90
Billing Services Personnel					
Non Complex	643.30	390.21	544.32	555.98	567.10
Standard Complex	320.64	195.50	272.16	277.99	283.55
Ultra Complex	1,065.41	205.79	884.52	903.47	921.54
Total	2,029.35	791.50	1,701.00	1,737.45	1,772.20
Report or Bill Print					
Non Complex	1,011,201.00	676,674.00	78,732.00	80,306.64	81,912.77
Standard Complex	559,898.00	366,347.00	42,403.50	43,251.57	44,116.60
Ultra Complex	4,728.00	3,138.00	364.50	371.79	379.23
Total	1,575,827.00	1,046,159.00	121,500.00	123,930.00	126,408.60
Inserting					
Non Complex	626,164.00	410,866.01			
Standard Complex	347,096.00	223,241.44			
Ultra Complex	2,930.00	1,908.05			
Total	976,190.00	636,015.50			
Letter Printing					
Non Complex	131,805.00	80,538.00			
Standard Complex	73,014.00	43,419.00			
Ultra Complex	616.00	371.00			
Total	205,435.00	124,328.00			
Price Schedule Value Changes					
Non Complex	7.00	8.00	7.78	7.78	7.93
Standard Complex	2.00	4.00	4.19	4.19	4.27
Ultra Complex		-	0.04	0.04	0.04
Total	9.00	12.00	12.00	12.00	12.24

ATCO Electric
2003-2007 I-Tek Business Services Volumes

ATCO Electric Utility	<u>Actual</u>		<u>Forecast</u>		2007 Total
	2003 Total	2004 Total	2005 Total	2006 Total	
<u>Pass Through Charges (\$000)</u>					
Postage, Envelopes, Paper, Reprographics	\$ 973	\$ 760	\$ 49	\$ 50	51
Reception Services	\$ 7	\$ 6	\$ -	\$ -	-
Collection Agencies	\$ 74	\$ 78	\$ 11	\$ 11	11
Collection Agencies - Moved to B/S	\$ -	\$ -	\$ -	\$ -	-
CU Water Payments	\$ -	\$ -	\$ -	\$ -	-
Bennett Jones	\$ -	\$ -	\$ -	\$ -	-
Other Billing Services (Courier, Storage, etc)	\$ 3	\$ 2	\$ 3	\$ 3	3
Statements of Work/Change Requests - Billing Services	\$ 277	\$ 91	\$ -	\$ -	-
Statements of Work/Change Requests - Call Centre Services	\$ 8	\$ 1	\$ 1	\$ 1	1
Statements of Work - I-Tek Labour	\$ 702	\$ 479	\$ -	\$ -	-
Statements of Work - I-Tek Business Services	\$ 90	\$ 175	\$ -	\$ -	-
Statements of Work - Billing Services	\$ 19	\$ 89	\$ -	\$ -	-
Statements of Work - Non-Production	\$ 231	\$ 218	\$ -	\$ -	-
Statements of Work/Change Requests - Maintenance	\$ -	\$ -	\$ 200	\$ -	-
<u>Pass Through Charges</u>				200	204
Workstations and Floor Space					
<u>Flow Through Costs - other billing services</u>	\$ 42	\$ 42	\$ 142	\$ 142	145

2007 Volumes for ATCO Electric are based on 2006 GTA volumes plus a 2% growth factor. These volumes will be replaced with ATCO Electric's 2007 GTA forecast volumes once these are filed with the AEUB.

** 2003 and 2004 volumes exclude non-utility related volumes.

ATCO Gas & ATCO Electric
2003-2007 I-Tek Business Services Volumes

	Actual		Forecast		
	2003 Total	2004 Total	2005 Total	2006 Total	2007 Total
Base Billing Services (Units)					
Monthly Base Fee (metered)					
Non Complex	12,168,360.14	12,326,966.14	12,764,755.98	13,087,783.54	13,407,442.84
Standard Complex	805,978.56	794,027.68	809,157.09	825,423.74	842,001.78
Ultra Complex	6,618.31	6,643.18	6,838.93	6,975.73	7,115.24
Total	12,980,957.01	13,127,637.00	13,580,752.00	13,920,183.00	14,256,559.86
Monthly Base Fee (non-metered)					
	482,667.00	482,437.00	497,713.00	507,663.00	517,816.26
Monthly Base Fee (Finalled)					
Non Complex	339,372.00	855,495.00			
Standard Complex	27,535.00	74,813.00			
Ultra Complex	230.00	631.00			
Total	367,137.00	930,939.00			
Additional Processing of Service Accounts					
Non Complex	176,975.00	138,667.00	92,931.74	95,227.87	97,510.69
Standard Complex	18,443.00	10,759.00	10,362.94	10,569.06	10,780.90
Ultra Complex	153.00	91.00	88.32	90.07	91.87
Total	195,571.00	149,517.00	103,383.00	105,887.00	108,383.46
Supervisor Billing Services Personnel					
Non Complex	348.19	465.73	837.28	840.82	845.65
Standard Complex	103.79	87.06	119.72	121.49	123.91
Ultra Complex	426.52	324.61	493.00	500.34	510.34
Total	878.50	877.40	1,450.00	1,462.65	1,479.90
Senior Billing Services Personnel					
Non Complex	5,999.26	8,976.02	10,164.32	10,235.62	10,308.49
Standard Complex	1,701.38	1,669.11	1,794.04	1,829.69	1,866.13
Ultra Complex	7,014.47	7,034.17	7,399.64	7,547.34	7,698.28
Total	14,715.10	17,679.30	19,358.00	19,612.65	19,872.90
Billing Services Personnel					
Non Complex	858.30	553.21	544.32	555.98	567.10
Standard Complex	321.14	196.20	272.16	277.99	283.55
Ultra Complex	1,065.41	205.79	884.52	903.47	921.54
Total	2,244.85	955.20	1,701.00	1,737.45	1,772.20
Report or Bill Print					
Non Complex	10,522,142.00	5,463,722.00	226,442.53	231,852.57	237,258.13
Standard Complex	578,958.00	375,941.00	42,580.97	43,433.64	44,303.24
Ultra Complex	4,728.00	3,138.00	364.50	371.79	379.23
Total	11,105,828.00	5,842,801.00	269,388.00	275,658.00	281,940.60
Inserting					
Non Complex	9,309,252.00	4,019,970.01			
Standard Complex	364,499.00	230,474.44			
Ultra Complex	2,930.00	1,908.05			
Total	9,676,681.00	4,252,352.50			
Letter Printing					
Non Complex	778,644.00	674,188.00			
Standard Complex	74,311.00	44,608.00			
Ultra Complex	616.00	371.00			
Total	853,571.00	719,167.00			
Price Schedule Value Changes					
Non Complex	19.00	28.00	15.77	9.77	11.93
Standard Complex	2.00	4.00	4.20	4.19	4.28
Ultra Complex		-	0.04	0.04	0.04
Total	21.00	32.00	20.00	14.00	16.24

ATCO Gas & ATCO Electric
2003-2007 I-Tek Business Services Volumes

2003 Total	Actual		Forecast		
	2004 Total	2005 Total	2006 Total	2007 Total	
Pass Through Charges (\$000)					
Postage, Envelopes, Paper, Reprographics	\$ 5,936	\$ 3,865	\$ 111	\$ 116	\$ 119
Reception Services	\$ 30	\$ 20	\$ 14	\$ 14	\$ 15
Collection Agency Fees	\$ 297	\$ 203	\$ 11	\$ 11	\$ 11
Collection Agencies - Moved to B/S	\$ -	\$ 148	\$ -	\$ -	\$ -
CU Water Payments	\$ -	\$ -	\$ -	\$ -	\$ -
Bennett Jones	\$ 1	\$ -	\$ -	\$ -	\$ -
Other Billing Services (Courier, Storage, etc)	\$ 194	\$ 238	\$ 43	\$ 45	\$ 46
Statements of Work/Change Requests - Billing Services	\$ 386	\$ 307	\$ 122	\$ 124	\$ 127
Statements of Work/Change Requests - Call Centre Services	\$ 139	\$ 1	\$ 123	\$ 125	\$ 128
Statements of Work - I-Tek Labour	\$ 2,110	\$ 1,257	\$ -	\$ -	\$ -
Statements of Work - DFSS	\$ 404	\$ 88	\$ -	\$ -	\$ -
Statements of Work - I-Tek Business Services	\$ 315	\$ 253	\$ -	\$ -	\$ -
Statements of Work - Billing Services	\$ 226	\$ 268	\$ -	\$ -	\$ -
Statements of Work - Non-Production	\$ 598	\$ 431	\$ -	\$ -	\$ -
Statements of Work/Change Requests - Maintenance	\$ -	\$ -	\$ 200	\$ 200	\$ 204
Pass Through Charges					
Workstations and Floor Space	\$ -	\$ -	\$ -	\$ -	\$ -
Flow Through Costs - other billing services	\$ 42	\$ 42	\$ 142	\$ 142	\$ 145

* 2003 and 2004 volumes exclude non-utility related volumes.

Information Technology (IT) Units Summary Table 3 and 4 Overview

Attached is the summary of annual IT units for ATCO Electric, ATCO Gas and ATCO Pipelines. For the years 2003 and 2004, actual IT units are included for all three companies. For the years 2005 through 2007 the following IT units are used:

- ATCO Gas – the IT units are the volumes approved in Decision 2006-004.
- ATCO Electric – the forecast IT units are the volumes approved in Decision 2006-024. For the year 2007, the 2006 IT units plus 2% growth are used. These volumes will be replaced with ATCO Electric's 2007 General Tariff Application forecast volumes once these are filed with the AEUB.
- ATCO Pipelines – for 2005 through 2007, the 2004 actual IT units plus a 2% growth factor per year are used.

The IT units are divided into two major categories: "Fixed Rate" and "Variable Rate". The IT units that have fixed rates are noted in Schedule D of the Master Services Agreement (MSA) with ATCO I-Tek. The Fixed Rate IT units are categorized as: Distributed, Labour, Mainframe, Network Access, WAN, Rental, Voice and Workstation and are billed at a fixed rate as per Schedule D of the MSA with ATCO I-Tek.

The ATCO Gas volumes and costs identified in Table 3, Fixed Rate, for 2005-2007 include line items for Enhancement Hours, Maintenance Hours, and Blended Rates. The blended rate is \$128.87/hour, \$134.02/hour and \$139.39/hour for all three line items for 2005, 2006, and 2007 respectively. The blended average is based on a forecast rate for each job class for the respective years as follows:

Job Class	2005 (\$/Hour)	2006 (\$/Hour)	2007 (\$/Hour)
System Analyst 1	85.86	89.30	92.87
System Analyst 1	98.61	102.56	106.66
System Analyst 1	113.69	118.24	122.97
System Analyst 1	127.63	132.73	138.04
Consultant	141.54	147.20	153.09
Project Manager	169.38	176.16	183.21

To determine a blended rate, the individual rates are weighted based on the utilization of the various job classes as follows:

Job Class	% of Total Hours (%)	2005 (Hours)	2006 (Hours)	2007 (Hours)
System Analyst 1	2.65	285.28	776.74	885.67
System Analyst 1	3.11	334.95	912.00	1039.90
System Analyst 1	12.68	1367.47	3723.00	4245.48
System Analyst 1	51.11	5510.96	15005.03	17109.42
Consultant	28.20	3040.94	8279.75	9440.95
Project Manager	2.26	243.37	662.64	755.57
Total	100.0	10782.98	29359.46	33477.00

The relative weighting is based on historical experience.

The Variable Rate category includes item with rates that vary depending on the nature of the IT unit. Generally, these are third party expenses passed through from ATCO I-Tek. Examples are long distance phone call charges from Telus, software license fee from software vendors such as Microsoft, etc. These

charges will also include expenses related to IT capital projects. Examples are travel and living expenses, third party vendor labour fees, data conversion expenses, etc. IT units are not indicated as generally they are not meaningful. For example, one third party vendor may quote a fixed labour fee of \$55,000 for data conversion on one project while another third party vendor may quote \$125,000 for data conversion in a different project. In both examples, the IT unit is one and not consequential. The Variable Rate expenses are categorized as follows:

Additional Project Expenses: These include expenses related to IT capital projects. These have been broken down into the five categories: Software Licenses; Hardware; Third Party Vendor Labour; ATCO I-Tek Labour and Other. The ATCO I-Tek labour is for a negotiated lump sum for an IT project rather than an hourly rate. Actual labour charges for 2003 and 2004 for ATCO I-Tek have been included in the ATCO I-Tek labour units.

Additional Services: These are non-standard services provided by ATCO I-Tek. These include IT units for contract and legal fees, setting up special mainframe print jobs, special hardware like video cards, software distribution, freight charges, etc. These have been broken down into the five categories: Software Licenses; Hardware; Third Party Vendor Labour; ATCO I-Tek Labour and Other. The ATCO I-Tek labour is for a negotiated lump sum for an IT project rather than an hourly rate

Additional Services - XP Conversion: These are for services ATCO I-Tek provided when upgrading all the workstations and laptops to MS Windows XP. These costs have been previously approved by the Board and are not subject to benchmarking and placeholder true-up.

Travel Expenses: Travel expenses for staff to travel to complete their assignments.

Distributed Application Services: Distributed Application Services are services that procure, maintain, support and ensure availability of the underlying infrastructure required to run a software application. Each application may have a unique configuration of infrastructure needed to meet both the application and business requirements. Examples of components that may be required include server hardware, server software, hardware maintenance, software licensing, monitoring tools, administration, support, etc.

Since each application is a unique configuration, there is no standard pricing or associated volume usage. Each application has a unique Distributed Application Hosting fee which is based on the configuration of the application and business requirements as approved by the client. For the forecast years 2005 through 2007, the forecast expenditures are completed in dollars only with no IT units.

Third Party Labour: These are the labour charges from third party contractors working on IT capital projects. These can be a fixed flat fee for a specific task such as data conversion, or a variable hourly rate depending on the vendor.

There are no forecasted units in some of the variable categories like third party labour, additional services, etc. These relate to IT capital projects. When an IT project is about to commence, ATCO I-Tek will review the manpower requirements for the project. They may decide to use internal staff as well as hire contract IT staff to complete the project. For forecast purposes, ATCO Gas assumes that ATCO I-Tek staff will be used for the IT project due to the uncertainty of how the IT project will be staffed. This is why there are no forecasted third party labour dollars. The forecasted units can be found in "Labour" in the Fixed Rates and dollars in "Additional Project Expenses". A similar situation occurs when it is finally decided on what third party vendor to participate in the IT project. How much labour they will contribute is unknown at the time when the forecast is developed.

Mainframe: Most mainframe IT units are included in the Fixed Rate section of the IT Unit Summary. However, there are "MVS Form Type/1000" expenses which are IT units where the rate varies depending of the type of form printed.

WAN: Again, most WAN units are included in the Fixed Rate section of the IT unit summary. There is one category of WAN, "Megastream and other Dedicated", where the IT units are based on a variable rate charged from Telus.

Specified Expenses: These are the variable expenses related to the training of staff on software applications.

Voice: Most IT units have been included in the Fixed Rate section of the summary. There are additional IT units for services based on variable rates. These IT units include long distance phone calls, telecom circuit fees, and aircard charges for PDAs, video conferencing, dedicated OPX and tie lines, etc.

Workstation: These are IT units for specialized non standard hardware. This includes special cashier printers, ergonomic keyboards, PCMCIA dongle (security device), power, print and splitter cables, laptop batteries, scanners, CDRW drives, additional RAM memory, IPAQ PC cards, PC speakers, headsets, docking stations for laptops, laptop carrying cases, etc.

Xerox: These are the IT units for the lease payments and consumable supplies on Xerox hardware. This hardware includes photocopiers and multifunctional devices that have copy, print, scan and fax capabilities. The lease payments vary by the type and model of the hardware. For ATCO Electric, the Xerox charges are included in the IT Placeholder. ATCO Gas charges this pass through expense to an O&M administration account and Xerox is excluded from the IT Placeholder.

ATCO Electric 2005 FORECAST IT VOLUMES and COST	Dollars (\$000s)									
	Units					2005 Rates				
	O&M	ES&G	Capital Direct	Subtotal	Total	O&M	ES&G	Capital Direct	Subtotal	Total
VPN - Remote Client with Split Tunnelling				12.00	12.00					
Wireless Service - Leased	36.00			36.00	36.00					
Wireless Service - Owned										
Wireless Blackberry Services Connectivity	84.00			84.00	84.00					
XP Project	5,821.08	2,150.52		2,150.52	7,971.60					
WAN										
10 Mb Ethernet - Remote	18.14	7.42		7.42	25.56					
256k Virtual WAN	8.40	3.60		3.60	12.00					
4 Wire Loop	27.24	5.04		5.04	32.28					
56k Virtual WAN	58.80	25.20		25.20	84.00					
T1 in Grande Prairie	9.96	4.20		4.20	14.16					
Rental										
Laptop Weekly Rental										
Laptop Monthly Rental										
Training Room Daily Rental										
Training Room Set Up Fee										
Voice										
Modem Line	638.04	117.96		117.96	756.00					
PBX Trunk Port										
Voice Feature - Call Park	397.20	130.80		130.80	528.00					
Voice Feature - Line Appearance	1,721.52	102.48		102.48	1,824.00					
Voice Feature - Speed Call Manager	127.92	40.08		40.08	168.00					
Voice Feature - Speed Call User	632.40	195.60		195.60	828.00					
Voice Feature - Visual Call Waiting	52.80	19.20		19.20	72.00					
Voice Feature - Voice Mail Basic	2,333.16	1,094.04		1,094.04	3,427.20					
Voice Feature - Voice Mail Notify	12.00				12.00					
Voice Install/Move/Add/Change Labour	26.88	15.12		15.12	42.00					
Workstation Install/Move/Add/Change Emergency										
Voice Line Charge	3,624.12	1,640.04		1,640.04	5,264.16					
Voice Set Charge	3,024.72	1,414.44		1,414.44	4,439.16					
Workstation										
High Volume Black and White Printer	170.28	57.72		57.72	228.00					
Low Volume Black and White Printer	191.52	84.48		84.48	276.00					
Medium Volume Black and White Printer	801.60	218.40		218.40	1,020.00					
Medium Volume Black and White Printer with Duplex	152.88	63.12		63.12	216.00					
High Volume Colour Printer	79.80	40.20		40.20	120.00					
Maximum Volume Colour Printer	20.40	3.60		3.60	24.00					
Express Request Service Fee										
Hardware Install/Move/Add/Change Labour	85.91	70.26		70.26	156.17					
Laptop Hardware Operating Leases	2,306.52	903.48		903.48	3,210.00					
Laptop Hardware Slim Operating Leases	61.20	10.80		10.80	72.00					
Laptop Support High	1,279.56	376.44		376.44	1,656.00					
Laptop Support Low	419.76	144.24		144.24	564.00					
Laptop Support Medium	651.60	446.40		446.40	1,098.00					
Monitors 15 inch or Smaller	12.00				12.00					

ATCO Electric
2005 FORECAST IT VOLUMES and COST

Dollars (\$000s)

Units

Service Description	Units				2005 Rates	Capital				Total \$
	O&M	ES&G	Direct	Subtotal		O&M	ES&G	Direct	Subtotal	
Monitor CRT - 17 inch	5,080.56	2,682.00	-	2,682.00	\$ 8.00	\$ 41	\$ 21	\$ -	\$ 21	\$ 62
Monitor CRT - 19 inch	76.80	7.20	-	7.20	\$ 32.00	2	-	-	-	2
Monitor CRT - 21 inch	438.48	269.52	-	269.52	\$ 32.00	14	9	-	9	23
Monitor LCD - 15 inch	-	-	-	-	-	-	-	-	-	-
Monitor LCD - 17 inch	499.92	154.08	-	154.08	\$ 24.00	12	4	-	4	16
Monitor LCD - 19 inch	12.00	-	-	-	\$ 29.00	-	-	-	-	-
Monitor LCD - 20 inch	159.36	8.64	-	8.64	\$ 42.00	7	-	-	-	7
PC Hardware Operating Lease	4,092.60	2,181.96	-	2,181.96	\$ 81.12	332	177	-	177	509
PC Hardware Operating Lease - High Performance	-	-	-	-	-	-	-	-	-	-
PC Support High	1,489.20	881.76	-	881.76	\$ 158.41	236	140	-	140	376
PC Support Low	938.40	337.20	-	337.20	\$ 106.03	99	36	-	36	135
PC Support Medium	1,672.20	835.80	-	835.80	\$ 132.22	221	111	-	111	332
Printer Support - High	337.08	178.92	-	178.92	\$ 76.37	26	14	-	14	40
Printer Support - Low	172.32	91.68	-	91.68	\$ 20.00	3	2	-	2	5
Printer Support - Medium	992.88	279.12	-	279.12	\$ 65.00	65	18	-	18	83
Software Integration/Packaging Labour	53.15	18.85	-	18.85	\$ 114.29	6	2	-	2	8
Software Signup Fee	143.99	29.51	-	29.51	\$ 115.00	17	3	-	3	20
Software Support Labour	90.59	30.91	-	30.91	\$ 114.29	10	4	-	4	14
Terminal Hardware Operating Lease	-	-	-	-	\$ 17.45	-	-	-	-	-
Terminal Server Service	48.00	-	-	-	\$ 37.22	2	-	-	-	2
Terminal Server Service 1 Port	134.40	21.60	-	21.60	\$ 117.88	16	3	-	3	19
Terminal Server Service 20 Port	12.00	-	-	-	\$ 253.33	3	-	-	-	3
Terminal Server Service 4 Port	69.60	14.40	-	14.40	\$ 165.44	12	2	-	2	14
Terminal Server Service 8 Port	12.00	-	-	-	\$ 193.36	2	-	-	-	2
Workstation Install/Move/Add/Change Labour	44.03	30.97	-	30.97	\$ 61.42	3	2	-	2	5
Workstation Install/Move/Add/Change Emergency	-	-	-	-	\$ 123.18	-	-	-	-	-
						1,974	5	880	5	2,854
Additional Project Expenses	-	-	-	-	Variable	-	-	-	-	-
Additional Services	-	-	-	-	Variable	-	-	-	-	-
Software Licenses	-	-	-	-	Variable	37	50	-	50	87
Third Party Vendor Labour	-	-	-	-	Variable	169	71	-	71	240
I-Tek Labour	-	-	-	-	Variable	211	17	-	17	228
Other	-	-	-	-	Variable	10	6	-	6	16
Travel Expenses	-	-	-	-	Variable	-	-	-	-	-
Distributed Apps	-	-	-	-	Variable	-	-	-	-	-
Distributed Application Support Costs	-	-	-	-	Variable	1,468	352	-	352	1,820
Oracle Financials	-	-	-	-	Variable	550	312	-	312	862
Disaster Recovery	-	-	-	-	Variable	-	-	-	-	-
Labour	-	-	-	-	Variable	-	-	-	-	-
Sub-Contractor Charges	-	-	-	-	Variable	-	-	-	-	-
Mainframe	-	-	-	-	Variable	4	-	-	-	4
MVS Form Type/1000	-	-	-	-	Variable	-	-	-	-	-

ATCO Electric
2006 FORECAST IT VOLUMES and COST

Dollars (\$000s)

Service Description	Units					2006 Rates	Total	Capital					Subtotal	Total \$
	Capital							O&M	ES&G	Direct	ES&G	Subtotal		
	O&M	ES&G	Direct	ES&G	Subtotal									
Service Category														
Update Licenses	1,515.94	860.06				2,376.00	51.12	77	44			44	\$	121
Read Licenses	719.69	408.31				1,128.00	13.56	14	8			8	\$	22
Discoverer Licenses	1,094.85	621.15				1,716.00	13.66	15	8			8	\$	23
Project Management Licenses	145.47	82.53				228.00	10.84	2	1			1	\$	3
Order Management Licenses	176.09	99.91				276.00	20.39	4	2			2	\$	6
IPProcurement - per line	33,687.64	19,112.36				52,800.00	0.91	31	17			17	\$	48
Expense - per report	3,797.52	2,154.48				5,952.00	0.87	3	2			2	\$	5
Order Management - per line	149,297.49	84,702.51				234,000.00	0.04	6	3			3	\$	9
OFIN - Local Disk Storage	411.53	233.47				645.00	32.00	13	7			7	\$	20
OFIN - DASD Disk Storage	1,837.51	1,042.49				2,880.00	65.00	119	68			68	\$	187
Labour								284	160			85	\$	369
Analyst 1	-	5,006.26	5,006.26			5,006.26	88.42	-	-	443		443	\$	443
Analyst2	-	13,791.27	13,791.27			13,791.27	101.55	-	-	1,401		1,401	\$	1,401
Analyst3	2,722.00	18.00	14,955.98			17,695.98	117.08	319	2	1,751		1,753	\$	1,753
Analyst4	725.20	4.80	18,708.55			19,433.75	131.44	95	1	2,458		2,459	\$	2,459
Consultant	-	8,336.04	8,336.04			8,336.04	145.77	-	-	1,215		1,215	\$	1,215
Premium Labour	-	-	-			-	146.00	-	-	-		-	\$	-
Project Manager	-	3,417.98	3,417.98			3,417.98	174.43	-	-	596		596	\$	596
Mainframe Processing								414	3			7,864	\$	7,867
Mainframe Print Configuration	-	-	-			-	-	-	-	-		-	\$	-
ADABAS CPU Minutes	2,622.96	89.74	89.74			2,712.70	13.77	36	1			1	\$	37
BATCH CPU Minutes	15,303.69	362.04	362.04			15,665.73	13.77	211	5			5	\$	216
CICS CPU Minutes	5,388.94	566.00	566.00			5,954.94	10.73	58	6			6	\$	64
DB2 CPU Minutes	6,366.99	1,034.24	1,034.24			7,401.23	10.73	68	11			11	\$	79
IMS CPU Minutes	165.31	24.58	24.58			189.89	13.77	2	-			-	\$	2
TSOCPUMinutes	1,184.55	258.01	258.01			1,442.56	10.73	13	3			3	\$	16
MVS DASD Gigabyte Months	583.65	2.61	2.61			586.26	74.61	44	-			-	\$	44
MVS HSM Tape Gigabyte Months	609.91	6.36	6.36			616.27	3.22	2	-			-	\$	2
MVS Print Pages	483.51	7.23	7.23			490.74	110.65	54	1			1	\$	55
MVS HSM Tape Gigabyte Months	5,008.72	2.62	2.62			5,011.34	3.22	16	-			-	\$	16
								504	27			27	\$	531
Network Access								257	100			100	\$	357
ADSLLight	180.36	69.96	69.96			250.32	1,426.61	73	31			31	\$	104
ADSLUnlimited	36.67	15.39	15.39			52.06	1,997.25	-	-			-	\$	-
Distributed Archive Tape	21.12	3.00	3.00			24.12	3.22	-	-			-	\$	-
E-Mail Service	26,378.88	11,844.96	11,844.96			38,223.84	4.60	121	54			54	\$	175
Internet Access	4,268.88	1,730.64	1,730.64			5,999.52	14.22	61	25			25	\$	86
Long Term Archive	-	-	-			-	-	-	-			-	\$	-
Long Term Archive - 1st Month	176.40	3.60	3.60			180.00	3.22	1	-			-	\$	1
Network Connectivity	41.40	54.60	54.60			96.00	36.13	1	2			2	\$	3
Remote Access Service (RAS)	966.00	234.00	234.00			1,200.00	23.78	23	6			6	\$	29
Rightfax Service	380.40	147.60	147.60			528.00	22.02	8	3			3	\$	11
File Server Storage (gigabytes)	8,358.84	2,777.16	2,777.16			11,136.00	56.21	470	156			156	\$	626
Substation	24.00	-	-			24.00	406.85	10	-			-	\$	10
User ID Services	7,890.60	3,490.92	3,490.92			11,381.52	15.54	123	54			54	\$	177
VPN - Remote Client	604.56	361.44	361.44			966.00	33.51	20	12			12	\$	32
VPN - Firewall	-	-	-			-	-	-	-			-	\$	-

ATCO Electric
2006 FORECAST IT VOLUMES and COST

Dollars (\$000s)

Units

Service Description	Units				2006 Rates	Capital				Total \$		
	O&M	ES&G	Direct	Subtotal		O&M	ES&G	Direct	Subtotal			
VPN - Remote Client with Split Tunneling				12.00	\$ -					\$ -	1	\$ -
Wireless Service - Leased	36.00	-	-	36.00	\$ 78.64					\$ -	-	\$ -
Wireless Service - Owned	-	-	-	-	\$ -					\$ -	-	\$ -
Wireless BlackBerry Service Connectivity	84.00	-	-	84.00	\$ 31.96					\$ -	-	\$ -
XP Project	-	-	-	-	\$ 51.00					\$ -	-	\$ -
						1,174		444		\$ -	444	\$ 1,618
WAN												
10 Mb Ethernet - Remote	18.14	7.42	-	25.56	\$ 3,962.81					\$ -	29	\$ 72
256k Virtual WAN	8.40	3.60	-	12.00	\$ 2,819.36					\$ -	10	\$ 24
4 Wire Loop	27.24	5.04	-	32.28	\$ 1,002.98					\$ -	5	\$ 27
56k Virtual WAN	58.80	25.20	-	84.00	\$ 1,499.04					\$ -	38	\$ 88
Ti in Grande Prairie	9.96	4.20	-	14.16	\$ 2,345.98					\$ -	10	\$ 23
						234		921		\$ -	92	\$ 234
Rental												
Laptop Weekly Rental	-	-	-	-	\$ -					\$ -	-	\$ -
Laptop Monthly Rental	-	-	-	-	\$ -					\$ -	-	\$ -
Training Room Daily Rental	-	-	-	-	\$ -					\$ -	-	\$ -
Training Room Set Up Fee	-	-	-	-	\$ -					\$ -	-	\$ -
Voice												
Modern Line	638.04	117.96	-	756.00	\$ 25.53					\$ -	3	\$ 16
PBX Trunk Port	-	-	-	-	\$ -					\$ -	-	\$ -
Voice Feature - Call Park	373.20	130.80	-	504.00	\$ 2.25					\$ -	-	\$ -
Voice Feature - Line Appearance	1,721.52	102.48	-	1,824.00	\$ 2.25					\$ -	-	\$ -
Voice Feature - Speed Call Manager	127.92	40.08	-	168.00	\$ 2.25					\$ -	-	\$ -
Voice Feature - Speed Call User	620.40	195.60	-	816.00	\$ 1.12					\$ -	-	\$ -
Voice Feature - Visual Call Waiting	52.80	19.20	-	72.00	\$ 1.12					\$ -	-	\$ -
Voice Feature - Voice Mail Basic	2,297.16	1,094.04	-	3,391.20	\$ 8.69					\$ -	10	\$ 20
Voice Feature - Voice Mail Remote Notify	12.00	-	-	12.00	\$ 3.07					\$ -	-	\$ -
Voice Install/Move/Add/Change Labour	25.88	15.12	-	41.00	\$ 66.39					\$ -	1	\$ 2
Workstation Install/Move/Add/Change Emergency	3,561.12	1,652.04	-	5,213.16	\$ 25.53					\$ -	42	\$ 91
VoiceLineCharge	2,958.72	1,422.84	-	4,381.56	\$ 16.24					\$ -	23	\$ 48
Voice Set Charge										\$ -	79	\$ 183
										\$ -	79	\$ 79
Workstation												
High Volume Black and White Printer	170.28	57.72	-	228.00	\$ 102.20					\$ -	6	\$ 17
Low Volume Black and White Printer	191.52	84.48	-	276.00	\$ 28.62					\$ -	2	\$ 5
Medium Volume Black and White Printer	801.60	218.40	-	1,020.00	\$ 49.06					\$ -	11	\$ 39
Medium Volume Black and White Printer with Duplex	152.88	63.12	-	216.00	\$ 69.50					\$ -	4	\$ 11
High Volume Colour Printer	79.80	40.20	-	120.00	\$ 122.64					\$ -	5	\$ 10
Maximum Volume Colour Printer	20.40	3.60	-	24.00	\$ 163.52					\$ -	1	\$ 3
Express Request Service Fee	-	-	-	-	\$ -					\$ -	-	\$ -
Hardware Install/Move/Add/Change Labour	83.81	58.36	-	142.17	\$ 116.81					\$ -	7	\$ 10
Laptop Hardware Operating Leases	2,290.92	919.08	-	3,210.00	\$ 145.64					\$ -	134	\$ 334
Laptop Hardware Slim Operating Leases	61.20	10.80	-	72.00	\$ 186.95					\$ -	2	\$ 11
Laptop Support High	1,275.96	380.04	-	1,656.00	\$ 202.78					\$ -	77	\$ 259
Laptop Support Low	407.76	144.24	-	552.00	\$ 127.83					\$ -	18	\$ 52
Laptop Support Medium	651.60	446.40	-	1,098.00	\$ 164.62					\$ -	74	\$ 107
Monitors 15 inch or Smaller	12.00	-	-	12.00	\$ 8.42					\$ -	-	\$ -

ATCO Electric
2006 FORECAST IT VOLUMES and COST

Service Description	Units				Dollars (\$000s)				2006 Rates	Total	Subtotal	ES&G	Direct	Capital	Subtotal	Total \$
	O&M	ES&G	Capital	Direct	O&M	ES&G	Direct	Capital								
Monitor CRT - 17 inch	5,053.56	2,682.00	-	-	7,735.56	8.18	-	-	7,735.56	2,682.00	22	-	-	22	\$ 63	
Monitor CRT - 19 inch	64.80	7.20	-	-	72.00	32.70	-	-	72.00	7.20	-	-	-	-	\$ 2	
Monitor CRT - 21 inch	438.48	245.52	-	-	684.00	32.70	-	-	684.00	245.52	8	-	-	8	\$ 22	
Monitor LCD - 15 inch	499.92	154.08	-	-	654.00	24.53	-	-	654.00	154.08	4	-	-	4	\$ 16	
Monitor LCD - 17 inch	24.00	1.44	-	-	25.44	42.92	-	-	25.44	1.44	-	-	-	-	\$ 1	
Monitor LCD - 19 inch	135.36	7.20	-	-	142.56	42.92	-	-	142.56	7.20	-	-	-	-	\$ 6	
Monitor LCD - 20 inch	4,081.20	2,178.36	-	-	6,259.56	82.90	-	-	6,259.56	2,178.36	181	-	-	181	\$ 519	
PC Hardware Operating Lease	1,477.80	878.16	-	-	2,355.96	161.90	-	-	2,355.96	878.16	-	-	-	-	\$ 381	
PC Support High	938.40	337.20	-	-	1,275.60	108.36	-	-	1,275.60	337.20	37	-	-	37	\$ 139	
PC Support Low	1,672.20	823.80	-	-	2,496.00	135.13	-	-	2,496.00	823.80	111	-	-	111	\$ 337	
PC Support Medium	337.08	178.92	-	-	516.00	78.05	-	-	516.00	178.92	14	-	-	14	\$ 40	
Printer Support - High	172.32	91.68	-	-	264.00	20.44	-	-	264.00	91.68	2	-	-	2	\$ 6	
Printer Support - Low	992.88	279.12	-	-	1,272.00	66.43	-	-	1,272.00	279.12	19	-	-	19	\$ 85	
Software Integration/Packaging Labour	40.15	18.85	-	-	59.00	116.81	-	-	59.00	18.85	2	-	-	2	\$ 7	
Software Signup Fee	126.49	29.51	-	-	156.00	117.53	-	-	156.00	29.51	3	-	-	3	\$ 18	
Software Support Labour	75.19	30.31	-	-	105.50	116.81	-	-	105.50	30.31	4	-	-	4	\$ 13	
Terminal Hardware Operating Lease	48.00	-	-	-	48.00	17.83	-	-	48.00	-	-	-	-	-	\$ -	
Terminal Server Service	126.00	18.00	-	-	144.00	38.04	-	-	144.00	18.00	2	-	-	2	\$ 2	
Terminal Server Service 1 Port	12.00	-	-	-	12.00	120.47	-	-	12.00	-	2	-	-	2	\$ 17	
Terminal Server Service 20 Port	69.60	14.40	-	-	84.00	258.90	-	-	84.00	14.40	3	-	-	3	\$ 3	
Terminal Server Service 4 Port	12.00	-	-	-	12.00	169.08	-	-	12.00	-	2	-	-	2	\$ 14	
Terminal Server Service 8 Port	40.63	27.37	-	-	68.00	197.61	-	-	68.00	27.37	2	-	-	2	\$ 2	
Workstation Install/Move/Add/Change Labour	-	-	-	-	-	62.77	-	-	-	-	3	-	-	3	\$ 5	
Workstation Install/Move/Add/Change Emergency	-	-	-	-	-	-	-	-	-	-	2	-	-	2	\$ -	
						2,001	896	-	2,897		896	-	-	896	\$ 2,897	
Variable Rate																
Additional Project Expenses	-	-	-	-	-	Variable	-	-	-	-	-	-	-	-	\$ -	
Additional Services	-	-	-	-	-	Variable	-	-	-	-	-	-	-	-	\$ -	
Software Licenses	-	-	-	-	-	Variable	-	-	-	-	48	-	-	48	\$ 86	
Third Party Vendor Labour	-	-	-	-	-	Variable	-	-	-	-	99	-	-	99	\$ 283	
I-Tek Labour	-	-	-	-	-	Variable	-	-	-	-	13	-	-	13	\$ 214	
Other	-	-	-	-	-	Variable	-	-	-	-	5	-	-	5	\$ 15	
Travel Expenses	-	-	-	-	-	Variable	-	-	-	-	-	-	-	-	\$ -	
Distributed Apps	-	-	-	-	-	Variable	-	-	-	-	-	-	-	-	\$ -	
Distributed Application Support Costs	-	-	-	-	-	Variable	-	-	-	-	397	-	-	397	\$ 1,961	
Oracle Financials	-	-	-	-	-	Variable	-	-	-	-	319	-	-	319	\$ 881	
Disaster Recovery	-	-	-	-	-	Variable	-	-	-	-	-	-	-	-	\$ 170	
Labour	-	-	-	-	-	Variable	-	-	-	-	-	-	-	-	\$ -	
Sub-Contractor Charges	-	-	-	-	-	Variable	-	-	-	-	-	-	-	-	\$ -	
Mainframe	-	-	-	-	-	Variable	-	-	-	-	-	-	-	-	\$ -	
MVS Form Type/1000	-	-	-	-	-	Variable	-	-	-	-	-	-	-	-	\$ 5	

ATCO Electric
2006 FORECAST IT VOLUMES and COST

Dollars (\$000s)

Service Description	Units			2006 Rates	O&M	ES&G	Capital Direct	Subtotal	Total \$
	O&M	ES&G	Capital Direct						
Network									
Megastream and Other Dedicated - WAN				Variable	\$ 37				
Specified Expense									
Training Directs				Variable	\$			\$	
Voice									
Dedicated OPX				Variable	\$ -			\$	
Long Distance Direct				Variable	\$ 150	10		\$	160
Telecom Circuit Fees				Variable	\$ 12			\$	12
Telecom Fees				Variable	\$ -			\$	-
Workstation									
Cashier Printer				Variable	\$ -			\$	-
High Volume Colour Printer - Utilities				Variable	\$ 9	13		\$	22
Hardware Service Requests				Variable	\$ 30	6		\$	36
Non Standard Hardware				Variable	\$ -	13		\$	13
Software				Variable	\$ 7	43		\$	50
Xerox									
Xerox Leases				Variable	\$ 374	36		\$	410

ATCO Gas
2005 FORECAST IT VOLUMES and COST

SERVICE DESCRIPTION	Units				Dollars (\$000s)				
	Total	O&M	Other	Capital	2005 Rates	Total	O&M	Other	Capital
Fixed Rate									
Distributed Apps									
Discoverer License/Maint Rental	1,668.00	1,300.96	367.04		\$ 13.86	\$ 23	\$ 18	\$ 5	\$ -
Discrete Mig Read Maint. on Lic Purchase	804.00	627.08	176.92		\$ 19.91	\$ 16	\$ 12	\$ 4	\$ -
Discrete Mig Update Maint. on Lic Purch	3,924.00	3,060.53	863.47		\$ 52.62	\$ 204	\$ 159	\$ 45	\$ -
Financials Update Appl. Host & Storage	13,812.00	10,772.69	3,039.31		\$ 0.88	\$ 12	\$ 9	\$ 3	\$ -
Financials Update License/Maint Rental	19,368.00	15,106.10	4,261.90		\$ 0.93	\$ 18	\$ 14	\$ 4	\$ -
Financials Update Support & Admin Expense	516.00	402.46	113.54		\$ 20.75	\$ 11	\$ 9	\$ 2	\$ -
Financials Update License/Maint Rental	230,000.00	179,388.87	50,611.13		\$ 0.04	\$ 9	\$ 7	\$ 2	\$ -
Microstation	636.00	496.05	139.95		\$ 11.03	\$ 7	\$ 5	\$ 2	\$ -
Mobile Supply Chain Maint on Lic Purchas	349.63	272.70	76.94		\$ 32.00	\$ 11	\$ 9	\$ 2	\$ -
Order Management Maint on Lic. Purchase	1,702.51	1,327.88	374.63		\$ 65.00	\$ 111	\$ 87	\$ 24	\$ -
Project Acct Read Maint. on Lic Purchase									
Project Acct Update License/Maint Rental									
Project Acct Update Maint. on Lic Purcha									
Project Management Maint on Lic Purchase									
Purchasing Update License/Maint Rental									
Purchasing Update Maint on Lic Purchase									
OFIN - Local Disk Storage									
OFIN - DASD Disk Storage									
Web Hosting - Intranet Hosting Fee									
Web Hosting - Intranet Hosting Fee FTP site									
Web Hosting - Secure Web Site									
Labour									
Administrator	4.00			4.00	\$ 55.00	\$ -	\$ -	\$ -	\$ -
Analyst 1	4,090.60			4,090.60	\$ 86.52	\$ 3	\$ -	\$ -	\$ 3
Analyst 1 - DFSS	470.50			470.50	\$ 86.52	\$ 44	\$ -	\$ -	\$ 41
Analyst 2	2,206.00			2,206.00	\$ 99.37	\$ 219	\$ -	\$ -	\$ 219
Analyst 2 - DFSS	374.30			374.30	\$ 99.37	\$ 37	\$ -	\$ -	\$ 37
Analyst 3	6,040.30			6,040.30	\$ 99.37	\$ 692	\$ -	\$ -	\$ 692
Analyst 3 - DFSS	514.50			514.50	\$ 114.56	\$ 59	\$ -	\$ -	\$ 59
Analyst 4	8,907.00			8,907.00	\$ 114.56	\$ 1,146	\$ -	\$ -	\$ 1,146
Analyst 4 - DFSS	2,343.10			2,343.10	\$ 128.61	\$ 301	\$ -	\$ -	\$ 301
Analyst 1 - XP related									
Analyst 2 - XP related									
Analyst 3 - XP related									
Analyst 4 - XP related									
Consultant	6,841.00			6,841.00	\$ 142.63	\$ 976	\$ -	\$ -	\$ 976
Consultant - DFSS	157.00			157.00	\$ 142.63	\$ 22	\$ -	\$ -	\$ 22
Consultant - XP related									
Premium Labour	865.00			865.00	\$ 170.68	\$ 148	\$ -	\$ -	\$ 148
Project Manager	1.00			1.00	\$ 170.68	\$ -	\$ -	\$ -	\$ -
Project Manager - DFSS									

ATCO Gas
2005 FORECAST IT VOLUMES and COST

SERVICE DESCRIPTION	Units			Dollars (\$000s)				
	Total	O&M	Other	Capital	Total	O&M	Other	Capital
Project Manager - XP related	5,396.00	5,396.00			696	696		
Enhancement Hours	1,750.00	1,750.00			227	227		
Maintenance Hours	3,636.98	3,636.98			469	469		
Blended Rate								
Mainframe								
Mainframe Print Configuration								
MVS (ADABAS) CPU Minutes	82,285.30	82,285.30			1,109	1,109		
MVS (Batch) CPU Minutes	71,612.00	71,612.00			966	966		
(GIGS) CPU Minutes MVS	1,222.00	1,222.00			13	13		
(DB2) CPU Minutes MVS (IMS)	5,642.00	5,642.00			59	59		
CPU Minutes MVS (TSO) CPU	44,767.00	44,767.00			604	604		
Minutes MVS DASD Gigabyte	2,368.24	2,368.24			25	25		
Months MVS Print Forms	523.84	523.84			38	38		
MVS Print Pages	2,672.00	2,672.00			26	26		
MVS Tape Gigabyte Months	2,674.00	2,674.00			291	291		
	5,192.59	5,192.59			16	16		
Network Access								
ADSL Light								
ADSL Unlimited								
ADSL Unlimited w/ Terminal Capability								
Email Service	42.00	42.00			59	59		
Internet Access	45.60	45.60			89	89		
Long Term Archive								
Long Term Archive - 1st Month								
Network Connectivity	4,800.00	4,208.74	591.26		43	38	5	
Remote Access Service	4,980.00	4,366.57	613.43		69	61	8	
Rightfax Service								
Server Storage								
Telus Aircard								
UserID Sery w/ no ATCO Domain usage								
UserID Services								
VPN - Remote Client (RAS) VPN-	7,356.00	6,449.90	906.10		406	356	50	
Remote Client w/ split tunnelling								
Wireless Service - Leased								
Wireless Service - Owned								
Wireless Service Connect	13,644.00	11,963.35	1,680.65		208	182	26	
	684.00	599.75	84.25		22	20	2	
WAN								
10 Mb Ethernet - Remote								
10Mb Ethernet - Local - 3 YR								
112K Virtual WAN								
256K Virtual WAN								
4 Wire Loop								
4 Wire Loop High Speed								
512K Virtual WAN 56K	10.20	10.20			40	40		
Virtual WAN Microwave	12.00	12.00			40	40		
(Dedicated)								
TI in Grande Prairie	42.00	42.00			41	41		
	66.00	66.00			97	97		
	41.30	41.30			56	56		
	12.00	12.00			28	28		

ATCO Gas
2005 FORECAST IT VOLUMES and COST

SERVICE DESCRIPTION	Units				Dollars (\$000s)			
	Total	O&M	Other	Capital	Total	O&M	Other	Capital
VPN - Remote Branch								
Rental					2005 Rates			
Desktop Monthly Short Term Rental					\$ 22.93			
Laptop Day Rental					\$ 26.01			
Laptop Monthly Rental					\$ 4.46			
Laptop Weekly Rental					\$ 23.08			
Printer Weekly Rental					\$ 571.50			
Training Rm setup fee - per sid Ms					\$ 24.98			
Training Rm setup fee - speciality SW					\$ 7.94			
Training Room Daily Rental					\$ 34.36			
					\$ 816.60			
					\$ 259.16			
					\$ 3.00			
					\$ 12.00			
					\$ 2.20			
Voice								
Call Centre Seat					\$ 2.20	3	2	1
Call Centre Set	144.00	111.67	32.33		\$ 2.20	7	6	1
Call Centre Supervisor	252.00	195.41	56.59		\$ 1.10	-	-	-
Centres Set	12.00	9.31	2.69		\$ 1.10	7	5	2
ISDN Circuit	312.00	241.94	70.06		\$ 8.50	7	7	-
Modem Line	12.00	12.00			\$ 3.60	30	23	7
Recorded Announcement	1,212.00	939.85	272.15		\$ 5.07	3	3	-
Recorded Announcement Route Video	408.00	316.39	91.61		\$ 64.96	3	3	-
Conferencing Lease w/ Support Video	96.00	74.44	21.56		\$ 24.98	29	23	6
Conferencing Support Voice AIN Auto	36.00	27.92	8.08		\$ 15.89	12	9	3
Activation Fee Voice AIN Redirect Line	48.00	37.22	10.78		\$ 108.00	-	-	-
Charge Voice Feature - Call Park	24.00	18.61	5.39		\$ 88.00	-	-	-
Voice Feature - Call Recording	24.00	18.61	5.39		\$ 48.00	3	2	1
Voice Feature - Line Appearance	1,572.00	1,219.02	352.98		\$ 68.00	20	16	4
Voice Feature - SC Manager	8,904.00	6,904.65	1,999.35		\$ 120.00	1	1	-
Voice Feature - Visual Call Waiting	528.00	409.44	118.56		\$ 166.40	2	1	-
Voice Feature - Voice Mail Basic	1,536.00	1,191.10	344.90		\$ 40.00	1	1	-
Voice Feature - Voice Mail Desktop	516.00	400.13	115.87		\$ 40.00	16	12	4
Voice Feature - VM Extra Time (10min inc)	1,884.00	1,460.96	423.04		\$ 40.00	-	-	-
Voice Line Charge	24.00	18.61	5.39		\$ 40.00	-	-	-
Voice Set Charge	24.00	18.61	5.39		\$ 40.00	-	-	-
Workstation								
B & W Printer High Volume	360.00	279.16	80.84		\$ 394	394	306	8
B & W Printer Low Volume	15,757.00	12,218.85	3,538.15		\$ 171	171	133	3
B & W Printer Medium Volume	10,777.00	8,357.08	2,419.92		\$ 25	25	25	1
B & W Printer Volume w/duplex	372.00	252.57	119.43		\$ 7	7	5	2
Colour Printer High Volume Colour	240.00	162.95	77.05		\$ 76	76	52	2
Printer Maximum Volume Colour	1,584.00	1,075.44	508.56		\$ 16	16	11	5
Printer Medium Volume	240.00	162.95	77.05		\$ 12	12	8	4
	96.00	65.18	30.82		\$ 6	6	4	2
	36.00	24.44	11.56		\$ 4	4	3	1
	72.00	48.88	23.12		\$ 4	4	3	1

Appendix 1
Table 3 - revised
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ATCO Gas
2005 FORECAST IT VOLUMES and COST

SERVICE DESCRIPTION	Units				Dollars (\$000s)			
	Total	O&M	Other	Capital	Total	O&M	Other	Capital
Express Request Service Fee					2005 Rates			
Hardware Install/Move/Add/Change Labour	1,836.00	1,246.54	589.46		\$ 142.50	178	84	\$ -
Laptop HW Operating Lease	12.00	8.15	3.85		182.93	1	1	\$ -
Laptop HW Slim Operating Lease	96.00	65.18	30.82		125.00	13	6	\$ -
Laptop Support High	792.00	537.72	254.28		161.27	67	32	\$ -
Laptop Support Low	584.00	382.92	181.08		\$ 8.00	62	29	\$ -
Process Control Laptop No Support	395.90	268.79	127.11		\$ 2.00	5	2	\$ -
Monitor- 15 inch or less	24.00	16.29	7.71		\$ 4.00	-	-	\$ -
Monitor-17 inch	9,841.92	6,682.09	3,159.83		\$ 39.00	54	25	\$ -
Monitor LCD - 17 inch	647.00	439.28	207.72		\$ 42.00	14	7	\$ -
Monitor LCD - 19 inch	192.00	130.36	61.64		\$ 81.32	4	1	\$ -
Monitor LCD - 20 inch PC	214.80	145.84	68.96		183.50	4	2	\$ -
HW Operating Lease	0.00	0.00	0.00		158.4	-	-	\$ -
PC HW Operating Lease - High Performance	10,008.00	6,794.85	3,213.15		106.03	551	26	\$ -
PC Support High	48.00	32.59	15.41		132.25	6	3	\$ -
PC Support Low	768.00	521.43	246.57		\$ 7.83	83	39	\$ -
PC Support Medium Process	6,228.00	4,228.45	1,999.55		\$ 36.37	448	21	\$ -
Control No Support	2,952.00	2,004.24	947.76		\$ 0.00	265	12	\$ -
Printer Support High Volume	107.97	73.31	34.66		\$ 5.00	1	1	\$ -
Printer Support Medium Volume	468.00	317.74	150.26		\$ -	24	12	\$ -
Software Integration/Pkging Labour	240.00	162.95	77.05		\$ -	3	2	\$ -
Software Signup Fee Software	1,656.00	1,124.33	531.67		\$ -	73	35	\$ -
Support Labour Terminal H/W Operating Lease					\$ 165.44			
Terminal Server Service								
Terminal Server Service 4 Port								
Workstation Move/Add/Change								
Workstation Move/Add/Change-Emergency								
Voice Install, Move, Add, Change-Emergency	12.00	12.00			\$ -	2	-	\$ -
Variable Rate								
Additional Application Fees								
Additional Project Expenses								
Software Licenses					Variable			
Software Licenses - DFSS					Variable			
Hardware					Variable			
3 rd Party Vendor Labour					Variable			
I-TEK Labour					Variable			
Other					Variable			
Additional Services								
Software Licenses					\$ 352			\$ 352
Hardware					\$ 19			\$ 19
3 rd Party Vendor Labour					\$ 302			\$ 302
I-TEK Labour					\$ 647			\$ 647
Other					\$ 20			\$ 20

ATCO Gas
2005 FORECAST IT VOLUMES and COST

SERVICE DESCRIPTION	Units		Dollars (\$000s)			
	Total	O&M	Other	Capital	2005 Rates O&M	Other
Other - Service Requests					300 Variable	300 \$
Additional Services - XP Conversion Cost					506 Variable	506 \$
Travel Expenses					Variable	
Distributed Apps					Variable	
Distributed Application Services					2,658 \$	2,658 \$
Hosting & Support Disaster Recovery					1,257 \$	1,257 \$
					83 \$	83 \$
Labour					31	31
Contractors						
External Contractor Sub-Contractor Charges						
Mainframe					Variable	
MVS Form Type /1000						
Network					7 \$	6 \$
Misc. Charges						1 \$
WAN					26 \$	26 \$
Megastream and other Dedicated						
Specified Expense					Variable	
Training Directs					Variable	
Voice					138 \$	107 \$
Dedicated OPX					524 \$	31 \$
Dedicated Tie Line						
Long Distance Direct						
Remote Centre Voice Network Access						
Rightfax Service LID						
Telecom Circuit Fees						
Telecom Fees						
Telus Aircard						
Telus Airtime						
Video Conferencing						
Other					96 Variable	21 \$
Workstation						
Cashier Printer - Utilities						
Colour Printer High Volume - Utilities						
Hardware						
Non-Std Hardware Mthly Fee						
Software						
Software - XP related						
Misc. Hardware						
	4,908.00	4,908.00				
					64 Variable	64 \$
						31 \$

ATCO Gas
2005 FORECAST IT VOLUMES and COST

Dollars (\$000s)

SERVICE DESCRIPTION	Units				Total	O&M	Other	Capital
	2005 Rates	Capital	Other	Capital				
XEROX								
Lease Xerox								
Service Xerox								
Xerox PST								
Total	\$ 20841	\$ 14,000	\$ 1,475	\$ 5,366				

As Filed - 2005/2007 GRA

Decision 2006-004 adjustments

Placeholders - 2005/2007 GRA Decision 2006-004

Placeholders - (GUA) Compliance Phase II Part B

Total Placeholders

\$ 20,331	\$ 14,000	\$ 1,475	\$ 4,856
\$	\$(3,154)	\$	\$
	10,846	1,475	4,856 ²
\$ 510	\$ -	\$ -	\$ 510
\$ 20,841	\$ 10,846	\$ 1,475	\$ 5,366

Note 1: 2005 Capital is the 2005 Actual IT Capital Expenditures per Board Direction 31

Note 2: Placeholder does not include ATCO Direct Costs or 3rd Party Vendor costs to Weatherbank as this will be paid directly to the vendor.

ATCO Gas
2006 FORECAST IT VOLUMES and COST

Dollars (\$000s)

Units

SERVICE DESCRIPTION	Total		2006 Rates					Total			O&M			Other			Capital		
	Fixed Rate	Total	O&M	Other	Capital	Other	O&M	Other	Capital	O&M	Other	Capital	O&M	Other	Capital	O&M	Other	Capital	
Distributed Apps																			
Discoverer License/Maint Rental		1,668.00	1,316.54	351.46															
Discoverer License/Maint on License Purchase																			
Discrete Mfg Read Maint. on Lic Purchase		804.00	634.59	169.41															
Discrete Mfg Update Maint. on Lic Purch																			
Financials Read Maint. on License Purch																			
Financials Update Appl. Host & Storage																			
Financials Update License/Maint Rental																			
Financials Update Maint. on Lic Purchase		3,924.00	3,097.19	826.81															
Financials Update Support & Admin																			
Expense Maintenance on License Purchase		13,812.00	10,901.73	2,910.27															
Expense Maintenance on Lic Purchase		19,368.00	15,287.05	4,080.95															
Microstation																			
Mobile Supply Chain Maint on Lic Purchas		516.00	407.28	108.72															
Order Management Maint on Lic. Purchase		230,000.00	181,537.61	48,462.39															
Project Acct Read Maint. on Lic. Purchase		0.00	0.00	0.00															
Project Acct Update License/Maint Rental																			
Project Acct Update Maint. on Lic Purcha																			
Project Management Maint on Lic Purchase		636.00	501.99	134.01															
Purchasing Update License/Maint Rental																			
Purchasing Update Maint. on Lic Purchase		420.00	331.50	88.50															
OFIN - Local Disk Storage		2,042.40	1,612.05	430.35															
OFIN - DASD Disk Storage																			
Web Hosting - Intranet Hosting Fee																			
Web Hosting - Intranet Hosting Fee FTP site																			
Web Hosting - Secure Web Site																			
Labour																			
Administrator																			
Analyst 1																			
Analyst 2																			
Analyst 2 - DFSS																			
Analyst 3		223.30																	
Analyst 3 - DFSS																			
Analyst 4																			
Analyst 4 - DFSS																			
Analyst 1 - XP related																			
Analyst 2 - XP related																			
Analyst 3 - XP related																			
Analyst 4 - XP related																			
Consultant																			
Consultant - DFSS																			
Consultant - XP related																			
Premium Labour		438.50																	
Project Manager																			
Project Manager- DFSS		129.95																	
Project Manager - XP related																			

ATCO Gas
2006 FORECAST IT VOLUMES and COST

SERVICE DESCRIPTION	Units			2006 Rates			Dollars (\$000s)		
	Total	O&M	Other	Capital	Rates	Total	O&M	Other	Capital
Enhancement Hours	4,859.00	4,859.00			\$ 134.02	\$ 652	\$ 652		\$ -
Maintenance Hours	1,750.00	1,750.00			\$ 134.02	\$ 236	\$ 236		\$ -
Blended Rate	22,750.46	1,156.67		21,593.79	\$ 134.02	\$ 3,049	\$ 155		\$ 2,894
Mainframe									
Mainframe Print Configuration									
MVS (ADABAS) CPU Minutes	78,470.72	78,470.72			\$ 14.01	\$ 1,100	\$ 1,100		\$ -
MVS (Batch) CPU Minutes	66,853.00	66,853.00			\$ 14.01	\$ 937	\$ 937		\$ -
MVS (CICS) CPU Minutes	1,247.00	1,247.00			\$ 10.92	\$ 14	\$ 14		\$ -
MVS (DB2) CPU Minutes	13,903.00	13,903.00			\$ 10.92	\$ 153	\$ 153		\$ -
MVS (DB2) CPU Minutes - DFSS	5,930.20	5,930.20			\$ 10.50	\$ 62	\$ 62		\$ -
MVS (IMS) CPU Minutes MVS	45,071.00	45,071.00			\$ 14.01	\$ 632	\$ 632		\$ -
(TSO) CPU Minutes MVS DASD	2,178.60	2,178.60			\$ 10.92	\$ 24	\$ 24		\$ -
Gigabyte Months MVS Print Forms	487.37	487.37			\$ 75.92	\$ 38	\$ 38		\$ -
MVS Print Pages	2,505.00	2,505.00			\$ 10.28	\$ 26	\$ 26		\$ -
MVS Tape Gigabyte Months	2,505.00	2,505.00			\$ 112.60	\$ 283	\$ 283		\$ -
	4,655.62	4,655.62			\$ 3.28	\$ 15	\$ 15		\$ -
Network Access									
ADSL Light	42.00	42.00			\$ 1,451.74	\$ 61	\$ 61		\$ -
ADSL Unlimited	45.60	45.60			\$ 2,032.43	\$ 93	\$ 93		\$ -
ADSL Unlimited w/ Terminal Capability	0.00	0.00							
Email Service	4,908.00	4,907.39	600.61		\$ 9.36	\$ 46	\$ 40	\$ 6	\$ -
Internet Access	5,100.00	4,475.90	624.10		\$ 14.49	\$ 74	\$ 65	\$ 9	\$ -
Long Term Archive - DFSS	35.00	35.00			\$ 0.55	\$ -	\$ -		\$ -
Long Term Archive - 1st Month					\$ 3.15	\$ -	\$ -		\$ -
Long Term Archive - 1st Month - DFSS	35.00	35.00							
Network Connectivity									
Remote Access Service									
Rightfax Service									
Server Storage									
Talus Aircard									
UserID Sery w/ no ATCO Domain usage	7,704.00	6,761.24	942.76		\$ 57.20	\$ 441	\$ 387	\$ 54	\$ -
UserID Services									
VPN - Remote Client (RAS) VPN-									
Remote Client w/ split tunnelling	13,740.00	12,058.59	1,681.41		\$ 15.84	\$ 217	\$ 190	\$ 27	\$ -
Wireless Service - Leased	684.00	600.30	83.70		\$ 34.10	\$ 23	\$ 20	\$ 3	\$ -
Wireless Service - Owned									
Wireless Service Connect									
WAN									
10 Mb Ethernet - Remote	10.20	10.20			\$ 4,032.60	\$ 41	\$ 41		\$ -
10Mb Ethernet - Local - 3 YR	12.00	12.00			\$ 3,451.85	\$ 41	\$ 41		\$ -
112K Virtual WAN 256K	0.00	0.00							
Virtual WAN 4 Wire Loop	0.00	0.00							
4 Wire Loop High Speed	42.00	42.00			\$ 1,021.65	\$ 43	\$ 43		\$ -
512K Virtual WAN 56K	0.00	0.00							
Virtual WAN	66.00	66.00			\$ 1,525.44	\$ 101	\$ 101		\$ -

ATCO Gas
2006 FORECAST IT VOLUMES and COST

SERVICE DESCRIPTION	Units					Dollars (\$000s)				
	Total	O&M	Other	Capital	Rates	Total	O&M	Other	Capital	
Microwave (Dedicated)	52.90	52.90			\$ 1,426.88	75	\$ 75		\$ -	
Ti in Grande Prairie	12.00	12.00			\$ 2,295.48	28	\$ 28		\$ -	
VPN - Remote Branch										
Rental										
Desktop Monthly Short Term Rental										
Laptop Day Rental Laptop Monthly										
Rental Laptop Weekly Rental Printer										
Weekly Rental Training Rm setup fee - per std w/s Training Rm setup fee - specialty SW Training Room Daily Rental										
Voice										
Call Centre Seat	144.00	110.79	33.21		\$ 23.85	3	\$ 3		\$ -	
Call Centre Set	252.00	193.88	58.12		\$ 27.05	7	\$ 5	2	\$ -	
Call Centre Supervisor	12.00	9.23	2.77		\$ 4.64					
Centres Set	312.00	240.05	71.95		\$ 24.00	7	\$ 5	2	\$ -	
ISDN Circuit	12.00	12.00			\$ 594.36	7	\$ 7		\$ -	
Modem Line	1,176.00	904.79	271.21		\$ 25.98	31	\$ 24	7	\$ -	
Recorded Announcement	408.00	313.91	94.09		\$ 8.26	3	\$ 3		\$ -	
Recorded Announcement Route Video	96.00	73.86	22.14		\$ 35.73	3	\$ 3		\$ -	
Conferencing Lease w/ Support Video	24.00	18.47	5.53		\$ 849.26	20	\$ 15	5	\$ -	
Conferencing Support Voice AIN Auto	48.00	36.93	11.07		\$ 269.53	13	\$ 10	3	\$ -	
Activation Fee Voice AIN Redirect Line	24.00	18.47	5.53		\$ 3.12				\$ -	
Charge Voice Feature - Call Park	24.00	18.47	5.53		\$ 12.48				\$ -	
Voice Feature - Call Recording	24.00	18.47	5.53		\$ 2.29	4	\$ 3	1	\$ -	
Voice Feature - Line Appearance	1,572.00	1,209.47	362.53		\$ 2.29				\$ -	
Voice Feature - SC Manager	8,928.00	6,869.02	2,058.98		\$ 2.29	20	\$ 16	4	\$ -	
Voice Feature - SC User	528.00	406.23	121.77		\$ 2.29	1	\$ 1		\$ -	
Voice Feature - Visual Call Waiting	1,512.00	1,163.30	348.70		\$ 1.14	2	\$ 2		\$ -	
Voice Feature - Voice Mail Basic	516.00	397.00	119.00		\$ 1.14	1	\$ 1		\$ -	
Voice Feature - Voice Mail Desktop	1,896.00	1,458.74	437.26		\$ 8.84	17	\$ 13	4	\$ -	
Voice Feature - VM Extra Time (10min inc)	24.00	18.47	5.53		\$ 3.74				\$ -	
Voice Install, Move, Add, Change Voice Line Charge	24.00	18.47	5.53		\$ 5.27				\$ -	
Voice Set Charge	360.00	276.98	83.02		\$ 67.56	24	\$ 18	6	\$ -	
	16,068.00	12,362.40	3,705.60		\$ 25.98	417	\$ 321	96	\$ -	
	11,028.00	8,484.72	2,543.28		\$ 16.53	182	\$ 140	42	\$ -	
Workstation										
B & W Printer High Volume	384.00	259.49	124.51		\$ 104.00	40	\$ 27	13	\$ -	
B & W Printer Low Volume	240.00	162.18	77.82		\$ 29.12	7	\$ 5	2	\$ -	
B & W Printer Medium Volume	1,584.00	1,070.38	513.62		\$ 49.92	79	\$ 63	26	\$ -	
B & W Printer Medium Volume w/duplex	240.00	162.18	77.82		\$ 70.72	17	\$ 11	6	\$ -	
Colour Printer High Volume Colour	108.00	72.98	35.02		\$ 124.80	13	\$ 9	4	\$ -	
Printer Maximum Volume	36.00	24.33	11.67		\$ 173.06	6	\$ 4	2	\$ -	

ATCO Gas
2006 FORECAST IT VOLUMES and COST

SERVICE DESCRIPTION	Units			Dollars (\$000s)					
	Total	O&M	Other	Capital	2006 Rates	Total	O&M	Other	Capital
Colour Printer Medium Volume	72.00	48.65	23.35		\$ 52.00	\$	\$	\$	\$
Express Request Service Fee	0.00	0.00	0.00						
Hardware Install/Move/Add/Change Labour	1,848.00	1,248.78	599.22		\$ 148.20	\$	\$	\$	\$
Laptop NW Operating Lease Laptop NW	12.00	8.11	3.89		\$ 190.25	\$	\$	\$	\$
Slim Operating Lease Laptop Support High	96.00	64.87	31.13		\$ 206.35	\$	\$	\$	\$
Laptop Support Low	804.00	543.30	260.70		\$ 130.08	\$	\$	\$	\$
Process Control Laptop No Support	564.00	381.12	182.88		\$ 167.72	\$	\$	\$	\$
Monitor- 15 inch or less	396.00	267.60	128.40		\$ 18.54	\$	\$	\$	\$
Monitor- 17 inch	24.00	16.22	7.78		\$ 8.32	\$	\$	\$	\$
Monitor-21 inch	9,919.96	6,703.36	3,216.60		\$ 8.32	\$	\$	\$	\$
Monitor LCD - 17 inch	623.00	420.99	202.01		\$ 33.28	\$	\$	\$	\$
Monitor LCD - 19 inch	192.00	129.74	62.26		\$ 24.96	\$	\$	\$	\$
Monitor LCD - 20 inch	244.80	165.42	79.38		\$ 30.16	\$	\$	\$	\$
PC HON Operating Lease	0.00	0.00	0.00		\$ 43.68	\$	\$	\$	\$
PC HON Operating Lease - High Performance	10,164.00	6,868.27	3,295.73		\$ 84.36	\$	\$	\$	\$
PC Support Low	48.00	32.44	15.56		\$ 190.84	\$	\$	\$	\$
PC Support Medium	744.00	502.75	241.25		\$ 164.75	\$	\$	\$	\$
Process Control No Support Printer	6,408.00	4,330.17	2,077.83		\$ 110.27	\$	\$	\$	\$
Support High Volume Printer	2,952.00	1,994.80	957.20		\$ 137.51	\$	\$	\$	\$
Support Low Volume Printer	108.00	72.98	35.02		\$ 18.54	\$	\$	\$	\$
Integration/Piging Labour Software	492.00	332.47	159.53		\$ 79.42	\$	\$	\$	\$
Sign up Fee	240.00	162.18	77.82		\$ 20.80	\$	\$	\$	\$
Software Support Labour	1,656.00	1,119.03	536.97		\$ 67.60	\$	\$	\$	\$
Terminal H/W Operating Lease									
Terminal Server Service									
Terminal Server Service 4 Port Workstation									
Move/Add/Change Workstation									
Move/Add/Change-Emergency Voice									
Install,Move,Add,Change-Emergency	12.00	12.00			\$ 172.00	\$	\$	\$	\$
Additional Application Fees									
Additional Project Expenses									
Software Licenses					Variable	\$	\$	\$	\$
Software Licenses - DFSS					Variable	\$	\$	\$	\$
Hardware									
3 rd Party Vendor Labour I-									
TEK Labour									
Other									
Additional Services									
Software Licenses									
Hardware									
Totals	12,000	8,119.03	3,997.73	1,119.03	\$ 1,720.00	\$	\$	\$	\$

ATCO Gas
2006 FORECAST IT VOLUMES and COST

SERVICE DESCRIPTION	Units			Dollars (\$000s)					
	Total	O&M	Other	Capital	2006 Rates	Total	O&M	Other	Capital
3rd Party Vendor Labour I- TEK Labour Other- Service Requests					Variable	\$ 289	\$ 289	\$ -	\$ -
Additional Services - XP Conversion Cost									
Travel Expenses									
Distributed Apps					Variable	\$ 3,038	\$ 3,038	\$ -	\$ -
Distributed Application Services					Variable	\$ 84	\$ 84	\$ -	\$ 10
Distributed Application Services - DFSS					Variable	\$ 1,306	\$ 1,306	\$ -	\$ -
Hosting & Support					Variable	\$ 87	\$ 87	\$ -	\$ -
Disaster Recovery					Variable				
Labour									
Contractors									
External Contractor Sub- Contractor Charges									
Mainframe									
MVS Form Type /1000									
Network									
Misc. Charges					Variable	\$ 8	\$ 8	\$ 7	\$ 1
WAN					Variable	\$ 29	\$ 29	\$ -	\$ -
Megastream and other Dedicated									
Specified Expense									
Training Directs									
Voice									
Dedicated OPX									
Dedicated Tie Line									
Long Distance Direct									
Remote Centre Voice Network Access									
Rightfax Service L/D									
Telecom Circuit Fees									
Telecom Fees									
Telus Aircard									
Telus Airtime									
Video Conferencing									
Other									
Workstation									
Cashier Printer - Utilities									
Colour Printer High Volume - Utilities									
Hardware									
Non-Std Hardware Mthly Fee									
Software									
Software - XP related									
	4,908.00	4,908.00			Variable	\$ 151	\$ 116	\$ 35	\$ -
					variable	\$ 545	\$ 419	\$ 126	\$ -
					Variable	\$ 97	\$ 75	\$ 22	\$ -

ATCO Gas
2006 FORECAST IT VOLUMES and COST

SERVICE DESCRIPTION	Units				Dollars (\$000s)				
	Total	O&M	Other	Capital	2006 Rates Variable	Total	O&M	Other	Capital
Misc. Hardware						77	52	25	-
XEROX Lease									
Xerox Service									
Xerox PST									
Total						19,139	14,026	1,563	3,550
As Filed - 2005/2007 GRA						\$ 18,751	\$ 13,880	\$ 1,563	\$ 3,308
Decision 2006-004 adjustments						\$ (2,795)	\$ (2,795)	\$ (264)	\$ (264)
Placeholders - 2005/2007 GRA Decision 2006-004						\$ 11,085	\$ 11,085	\$ 1,563	\$ 3,044
Placeholders - (GUA) Compliance Phase II Part B						\$ 388	\$ 146	\$ 242	\$ 242
Total Placeholders						\$ 19,139	\$ 11,231	\$ 1,563	\$ 3,286

Note 1: The above capital amounts include ITBS capital expenditures of \$120,000
Note 2: Placeholder does not include ATCO Direct Costs or 3rd Party Vendor costs to Weatherbank as this will be paid directly to the vendor.

ATCO Gas
2007 FORECAST IT VOLUMES and COST

SERVICE DESCRIPTION	Units			Dollars (\$000s)					
	Total	O&M	Other	Capital	2007 Rates	Total	O&M	Other	Capital
Fixed Rate									
Distributed Apps									
Discoverer License/Maint Rental									
Discoverer Maint. on License Purchase									
Discrete Mfg Read Maint. on Lic Purchase	1,668.00	1,333.09	334.91		\$ 15.04	\$ 25	\$ 20	\$ 5	\$ -
Discrete Mfg Update Maint. on Lic Purch									
Financials Read Maint. on License Purch	804.00	642.57	161.43		\$ 21.54	\$ 17	\$ 14	\$ 3	\$ -
Financials Update Appl. Host & Storage									
Financials Update License/Maint Rental									
Financials Update Maint. on Lic Purchase	3,924.00	3,136.11	787.89		\$ 56.26	\$ 221	\$ 177	\$ 44	\$ -
Financials Update Support & Admin iExpense	0.00	0.00	0.00						
Maintenance on License Purchase	13,812.00	11,038.74	2,773.26		\$ 0.96	\$ 13	\$ 10	\$ 3	\$ -
Procurement Maintenance on Lic Purchase	19,368.00	15,479.17	3,888.83		\$ 1.01	\$ 19	\$ 15	\$ 4	\$ -
Microstation									
Mobile Supply Chain Maint on Lic Purchas									
Order Management Maint on Lic. Purchase	516.00	412.39	103.61		\$ 22.44	\$ 12	\$ 10	\$ 2	\$ -
Project Acct Read Maint. on Lic Purchase	230,000.00	183,819.13	46,180.87		\$ 0.04	\$ 10	\$ 8	\$ 2	\$ -
Project Acct Update License/Maint Rental	0.00	0.00	0.00						
Project Management Maint on Lic Purchase									
Purchasing Update License/Maint Rental									
Purchasing Update Maint. on Lic Purchase	636.00	508.30	127.70		\$ 11.93	\$ 8	\$ 6	\$ 2	\$ -
OFIN - Local Disk Storage									
OFIN - DASD Disk Storage									
Web Hosting - Intranet Hosting Fee	504.00	402.80	101.20		\$ 32.00	\$ 16	\$ 13	\$ 3	\$ -
Web Hosting - Intranet Hosting Fee FTP site	2,451.00	1,958.87	492.13		\$ 65.00	\$ 159	\$ 127	\$ 32	\$ -
Web Hosting - Secure Web Site									
Labour									
Administrator									
Analyst 1									
Analyst 2									
Analyst 3									
Analyst 4									
Analyst 1 - XP related									
Analyst 2 - XP related									
Analyst 3 - XP related									
Analyst 4 - XP related									
Consultant									
Consultant - XP related									
Premium Labour									
Project Manager									
Project Manager - XP related									
Enhancement Hours									
Maintenance Hours									
Blended Rate									
Mainframe									
	4,189.00	4,189.00			\$ 139.39	\$ 584	\$ 584	\$ -	\$ -
	1,500.00	1,500.00			\$ 139.39	\$ 209	\$ 209	\$ -	\$ -
	27,788.00	868.79		26,919.21	\$ 139.39	\$ 3,873	\$ 121	\$ -	\$ 3,752

ATCO Gas
2007 FORECAST IT VOLUMES and COST

SERVICE DESCRIPTION	Units			2007 Rates			Dollars (\$000s)		
	Total	O&M	Other	Capital	Rates	Total	O&M	Other	Capital
Mainframe Print Configuration	65,922.00	65,922.00			\$ 14.57	\$ 961	\$ 961		\$ -
MVS (ADABAS) CPU Minutes	56,505.00	56,505.00			\$ 14.57	\$ 824	\$ 824		\$ -
MVS (Batch) CPU Minutes	1,272.00	1,272.00			\$ 11.36	\$ 15	\$ 15		\$ -
MVS (GIGS) CPU Minutes	20,905.00	20,905.00			\$ 11.36	\$ 238	\$ 238		\$ -
MVS (DB2) CPU Minutes - DFSS	35,581.20	35,581.20			\$ 10.50	\$ 373	\$ 373		\$ -
MVS (IMS) CPU Minutes MVS	37,345.00	37,345.00			\$ 14.57	\$ 545	\$ 545		\$ -
(TSO) CPU Minutes MVS	1,772.00	1,772.00			\$ 11.36	\$ 21	\$ 21		\$ -
DASD Gigabyte Months MVS	410.00	410.00			\$ 78.96	\$ 33	\$ 33		\$ -
Print Forms	2,258.00	2,258.00			\$ 10.89	\$ 25	\$ 25		\$ -
MVS Print Pages	2,257.00	2,257.00			\$ 117.10	\$ 265	\$ 265		\$ -
MVS Tape Gigabyte Months	4,515.00	4,515.00			\$ 3.41	\$ 16	\$ 16		\$ -
Network Access									
ADSL Light	42.00	42.00			\$ 1,509.81	\$ 63	\$ 63		\$ -
ADSL Unlimited	45.60	45.60			\$ 2,113.73	\$ 96	\$ 96		\$ -
ADSL Unlimited w/ Terminal Capability	0.00	0.00							
Email Service									
Internet Access									
Long Term Archive	5,028.00	4,411.03	616.97		\$ 9.73	\$ 49	\$ 43	\$ 6	\$ -
Long Term Archive - DFSS	5,280.00	4,632.11	647.89		\$ 15.07	\$ 80	\$ 70	\$ 10	\$ -
Long Term Archive - 1st Month									
Long Term Archive - 1st Month - DFSS									
Network Connectivity	210.00	210.00			\$ 0.55	\$ -	\$ -		\$ -
Remote Access Service	210.00	210.00			\$ 3.15	\$ 1	\$ 1		\$ -
Right-fax Service									
Server Storage									
Telus Aircard									
UserID Sery w/ no ATCO Domain usage	8,076.00	7,085.02	990.98		\$ 59.49	\$ 480	\$ 421	\$ 59	\$ -
UserID Services									
VPN - Remote Client (RAS) VPN-									
Remote Client w/ split tunnelling									
Wireless Service - Leased	13,932.00	12,222.45	1,709.55		\$ 16.47	\$ 230	\$ 202	\$ 28	\$ -
Wireless Service - Owned	684.00	600.07	83.93		\$ 35.47	\$ 24	\$ 21	\$ 3	\$ -
Wireless Service Connect									
WAN									
10 Mb Ethernet - Remote	10.20	10.20			\$ 4,193.90	\$ 43	\$ 43		\$ -
10Mb Ethernet - Local - 3 YR	12.00	12.00			\$ 3,589.93	\$ 43	\$ 43		\$ -
112K Virtual WAN	0.00	0.00							
256K Virtual WAN	0.00	0.00							
4 Wire Loop	42.00	42.00			\$ 1,062.52	\$ 45	\$ 45		\$ -
4 Wire Loop High Speed	0.00	0.00							
512K Virtual WAN 56K	0.00	0.00							
Virtual WAN Microwave	0.00	0.00							
(Dedicated) T1 In	66.00	66.00			\$ 1,586.46	\$ 105	\$ 105		\$ -
Grande Prairie VPN -	53.60	53.60			\$ 1,483.96	\$ 80	\$ 80		\$ -
Remote Branch	12.00	12.00			\$ 2,295.48	\$ 28	\$ 28		\$ -
Rental									

ATCO Gas
2007 FORECAST IT VOLUMES and COST

SERVICE DESCRIPTION	Units			Dollars (\$000s)					
	Total	O&M	Other	Capital	2007 Rates	Total	O&M	Other	Capital
Desktop Monthly Short Term Rental									
Laptop Day Rental	144.00	110.42	33.58		\$ 24.80	\$ 4	\$ 3	1	\$ -
Laptop Monthly Rental	252.00	193.24	58.76		\$ 28.13	\$ 7	\$ 5	2	\$ -
Laptop Weekly Rental	12.00	9.20	2.80		\$ 4.82	\$ -	\$ -	-	\$ -
Printer Weekly Rental	312.00	239.25	72.75		\$ 24.96	\$ 8	\$ 6	2	\$ -
Training Rm setup fee - per std wis	12.00	12.00			\$ 618.13	\$ 7	\$ 7	-	\$ -
Training Rm setup fee - specialty SW	1,176.00	901.80	274.20		\$ 27.02	\$ 32	\$ 25	7	\$ -
Training Room Daily Rental	408.00	312.87	95.13		\$ 8.59	\$ 4	\$ 3	1	\$ -
Voice									
Call Centre Seat									
Call Centre Set									
Call Centre Supervisor									
Centres Set									
ISDN Circuit									
Modern Line									
Recorded Announcement									
Recorded Announcement Route Video									
Conferencing Lease w/ Support Video									
Conferencing Support Voice AIN Auto									
Activation Fee Voice AIN Redirect Line									
Charge Voice Feature - Call Park	24.00	18.40	5.60		\$ 883.23	\$ 21	\$ 16	5	\$ -
Voice Feature - Call Recording	48.00	36.81	11.19		\$ 280.31	\$ 13	\$ 10	3	\$ -
Voice Feature - Line Appearance	24.00	18.40	5.60		\$ 3.24	\$ -	\$ -	-	\$ -
Voice Feature - SC Manager	24.00	18.40	5.60		\$ 12.98	\$ -	\$ -	-	\$ -
Voice Feature - SC User	1,572.00	1,205.46	366.54		\$ 2.38	\$ 4	\$ 3	1	\$ -
Voice Feature - Visual Call Waiting									
Voice Feature - Voice Mail Basic	8,952.00	6,864.69	2,087.31		\$ 2.38	\$ 21	\$ 16	5	\$ -
Voice Feature - Voice Mail Desktop	528.00	404.99	123.11		\$ 2.38	\$ 1	\$ 1	-	\$ -
Voice Feature-VM Extra Time (10min inc)	1,512.00	1,159.45	352.55		\$ 1.19	\$ 2	\$ 2	-	\$ -
Voice Install, Move, Add, Change	516.00	395.69	120.31		\$ 1.19	\$ 1	\$ 1	-	\$ -
Voice Line Charge	1,908.00	1,463.12	444.88		\$ 9.19	\$ 18	\$ 14	4	\$ -
Voice Set Charge	24.00	18.40	5.60		\$ 3.89	\$ -	\$ -	-	\$ -
	24.00	18.40	5.60		\$ 5.48	\$ -	\$ -	-	\$ -
Workstation									
B & W Printer High Volume	360.00	276.06	83.94		\$ 70.26	\$ 25	\$ 19	6	\$ -
B & W Printer Low Volume	16,200.00	12,422.69	3,777.31		\$ 27.02	\$ 438	\$ 336	102	\$ -
B & W Printer Medium Volume	11,160.00	8,557.86	2,602.14		\$ 17.19	\$ 192	\$ 147	45	\$ -
B & W Printer Medium Volume w/duplex									
Colour Printer High Volume									
Colour Printer Maximum Volume	384.00	259.52	124.48		\$ 108.16	\$ 42	\$ 29	13	\$ -
Colour Printer Medium Volume	240.00	162.20	77.80		\$ 30.28	\$ 7	\$ 5	2	\$ -
Express Request Service Fee	1,070.51	1,070.51	513.49		\$ 51.92	\$ 82	\$ 55	27	\$ -
Hardware Install/Move/Add/Change Labour	240.00	162.20	77.80		\$ 73.55	\$ 18	\$ 12	6	\$ -
Laptop HW Operating Lease	108.00	72.99	35.01		\$ 129.79	\$ 14	\$ 9	5	\$ -
Laptop HW Slim Operating Lease	36.00	24.33	11.67		\$ 179.98	\$ 6	\$ 4	2	\$ -
	72.00	48.66	23.34		\$ 54.08	\$ 4	\$ 3	1	\$ -
	0.00	0.00	0.00						
	1,848.00	1,248.92	599.08		\$ 154.13	\$ 285	\$ 193	92	\$ -
	12.00	8.11	3.89		\$ 197.86	\$ 2	\$ 1	1	\$ -

ATCO Gas
2007 FORECAST IT VOLUMES and COST

SERVICE DESCRIPTION	Units			2007			Dollars (\$000s)		
	Total	O&M	Other	Capital	Rates	Total	O&M	Other	Capital
Laptop Support High	96.00	64.88	31.12		\$ 214.60	\$ 21	\$ 14	\$ 7	\$ -
Laptop Support Low	804.00	543.36	260.64		\$ 135.29	\$ 109	\$ 74	\$ 35	\$ -
Laptop Support Medium	584.00	381.16	182.84		\$ 174.43	\$ 98	\$ 65	\$ 33	\$ -
Process Control Laptop No Support	396.00	267.63	128.37		\$ 19.28	\$ 8	\$ 6	\$ 2	\$ -
Monitor - 15 inch or less	24.00	16.22	7.78		\$ 8.65	\$ -	\$ -	\$ -	\$ -
Monitor - 17 inch	10,015.96	6,769.03	3,246.93		\$ 8.65	\$ 87	\$ 59	\$ 28	\$ -
Monitor - 21 inch	635.00	429.15	205.85		\$ 34.61	\$ 22	\$ 15	\$ 7	\$ -
Monitor LCD - 17 inch	192.00	129.76	62.24		\$ 25.96	\$ 5	\$ 3	\$ 2	\$ -
Monitor LCD - 19 inch	292.80	197.88	94.92		\$ 31.37	\$ 9	\$ 6	\$ 3	\$ -
Monitor LCD - 20 inch									
PC HW Operating Lease									
PC HW Operating Lease - High Performance	10,272.00	6,942.07	3,329.93		\$ 87.74	\$ 901	\$ 608	\$ 293	\$ -
PC Support High	48.00	32.44	15.56		\$ 198.47	\$ 10	\$ 7	\$ 3	\$ -
PC Support Low	744.00	502.81	241.19		\$ 171.34	\$ 127	\$ 86	\$ 41	\$ -
PC Support Medium	6,516.00	4,403.67	2,112.33		\$ 114.68	\$ 747	\$ 505	\$ 242	\$ -
Process Control No Support Printer	2,952.00	1,995.03	956.97		\$ 143.01	\$ 422	\$ 285	\$ 137	\$ -
Support High Volume Printer	108.00	72.99	35.01		\$ 19.28	\$ 2	\$ 1	\$ 1	\$ -
Support Low Volume Printer Support	492.00	332.51	159.49		\$ 82.60	\$ 41	\$ 28	\$ 13	\$ -
Medium Volume Software	240.00	162.20	77.80		\$ 21.63	\$ 5	\$ 3	\$ 2	\$ -
Integration/Pkging Labour Software	1,656.00	1,119.16	536.84		\$ 70.30	\$ 116	\$ 78	\$ 38	\$ -
Signup Fee									
Software Support Labour									
Terminal HW Operating Lease									
Terminal Server Service									
Terminal Server Service 4 Port Workstation									
Move/Add/Change Workstation									
Move/Add/Change-Emergency Voice									
Install,Move,Add,Change-Emergency	12.00	12.00			\$ 179.00	\$ 2	\$ 2	\$ -	\$ -
Additional Application Fees									
Additional Project Expenses									
Software Licenses Hardware					Variable	\$ 100	\$ -	\$ -	\$ 100
3 rd Party Vendor Labour I-					Variable	\$ 818	\$ -	\$ -	\$ 818
TEK Labour									
Other									
Additional Services									
Software Licenses									
Hardware									
3 rd Party Vendor Labour I-									
TEK Labour									
Other - Service Requests									
Total						\$ 298	\$ 298	\$ -	\$ -

ATCO Gas
2007 FORECAST IT VOLUMES and COST

SERVICE DESCRIPTION	Units			Dollars (\$000s)					
	Total	O&M	Other	Capital	2007 Rates	Total	O&M	Other	Capital
<u>Additional Services - XP Conversion Cost</u>									
<u>Travel Expenses</u>									
<u>Distributed Apps</u>									
Distributed Application Services					Variable	3,325	3,325	-	-
Distributed Application Services - DFSS					Variable	502	502	-	-
Hosting & Support					Variable	1,359	1,359	-	-
Disaster Recovery					Variable	90	90	-	-
<u>Labour</u>									
Contractors									
External Contractor Sub-Contractor Charges									
<u>Mainframe</u>									
MVS Form Type /1000									
<u>Network</u>									
Misc. Charges					Variable	9	9	8	1
<u>WAN</u>									
Megastream and other Dedicated					Variable	30	30	30	-
<u>Specified Expense</u>									
Training Directs									
<u>Voice</u>									
Dedicated OPX									
Dedicated Tie Line									
Long Distance Direct									
Remote Centre Voice Network Access									
Rightfax Service L/D Telecom Circuit Fees Telecom Fees									
Telus Aircard									
Telus Airtime									
Video Conferencing									
Other Costs									
	4,908.00	3,763.62	1,144.38		Variable	157	121	36	-
					Variable	567	435	132	-
					Variable	85	65	20	-
<u>Workstation</u>									
Cashier Printer - Utilities									
Colour Printer High Volume - Utilities									
Hardware									
Non-Std Hardware Mthly Fee									
Software									
Software - XP related									
Misc. Hardware									
						86	59	27	-

ATCO Gas
2007 FORECAST IT VOLUMES and COST

SERVICE DESCRIPTION	Units				Dollars (\$000s)				
	Total	2007 O&M	Other	Capital	Rates	Total	O&M	Other	Capital
Xerox Lease									
Xerox Service									
Xerox PST									
Total						\$ 21,269	\$ 14,956	\$ 1,643	\$ 4,670
As Filed						\$ 20,393	\$ 14,080	\$ 1,643	\$ 4,670
Decision 2006-004 adjustments						\$	\$ (2,762)	\$	\$ (483)
Placeholders - 200512007 GRA Decision 2006-004						\$	\$ 11,318	\$ 1,643	\$ 4,187
Placeholders - (GUA) Compliance Phase II Part B						\$ 876	\$ 876	\$	\$
Total Placeholders						\$ 21,269	\$ 12,194	\$ 1,643	\$ 4,187

Note 1: The above capital amounts include ITBS capital expenditures of \$120,000

ATCO Electric
2003-2007 IT VOLUMES

SERVICE DESCRIPTION	Actual			Forecast	
	2003 Total	2004 Total	2005 Total	2006 Total	2007 Total
Fixed Rate (Units)					
Distributed Apps					
Discoverer License/Maint Rental	1.00	(1.00)			
Discoverer Maint. on License Purchase		489.00	1,716.00	1,716.00	1,750.32
Discrete Mfg Read Maint. on Lic Purchase		24.00	97.03	97.03	98.97
Discrete Mfg Update Maint. on Lic Purch		17.00	58.12	58.12	59.28
Financials Read Maint. on License Purch		17.00	68.73	68.73	70.10
FinancialsAppl. Host & Storage					
Financials Update License/Maint Rental	3.00	(8.00)			
Financials Update Maint. on Lic Purchase		196.00	670.07	670.07	683.47
iExpense Maintenance on License Purchase		1,232.00	5,952.00	5,952.00	6,071.04
iProcurement Maintenance on Lic Purchase		650.00	52,800.00	52,800.00	53,856.00
iExpense Application Hosting	4.00				
Microstation	733.00	1,020.00			
Mobile Supply Chain Maint on Lic Purchas		67.00	276.00	276.00	281.52
Order Management Maint on Lic. Purchase		10,866.00	234,000.00	234,000.00	238,680.00
Project Acct Read Maint. on Lic Purchase		230.00	929.89	929.89	948.49
Project Acct Update License/Maint Rental	2.00	(2.00)			
Project Acct Update Maint. on Lic Purcha		290.00	991.42	991.42	1,011.25
Project Management Maint on Lic Purchase		49.00	228.00	228.00	232.56
Purchasing Read Maint. on Lic Purchase		8.00	32.34	32.34	32.99
Purchasing Update License/Maint Rental	1.00	(1.00)			
Purchasing Update Maint. on Lic Purchase		192.00	656.39	656.39	669.52
OFIN - Local Disk Storage		54.98	525.00	645.00	657.90
OFIN - DASD Disk Storage		300.14	2,350.00	2,880.00	2,937.60
Web Hosting - Intranet Hosting Fee	36.00	36.00			
Web Hosting - Intranet Hosting Fee FTP site	39.44	40.81			
Web Hosting - Secure Web Site	12.00	7.00			
Labour					
Analyst 1	826.00	2,424.72	1,338.24	5,006.26	5,106.39
Analyst 2	3,391.39	5,911.43	3,686.59	13,791.27	14,067.10
Analyst 3	5,912.79	6,084.04	6,918.19	17,695.98	18,049.90
Analyst 4	4,937.33	10,185.39	5,730.76	19,433.75	19,822.43
Analyst 1 - XP related	102.05				
Analyst 2 - XP related	231.02				
Analyst 3 - XP related	343.32				
Analyst 4 - XP related	965.34				
Consultant	3,075.57	4,260.22	2,228.33	8,336.04	8,502.76
Consultant - XP related	468.60				
Premium Labour	48.50	43.50			
Project Manager	893.50	1,605.00	913.66	3,417.98	3,486.34
Mainframe					
Mainframe Print Configuration	12.00	12.00			
MVS (ADABAS) CPU Minutes	7,169.97	5,974.63	3,970.32	2,712.70	2,766.95
MVS (Batch) CPU Minutes	63,739.53	67,401.05	15,714.61	15,665.73	15,979.04
MVS (CICS) CPU Minutes	4,993.58	4,339.26	5,891.94	5,954.94	6,074.04
MVS (DB2) CPU Minutes	7,150.25	6,696.81	7,264.20	7,401.23	7,549.25
MVS (IMS) CPU Minutes	2,029.78	1,656.00	188.98	189.89	193.69
MVS (TSO) CPU Minutes	3,114.38	2,405.83	1,462.47	1,442.56	1,471.41
MVS DASD Gigabyte Months	918.23	979.52	584.44	586.26	597.99
MVS HSM Tape Gigabyte Months	558.66	1,369.93	616.20	616.27	628.60
MVS Print Pages	1,626.24	1,394.04	496.20	490.74	500.55
MVS Tape Gigabyte Months	5,599.09	5,667.57	5,001.48	5,011.34	5,111.57
Network Access					
ADSL Light	121.68	207.45	250.32	250.32	255.33
ADSL Unlimited	50.95	62.07	64.06	52.06	53.10
Distributed Archive Tape		21.29	24.12	24.12	24.60
Email Service	19,557.00	16,588.00	38,062.08	38,223.84	38,988.32
Internet Access	5,366.00	5,865.00	6,011.52	5,999.52	6,119.51
Long Term Archive		114.93			
Long Term Archive - 1st Month		12.77	160.00	180.00	183.60
Network Connectivity	65.00	99.00	96.00	96.00	97.92

ATCO Electric
2003-2007 IT VOLUMES

SERVICE DESCRIPTION	Actual			Forecast	
	2003 Total	2004 Total	2005 Total	2006 Total	2007 Total
SERVICE DESCRIPTION					
Remote Access Service	1,571.00	1,430.00	1,212.00	1,200.00	1,224.00
Rightfax Service		120.00	528.00	528.00	538.56
Server Storage	7,062.91	10,281.48	11,187.00	11,136.00	11,358.72
Substation	24.00	24.00	24.00	24.00	24.48
Telus Aircard		60.00			
UserID Services	11,500.00	11,972.00	11,408.52	11,381.52	11,609.15
VPN - Remote Client	433.00	905.00	942.00	966.00	985.32
VPN Firewall	12.00	12.00			
VPN-Remote Client w/ split tunnelling	5.00	12.00	12.00	12.00	12.24
Wireless Service - Leased	19.00	19.00	36.00	36.00	36.72
Wireless Service - Owned	10.00				
Wireless Service Connect	27.00	95.00	84.00	84.00	85.68
Xerox Network Connectivity		46.00			
WAN					
10 Mb Ethernet- Remote	19.86	19.86	25.56	25.56	26.07
256K Virtual WAN	23.56	12.00	12.00	12.00	12.24
4 Wire Loop	31.71	31.00	32.28	32.28	32.93
56K Virtual WAN	158.48	76.47	84.00	84.00	85.68
T1 in Grande Prairie	12.00	12.00	14.16	14.16	14.44
Rental					
Laptop Day Rental	2.00				
Laptop Weekly Rental	4.00	5.00			
Laptop Monthly Rental	1.00	9.00			
Training Rm setup fee - per std Ms	7.00	18.00			
Training Room Daily Rental		9.00			
Voice					
Modem Line	994.00	944.00	756.00	756.00	771.12
PBX Trunk Port	24.00	24.00			
Voice Feature - Call Park	482.00	447.00	528.00	504.00	514.08
Voice Feature - Line Appearance	1,579.00	1,963.00	1,824.00	1,824.00	1,860.48
Voice Feature - SC Manager	192.00	196.00	168.00	168.00	171.36
Voice Feature - SC User	880.00	917.00	828.00	816.00	832.32
Voice Feature - Visual Call Waiting	246.00	74.00	72.00	72.00	73.44
Voice Feature - Voice Mail Basic	3,622.00	3,217.00	3,427.20	3,391.20	3,459.02
Voice Feature - Voice Mail Desktop	3.00	20.00			
Voice Feature - Voice Mail Fax		8.00			
Voice Feature - Voice Mail Remote Notify	9.00	12.00	12.00	12.00	12.24
Voice Install, Move, Add, Change	298.00	280.00	42.00	41.00	41.82
Voice Install, Move, Add, Change - Emergency	5.00	2.00			
Voice Line Charge	5,205.00	5,408.00	5,264.16	5,213.16	5,317.42
Voice Set Charge	4,481.00	4,676.00	4,439.16	4,381.56	4,469.19
Workstation					
B & W Printer High Volume	224.00	240.00	228.00	228.00	232.56
B & W Printer Low Volume	248.00	227.00	276.00	276.00	281.52
B & W Printer Medium Volume	1,268.00	860.00	1,020.00	1,020.00	1,040.40
B & W Printer Medium Volume w/duplex	30.00	394.00	216.00	216.00	220.32
Colour Printer High Volume	79.00	116.00	120.00	120.00	122.40
Colour Printer Maximum Volume	15.00	34.00	24.00	24.00	24.48
Express Request Service Fee		89.50			
Hardware Install/Move/Add/Change Labour	619.25	835.25	156.17	142.17	145.01
Laptop H/W Operating Lease	3,240.00	3,347.00	3,210.00	3,210.00	3,274.20
Laptop H/W Slim Operating Lease	47.00	18.00	72.00	72.00	73.44
Laptop Support High	1,653.00	1,642.00	1,656.00	1,656.00	1,689.12
Laptop Support Low	594.00	656.00	564.00	552.00	563.04
Laptop Support Medium	1,028.00	1,053.00	1,098.00	1,098.00	1,119.96
Monitor - 15 inch or less	77.00	16.00	12.00	12.00	12.24
Monitor - 17 inch	8,469.00	8,342.00	7,762.56	7,735.56	7,890.27
Monitor - 19 inch	50.00	48.00	84.00	72.00	73.44
Monitor - 21 inch	353.00	637.00	708.00	684.00	697.68
Monitor LCD - 15 inch	12.00	9.00			
Monitor LCD -17 inch	268.00	552.00	654.00	654.00	667.08
Monitor LCD - 19 inch		128.00	12.00	25.44	25.95

ATCO Electric
2003-2007 IT VOLUMES

SERVICE DESCRIPTION	Actual			Forecast	
	2003 Total	2004 Total	2005 Total	2006 Total	2007 Total
Monitor LCD -20 inch	49.00	112.00	168.00	142.56	145.41
PC H/W Operating Lease	6,398.00	6,557.00	6,274.56	6,259.56	6,384.75
PC H/W Operating Lease - High Performance		1.00			
PC Support High	2,273.00	2,034.00	2,370.96	2,355.96	2,403.08
PC Support Low	1,324.00	1,758.00	1,275.60	1,275.60	1,301.11
PC Support Medium	2,656.00	2,733.00	2,508.00	2,496.00	2,545.92
Printer Support High Volume	492.00	503.00	516.00	516.00	526.32
Printer Support Low Volume	239.00	215.00	264.00	264.00	269.28
Printer Support Medium Volume	1,295.00	1,278.00	1,272.00	1,272.00	1,297.44
Software Integration/Pkging Labour	196.00	254.50	72.00	59.00	60.18
Software Signup Fee	543.00	663.00	173.50	156.00	159.12
Software Support Labour	199.00	323.50	121.50	105.50	107.61
Terminal H/W Operating Lease	70.00	2.00			
Terminal Server Service	17.00	81.00	48.00	48.00	48.96
Terminal Server Service 1 Port	132.00	132.00	156.00	144.00	146.88
Terminal Server Service 20 Port	12.00	12.00	12.00	12.00	12.24
Terminal Server Service 4 Port	72.00	72.00	84.00	84.00	85.68
Terminal Server Service 8 Port	12.00	12.00	12.00	12.00	12.24
Workstation Move/Add/Change	214.00	23.00	75.00	68.00	69.36
Workstation Move/Add/Change-Emergency	4.50				
Workstation					
Variable Rate (\$000s)					
Additional Project Expenses					
Software Licenses	\$ 206				
Hardware					
3 rd Party Vendor Labour	\$ 128	\$ 151			
I-TEK Labour					
Other	\$ 3	\$ 19			
Additional Services					
Software Licenses	\$ -	\$ 921	\$ 87	\$ 86	\$ 88
Hardware	\$ 4	\$ -	\$ -	\$ -	\$ -
3 rd Party Vendor Labour	\$ 12	\$ 43	\$ 240	\$ 282	\$ 288
I-TEK Labour	\$ -	\$ -	\$ 229	\$ 214	\$ 218
Other	\$ 203	\$ 391	\$ 16	\$ 16	\$ 16
Additional Services - XP Conversion Cost	\$ 465	\$ 469			
Travel Expenses	\$ 3	\$ 4			
Distributed Apps					
Distributed Application Services	\$ 678	\$ 1,323	\$ 1,820	\$ 1,960	\$ 898
Hosting & Support		\$ 247	\$ 862	\$ 881	\$ 173
Disaster Recovery				\$ 170	
Labour					
Contractors	\$ 59	\$ 62			
External Contractor	\$ 120	\$ 515			
Sub-Contractor Charges	\$ 1	\$ 1			
Mainframe					
MVS Form Type /1000	\$ 23	\$ 20	\$ 5	\$ 5	\$ 5
Network					
Network Service	\$ 4	\$ 4			
WAN					
Megastream and other Dedicated	\$ 5	\$ 5	\$ 36	\$ 37	\$ 38
Specified Expense					
Training Directs	\$ 1				

ATCO Electric
2003-2007 IT VOLUMES

SERVICE DESCRIPTION	Actual		Forecast	
	2003 Total	2004 Total	2005 Total	2006 Total
Voice				
Dedicated OPX				
Long Distance Direct	\$ 110	\$ 118	\$ 157	\$ 160
Telecom Circuit Fees	\$ 33	\$ 33	\$ 12	\$ 12
Telecom Fees	\$ 122	\$ 14		
Workstation				
Cashier Printer - Utilities	\$ 2			
Colour Printer High Volume - Utilities	\$ 24	\$ 16	\$ 21	\$ 22
Hardware	134	\$ 106	\$ 36	\$ 36
Non-Std Hardware Mthly Fee	\$ 22	\$ 18	\$ 13	\$ 13
Software	\$ 877	388	\$ 49	\$ 50
Xerox				
Lease Xerox	\$ 249	\$ 290	\$ 401	\$ 410
Service Xerox	\$ 85	\$ 87		

* 2007 Volumes for ATCO Electric are based on 2006 GTA volumes plus a 2% growth factor. These volumes will be replaced with ATCO Electric's 2007 GTA

ATCO Gas
2003-2007 IT VOLUMES

SERVICE DESCRIPTION	Actual		Forecast		
	2003 Total	2004 Total	2005 Total	2006 Total	2007 Total
Fixed Rate (Units)					
Distributed Apps					
Discoverer License/Maint Rental	1.00	-1.00			
Discoverer Maint. on License Purchase		383.00	1,668.00	1,668.00	1,668.00
Discrete Mfg Read Maint. on Lic Purchase		143.00			
Discrete Mfg Update Maint. on Lic Purch		343.00			
Financials Read Maint. on License Purch		34.00	804.00	804.00	804.00
Financials Appl. Host & Storage		0.00			
Financials Update License/Maint Rental	6.00	-6.00			
Financials Update Maint. on Lic Purchase		295.00	3,924.00	3,924.00	3,924.00
Financials Update Support & Admin		0.00	0.00	0.00	0.00
iExpense Maintenance on License Purchase		2,688.00	13,812.00	13,812.00	13,812.00
iProcurement Maintenance on Lic Purchase		4,449.00	19,368.00	19,368.00	19,368.00
Microstation	1,032.00	1,186.00			
Mobile Supply Chain Maint on Lic Purchas		131.00	516.00	516.00	516.00
Order Management Maint on Lic. Purchase		1,891.00	230,000.00	230,000.00	230,000.00
Project Acct Read Maint. on Lic Purchase		24.00	0.00	0.00	0.00
Project Acct Update License/Maint Rental	1.00	-1.00			
Project Acct Update Maint. on Lic Purcha		223.00			
Project Management Maint on Lic Purchase		122.00	636.00	636.00	636.00
Purchasing Update License/Maint Rental	2.00	-2.00			
Purchasing Update Maint. on Lic Purchase		181.00			
OFIN - Local Disk Storage		65.39	349.63	420.00	504.00
OFIN - DASD Disk Storage		357.06	1,702.51	2,042.40	2,451.00
Web Hosting - Intranet Hosting Fee	24.00	24.00			
Web Hosting - Intranet Hosting Fee FTP site	16.80	17.20			
Web Hosting - Secure Web Site	1.00	0.00			
Labour					
Administrator	0.00	49.30	4.00		
Analyst 1	1,569.35	5,370.20	4,090.60		
Analyst 1 - DFSS	343.00	186.00	470.50		
Analyst 2	2,297.89	5,093.56	2,206.00		
Analyst 2 - DFSS			374.30	223.30	
Analyst 3	6,122.57	8,708.24	6,040.30		
Analyst 3 - DFSS	335.20		514.50	446.60	
Analyst 4	9,685.77	12,239.94	8,907.00		
Analyst 4 - DFSS	1,367.50	1,036.60	2,343.10	385.70	
Analyst 1 - XP related	200.50				
Analyst 2 - XP related	369.20				
Analyst 3 - XP related	667.00				
Analyst 4 - XP related	321.40				
Consultant	3,306.55	7,175.38	6,841.00		
Consultant - DFSS	657.00	38.50	157.00	438.50	
Consultant - XP related	326.00				
Premium Labour	10.00	19.00			
Project Manager	2,756.50	3,427.20	865.00		
Project Manager - DFSS	6.00		1.00	129.95	
Project Manager - XP related	13.00				
Enhancement Hours			5,396.00	4,859.00	4,189.00
Maintenance Hours			1,750.00	1,750.00	1,500.00
Blended Rate			3,636.98	22,750.46	27,788.00

ATCO Gas

2003-2007 IT VOLUMES

SERVICE DESCRIPTION	Actual			Forecast	
	2003 Total	2004 Total	2005 Total	2006 Total	2007 Total
Mainframe					
Mainframe Print Configuration	399.00	417.00			
MVS (ADABAS) CPU Minutes	92,132.74	85,387.16	82,285.30	78,470.72	65,922.00
MVS (Batch) CPU Minutes	74,154.59	76,345.93	71,612.00	66,853.00	56,505.00
MVS (CICS) CPU Minutes	1,199.63	1,203.80	1,222.00	1,247.00	1,272.00
MVS (DB2) CPU Minutes	4,058.76	4,064.94	5,642.00	13,903.00	20,905.00
MVS (DB2) CPU Minutes - DFSS				5,930.20	35,581.20
MVS (IMS) CPU Minutes	66,758.71	41,424.44	44,767.00	45,071.00	37,345.00
MVS (TSO) CPU Minutes	3,020.66	2,799.12	2,368.24	2,178.60	1,772.00
MVS DASD Gigabyte Months	502.90	565.39	523.84	487.37	410.00
MVS HSM Tape Gigabyte Months	810.22	729.65			
MVS Print Forms			2,672.00	2,505.00	2,258.00
MVS Print Pages	5,204.28	3,651.28	2,674.00	2,505.00	2,257.00
MVS Tape Gigabyte Months	6,252.37	6,447.87	5,192.59	4,655.62	4,515.00
Network Access					
ADSL Light	41.53	72.27	42.00	42.00	42.00
ADSL Unlimited	40.05	51.18	45.60	45.60	45.60
ADSL Unlimited w/ Terminal Capability	2.00	0.00	0.00	0.00	0.00
Email Service	12,066.00	11,650.00	4,800.00	4,908.00	5,028.00
Internet Access	4,241.00	5,248.00	4,980.00	5,100.00	5,280.00
Long Term Archive		2,551.58			
Long Term Archive - DFSS				35.00	210.00
Long Term Archive - 1st Month		589.64			
Long Term Archive - 1st Month - DFSS				35.00	210.00
Network Connectivity	53.00	84.00			
Remote Access Service	648.00	347.00			
Rightfax Service		110.00			
Server Storage	5,348.94	6,475.64	7,356.00	7,704.00	8,076.00
Telus Aircard		2,664.00			
UserID Sery w/ no ATCO Domain usage		7.00			
UserID Services	14,451.00	14,959.00	13,644.00	13,740.00	13,932.00
VPN - Remote Client	1,563.00	1,796.00	684.00	684.00	684.00
VPN Firewall	399.00	424.00			
VPN-Remote Client w/ split tunnelling		2.00			
Wireless Service - Leased	58.00	19.00			
Wireless Service - Owned	12.00	12.00			
Wireless Service Connect	38.00	132.00			
WAN					
10 Mb Ethernet - Remote	4.14	4.14	10.20	10.20	10.20
10Mb Ethernet - Local - 3 YR		5.00	12.00	12.00	12.00
112K Virtual WAN	8.40	0.00	0.00	0.00	0.00
256K Virtual WAN	1.75	0.00	0.00	0.00	0.00
4 Wire Loop	42.00	32.00	42.00	42.00	42.00
4 Wire Loop High Speed	0.00	9.00	0.00	0.00	0.00
512K Virtual WAN	6.00	0.75	0.00	0.00	0.00
56K Virtual WAN	83.84	19.75	66.00	66.00	66.00
Microwave (Dedicated)	27.60	38.00	41.30	52.90	53.60
T1 in Grande Prairie	12.00	12.00	12.00	12.00	12.00
VPN - Remote Branch		2.00			

ATCO Gas
2003-2007 IT VOLUMES

SERVICE DESCRIPTION	Actual		Forecast		
	2003 Total	2004 Total	2005 Total	2006 Total	2007 Total
Rental					
Desktop Monthly Short Term Rental	6.50	0.00			
Laptop Day Rental	6.00	6.00			
Laptop Monthly Rental	3.00	3.00			
Laptop Weekly Rental	4.00	1.00			
Printer Weekly Rental	3.00				
Training Rm setup fee - per std w/s	28.00	13.00			
Training Rm setup fee - specialty S/W	3.50	1.50			
Training Room Daily Rental	7.00	4.00			
Voice					
Call Centre Seat	62.00	29.00	144.00	144.00	144.00
Call Centre Set	399.00	440.00	252.00	252.00	252.00
Call Centre Supervisor	2.00		12.00	12.00	12.00
Centrex Set	117.00	561.00	312.00	312.00	312.00
ISDN Circuit	36.00	33.00	12.00	12.00	12.00
Modem Line	1,285.00	1,362.00	1,212.00	1,176.00	1,176.00
Recorded Announcement	400.00	392.00	408.00	408.00	408.00
Recorded Announcement Route	82.00	92.00	96.00	96.00	96.00
Video Conferencing Lease w/ Support	16.00	24.00	36.00	24.00	24.00
Video Conferencing Support	12.00	12.00	48.00	48.00	48.00
Voice AIN Auto Activation Fee		48.00	24.00	24.00	24.00
Voice AIN Redirect Line Charge		48.00	24.00	24.00	24.00
Voice Feature - Call Park	1,356.00	3,025.00	1,572.00	1,572.00	1,572.00
Voice Feature - Call Recording	45.00				
Voice Feature - Line Appearance	10,553.00	10,018.00	8,904.00	8,928.00	8,952.00
Voice Feature - SC Manager	439.00	315.00	528.00	528.00	528.00
Voice Feature - SC User	1,560.00	1,408.00	1,536.00	1,512.00	1,512.00
Voice Feature - Visual Call Waiting	691.00	1,195.00	516.00	516.00	516.00
Voice Feature - Voice Mail Basic	2,476.50	1,760.00	1,884.00	1,896.00	1,908.00
Voice Feature - Voice Mail Desktop	8.00	9.00	24.00	24.00	24.00
Voice Feature -VM Extra Time (10min inc)	19.00	39.00	24.00	24.00	24.00
Voice Install, Move, Add, Change	678.50	567.00	360.00	360.00	360.00
Voice Install, Move, Add, Change - Emergency	4.00	0.00			
Voice Line Charge	15,699.50	16,308.00	15,757.00	16,068.00	16,200.00
Voice Set Charge	10,642.50	10,852.00	10,777.00	11,028.00	11,160.00
Workstation					
B & W Printer High Volume	267.00	266.00	372.00	384.00	384.00
B & W Printer Low Volume	266.00	273.00	240.00	240.00	240.00
B & W Printer Medium Volume	1,687.00	1,398.00	1,584.00	1,584.00	1,584.00
B & W Printer Medium Volume w/duplex	97.00	392.00	240.00	240.00	240.00
Colour Printer High Volume	57.00	79.00	96.00	108.00	108.00
Colour Printer Maximum Volume	12.00	15.00	36.00	36.00	36.00
Colour Printer Medium Volume	48.00	48.00	72.00	72.00	72.00
Express Request Service Fee	0.00	120.00	0.00	0.00	0.00
Hardware Install/Move/Add/Change Labour	606.50	1,036.25			
Laptop H/W Operating Lease	1,636.00	1,403.00	1,836.00	1,848.00	1,848.00
Laptop H/W Slim Operating Lease	5.00	7.00	12.00	12.00	12.00
Laptop Support High	88.00	155.00	96.00	96.00	96.00
Laptop Support Low	639.00	749.00	792.00	804.00	804.00
Laptop Support Medium	424.00	370.00	564.00	564.00	564.00
Process Control Laptop No Support			395.90	396.00	396.00
Monitor - 15 inch or less	21.00	7.00	24.00	24.00	24.00

ATCO Gas
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SERVICE DESCRIPTION	Actual			Forecast	
	2003 Total	2004 Total	2005 Total	2006 Total	2007 Total
Monitor - 17 inch	10,145.00	10,037.00	9,841.92	9,919.96	10,015.96
Monitor - 21 inch	422.00	605.00	647.00	623.00	635.00
Monitor LCD - 17 inch	22.00	205.00	192.00	192.00	192.00
Monitor LCD - 19 inch	0.00	140.00	214.80	244.80	292.80
Monitor LCD - 20 inch	43.00	130.00	0.00	0.00	0.00
PC H/W Operating Lease	9,853.00	10,186.00	10,008.00	10,164.00	10,272.00
PC H/W Operating Lease - High Performance			48.00	48.00	48.00
PC Support High	470.00	792.00	768.00	744.00	744.00
PC Support Low	6,673.00	6,366.00	6,228.00	6,408.00	6,516.00
PC Support Medium	2,543.00	2,986.00	2,952.00	2,952.00	2,952.00
Process Control No Support			107.97	108.00	108.00
Printer Support High Volume	369.00	382.00	468.00	492.00	492.00
Printer Support Low Volume	266.00	273.00	240.00	240.00	240.00
Printer Support Medium Volume	1,830.00	1,843.00	1,656.00	1,656.00	1,656.00
Software Integration/Pkging Labour	407.50	186.50			
Software Signup Fee	432.00	517.00			
Software Support Labour	348.00	290.50			
Terminal H/W Operating Lease	335.00	36.00			
Terminal Server Service	3.00	42.00			
Terminal Server Service 4 Port	12.00	12.00	12.00	12.00	12.00
Workstation Move/Add/Change	271.50	31.50			
Workstation Move/Add/Change-Emergency	25.00	1.00			
Variable Rate (\$000s)					
Additional Application Fees	\$ 2	\$ 2			
Additional Project Expenses					
Software Licenses	\$ 321	\$ 328	\$ 352	\$ 100	\$ 100
Software Licenses - DFSS			\$ 19	\$ 16	
Hardware	\$ 159	\$ 7	\$ 302	\$ 273	\$ 818
3 rd Party Vendor Labour	\$ 11	\$ 65	\$ 647		
I-TEK Labour					
Other	\$ 15	\$ 24	\$ 20	\$ 41	
Additional Services					
Software Licenses	\$ 17	\$ 1,551			
Hardware	\$	\$ 25			
3 rd Party Vendor Labour	\$ 15	\$ 1			
I-TEK Labour	\$ 2	\$ 65			
Other - Service Requests	\$ 251	\$ 723	\$ 300	\$ 289	\$ 298
Additional Services - XP Conversion Cost	\$ 525	\$ 506	\$ 506		
Travel Expenses	\$ 6	\$ 5			
Distributed Apps					
Distributed Application Services	\$ 429	\$ 654	\$ 2,658	\$ 3,038	\$ 3,325
Distributed Application Services DFSS			\$ -	\$ 94	\$ 502
Hosting & Support			\$ 1,257	\$ 1,306	\$ 1,359
Disaster Recovery			\$ 83	\$ 87	\$ 90

ATCO Gas
2003-2007 IT VOLUMES

SERVICE DESCRIPTION	Actual		Forecast		
	2003 Total	2004 Total	2005 Total	2006 Total	2007 Total
Labour					
Contractors	\$ 18	\$ 33	\$ 31		
External Contractor	\$ 120	\$ 514			
Sub-Contractor Charges	\$ 4	\$ 2			
Mainframe					
MVS Form Type /1000	\$ 59	\$ 47			
Network Access					
Misc. Charges			\$ 7	\$ 8	\$
WAN					
Megastream and other Dedicated	\$ 77	\$ 23	\$ 26	\$ 29	\$
Specified Expense					
Training Directs	\$ 1				
Voice					
Dedicated OPX	\$ 4	\$ 4			
Dedicated Tie Line	\$ 2				
Long Distance Direct	\$ 46	\$ 41			
Remote Centre Voice Network Access	\$ 86	\$ 91			
Rightfax Service LID		\$ 1			
Telecom Circuit Fees	\$ 39	\$ 55			
Telecom Fees	\$ 79	\$ 110	\$ 138	\$ 151	\$
Telus Aircard			\$ 524	\$ 545	\$
Telus Airtime					
Video Conferencing	\$ 9	\$ 12			
Other			\$ 96	\$ 97	\$
Workstation					
Cashier Printer - Utilities	\$ 1				
Colour Printer High Volume - Utilities	\$ 5	\$ 3			
Hardware	\$ 1,119	\$ 372			
Non-Std Hardware Mthly Fee	\$ 7	\$ 8			
Software	\$ 1,383	\$ 779			
Software - XP related	\$ 80				
Misc. Hardware			\$ 95	\$ 77	\$
Xerox					
Lease Xerox	\$ 306	\$ 321			
Service Xerox	\$ 90	\$ 121			
Xerox PST	\$	\$			

ATCO Pipelines
2003-2007 IT VOLUMES

SERVICE DESCRIPTION	Actual			Forecast	
	2003 Total	2004 Total	2005 Total	2006 Total	2007 Total
Fixed Rate (Units)					
Distributed Apps					
Discoverer Application Hosting	0.00	0.00	0.00	0.00	0.00
Discoverer License/Maint Rental	1.00	-1.00	-1.02	-1.04	-1.06
Discoverer Maint. on License Purchase	0.00	164.00	167.28	170.63	174.04
Discoverer Support & Admin	0.00	0.00	0.00	0.00	0.00
Discrete Mfg Read Maint. on Lic Purchase	0.00	0.00	0.00	0.00	0.00
Discrete Mfg Update Maint. on Lic Purch	0.00	0.00	0.00	0.00	0.00
Financials Appl. Host & Storage	0.00	3.00	3.06	3.12	3.18
Financials Read License/Maint Rental	0.00	0.00	0.00	0.00	0.00
Financials Read Maint. on License Purch	0.00	0.00	0.00	0.00	0.00
Financials Read Maint. on License Purchase	0.00	0.00	0.00	0.00	0.00
Financials Read Support & Admin	0.00	0.00	0.00	0.00	0.00
Financials Update Appl. Host & Storage	0.00	0.00	0.00	0.00	0.00
Financials Update Application Hosting	0.00	0.00	0.00	0.00	0.00
Financials Update License/Maint Rental	8.00	-8.00	-8.16	-8.32	-8.49
Financials Update Maint. on Lic Purchase	0.00	76.00	77.52	79.07	80.65
Financials Update Support & Admin	0.00	0.00	0.00	0.00	0.00
iExpense Appl. Host & Storage	0.00	0.00	0.00	0.00	0.00
iExpense Application Hosting	0.00	0.00	0.00	0.00	0.00
iExpense License/Maint Rental	0.00	0.00	0.00	0.00	0.00
iExpense Maintenance on License Purchase	0.00	282.00	287.64	293.39	299.26
iProcurement Appl. Host & Storage	0.00	0.00	0.00	0.00	0.00
iProcurement License/Maint Rental	0.00	0.00	0.00	0.00	0.00
iProcurement Maintenance on Lic Purchase	0.00	1,138.00	1,160.76	1,183.98	1,207.65
Microstation	131.00	210.00	214.20	218.48	222.85
Mobile Supply Chain Maint on Lic Purchas	0.00	0.00	0.00	0.00	0.00
Order Management Maint on Lic. Purchase	0.00	0.00	0.00	0.00	0.00
Project Acct Read Appl. Host & Storage	0.00	0.00	0.00	0.00	0.00
Project Acct Read License/Maint Rental	0.00	0.00	0.00	0.00	0.00
Project Acct Read Maint. on Lic Purchase	0.00	0.00	0.00	0.00	0.00
Project Acct Read Support & Admin	0.00	0.00	0.00	0.00	0.00
Project Acct Update Appl. Host & Storage	0.00	0.00	0.00	0.00	0.00
Project Acct Update License/Maint Rental	0.00	0.00	0.00	0.00	0.00
Project Acct Update Maint. on Lic Purcha	0.00	30.00	30.60	31.21	31.84
Project Acct Update Maint. on Lic Purchase	0.00	0.00	0.00	0.00	0.00
Project Acct Update Support & Admin	0.00	0.00	0.00	0.00	0.00
Project Management Maint on Lic Purchase	0.00	82.00	83.64	85.31	87.02
Project Management Maint. On Lic Purchase	0.00	0.00	0.00	0.00	0.00
Purchasing Read Appl. Host & Storage	0.00	0.00	0.00	0.00	0.00
Purchasing Read License/Maint Rental	0.00	0.00	0.00	0.00	0.00
Purchasing Read Maint. on Lic Purchase	0.00	0.00	0.00	0.00	0.00
Purchasing Read Support & Admin	0.00	0.00	0.00	0.00	0.00
Purchasing Update Appl. Host & Storage	0.00	0.00	0.00	0.00	0.00
Purchasing Update License/Maint Rental	0.00	0.00	0.00	0.00	0.00
Purchasing Update Maint. on Lic Purchase	0.00	26.00	26.52	27.05	27.59
Purchasing Update Support & Admin	0.00	0.00	0.00	0.00	0.00
Tutor License/Maint Rental	0.00	0.00	0.00	0.00	0.00
OFIN - Local Disk Storage	0.00	10.62	10.83	11.05	11.27
OFIN - DASD Disk Storage	0.00	58.05	59.21	60.40	61.60
Web Hosting - Intranet Hosting Fee	24.00	24.00	24.48	24.97	25.47
Web Hosting - Intranet Hosting Fee FTP site	0.72	0.78	0.80	0.81	0.83
Web Hosting - Secure Web Site	0.00	0.00	0.00	0.00	0.00

ATCO Pipelines

2003-2007 IT VOLUMES

SERVICE DESCRIPTION	2003 Total	2004 Total	2005 Total	2006 Total	2007 Total
Labour					
Administrator	0.00	59.20	60.38	61.59	62.82
Analyst 1	281.40	3,229.06	3,293.64	3,359.51	3,426.70
Analyst 2	4,432.42	5,598.77	5,710.74	5,824.96	5,941.45
Analyst 3	1,081.83	3,180.88	3,244.50	3,309.39	3,375.58
Analyst 4	3,809.16	6,806.18	6,942.30	7,081.15	7,222.77
Analyst 1 - XP related	24.00		0.00	0.00	0.00
Analyst 2 - XP related	109.00		0.00	0.00	0.00
Analyst 3 - XP related	134.50		0.00	0.00	0.00
Analyst 4 - XP related	186.00		0.00	0.00	0.00
Consultant	1,285.44	4,125.81	4,208.33	4,292.49	4,378.34
Consultant - XP related	68.00		0.00	0.00	0.00
Premium Labour	0.00	0.00	0.00	0.00	0.00
Project Manager	266.50	2,212.30	2,256.55	2,301.68	2,347.71
Mainframe					
Mainframe Print Configuration	0.00	0.00	0.00	0.00	0.00
MVS (ADABAS) CPU Minutes	7,860.95	10,318.40	10,524.77	10,735.26	10,949.97
MVS (Batch) CPU Minutes	12,597.98	15,853.42	16,170.49	16,493.90	16,823.78
MVS (CICS) CPU Minutes	1.03	1.33	1.35	1.38	1.41
MVS (DB2) CPU Minutes	2.85	6.56	6.69	6.82	6.96
MVS (IMS) CPU Minutes	1,769.98	1,636.41	1,669.13	1,702.52	1,736.57
MVS (TSO) CPU Minutes	309.06	560.84	572.05	583.50	595.17
MVS DASD Gigabyte Months	102.74	112.55	114.80	117.10	119.44
MVS HSM Tape Gigabyte Months	24.45	29.02	29.60	30.19	30.79
MVS Print Pages	441.46	362.09	369.33	376.72	384.25
MVS Tape Gigabyte Months	1,591.68	1,638.76	1,671.53	1,704.96	1,739.06
Network Access					
ADSL Light	0.00	0.00	0.00	0.00	0.00
ADSL Unlimited	3.60	12.00	12.24	12.48	12.73
ADSL Unlimited w/ Terminal Capability	0.00	0.00	0.00	0.00	0.00
Distributed Archive Tape	0.00	0.00	0.00	0.00	0.00
Email Service	7,347.00	12,062.00	12,303.24	12,549.30	12,800.29
Instant Messaging	0.00	6.00	6.12	6.24	6.37
Internet Access	2,013.00	2,212.00	2,256.24	2,301.36	2,347.39
Long Term Archive	0.00	0.00	0.00	0.00	0.00
Long Term Archive - 1st Month	0.00	0.00	0.00	0.00	0.00
Network Connectivity	52.00	53.00	54.06	55.14	56.24
Network Connectivity for Terminal Server	0.00	0.00	0.00	0.00	0.00
Remote Access Service	96.00	98.00	99.96	101.96	104.00
Rightfax Service	0.00	535.00	545.70	556.61	567.75
Server Storage	1,165.49	1,880.07	1,917.67	1,956.02	1,995.14
Substation	0.00	0.00	0.00	0.00	0.00
Telus Aircard	0.00	0.00	0.00	0.00	0.00
UserID Sery w/ limited ATCO Domain usage	0.00	0.00	0.00	0.00	0.00
UserID Sery w/ no ATCO Domain usage	0.00	0.00	0.00	0.00	0.00
UserID Services	2,828.00	3,104.00	3,166.08	3,229.40	3,293.99
VPN - Remote Client	95.00	146.00	148.92	151.90	154.94
VPN Firewall	0.00	0.00	0.00	0.00	0.00
VPN-Remote Client w/ split tunnelling	0.00	0.00	0.00	0.00	0.00
Wireless Service - Leased	0.00	0.00	0.00	0.00	0.00
Wireless Service - Owned	0.00	0.00	0.00	0.00	0.00
Wireless Service Connect	0.00	5.00	5.10	5.20	5.31
Xerox Network Connectivity	0.00	0.00	0.00	0.00	0.00
WAN					
10 Mb Ethernet - Remote	0.00	0.00	0.00	0.00	0.00

ATCO Pipelines

2003-2007 IT VOLUMES

SERVICE DESCRIPTION	2003 Total	2004 Total	2005 Total	2006 Total	2007 Total
10Mb Ethernet - Local - 3 YR	12.00	12.00	12.24	12.48	12.73
112K Virtual WAN	0.00	0.00	0.00	0.00	0.00
256K Virtual WAN	8.40	0.00	0.00	0.00	0.00
4 Wire Loop	0.00	0.00	0.00	0.00	0.00
4 Wire Loop High Speed	0.00	0.00	0.00	0.00	0.00
512K Virtual WAN	0.00	0.00	0.00	0.00	0.00
56K Virtual WAN	0.00	0.00	0.00	0.00	0.00
768K Virtual WAN	0.00	0.00	0.00	0.00	0.00
Microwave (Dedicated)	0.00	0.00	0.00	0.00	0.00
T1 in Grande Prairie	0.00	0.00	0.00	0.00	0.00
VPN - Remote Branch	0.00	0.00	0.00	0.00	0.00
Rental					
Desktop Monthly Short Term Rental	1.50	0.00	0.00	0.00	0.00
Desktop Weekly Rental	0.00	0.00	0.00	0.00	0.00
Laptop Daily Rental	0.00	2.00	2.04	2.08	2.12
Laptop Day Rental	0.00	0.00	0.00	0.00	0.00
Laptop Weekly Rental	0.00	0.00	0.00	0.00	0.00
Projector Day Rental	0.00	0.00	0.00	0.00	0.00
Rental Video Conferencing - Room/Hour	0.00	0.00	0.00	0.00	0.00
Training Rm setup fee - per std w/s	0.00	0.00	0.00	0.00	0.00
Training Rm setup fee - specialty S/W	0.00	0.00	0.00	0.00	0.00
Training Room Daily Rental	0.00	0.00	0.00	0.00	0.00
Voice					
Call Centre Seat	0.00	0.00	0.00	0.00	0.00
Call Centre Set	36.00	48.00	48.96	49.94	50.94
Call Centre Supervisor	0.00	0.00	0.00	0.00	0.00
Call Centre Trunking	0.00	0.00	0.00	0.00	0.00
Centrex Set	0.00	0.00	0.00	0.00	0.00
ISDN Circuit	0.00	0.00	0.00	0.00	0.00
Modem Line	281.00	203.00	207.06	211.20	215.43
PBX Trunk Port	0.00	0.00	0.00	0.00	0.00
Recorded Announcement	0.00	16.00	16.32	16.65	16.98
Recorded Announcement Route	0.00	4.00	4.08	4.16	4.24
Telus Aircard Web Service	0.00	0.00	0.00	0.00	0.00
Video Conferencing Lease w/ Support	0.00	0.00	0.00	0.00	0.00
Video Conferencing Support	0.00	0.00	0.00	0.00	0.00
Voice AIN Auto Activation Fee	0.00	0.00	0.00	0.00	0.00
Voice AIN Redirect Line Charge	0.00	0.00	0.00	0.00	0.00
Voice Feature - Call Park	143.00	218.00	222.36	226.81	231.34
Voice Feature - Call Recording	0.00	0.00	0.00	0.00	0.00
Voice Feature - Line Appearance	853.00	985.00	1,004.70	1,024.79	1,045.29
Voice Feature - SC Manager	54.00	61.00	62.22	63.46	64.73
Voice Feature - SC User	731.00	715.00	729.30	743.89	758.76
Voice Feature - Visual Call Waiting	219.00	271.00	276.42	281.95	287.59
Voice Feature - Voice Mail Basic	1,359.00	1,427.00	1,455.54	1,484.65	1,514.34
Voice Feature - Voice Mail Desktop	0.00	0.00	0.00	0.00	0.00
Voice Feature - Voice Mail Fax	0.00	0.00	0.00	0.00	0.00
Voice Feature - Voice Mail Remote Notify	0.00	0.00	0.00	0.00	0.00
Voice Feature -VM Extra Time (10min inc)	54.00	68.00	69.36	70.75	72.16
Voice Install, Move, Add, Change	131.50	110.00	112.20	114.44	116.73
Voice Install, Move, Add, Change - Emergency	2.00	1.00	1.02	1.04	1.06
Voice Line Charge	3,154.00	3,193.00	3,256.86	3,322.00	3,388.44
Voice Set Charge	2,175.00	2,218.00	2,262.36	2,307.61	2,353.76
Workstation					
B & W Printer High Volume	72.00	72.00	73.44	74.91	76.41

ATCO Pipelines

2003-2007 IT VOLUMES

SERVICE DESCRIPTION	2003 Total	2004 Total	2005 Total	2006 Total	2007 Total
B & W Printer Low Volume	46.00	36.00	36.72	37.45	38.20
B & W Printer Medium Volume	230.00	199.00	202.98	207.04	211.18
B & W Printer Medium Volume w/duplex	8.00	41.00	41.82	42.66	43.51
Cashier Printer - Utilities		0.00	0.00	0.00	0.00
Colour Printer High Volume	12.00	19.00	19.38	19.77	20.16
Colour Printer Maximum Volume	0.00	0.00	0.00	0.00	0.00
Colour Printer Medium Volume	0.00	0.00	0.00	0.00	0.00
Express Request Service Fee	0.00	28.00	28.56	29.13	29.71
Hardware Install/Move/Add/Change Labour	111.50	170.50	173.91	177.39	180.94
Laptop Basic Support High	0.00	0.00	0.00	0.00	0.00
Laptop Basic Support Low	0.00	0.00	0.00	0.00	0.00
Laptop Basic Support Medium	0.00	0.00	0.00	0.00	0.00
Laptop H/W Operating Lease	511.00	537.00	547.74	558.69	569.87
Laptop H/W Slim Operating Lease	0.00	0.00	0.00	0.00	0.00
Laptop Hardware Operating Support	0.00	0.00	0.00	0.00	0.00
Laptop Monthly Rental	0.00	2.00	2.04	2.08	2.12
Laptop Support High	93.00	237.00	241.74	246.57	251.51
Laptop Support Low	241.00	162.00	165.24	168.54	171.92
Laptop Support Medium	173.00	136.00	138.72	141.49	144.32
Monitor - 15 inch or less	13.00	7.00	7.14	7.28	7.43
Monitor - 17 inch	2,295.00	2,348.00	2,394.96	2,442.86	2,491.72
Monitor - 19 inch	0.00	0.00	0.00	0.00	0.00
Monitor - 21 inch	82.00	148.00	150.96	153.98	157.06
Monitor LCD - 15 inch	0.00	0.00	0.00	0.00	0.00
Monitor LCD - 17 inch	29.00	46.00	46.92	47.86	48.82
Monitor LCD - 19 inch	0.00	20.00	20.40	20.81	21.22
Monitor LCD - 20 inch	12.00	31.00	31.62	32.25	32.90
PC Basic Support High	0.00	0.00	0.00	0.00	0.00
PC Basic Support Low	0.00	0.00	0.00	0.00	0.00
PC Basic Support Medium	0.00	0.00	0.00	0.00	0.00
PC H/W Operating Lease	2,212.00	2,317.00	2,363.34	2,410.61	2,458.82
PC H/W Operating Lease - High Performance	24.00	12.00	12.24	12.48	12.73
PC Hardware Operating Support	0.00	0.00	0.00	0.00	0.00
PC Support High	134.00	131.00	133.62	136.29	139.02
PC Support Low	1,117.00	999.00	1,018.98	1,039.36	1,060.15
PC Support Medium	908.00	1,155.00	1,178.10	1,201.66	1,225.70
Printer Support High Volume	96.00	103.00	105.06	107.16	109.30
Printer Support Low Volume	46.00	36.00	36.72	37.45	38.20
Printer Support Medium Volume	238.00	239.00	243.78	248.66	253.63
Printer Weekly Rental	0.00	0.00	0.00	0.00	0.00
Software Integration/Pkging Labour	116.50	86.00	87.72	89.47	91.26
Software Sign up Fee	133.00	164.00	167.28	170.63	174.04
Software Support Labour	119.00	49.00	49.98	50.98	52.00
Terminal H/W Operating Lease	0.00	0.00	0.00	0.00	0.00
Terminal Server Service	12.00	55.00	56.10	57.22	58.37
Terminal Server Service 1 Port	0.00	0.00	0.00	0.00	0.00
Terminal Server Service 20 Port	0.00	0.00	0.00	0.00	0.00
Terminal Server Service 4 Port	0.00	0.00	0.00	0.00	0.00
Terminal Server Service 8 Port	0.00	0.00	0.00	0.00	0.00
Workstation Move/Add/Change	63.00	8.00	8.16	8.32	8.49
Workstation Move/Add/Change-Emergency	9.00	0.00	0.00	0.00	0.00

Variable Rate (\$000s)

<u>Additional Application Fees</u>	\$	5	\$	5	\$	5	\$	5
<u>Additional Project Expenses</u>								

ATCO Pipelines 2003-2007 IT VOLUMES	Actual		Forecast		
	2003 Total	2004 Total	2005 Total	2006 Total	2007 Total
SERVICE DESCRIPTION					
Software Licenses	\$ 3	\$ 73	\$ 75	\$ 76	\$ 78
Hardware					
3 rd Party Vendor Labour					
I-TEK Labour	\$ (16)	\$ (5)	\$ (5)	\$ (6)	\$ (6)
Other	\$ 5	\$ 11	\$ 11	\$ 11	\$ 11
Additional Services					
Software Licenses	\$	\$ 199	\$ 203	\$ 207	\$ 211
Hardware					
3 rd Party Vendor Labour					
I-TEK Labour					
Other	\$ 30	\$ 147	\$ 150	\$ 153	\$ 156
Additional Services - XP Conversion Cost	\$ 339				
Travel Expenses	\$	\$	\$	\$	\$
Distributed Apps					
Distributed Application Services	\$ 290	\$ 396	\$ 404	\$ 412	\$ 420
Labour					
Contractors					
External Contractor	\$ 26	\$ 154	\$ 157	\$ 160	\$ 164
Sub-Contractor Charges	\$	\$	\$	\$	\$
Mainframe					
MVS Form Type /1000	\$ 4	\$ 3	\$ 3	\$ 3	\$ 4
Network Access					
Network Service	\$ 9	\$ 7	\$ 7	\$ 7	\$ 8
WAN					
Megastream and other Dedicated	\$ 13	\$ 1	\$ 1	\$ 1	\$ 1
Specified Expense					
Training Directs					
Voice					
Dedicated OPX					
Dedicated Tie Line					
Long Distance Direct	\$ 9	\$ 9	\$ 9	\$ 9	\$ 9
Remote Centre Voice Network Access	\$ 6	\$ 8	\$ 8	\$ 8	\$ 8
Rightfax Service LID					
Telecom Circuit Fees	\$ 3	\$ 6	\$ 6	\$ 6	\$ 6
Telecom Fees	\$ 6				
Telus Aircard Web Service					
Telus Airtime					
Telus Blackberry					
Telus Cellular					
Video Conferencing					
Workstation					
Cashier Printer - Utilities					
Colour Printer High Volume - Utilities					
Colour Printer Non-Std High Volume	\$ 2	\$ 2	\$ 2	\$ 2	\$ 2
Hardware	\$ 22	\$ 15	\$ 15	\$ 15	\$ 15
Non-Std Hardware Mthly Fee					
Software	\$ 150	\$ 127	\$ 129	\$ 132	\$ 135

ATCO Pipelines 2003-2007 IT VOLUMES

SERVICE DESCRIPTION	Actual			Forecast	
	2003 Total	2004 Total	2005 Total	2006 Total	2007 Total
Xerox					
Lease Xerox	\$ 62	\$ 64	\$ 66	\$ 67	\$ 68
Service Xerox	\$ 17	\$ 22	\$ 22	\$ 23	\$ 23

2005-2007 Volumes for ATCO Pipelines are based on 2004 actual volumes plus a 2% growth factor per year.

ATCO Utilities
2003-2007 IT VOLUMES

SERVICE DESCRIPTION	Actual			Forecast	
	2003 Total	2004 Total	2005 Total	2006 Total	2007 Total
Fixed Rate (Units)					
Distributed Apps					
Discoverer License/Maint Rental	3.00	-3.00	-1.02	-1.04	-1.06
Discoverer Maint. on License Purchase	0.00	1,036.00	3,551.28	3,554.63	3,592.36
Discrete Mfg Read Maint. on Lic Purchase	0.00	167.00	97.03	97.03	98.97
Discrete Mfg Update Maint. on Lic Purch	0.00	360.00	58.12	58.12	59.28
Financials Appl. Host & Storage	0.00	3.00	3.06	3.12	3.18
Financials Read Maint. on License Purch	0.00	51.00	872.73	872.73	874.10
Financials Update Appl. Host & Storage	0.00	0.00	0.00	0.00	0.00
Financials Update License/Maint Rental	17.00	-22.00	-8.16	-8.32	-8.49
Financials Update Maint. on Lic Purchase	0.00	567.00	4,671.59	4,673.14	4,688.12
Financials Update Support & Admin	0.00	0.00	0.00	0.00	0.00
iExpense Maintenance on License Purchase	0.00	4,202.00	20,051.64	20,057.39	20,182.30
iProcurement Maintenance on Lic Purchase	0.00	6,237.00	73,328.76	73,351.98	74,431.65
iExpense Application Hosting	4.00	0.00	0.00	0.00	0.00
Microstation	1,896.00	2,416.00	214.20	218.48	222.85
Mobile Supply Chain Maint on Lic Purchas	0.00	198.00	792.00	792.00	797.52
Order Management Maint on Lic. Purchase	0.00	12,757.00	464,000.00	464,000.00	468,680.00
Project Acct Read Maint. on Lic Purchase	0.00	254.00	929.89	929.89	948.49
Project Acct Update License/Maint Rental	3.00	-3.00	0.00	0.00	0.00
Project Acct Update Maint. on Lic Purcha	0.00	543.00	1,022.02	1,022.63	1,043.08
Project Management Maint on Lic Purchase	0.00	253.00	947.64	949.31	955.58
Purchasing Read Maint. on Lic Purchase	0.00	8.00	32.34	32.34	32.99
Purchasing Update License/Maint Rental	3.00	-3.00	0.00	0.00	0.00
Purchasing Update Maint. on Lic Purchase	0.00	399.00	682.91	683.44	697.11
OFIN - Local Disk Storage	0.00	130.99	885.46	1,076.05	1,173.17
OFIN - DASD Disk Storage	0.00	715.25	4,111.72	4,982.80	5,450.20
Web Hosting - Intranet Hosting Fee	84.00	84.00	24.48	24.97	25.47
Web Hosting - Intranet Hosting Fee FTP site	56.96	58.79	0.80	0.81	0.83
Web Hosting - Secure Web Site	13.00	7.00	0.00	0.00	0.00
Labour					
Administrator	0.00	108.50	64.38	61.59	62.82
Analyst 1	3,019.75	11,209.98	8,722.48	8,365.77	8,533.09
Analyst 1 - DFSS	343.00	186.00	470.50		
Analyst 2	10,121.70	16,603.75	11,603.33	19,616.23	20,008.55
Analyst 2 - DFSS			374.30	223.30	
Analyst 3	13,452.39	17,973.16	16,202.99	21,005.37	21,425.48
Analyst 3 - DFSS	335.20		514.50	446.60	
Analyst 4	19,799.76	30,268.11	21,580.06	26,514.90	27,045.20
Analyst 4 - DFSS	1,367.50	1,036.60	2,343.10	385.70	
Analyst 1 - XP related	326.55	0.00	0.00	0.00	0.00
Analyst 2 - XP related	709.22	0.00	0.00	0.00	0.00
Analyst 3 - XP related	1,144.82	0.00	0.00	0.00	0.00
Analyst 4 - XP related	1,472.74	0.00	0.00	0.00	0.00
Consultant	8,324.56	15,599.91	13,277.66	12,628.53	12,881.10
Consultant - DFSS	657.00	38.50	157.00	438.50	
Consultant - XP related	862.60	0.00	0.00	0.00	0.00
Premium Labour	58.50	62.50	0.00	0.00	0.00
Project Manager	3,922.50	7,244.50	4,035.21	5,719.66	5,834.05
Project Manager - DFSS	6.00		1.00	129.95	
Project Manager - XP related	13.00	0.00	0.00	0.00	0.00
Enhancement Hours	0.00	0.00	5,396.00	4,859.00	4,189.00
Maintenance Hours	0.00	0.00	1,750.00	1,750.00	1,500.00
Blended Rate	0.00	0.00	3,636.98	22,750.46	27,788.00

ATCO Utilities
2003-2007 IT VOLUMES

SERVICE DESCRIPTION	Actual			Forecast	
	2003 Total	2004 Total	2005 Total	2006 Total	2007 Total
Mainframe					
Mainframe Print Configuration	411.00	429.00	0.00	0.00	0.00
MVS (ADABAS) CPU Minutes	107,163.66	101,680.19	96,780.39	91,918.68	79,638.92
MVS (Batch) CPU Minutes	150,492.10	159,600.41	103,497.10	99,012.63	89,307.83
MVS (CICS) CPU Minutes	6,194.24	5,544.38	7,115.29	7,203.32	7,347.45
MVS (DB2) CPU Minutes	11,211.86	10,768.31	12,912.89	21,311.05	28,461.21
MVS (DB2) CPU Minutes - DFSS				5,930.20	35,581.20
MVS (IMS) CPU Minutes	70,558.47	44,716.85	46,625.11	46,963.41	39,275.25
MVS (TSO) CPU Minutes	6,444.09	5,765.79	4,402.76	4,204.66	3,838.58
MVS DASD Gigabyte Months	1,523.87	1,657.46	1,223.08	1,190.73	1,127.42
MVS HSM Tape Gigabyte Months	1,393.33	2,128.60	645.80	646.46	659.39
MVS Print Forms	0.00	0.00	2,672.00	2,505.00	2,258.00
MVS Print Pages	7,271.98	5,407.40	3,539.53	3,372.46	3,141.81
MVS Tape Gigabyte Months	13,443.14	13,754.20	11,865.60	11,371.92	11,365.63
Network Access					
ADSL Light	163.21	279.72	292.32	292.32	297.33
ADSL Unlimited	94.60	125.25	121.90	110.14	111.43
ADSL Unlimited w/ Terminal Capability	2.00	0.00	0.00	0.00	0.00
Distributed Archive Tape	0.00	21.29	24.12	24.12	24.60
Email Service	38,970.00	40,300.00	55,165.32	55,681.14	56,816.61
Internet Access	11,620.00	13,325.00	13,247.76	13,400.88	13,746.90
Instant Messaging	0.00	6.00	6.12	6.24	6.37
Long Term Archive	0.00	2,666.51	0.00	0.00	0.00
Long Term Archive - DFSS				35.00	210.00
Long Term Archive - 1st Month				180.00	183.60
Long Term Archive - 1st Month - DFSS				35.00	210.00
Network Connectivity	170.00	236.00	150.06	151.14	154.16
Remote Access Service	2,315.00	1,875.00	1,311.96	1,301.96	1,328.00
Rightfax Service	0.00	765.00	1,073.70	1,084.61	1,106.31
Server Storage	13,577.34	18,637.19	20,460.67	20,796.02	21,429.86
Substation	24.00	24.00	24.00	24.00	24.48
Telus Aircard	0.00	2,724.00	0.00	0.00	0.00
UserID Sery w/ no ATCO Domain usage	0.00	7.00	0.00	0.00	0.00
UserID Services	28,779.00	30,035.00	28,218.60	28,350.92	28,835.14
VPN - Remote Client	2,091.00	2,847.00	1,774.92	1,801.90	1,824.26
VPN Firewall	411.00	436.00	0.00	0.00	0.00
VPN-Remote Client w/ split tunnelling	5.00	14.00	12.00	12.00	12.24
Wireless Service - Leased	77.00	38.00	36.00	36.00	36.72
Wireless Service - Owned	22.00	12.00	0.00	0.00	0.00
Wireless Service Connect	65.00	232.00	89.10	89.20	90.99
Xerox Network Connectivity	0.00	46.00	0.00	0.00	0.00
WAN					
10 Mb Ethernet - Remote	24.00	24.00	35.76	35.76	36.27
10Mb Ethernet - Local - 3 YR	12.00	17.00	24.24	24.48	24.73
112K Virtual WAN	8.40	0.00	0.00	0.00	0.00
256K Virtual WAN	33.71	12.00	12.00	12.00	12.24
4 Wire Loop	73.71	63.00	74.28	74.28	74.93
4 Wire Loop High Speed	0.00	9.00	0.00	0.00	0.00
512K Virtual WAN	6.00	0.75	0.00	0.00	0.00
56K Virtual WAN	242.32	96.22	150.00	150.00	151.68
Microwave (Dedicated)	27.60	38.00	41.30	52.90	53.60
T1 in Grande Prairie	24.00	24.00	26.16	26.16	26.44
VPN - Remote Branch	0.00	2.00	0.00	0.00	0.00

ATCO Utilities
2003-2007 IT VOLUMES

SERVICE DESCRIPTION	Actual			Forecast	
	2003 Total	2004 Total	2005 Total	2006 Total	2007 Total
Rental					
Desktop Monthly Short Term Rental	8.00	0.00	0.00	0.00	0.00
Laptop Daily Rental	0.00	2.00	2.04	2.08	2.12
Laptop Day Rental	8.00	6.00	0.00	0.00	0.00
Laptop Monthly Rental	4.00	14.00	2.04	2.08	2.12
Laptop Weekly Rental	8.00	6.00	0.00	0.00	0.00
Printer Weekly Rental	3.00	0.00	0.00	0.00	0.00
Training Rm setup fee - per std w/s	35.00	31.00	0.00	0.00	0.00
Training Rm setup fee - specialty SIW	3.50	1.50	0.00	0.00	0.00
Training Room Daily Rental	7.00	13.00	0.00	0.00	0.00
Voice					
Call Centre Seat	62.00	29.00	144.00	144.00	144.00
Call Centre Set	435.00	488.00	300.96	301.94	302.94
Call Centre Supervisor	2.00	0.00	12.00	12.00	12.00
Centrex Set	117.00	561.00	312.00	312.00	312.00
ISDN Circuit	36.00	33.00	12.00	12.00	12.00
Modem Line	2,560.00	2,509.00	2,175.06	2,143.20	2,162.55
PBX Trunk Port	24.00	24.00	0.00	0.00	0.00
Recorded Announcement	400.00	408.00	424.32	424.65	424.98
Recorded Announcement Route	82.00	96.00	100.08	100.16	100.24
Video Conferencing Lease w/ Support	16.00	24.00	36.00	24.00	24.00
Video Conferencing Support	12.00	12.00	48.00	48.00	48.00
Voice AIN Auto Activation Fee	0.00	48.00	24.00	24.00	24.00
Voice AIN Redirect Line Charge	0.00	48.00	24.00	24.00	24.00
Voice Feature - Call Park	1,981.00	3,690.00	2,322.36	2,302.81	2,317.42
Voice Feature - Call Recording	45.00	0.00	0.00	0.00	0.00
Voice Feature - Line Appearance	12,985.00	12,966.00	11,732.70	11,776.79	11,857.77
Voice Feature - SC Manager	685.00	572.00	758.22	759.46	764.09
Voice Feature - SC User	3,171.00	3,040.00	3,093.30	3,071.89	3,103.08
Voice Feature - Visual Call Waiting	1,156.00	1,540.00	864.42	869.95	877.03
Voice Feature - Voice Mail Basic	7,457.50	6,404.00	6,766.74	6,771.85	6,881.37
Voice Feature - Voice Mail Desktop	11.00	29.00	24.00	24.00	24.00
Voice Feature - Voice Mail Fax	0.00	8.00	0.00	0.00	0.00
Voice Feature - Voice Mail Remote Notify	9.00	12.00	12.00	12.00	12.24
Voice Feature -VM Extra Time (10min inc)	73.00	107.00	93.36	94.75	96.16
Voice Install, Move, Add, Change	1,108.00	957.00	514.20	515.44	518.55
Voice Install, Move, Add, Change - Emergency	11.00	3.00	1.02	1.04	1.06
Voice Line Charge	24,058.50	24,909.00	24,278.02	24,603.16	24,905.86
Voice Set Charge	17,298.50	17,746.00	17,478.52	17,717.17	17,982.95
Workstation					
B & W Printer High Volume	563.00	578.00	673.44	686.91	692.97
B & W Printer Low Volume	560.00	536.00	552.72	553.45	559.72
B & W Printer Medium Volume	3,185.00	2,457.00	2,806.98	2,811.04	2,835.58
B & W Printer Medium Volume w/duplex	135.00	827.00	497.82	498.66	503.83
Colour Printer High Volume	148.00	214.00	235.38	247.77	250.56
Colour Printer Maximum Volume	27.00	49.00	60.00	60.00	60.48
Colour Printer Medium Volume	48.00	48.00	72.00	72.00	72.00
Express Request Service Fee	0.00	237.50	28.56	29.13	29.71
Hardware Install/Move/Add/Change Labour	1,337.25	2,042.00	330.08	319.56	325.95
Laptop H/W Operating Lease	5,387.00	5,287.00	5,593.74	5,616.69	5,692.07
Laptop H/W Slim Operating Lease	52.00	25.00	84.00	84.00	85.44
Laptop Support High	1,834.00	2,034.00	1,993.74	1,998.57	2,036.63
Laptop Support Low	1,474.00	1,567.00	1,521.24	1,524.54	1,538.96
Laptop Support Medium	1,625.00	1,559.00	1,800.72	1,803.49	1,828.28
Process Control Laptop No Support	0.00	0.00	395.90	396.00	396.00
Monitor- 15 inch or less	111.00	30.00	43.14	43.28	43.67

ATCO Utilities
2003-2007 IT VOLUMES

SERVICE DESCRIPTION	Actual			Forecast	
	2003 Total	2004 Total	2005 Total	2006 Total	2007 Total
Monitor- 17 inch	20,909.00	20,727.00	19,999.44	20,098.38	20,397.95
Monitor- 19 inch	50.00	48.00	84.00	72.00	73.44
Monitor-21 inch	857.00	1,390.00	1,505.96	1,460.98	1,489.74
Monitor LCD - 15 inch	12.00	9.00	0.00	0.00	0.00
Monitor LCD - 17 inch	319.00	803.00	892.92	893.86	907.90
Monitor LCD - 19 inch	0.00	288.00	247.20	291.05	339.97
Monitor LCD - 20 inch	104.00	273.00	199.62	174.81	178.31
PC HW Operating Lease	18,463.00	19,060.00	18,645.90	18,834.17	19,115.57
PC HW Operating Lease - High Performance	24.00	13.00	60.24	60.48	60.73
PC Support High	2,877.00	2,957.00	3,272.58	3,236.25	3,286.10
PC Support Low	9,114.00	9,123.00	8,522.58	8,722.96	8,877.26
PC Support Medium	6,107.00	6,874.00	6,638.10	6,649.66	6,723.62
Process Control No Support	0.00	0.00	107.97	108.00	108.00
Printer Support High Volume	957.00	988.00	1,089.06	1,115.16	1,127.62
Printer Support Low Volume	551.00	524.00	540.72	541.45	547.48
Printer Support Medium Volume	3,363.00	3,360.00	3,171.78	3,176.66	3,207.07
Software Integration/Pkging Labour	720.00	527.00	159.72	148.47	151.44
Software Signup Fee	1,108.00	1,344.00	340.78	326.63	333.16
Software Support Labour	666.00	663.00	171.48	156.48	159.61
Terminal HW Operating Lease	405.00	38.00	0.00	0.00	0.00
Terminal Server Service	32.00	178.00	104.10	105.22	107.33
Terminal Server Service 1 Port	132.00	132.00	156.00	144.00	146.88
Terminal Server Service 20 Port	12.00	12.00	12.00	12.00	12.24
Terminal Server Service 4 Port	84.00	84.00	96.00	96.00	97.68
Terminal Server Service 8 Port	12.00	12.00	12.00	12.00	12.24
Workstation Move/Add/Change	548.50	62.50	83.16	76.32	77.85
Workstation Move/Add/Change-Emergency	38.50	1.00	0.00	0.00	0.00
Variable Rate (\$000s)					
Additional Application Fees	\$ 7	\$ 7	\$ 5	\$ 5	\$ 5
Additional Project Expenses					
Software Licenses	\$ 530	\$ 401	\$ 427	\$ 176	\$ 178
Software Licenses - DFSS			\$ 19	\$ 16	
Hardware	\$ 159	\$ 7	\$ 302	\$ 273	\$ 818
3 rd Party Vendor Labour	\$ 139	\$ 216	\$ 647	\$ -	\$ -
I-TEN Labour	\$ (16)	\$ (5)	\$ (5)	\$ (6)	\$ (6)
Other	\$ 23	\$ 54	\$ 31	\$ 52	\$ 11
Additional Services					
Software Licenses	\$ 17	\$ 2,671	\$ 290	\$ 293	\$ 299
Hardware	\$ 4	\$ 25	\$ -	\$ -	\$ -
3 rd Party Vendor Labour	\$ 27	\$ 108	\$ 240	\$ 282	\$ 288
I-TEK Labour	\$ 2	\$ 65	\$ 229	\$ 214	\$ 218
Other	\$ 454	\$ 1,114	\$ 466	\$ 458	\$ 470
Additional Services - XP Conversion Cost	\$ 1,329	\$ 975	\$ 506	\$ -	\$ -
Travel Expenses	\$ 9	\$ 9	\$ -	\$ -	\$ -
Distributed Apps					
Distributed Application Services	\$ 1,397	\$ 2,373	\$ 4,882	\$ 5,410	\$ 5,744
Distributed Application Services - DFSS			\$ -	\$ 94	\$ 502
Hosting & Support	\$ -	\$ 247	\$ 2,119	\$ 2,187	\$ 2,257
Disaster Recovery	\$ -	\$ -	\$ 83	\$ 257	\$ 263

ATCO Utilities 2003-2007
IT VOLUMES

SERVICE DESCRIPTION	Actual			Forecast	
	2003 Total	2004 Total	2005 Total	2006 Total	2007 Total
Labour					
Contractors	\$ 77	\$ 95	\$ 31	\$ -	\$ -
External Contractor	\$ 267	\$ 1,184	\$ 157	\$ 160	\$ 164
Sub-Contractor Charges	\$ 5	\$ 3	\$ -	\$ -	\$ -
Mainframe					
MVS Form Type 11000	\$ 86	\$ 70	\$ 8	\$ 8	\$ 8
Network Access					
Misc. Charges	\$ -	\$ -	\$ 7	\$ 8	\$ 9
Network Service	\$ 13	\$ 11	\$ 7	\$ 7	\$ 8
WAN					
Megastream and other Dedicated	\$ 95	\$ 29	\$ 63	\$ 67	\$ 69
Specified Expense					
Training Directs	\$ 1	\$ -	\$ -	\$ -	\$ -
Voice					
Dedicated OPX	\$ 4	\$ 4	\$ -	\$ -	\$ -
Dedicated Tie Line	\$ 2	\$ -	\$ -	\$ -	\$ -
Long Distance Direct	\$ 166	\$ 167	\$ 166	\$ 169	\$ 172
Remote Centre Voice Network Access	\$ 92	\$ 99	\$ 8	\$ 8	\$ 8
Rightfax Service LID	\$ -	\$ 1	\$ -	\$ -	\$ -
Telecom Circuit Fees	\$ 75	\$ 94	\$ 18	\$ 18	\$ 19
Telecom Fees	\$ 207	\$ 124	\$ 138	\$ 151	\$ 157
Telus Aircard	\$ -	\$ -	\$ 524	\$ 545	\$ 567
Telus Airtime	\$ -	\$ -	\$ -	\$ -	\$ -
Video Conferencing	\$ 9	\$ 12	\$ -	\$ -	\$ -
Other	\$ -	\$ -	\$ 96	\$ 97	\$ 85
Workstation					
Cashier Printer - Utilities	\$ 2	\$ -	\$ -	\$ -	\$ -
Colour Printer High Volume - Utilities	\$ 29	\$ 19	\$ 21	\$ 22	\$ 22
Colour Printer Non-Std High Volume	\$ 2	\$ 2	\$ 2	\$ 2	\$ 2
Hardware	\$ 1,275	\$ 493	\$ 50	\$ 51	\$ 52
Non-Std Hardware Mthly Fee	\$ 29	\$ 26	\$ 13	\$ 13	\$ 13
Software	\$ 2,410	\$ 1,294	\$ 178	\$ 182	\$ 185
Software - XP related	\$ 80	\$ -	\$ -	\$ -	\$ -
Misc. Hardware	\$ -	\$ -	\$ 95	\$ 77	\$ 86
Xerox					
Lease Xerox	\$ 618	\$ 676	\$ 466	\$ 477	\$ 486
Service Xerox	\$ 192	\$ 230	\$ 22	\$ 23	\$ 23
Xerox PST	\$ -	\$ -	\$ -	\$ -	\$ -

ATCO UTILITIES
IT Services - Terms of Reference
Out of Scope Items - Not Subject to True Up

	2003	2004	2005	2006	2007
ATCO Gas					
Lease Xerox	306,373.43	321,252.04			
Service Xerox	89,782.01	121,299.13			
Xerox PST	137.94	154.28			
Xerox Network connectivity	0.00	2,021.88			
Xerox Total *	396,293.38	444,727.33	0.00	0.00	0.00
Analyst 1 - XP related	16,138.25				
Analyst 2 - XP related	34,132.54				
Analyst 3 - XP related	71,095.53				
Analyst 4 - XP related	38,455.51				
Consultant - XP related	43,260.20				
Project Manager - XP related	2,064.40				
Additional Services - XP conversion Costs	525,127.00	505,512.00	506,000.00		
Software - XP related	80,277.95				
XP Project Total	810,551.38	505,512.00	506,000.00	0.00	0.00
Capital Indirect	780,799.79	1,404,446.71			
ATCO Electric					
Analyst 1 - XP related	8,250.00				
Analyst 2 - XP related	21,375.00				
Analyst 3 - XP related	36,614.00				
Analyst 4 - XP related	115,522.00				
Consultant - XP related	62,183.00				
Project Manager - XP related					
Additional Services - XP conversion Costs	465,120.00	469,404.00			
Software - XP related					
XP Project Total	709,064.00	469,404.00	0.00	0.00	0.00
ATCO Pipelines					
None					

* Xerox charges for 2005-2007 were included in ATCO Gas' administrative forecast and are not included in the Tables 3 and 4 of the Terms of Reference.

ATCO Gas

Contractor's Safety Handbook

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S A F E T Y P O L I C Y

The management of the Company is committed to providing a healthy and safe work environment that will protect employees, other workers, the public and property from injury, damage or loss. This commitment extends from the office to the field and from plan to worksite. The Company has defined a Safety Management System to provide a framework for the management of all aspects of its business that affect health and safety. The Safety Management System applies to planning and training, defining procedures, specifying and providing equipment and material, and creating working conditions that promote safe, efficient operations and control of hazards.

Each employee has a duty to understand and work according to the Company's Safety Management System and to adhere to procedures that protect their own health and safety and the health and safety of others. Employees are required to be familiar with applicable legislation and regulations and Company policies and procedures, and to participate in all health and safety activities that apply to their work.

These commitments and actions will assist in achieving our common goal of eliminating injury, damage and loss.

ABOUT NATURAL GAS

Properties

Natural gas is a clear, colorless, odorless, **flammable** gas that is lighter than air. Often an odor is added to the gas to give it a skunky smell, which indicates a leak or uncontrolled source of gas.

Effects of Overexposure

Natural gas acts as an asphyxiant by displacing oxygen in the air. Displacement of air by gas may lead to shortness of breath, unconsciousness, and death from lack of breathable air. Incomplete combustion may produce carbon monoxide and aldehydes.

Emergency and First Aid Procedures

- (1) Make the area safe.
- (2) Move victim to an uncontaminated area.
- (3) Supply fresh air, oxygen.
- (4) Perform artificial resuscitation if necessary.
- (6) Summon a physician and/or emergency response personnel.
- (7) Contact ATCO Gas representative.

Steps to be Taken During Leak /Line Break

- (1) Evacuate area.
- (2) Remove/terminate all potential sources of ignition such as open flames, vehicle ignitions, sparks, etc.
- (3) Emergency contact: Edmonton (780) 420-5585, Calgary (403) 245-7222 for repair assistance and/or instructions.
- (4) Maximize ventilation through area.
- (5) Detect minor leaks with soap/water solution applied at suspected leak points. **NEVER USE AN OPEN FLAME TO DETECT LEAKS.**
- (6) Contact responsible ATCO Gas representative.

Suggested Disposal Method

Contact office emergency number.

Precautions to be Taken

Avoid personal body contact (skin/eye contact, etc.) with high pressure gas stream. Particulates in the stream can break skin, etc.

Other Precautions

- Avoid all possible sources of accidental ignition (for example, static electricity or any other spark or heat source).
- Test for hazardous concentrations before entering meter stations.

ABOUT HYDROGEN SULPHIDE (H₂S, SOUR GAS)

H₂S is a **toxic**, clear, colorless **flammable** gas that often smells like rotten eggs. Never enter any buildings or facilities that have signs indicating H₂S may be present unless you are trained in recognized *H₂S Alive* or *H₂S Rescue* courses. Exposure could result in death.

Contact your ATCO Gas contract representative to obtain a *Material Safety Data Sheet* for more information on natural gas or H₂S.

INTRODUCTION

At ATCO Gas, safety is a primary operating consideration. With safety always in mind, ATCO Gas expects nothing less from its contractors. This booklet is designed to assist and guide contractors and their workers in working safely and efficiently. No task is so important that the safety of contractors, their workers, or the general public can be compromised.

The guidelines in this booklet may or may not be all that is required to complete work in the safest manner. Contractors should also consult with ATCO Gas contract representatives and safety personnel, and with the appropriate governing bodies, for complete regulations and guidelines.

Conflict may arise among the safety guidelines of ATCO Gas, the contractor, and government acts and regulations. If this occurs, the government regulations should be considered the minimum standard. If one of the other's standards are more stringent, all parties will adopt that standard for the rest of the contract.

It is the contractor's responsibility to be familiar with and implement all required health and safety guidelines and regulations for workers.

This booklet applies to all contracted work that is performed outside of a normal head-office function.

Who is a Contractor or an Employee of the Contractor?

In this booklet, a "contractor" is any non-employee of ATCO Gas (person or company) performing work for ATCO Gas under written contract. The term "worker" includes the contractor during active work and all sub-contractors, suppliers, site visitors and others under the direction of, or supplying services to, the contractor.

Contractor's Safety Compliance

All contractors working for or submitting bids to ATCO Gas must have their own written *Health and Safety Policies and Procedures*. Those policies and procedures must be adhered to by all contractors and their workers, and successfully audited.

Contractor's documentation must cover all general aspects of the contractor's scope of work. It must also include any specific procedures necessary to the contractor's work.

Contractors with fewer than 5 employees will be subject to an evaluation of their safety program and legislative requirements. Contractors with 5 or more employees must have their Safety Program audited by an independent third party to evaluate their safety performance in relation to their own policies and procedures. Verification of a satisfactory audit must be submitted to Materials Management with all bids.

CAUTION

Non-compliance with the written *Health and Safety Policies* and Procedures, and government regulations, could result in immediate termination of the contract.

See Contractor Safety Program Selection Guide - Tables & Figures - Figure 14.

GENERAL RESPONSIBILITIES AND REGULATIONS

Contractor's and Worker's Responsibilities

- (1) Contractors are responsible for the health and safety of their workers and the general public. Contractors have an obligation in their contract (or purchase order) to comply with all ATCO Gas health and safety rules, and all applicable governing acts and regulations (federal, provincial and municipal).
- (2) Contractors must use supervisors and workers who are competent and skilled in their work, and who know and understand all health and safety requirements for their work.
- (3) Workers must observe and obey all work directives, instructions, and safe work practices. They must maintain the safety of fellow workers and the general public.
- (4) ATCO Gas recognizes the worker's statutory obligation to refuse work believed to be an imminent danger to themselves or other persons.
- (5) Contractors must provide safety controls and guidance for their visitors, suppliers, and others while at the worksite.
- (6) Where there are two or more employers at the worksite at the same time, one employer must be designated as the prime contractor. The prime contractor may be the owner of the worksite or the owner may enter into an agreement with another party to be the prime contractor. The prime contractor has overall responsibility at the worksite to ensure compliance with the *Alberta Occupational Health and Safety Act* and *Regulations*.
- (7) Every contractor must have an active WCB account in good standing and may be asked to provide references from other employers with respect to past performance and their safety program.

NOTE

Contractors must refer any concerns or questions to ATCO Gas contract representatives.

Unsafe Acts or Conditions

Contractors are responsible for violations of ATCO Gas health and safety regulations, and for violations of federal, provincial and municipal acts and regulations, committed by their workers (while at the worksite). If violations are known, the contractor must correct the situation and report it to the ATCO Gas contract representatives.

Accident, Incident and Near-Miss Reporting

All incidents, property damage, vehicle accidents, personal injuries and serious near-misses must be reported to the ATCO Gas contract representatives and, if required by law, to the applicable governing authorities. The contractor must investigate, and submit reports to the ATCO Gas representatives about any such occurrences resulting from the performance, actions or involvement of its workers.

Hours and Days of Work

As it relates to worker, public and property safety, ATCO Gas requires all contractors and their employees, subcontractors, etc. to comply with the requirements of the Employment Standards Code.

Safety Meetings

Contractors must conduct safety meetings (at least monthly) with their workers to encourage safe work practices and inform everyone about relevant concerns and hazards with present and upcoming work. The ATCO Gas contract representatives must be given sufficient notice of the date and time of safety meetings so they can attend, if possible. They must also be supplied with a copy of the meeting minutes. All contractors must ensure their workers attend.

Job Hazard Assessments

A formal documented job hazard assessment must be conducted before starting a project, and whenever the scope of the work changes during a project. All hazards must either be eliminated, controlled, or at least made known to all workers and visitors to the site. Copies of all job hazard assessments must remain on site and be available to the ATCO Gas contract representatives. Any unresolved hazards must be discussed and resolved before work begins or continues. Pre-job Meeting

Contractors and workers must conduct a pre-job health and safety meeting to address all applicable health and safety requirements for the work. Meeting minutes must be prepared and supplied to the ATCO Gas site representatives. The pre-job meeting is held with the initial job hazard assessment. The ATCO Gas site representatives must be given sufficient notification so they can attend, if possible.

Emergency Preparedness

The supervisor must define emergency response procedures and assign worker responsibilities. Minimum emergency instructions should be in place and include:

- emergency telephone numbers for fire, ambulance, police, Company personnel, and ATCO Gas contract representatives
- the name of the employee in charge—the on-site crew leader/senior in control and responsible for the worksite
- the name of the alternate employee in charge—the person designated by the crew leader from the worksite
- the exact location—the street and avenue or the legal land description, and for remote locations, a basic vehicular access map.

Health and Safety Inspections and Audits

The contractor's supervisors or safety designates must conduct regular, complete and written health and safety inspections and ensure all known health and safety violations and concerns are corrected. A written record of all inspection findings and corrective actions must be submitted to the ATCO Gas contract representatives upon request. All contractor's workers are subject to unannounced inspections or audits by ATCO Gas personnel or representatives.

Protecting the Public

- (1) When working in public areas, take all necessary precautions to protect the public at all times, such as:
 - signing
 - lighting
 - barricading
 - warning and traffic directing.
- (2) When on customer's property, take all precautions to protect the customers and their property. Use proper lights, such as flashlights, to enter dark areas. These must be battery-powered lights with **no open flames** that are rated for use in Class 1, Division 1, Group D areas.
- (3) When it is necessary to leave equipment or vehicles unattended, on a roadway, street or worksite, take the following precautions:
 - Keep fire hydrants, driveways, and entrances to private or public property clear.
 - Lock and secure, block the wheels (where required), and remove the ignition keys.
 - Protect vehicles with approved traffic warning devices.
 - Leave backhoes with bucket on the ground, hydraulics neutralized, stabilizers in the down position, ignition key removed, and the cab locked or secured.

Other safety considerations:

- Do not drive dump trucks with the box raised unless spreading or other similar work is being performed.
- Look for obstructions overhead to ensure you have adequate clearance.

- Secure pipe or fittings left on the job site to prevent accidental movement.
- Cover bell holes, trenches and excavations, or properly protect them with fencing and barricading (especially if left unattended overnight).
- If welding is done in locations where the public could be exposed to eye hazards, place shields around the work area and warn members of the public, especially children, not to watch welding operations.
- If possible, place spoil piles so they cause the least amount of traffic obstruction.
- Place spoil piles to provide as much protection to workers, pedestrians, vehicles and equipment as possible.
- Keep walkways and public access to all corporate buildings and offices clear of obstructions, ice and snow.
- Repair cracks or holes in walkways that could cause someone to slip or fall.
- Keep mats and carpets in entrances to corporate buildings in safe condition, without curled edges, and avoid using mats that slip when stepped on.

General Housekeeping

Housekeeping is simple if things are kept clean, neat, organized, and if all tools and equipment are put away after use.

- (1) To be safe, efficient and pleasant to work in, a place of work must be clean and orderly. Keep materials and equipment out of walkways and properly stored when not in use.
- (2) Many slips and falls can be prevented if oil and grease spills are cleaned up promptly. Tripping hazards can be reduced by ensuring tools, extension cords, hoses, cables, etc., are put away after use.

Fitness For Work - Alcohol and Drugs

The Alcohol & Drug Policy and Practices apply, in whole or in part, to contractors, their employees and subcontractors while providing services to or for the company.

Contractors will be made aware of the policy and the applicable provisions at the time a contract for services is signed. All contractors will ensure the policy's work standards for their employees and subcontractors are met and a high priority is given to health, safety, and performance when providing their services.

Failure to meet the standards described in this policy by contractors or their employees will be considered a breach of contract.

If the company believes there is any reason to suspect a contravention of this policy:

- the contractor will be notified
- the individual must be removed from the company premises
- the individual will not be allowed to return to the contracted position with the company without medical certification of fitness for work and written permission of ATCO Gas.

For specifics regarding contractors and the ATCO Gas Fitness For Work - Alcohol And Drugs policy and practices ask your ATCO Gas contract supervisor for more information.

SPECIFIC RESPONSIBILITIES AND REGULATIONS

Personal Safety

General Conduct and Clothing

Horseplay, fighting and disregard for safety regulations will result in permanent removal of those involved from the worksite.

Running is not endorsed, except during emergencies.

Workers must wear suitable clothing for the conditions and the work. Torn or saturated clothing, sleeveless shirts, and shorts are not allowed.

Excess Facial and Head Hair

If workers will be exposed to hazards, hair may not be longer than the top of the shirt collar, or it must be worn in a pony-tail style.

Anyone using respiratory protective equipment, or in an environment where there is potential for exposure to dangerous atmosphere, such as gas or toxic substances, must be clean-shaven (daily). Nothing should potentially interfere with the facial seal.

Personal Protective Equipment (PPE)

Contractors must ensure workers on the work site have and wear appropriate PPE. This includes, but is not limited to:

Head Protection If the danger of head injury exists, or may exist, workers must wear approved safety protective head wear. ATCO Gas's approach is that hard hats must be worn within the boundaries of all station sites and on all worksites, except when in a vehicle.

Welders are required to wear hard hats. Welders who remove their hard hats in mandatory hard hat areas must revert to wearing them immediately after completing their work and must ensure that alternative means of protection are in place whenever a danger to the head exists.

Footwear If the danger of foot/ankle injuries exists or may exist, workers must wear appropriate and approved CSA safety footwear. CSA approved safety running shoes are not normally permitted. Supervisory staff must wear either safety shoes or boots, whichever provides sufficient protection against the worksite hazards. Safety footwear must be worn through the entire work shift.

NOTE

The contractor is responsible for ensuring that the proper type/style of footwear is purchased by workers to provide appropriate protection at worksites for hazards encountered. CSA approved running shoes are not permitted in some plants or construction sites.

Workers who do a lot of walking or who walk on rough or uneven ground must wear CSA approved safety footwear with ankle support that extends above the ankle.

All workers who may be exposed to puncture injuries must wear Grade 1 CSA approved safety boots bearing the 'green triangle' trademark. If puncture protection is not required, the supervisor may approve other suitable CSA approved footwear.

Eye Protection CSA approved industrial eye and face protection must be worn where there is the danger of irritation or injury to the eyes or face. The equipment must be appropriate for the work.

Hearing Protection If a worker's exposure to noise exceeds the limits in OH&S, *Noise Regulations*, then appropriate CSA approved hearing protection must be used.

NOTE A rule of thumb—if you have to raise your voice to talk to someone 1 m from you, it is probably necessary to use hearing protection at that location.

Hand and Limb Protection Workers must wear appropriate hand and limb protective equipment if there is a danger of injury. Some examples include: hand protection for welders and their helpers; and special gloves for handling sharp objects, chemical compounds, etc.

Respiratory Protection The contractor must select the proper respiratory protection for the workers affected:

- If there is or may be exposure to airborne contaminants or a combination of contaminants in a concentration that exceeds the OEL listed in the *Chemical Hazard Regulations*.
- If the atmosphere is or may become oxygen deficient.

The contractor must also ensure workers wear the appropriate equipment and are properly trained to use that equipment, and that they follow the codes of practice they have developed for the work.

STOP The equipment must be correctly fitted to provide an effective facial seal. This can not be achieved if the mask is not in direct contact with the worker's facial skin.

Fall Arrest Protection Where it is impractical to provide adequate work platforms such as scaffolding, workers must wear a CSA approved safety harness and lanyard or life-line when working above a height of 3.5 m (11').

As stated in the regulations, safety harnesses must be properly adjusted to fit

workers securely, and lanyards or life-lines must be attached to a fixed anchor which will support the shock load if there is a fall. This equipment must be used in a manner which prevents the user from striking a surface in the event of a fall, or falling an excessive distance causing injury from the safety equipment.

Safeguard fall arrest protection equipment from sources of heat, flame, abrasion and corrosive materials. Use padding to protect lanyards and life-lines from sharp edges while in use.

- Life Jacket or Personal Flotation Device** A life jacket or PFD that meets regulatory standards must be worn in a boat or if there is danger of drowning due to a fall or other event.
- Head Protection for ATV Users** Workers operating all terrain vehicles or snow vehicles (as defined in the *Off-Highway Vehicle Act*, including a motorized trail bike), must wear protective head gear that complies with the CSA standard.

Fire Resistant Workwear Workers must wear fire resistant workwear if there is a potential for exposure to flammable or explosive atmospheres. The fire resistant workwear must not be contaminated and must be laundered according to manufacturer's instructions. Clothing that is not fire resistant must not be worn over fire resistant clothing. It is strongly recommended that clothing worn under fire resistant clothing be made of a fabric that does not melt at high temperatures (for example, cotton, linen, wool, or rayon).

Chain Saw Operators Workers involved in clearing operations must wear a hard hat, safety glasses or face shield and appropriate footwear for the hazards of the work. Appropriate ear protection must also be worn by the workers. A chain saw operator must also have chain saw pants and gloves and approved training.

First Aid Requirements

Contractors must have adequate first aid materials at the worksite, and must provide transport for treatment of any ill or injured workers in accordance with applicable provincial OH&S regulations. The contractor must ensure that they have sufficient, qualified first aid ticket holders on site during working hours as stipulated by Occupational Health and Safety.

Hand and Portable Tools

Contractors and their workers must ensure the proper use and maintenance of all hand and portable tools. All workers must remove from service any tools which are damaged or defective in any way, and return them for repairs.

- Do not use tools with cracked, worn or broken handles.
- Use tools with all systems and safety devices in place and serviceable; for example, electrical grounds, guards and locking devices.
- Do not secure power tools in the ON position. Equip power tools with constant pressure switches to prevent them from being ON without the operator's input.
- Wire the tool retainers and hose connections of pneumatic tools to prevent separation.
- Workers using explosive actuated tools such as Hiltiguns and Ramsets must be competent in their use.

Worksite Environment

Temporary Heating Systems

Contractors and their workers must ensure any temporary heating systems are installed and functioning within the applicable manufacturer's specifications and governing regulations.

- When heating systems are in use, remove or control all associated hazards which might endanger workers. Examples are carbon monoxide from compressed-gas fired heaters, and heat or open flames from the heating system.
- Keep all regulators, hoses and safety release valves operating within manufacturer's specifications.
- Do not store the fuel tanks or cylinders for heating systems inside a building or temporary structure.

Lighting Requirements

Contractors must ensure all walking and work areas are adequately illuminated so there is no potential for incident or accident due to poor illumination of an area:

- Use adequate illumination for the detail of work performed.
- Where there is potential for ignition of a flammable mixture, use intrinsically safe illumination.

Ventilation Requirements

The contractor must provide and maintain adequate ventilation for workers where there is or may be a hazard due to airborne contaminants or oxygen deficiency.

- Appoint personnel or install equipment to monitor conditions in the ventilated work area continuously and ensure compliance with occupational exposure limits and all other regulations.
- Show workers how to operate the system properly.

Procedural Safety

Work On or Near Roads

Approved protective clothing (traffic vests) must be worn while working on, or near, roadways, lanes, and at construction sites where traffic may be a hazard and workers are not adequately protected by signs, flag persons, barricades, etc. Vests must **not** be worn in potentially hazardous natural gas environments unless they are fire resistant. In instances when employees can not wear vests, other means of protection, such as barricades, or striping on fire resistant coveralls, must be used. Contractors must ensure signage is obviously visible and never obstructed by materials or equipment.

- Ensure workers wear reflective safety vests.
- Use signal lights at night, and in high-traffic locations use signal persons to direct and monitor traffic.
- Ensure signal persons wear a hard hat, a reflective safety vest, and use appropriate signals to slow or stop traffic as required.

Confined Space Entry

In this part, "confined space" means any enclosed or partially enclosed space having restricted access and egress and which, due to its design, construction, location, atmosphere, the

materials or substances in it, or other conditions, is or may become hazardous to a worker entering it, or does not have an easy means of escape or rescue of a worker entering it.

Contractors must have a written site-specific procedure for confined space entries, and the procedures must be reviewed with all workers involved in such work. This procedure must be reviewed with the ATCO Gas contract representative.

- Before entry, a qualified person must test for the lower explosive limit (LEL), toxic gases, and oxygen deficiency with suitable gas and oxygen detection equipment.
- Purge, ventilate and continuously monitor all confined spaces that are found to be, or could become, immediately dangerous to life and health. Alternatively, use proper respiratory protection and suitable precautions to ensure the safety of workers in the confined space.
- Post a safety person at the access point when workers are in a confined space.
- Have the appropriate safety and rescue equipment and personnel readily available at all times while the confined space is occupied.
- Secure access to a confined space to prevent entry when work is not being conducted and upon completion of work.

Station Entry Procedure

Introduction

The safety of the worker must be ensured before entry into a gas-handling facility. This is achieved through recognizing the hazards, establishing **practical** procedures, training and equipping the worker, and ensuring that established procedures are being followed.

This procedure for station entry establishes the **minimum** steps to be followed to determine if a hazardous atmosphere exists within the station before entry, and is to be used **solely** for the purpose of gaining access to Company-owned gas handling facilities.

When entering customer-owned gas handling facilities, all procedures established by the customer must be followed. If customer-established procedures do not exist, the Company procedures apply (Company procedures are the minimum to be utilized).

Once inside the station, the procedures established for the specific task at hand must be followed to protect the safety of the worker. If the task is routine (for example, chart changing), the routine task hazard assessment procedures can be used. If the task is non-routine (for example, altering station piping), a task- or site-specific procedure must be followed. This procedure may be found in an existing manual, or it must be created and authorized before starting work.

STOP

Upon determining that unacceptable levels of flammable or toxic substances exist within a station, entry to the facility without further authorization is prohibited.

The worker must report the conditions to the respective section supervisor (or designate) and/or the Control Centre for further directions.

Qualified personnel will be dispatched to repair or isolate the station.

Station Definitions

Station entry procedures vary depending on the purpose of the facility and the product(s) contained within it.

Odorized Station A Company-owned gas handling facility in which the station piping contains only odorized sweet natural gas. Signs on the door or gate of the standard station will indicate "No Smoking, Matches or Open Flames", and where applicable, "Hearing Protection Required".

Non-Odorized Station A Company-owned gas handling facility in which any of the station piping contains unodorized sweet natural gas. In addition to the signs found at a standard station, the facility will be visually identified as a Non-Odorized Station. At sites where odorization is being done, a constant odor may permeate the site. Such sites are considered non-odorized.

H₂S Station A Company-owned gas handling facility in which the station piping **may** contain harmful concentrations of H₂S gas. In addition to the signs found at a standard station, the facility will be visually identified as an H₂S Station.

Entry Procedure for a Odorized Station

- (1) It may not be practical for a worker to park and exit a vehicle at a fixed distance from the facility; however, all workers must observe the condition of the facility as soon as it is in view. Workers are required to **look, listen and smell** as they approach the facility for telltale signs of problems. When, and only when, there are no indications of problems, standard station entry procedures may be used.

NOTE

For stations containing high pressure gas (greater than 700 kpa), the electrical code requires that vehicles should be parked 3 m (but no less than 0.9 m) from building walls, without exception.

When a worker is dispatched to a standard station in response to a gas odor or gas detection trouble call, the worker must follow Non-Odorized Station Entry Procedures.

- (2) After exiting the vehicle, the worker is again required to **look, listen and smell** to detect anything unusual (that is, natural gas leakage). As part of this inspection the worker must observe the status of building vents to ensure that they are functioning as designed.

In addition, the worker must observe the status of station warning lights (if the station is so equipped) and the position of relief valve caps to confirm normal operation.

When, and only when, there are no indications of problems, the worker may continue with standard station entry procedures.

- (3) As the door to the facility is opened, the worker must **stop, look, listen and smell** to detect any natural gas leakage. If any abnormal conditions are detected (including any odorant smells), the worker must follow Non-Odorized Station Entry Procedures.
- (4) After thus gaining access to the facility, the worker must follow the atmospheric monitoring procedures defined in the routine task hazard assessment or in the specific job procedure.

Entry Procedure for a Non-Odorized Station

- (1) It may not be practical for a worker to park and exit a vehicle at a fixed distance from the facility; however, all workers must observe the condition of the facility as soon as it is in view. Workers are required to **look, listen and smell** as they approach the facility for telltale signs of problems.

NOTE

For stations containing high pressure gas (greater than 700 kpa), the electrical code requires that vehicles should be parked 3 m (but no less than 0.9 m) from building walls, without exception.

- (2) Non-odorized stations will be identified by signs on the gate or door of the facility.
- (3) After exiting the vehicle, the worker is again required to **look, listen and smell** to detect any natural gas leakage. As part of this inspection, the worker must observe the status of building vents to ensure that they are functioning as designed.

In addition, the worker must observe the status of station warning lights (if the station is so equipped) and the position of relief valve caps to confirm normal operation.

- (4) The worker must check the station for a hazardous condition using an approved natural gas detection instrument inserted into the test port in the station door or wall. If the station is not equipped with a test port, the worker must open the station door slightly and, while remaining outside, test the station atmosphere at a minimum of 2 m above floor level with the approved device.

NOTE

If the station is equipped with warning lights and the worker is specifically trained to interpret the lights at the station, Step (4) is not required.

- (5) If no problems are detected, the worker may proceed to enter the station.

The worker must follow the atmospheric monitoring procedures defined in the routine task hazard assessment or in the specific job procedure.

Entry Procedure for an H₂S Station

NOTE

Hydrogen sulphide is heavier than air and is soluble in water. It could therefore be present in surface water or low areas adjacent to sites.

This entry procedure must be used only for H₂S station entry when it is assumed the station operation is normal (that is, total sulphur content in the gas stream is below 15 ppm). If the station has an atmospheric alarm system, a personal monitor capable of measuring natural gas only is adequate. If the station does not have an atmospheric alarm system, a personal monitor that also detects H₂S is required.

If the gas stream is known to contain levels of H₂S above 15 ppm, entry to the station is considered Emergency Entry and must only be carried out by authorized H₂S emergency response personnel.

- (1) Workers must notify the Control Centre before approaching an H₂S station to:
 - determine the H₂S level of the gas stream
 - advise the Control Centre of the nature and duration of their visit. If the gas stream level is above 15 ppm or if the normal H₂S level is rising, Control Centre personnel must disallow normal station entry.
- (2) H₂S stations are identified by signs on the gate or door of the facility. Even if all telemetered data indicates that the station is operating normally, workers must approach the station as if a contaminated atmosphere is present in and around the facility.
- (3) It may not be practical for a worker to park and exit a vehicle at a fixed distance from the facility; however, all workers must observe the condition of the facility as soon as it is in view. Workers are required to **look, listen and smell** as they approach the facility for telltale signs of problems.

NOTE

For stations containing high pressure gas (greater than 700 kpa), the electrical code requires that vehicles should be parked 3 m (but no less than 0.9 m) from building walls, without exception.

While approaching the station, workers must observe the station status lights or sirens (if the station is so equipped) to confirm normal operation. Workers must observe wind direction and, if reasonably practicable, approach the station from **upwind**.

- (4) After exiting the vehicle, the worker is again required to **look, listen and smell** to detect any natural gas leakage. As part of this inspection, the worker must observe the status of building vents to ensure that they are functioning as designed.
- (5) The worker must check the station for a hazardous condition using an approved natural gas (and H₂S if required) detection instrument inserted into the test port in the station door or wall. If the station is not equipped with a test port, the worker must open the station door slightly and, while remaining outside, begin test the station atmosphere at floor level, then sweep the area upwards towards the ceiling to a minimum of 2 m above floor level with the approved device.

NOTE

If the station is equipped with warning lights or sirens and the worker is specifically trained to interpret the lights or sirens at the station, Step (5) is not required.

- (6) If no problems are detected, the worker may proceed to enter the station.

The worker must follow established atmospheric monitoring procedures as defined in the routine task hazard assessment or in the specific job procedure for the task to be performed.

Fire Prevention

Contractors and all workers must take all necessary precautions to prevent fires. Contractors are required to assess and supply the appropriate type and size of fire extinguishers where there is the potential for fire, such as combustible storage areas, vehicles carrying combustibles, or during welding, grinding and cutting operations. All fire extinguishers must be accessible and serviceable at all times.

- Store all flammable substances in containers that are clearly labelled, suitable for their content, and stored in a safe location away from open flames and excessive heat.
- Do not smoke near locations where flammables are stored or dispensed.
- Post signage around storage areas for flammables.
- ATCO Gas is a smoke-free workplace, so smoking in buildings or facilities is not permitted unless a Company-approved area is designated.
- Store quantities of flammables in excess of those needed for 1 day’s use in a designated area isolated from the actual work areas.
- Electrically bond containers when transferring flammable liquids.
- Do not fuel vehicles and equipment with motors running or when other ignition sources are present.
- In prairie and forested areas, contractors must comply with the appropriate protection regulations and/or consult with local authorities for required fire fighting equipment.
- Consult with an ATCO Gas representative and obtain proper permits if any burning is required on rights-of-way or sites. Report all fires which cause injury or property damage to an ATCO Gas contract representative.

Electrical

Overhead Powerline Clearance

No part of any equipment, tool, or person operating near powerlines may be closer than the safe limits of approach listed in Table 1, or as directed by local legislation. Appropriate signs, overhead markers and/or spotters must be in place before work begins if there is a risk of encroaching upon the safe limits of approach.

**Table 1
Safe Limits of Approach**

<i>Operating Voltage of Overhead Powerlines Between Conductors</i>	<i>Safe Limits of Approach for Persons and Equipment</i>
0 - 750 V Insulated or Polyethylene Covered Conductors ⁽¹⁾	300 mm

Above 750 V	
Insulated Conductors ^{(1) (2)}	1.0 m
0 - 40 kV	3.0 m
69 kV, 72 kV	3.5 m
138 kV, 144 kV	4.0 m
230 kV, 240 kV	5.0 m
500 kV	7.0 m

- (1) Conductors must be insulated or covered through their entire length to comply with these clearance requirements.
- (2) Conductors must be manufactured to rated and tested insulation levels.

These clearances apply to all directions, vertical or horizontal. If it is necessary to work closer to powerlines than the minimum distances specified above, the operator of the electrical utility must be notified so it can safely direct the work.

Temporary Electrical Installations

If temporary power cords or cables are laid out or buried, the contractor must ensure they will be safe from damage and will not endanger anyone. All installations must meet the requirements of the *Canadian Electrical Code* and other appropriate regulations.

- Do not expose power cord connections to moisture or submerge cords in water. Secure all connections where there is potential for moisture to enter the connections.
- Adequately mark the location of all temporarily buried power cables (above ground).
- Use appropriate protection for temporary power supply panels to safeguard the panel from the elements and possible damage. Post warning signs on the panel explaining the electrical hazard.
- Do not repair or install electrical equipment unless properly licensed and trained.

Isolating

Blinding and Isolating Facilities

If there is a danger to the workers, contractors must ensure facilities such as pipelines, pipe systems and vessels are isolated from all toxic substances contained within that system before work begins. Purging is required where substances within the system are hazardous to workers.

- For isolation purposes, only use blinds that have sufficient ratings to withstand the maximum possible pressure that could result.
- Close and secure valves during isolation.
- Tag blinds, identifying the installer and date of installation.
- Do not remove an isolation blind without written authorization of its installer.
- If there is any possibility of danger from hazardous products or oxygen deficiency, wear the appropriate respiratory protection.

Lock Out/Tag Out

If there is a danger of exposure to hazards from electrical, hydraulic, air or steam driven equipment, or equipment under pressure, an approved lockout device must be used with blocking devices as required.

- Workers performing work on equipment must install a lock on the lockout devices and tag the lock. The tag must identify the worker, the date it was installed, and include statement directing others not to remove the tag and lock.
- Do not remove an isolating lock unless you are the installer of that lock, and then only upon completion of the work.

Clearing Trees

Clearing of trees on rights-of-way or around facilities requires individuals trained in proper procedures.

- Workers must review the work to be performed and establish how safe distances from equipment and falling trees will be maintained. Fellers and machine operators must ensure that no workers are within 2 tree lengths of a tree being felled.
- If trees are to be felled near a travelled roadway, a flag person must be used in conjunction with signs in the centre of the roadway (30 to 90 m on each side of where the tree is to be felled) to warn traffic.
- If tree clearing is to take place close to overhead powerlines, de-energizing the system or using Arborists or workers recognized under the *Electrical and Communication Utility Systems Regulations* is necessary if clearances to energized lines cannot be maintained.
- A worker involved in a clearing operation must wear a hard hat, safety footwear and safety glasses or face shield. Ear protection may be required if operating or working close to noisy equipment. A chainsaw operator must also have wedges, chain saw pants, gloves and a No. 4 first aid kit:
 - 1 compress bandage
 - 2 triangular bandages
 - 2 safety pins and a whistle.
- Partially cut trees must not be left standing. Machines must be used when it is necessary to bring down suspended trees.

Thawing Ground For Winter Excavation

Important Items

- (1) Obtain a City of Calgary, or other applicable municipality's permit to burn. Contractors must take out their own permit.
- (2) Make arrangements to locate underground facilities.
- (3) Use low-sulphur, stoker-size, sub-bituminous "C" coal, currently supplied from the Montgomery mine.
- (4) A minimum earth cover of 600 mm is required between the fire and the pipe to prevent damage to the pipe and coating.
- (5) At least 1.5 m separation from combustibles is required for safety.
- (6) Only one firing is recommended over plastic lines.

Equipment

- High output propane torch, similar to ATCO Gas's coal firing torch.
- Fire extinguisher(s)
- Barricades
- Fire shields

Procedure

- (1) Check the weather forecast for winds exceeding 30 km/h, above which fires must not be started.
- (2) Lay an adequate strip of coal on bare ground over the ditch line.
The ground must be free of snow, ice and combustible materials.
- (3) Ensure a safe distance of 1.5 m (minimum) is maintained from combustible materials and structures.
- (4) Light the coal using a high-output propane torch.
- (5) Cover all burning coal with noncombustible shields. Culverts or barrels cut in half are the preferred shields.
- (6) Monitor the fire in windy conditions. Extinguish the fire if necessary to avoid sparks and resulting ignition of nearby structures or materials.
- (7) After firing is complete, extinguish or remove the hot embers and proceed with the excavation.

Environment

ATCO Gas has policies and procedures to protect the environment and meet its legislative requirements. Contractors must review the applicable legislation, policies and procedures and conduct their work in an environmentally responsible manner. After hours emergency call: Edmonton (780) 420-5585, Calgary (403) 245-7222.

Materials

Material Disposal









Contractors must ensure all materials are disposed of in compliance with all regulatory requirements.

- Provide separate containers for oily rags, smoking materials, dust, flammables and chemical wastes.
- Use separate containers for metal refuse. Do not place other refuse in the metal refuse containers.
- Keep flammables and oil-soaked rag disposal containers outdoors away from other combustibles.
- Package waste materials and controlled products like used motor oils, solvents or caustics, and dispose of them as required by governing regulations.
- Have chemical absorbers available in work areas where spills are likely to occur.
- Clean up spills or leaks immediately and dispose of the waste materials properly.

Workplace Hazardous Materials Information System (WHMIS)

Contractors must ensure all workers are instructed in and understand the safe use and handling of controlled products that they handle or are exposed to during the work. *Material Safety Data Sheets* must be available to all workers who contact or could be exposed to controlled products. Proper labels must be easily visible on controlled product containers and replaced as required when damaged or illegible.

**Figure 1
WHMIS Hazard Classes**

A	COMPRESSED GAS	
B	FLAMMABLE AND COMBUSTIBLE	
C	OXIDIZING	
D	POISONOUS AND INFECTIOUS	<div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  <small>IMMEDIATE, SERIOUS TOXIC EFFECTS</small> </div> <div style="text-align: center;">  <small>OTHER TOXIC EFFECTS</small> </div> <div style="text-align: center;">  <small>HAZARDOUS INFECTIOUS MATERIAL</small> </div> </div>
E	CORROSIVE	
F	DANGEROUSLY REACTIVE	

Transporting Dangerous Goods

Contractors and their workers must comply with TDG regulations while working for ATCO Gas. This includes training and certification, vehicle placarding, labelling, shipping documents and proper containers. Training

certificates must be issued by the contractor (employer) and are only valid for 3 years. The certificate must be carried by the employee when shipping, transporting or receiving dangerous goods.

Compressed Gas Cylinders and Storage

Contractors must ensure the following requirements are met regarding compressed-gas cylinders:

- Store and secure cylinders in an upright position in areas away from traffic and heat sources.
- Segregate cylinders by contents and mark them legibly in accordance with WHMIS and TDG regulations.
- Cap or plug cylinders when stored or transported.
- Do not use cylinders that have not been retested and inspected in accordance with regulations specific to each type of cylinder, or cylinders which are dented, leaking, corroded, or with damaged foot rings and collars.
- Breathing air cylinders must be inspected as specified by the manufacturer.
- Indoor storage areas must meet all regulatory requirements and have adequate ventilation.
- Do not store propane cylinders in tool boxes or tool vans. When not in use, remove the regulator and plug the valve.

Lifting

Manual Lifting

Contractors must ensure workers required to perform manual lifting are given proper instruction on lifting methods. Whenever possible, mechanical lifting devices should be used to assist in handling heavier materials. Suitable gloves must be worn by workers when there is potential for injury from sharp edges, slivers, or products that could burn or irritate workers' arms and hands.

Rigging

- Use a competent worker to inspect all wire ropes, chains and slings before a lift. Remove from service and repair or replace any rigging that is frayed, worn, kinked or showing any other signs of damage. Replace other rigging, such as shackles and hooks, that are excessively worn or damaged.
- Use only chains with proper hooks for the intended use, that have been tested and manufacturer approved for lifting applications.

Figure 2 Cable Clamps

Diameter of Rope (Inches)	Number of Clips	Distance Between Clips
1/4 - 3/8	3	2 1/4"
7/8 - 1	3	3 3/4"
3/4 - 1 1/8	4	6 3/4"
1 1/4 - 1 1/2	5	9"
1 5/8 - 1 3/4	6	10 1/2"
2" and over	7	6 times diam. of cable

CORRECT METHOD

U-Bolts of clips on short end of rope
 (No distortion on live end of rope)



After rope is in service, and is under tension, tighten clips to take up decrease in rope diameter.

WRONG METHOD

U-Bolts on live end of rope
 (This will cause mashed spots on live end of rope)



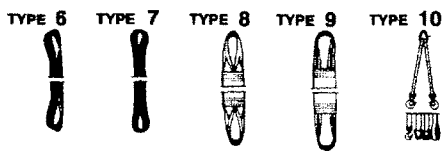
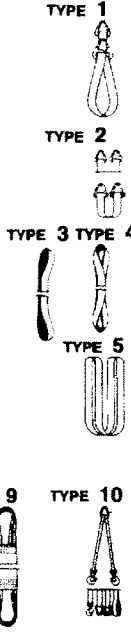
WRONG METHOD

Staggered clips; two correct and one wrong
 (This will cause a mashed spot in live end of rope due to wrong position of center clip.)



Figure 4 Slinging & Hoisting

NYLON WEB SLINGS									
NOMINAL LOAD CAPACITY IN POUNDS									
SINGLE END		DOUBLE END		SINGLE END		DOUBLE END		SINGLE END	
Type & Size #	Width (in.)	Vertical	Choker	Block	Type & Size #	Width (in.)	Vertical	Choker	Block
TYPE 1									
NY 102	2	100	700	3400	NY 102	2	100	700	3400
NY 103	3	150	1050	4800	NY 103	3	150	1050	4800
NY 104	4	200	1400	6400	NY 104	4	200	1400	6400
NY 105	5	250	1750	8000	NY 105	5	250	1750	8000
NY 106	6	300	2100	9600	NY 106	6	300	2100	9600
NY 107	7	350	2450	11200	NY 107	7	350	2450	11200
NY 108	8	400	2800	12800	NY 108	8	400	2800	12800
NY 109	9	450	3150	14400	NY 109	9	450	3150	14400
NY 110	10	500	3500	16000	NY 110	10	500	3500	16000
NY 111	11	550	3850	17600	NY 111	11	550	3850	17600
NY 112	12	600	4200	19200	NY 112	12	600	4200	19200
TYPE 2									
NY 202	2	100	700	3400	NY 202	2	100	700	3400
NY 203	3	150	1050	4800	NY 203	3	150	1050	4800
NY 204	4	200	1400	6400	NY 204	4	200	1400	6400
NY 205	5	250	1750	8000	NY 205	5	250	1750	8000
NY 206	6	300	2100	9600	NY 206	6	300	2100	9600
NY 207	7	350	2450	11200	NY 207	7	350	2450	11200
NY 208	8	400	2800	12800	NY 208	8	400	2800	12800
NY 209	9	450	3150	14400	NY 209	9	450	3150	14400
NY 210	10	500	3500	16000	NY 210	10	500	3500	16000
NY 211	11	550	3850	17600	NY 211	11	550	3850	17600
NY 212	12	600	4200	19200	NY 212	12	600	4200	19200
TYPE 3 & 4									
NY 302	2	100	700	3400	NY 402	2	100	700	3400
NY 303	3	150	1050	4800	NY 403	3	150	1050	4800
NY 304	4	200	1400	6400	NY 404	4	200	1400	6400
NY 305	5	250	1750	8000	NY 405	5	250	1750	8000
NY 306	6	300	2100	9600	NY 406	6	300	2100	9600
NY 307	7	350	2450	11200	NY 407	7	350	2450	11200
NY 308	8	400	2800	12800	NY 408	8	400	2800	12800
NY 309	9	450	3150	14400	NY 409	9	450	3150	14400
NY 310	10	500	3500	16000	NY 410	10	500	3500	16000
NY 311	11	550	3850	17600	NY 411	11	550	3850	17600
NY 312	12	600	4200	19200	NY 412	12	600	4200	19200
TYPE 5									
NY 502	2	100	700	3400	NY 502	2	100	700	3400
NY 503	3	150	1050	4800	NY 503	3	150	1050	4800
NY 504	4	200	1400	6400	NY 504	4	200	1400	6400
NY 505	5	250	1750	8000	NY 505	5	250	1750	8000
NY 506	6	300	2100	9600	NY 506	6	300	2100	9600
NY 507	7	350	2450	11200	NY 507	7	350	2450	11200
NY 508	8	400	2800	12800	NY 508	8	400	2800	12800
NY 509	9	450	3150	14400	NY 509	9	450	3150	14400
NY 510	10	500	3500	16000	NY 510	10	500	3500	16000
NY 511	11	550	3850	17600	NY 511	11	550	3850	17600
NY 512	12	600	4200	19200	NY 512	12	600	4200	19200



TWIN PATH® SLINGS						
TWIN PATH SLING WITH POLYESTER						
Single Number	Choker	Vertical	Block	Block with 45°	Weight (Lbs. Per Ft. of Slings)	Body Width (Inches)
TP 200	1600	2900	4900	3400	2.878	2 1/2
TP 200	2420	4200	7000	4900	4.742	3 1/2
TP 450	3500	6300	10000	7200	7.294	4 1/2
TP 600	4800	8400	13000	9800	9.884	5 1/2
TP 750	6000	10500	16000	11900	11.975	6 1/2
TP 900	7200	12600	19000	13800	13.726	7 1/2
TP 1050	8400	14700	22000	15700	15.569	8 1/2
TP 1200	9600	16800	25000	17600	17.412	9 1/2
TP 1350	10800	18900	28000	19500	19.255	10 1/2
TP 1500	12000	21000	31000	21400	21.098	11 1/2
TP 1650	13200	23100	34000	23300	22.941	12 1/2
TP 1800	14400	25200	37000	25200	24.784	13 1/2
TP 2000	16000	28000	40000	27100	26.627	14 1/2
TP 2200	17600	30800	43000	29000	28.470	15 1/2
TP 2400	19200	33600	46000	30900	30.313	16 1/2
TP 2600	20800	36400	49000	32800	32.156	17 1/2
TP 2800	22400	39200	52000	34700	34.000	18 1/2
TP 3000	24000	42000	55000	36600	35.843	19 1/2
TP 3200	25600	44800	58000	38500	37.686	20 1/2
TP 3400	27200	47600	61000	40400	39.529	21 1/2
TP 3600	28800	50400	64000	42300	41.372	22 1/2

TWIN PATH EXTRA SLING						
NOMINAL CAPACITY IN POUNDS						
Type Part #	Top Loop	Bottom Loop	Vertical	Block	Max. Length	Min. Dia. (In.)
TPX1000	1 1/2 x 1200	10,000	18,000	12,000	20.000	3
TPX1500	1 1/2 x 1500	15,000	27,000	18,000	30.000	3 1/2
TPX2000	1 1/2 x 2000	20,000	36,000	24,000	40.000	4
TPX2500	1 1/2 x 2500	25,000	45,000	30,000	50.000	4 1/2
TPX3000	1 1/2 x 3000	30,000	54,000	36,000	60.000	5
TPX3500	1 1/2 x 3500	35,000	63,000	42,000	70.000	5 1/2
TPX4000	1 1/2 x 4000	40,000	72,000	48,000	80.000	6
TPX4500	1 1/2 x 4500	45,000	81,000	54,000	90.000	6 1/2
TPX5000	1 1/2 x 5000	50,000	90,000	60,000	100.000	7
TPX5500	1 1/2 x 5500	55,000	99,000	66,000	110.000	7 1/2
TPX6000	1 1/2 x 6000	60,000	108,000	72,000	120.000	8
TPX6500	1 1/2 x 6500	65,000	117,000	77,000	130.000	8 1/2
TPX7000	1 1/2 x 7000	70,000	126,000	84,000	140.000	9
TPX7500	1 1/2 x 7500	75,000	135,000	90,000	150.000	9 1/2
TPX8000	1 1/2 x 8000	80,000	144,000	96,000	160.000	10
TPX8500	1 1/2 x 8500	85,000	153,000	102,000	170.000	10 1/2
TPX9000	1 1/2 x 9000	90,000	162,000	108,000	180.000	11
TPX9500	1 1/2 x 9500	95,000	171,000	114,000	190.000	11 1/2
TPX10000	1 1/2 x 10000	100,000	180,000	120,000	200.000	12
TPX11000	1 1/2 x 11000	110,000	198,000	132,000	220.000	13
TPX12000	1 1/2 x 12000	120,000	216,000	144,000	240.000	14
TPX13000	1 1/2 x 13000	130,000	234,000	156,000	260.000	15
TPX14000	1 1/2 x 14000	140,000	252,000	168,000	280.000	16
TPX15000	1 1/2 x 15000	150,000	270,000	180,000	300.000	17
TPX16000	1 1/2 x 16000	160,000	288,000	192,000	320.000	18
TPX17000	1 1/2 x 17000	170,000	306,000	204,000	340.000	19
TPX18000	1 1/2 x 18000	180,000	324,000	216,000	360.000	20
TPX19000	1 1/2 x 19000	190,000	342,000	228,000	380.000	21
TPX20000	1 1/2 x 20000	200,000	360,000	240,000	400.000	22

The code designation for Twin-Path Extra Slings is TPX10000 TPX11000 etc.

- Keep all personnel clear of the “whip area” of the cable while winches, tow cables or straps are in use or under tension.
- Use only competent workers to perform the rigging required to lift or move a load.

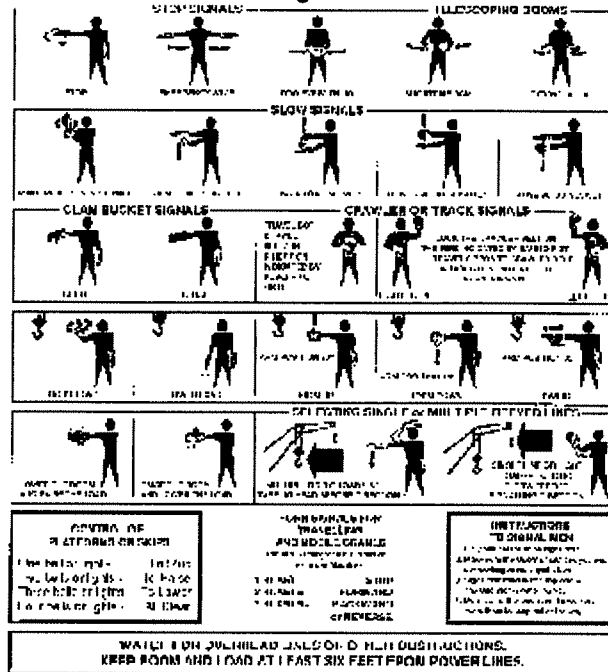
- When rigging a load, ensure the rigger and operator both know the weight of the load and the lifting capacity of the hoisting equipment for radius and angles of the lift.
- Always use reasonably over-rated rigging and hoisting equipment.

Cranes, Side Booms and Lifting Equipment

Contractors must ensure all cranes, side booms and lifting equipment is operated only by a competent, authorized operator. The operator must have a valid certificate of proficiency in crane operations.

- Use only hoisting devices which meet the applicable standards for design and construction.
- Do not modify a hoisting device unless modifications are conducted in accordance with governing regulations.
- Where required, ensure that log books are located on the equipment and that they are kept up-to-date.
- Ensure equipment is maintained in good working order and remains in compliance with governing regulations.
- When necessary, designate a signaller or swamper to signal the operator and properly place and control a load. The signaller must be clearly distinguishable.
- Do not allow anyone beneath a suspended load at any time.
- Use tag lines to guide and control a load when excessive movement is possible.

**Figure 3
Crane and Hoist Hand
Signals**



Climbing

Working at Heights

If workers are working 3.5 m (11') or more from the ground or 1.2 m (4') from a permanent platform, and where it is not possible to use scaffolding or a temporary work platform that complies with manufacturers' and all governing regulations, contractors must adhere to the following procedures:

- Wear a CSA approved full-body harness and use a CSA approved lanyard secured to a fixed anchor.
- Maintain fall protection equipment in good working order or return it to the manufacturer for repairs.
- Protect life lines and lanyards by padding where they pass over sharp edges and protect them from heat, flame and corrosive materials.
- Do not pass lanyards through any obstruction that could create a danger to a worker if the platform on which the worker is working fails.
- Adjust safety harnesses to properly fit each worker.
- Assemble harnesses and lanyards and use them in a manner to prevent a worker from striking any surface during a fall. Their use must also prevent serious injury due to the action of the belt or lanyard.

Climbing Communication Towers

Contractors must ensure workers on a communication or power transmission tower use full body harnesses and lanyards.

- The lanyard must be secured to the tower at all times, unless the worker is moving.
- When moving, use a second lanyard, securing it before the first is removed.
- Use fall arresting rails or cables when climbing towers equipped with these devices.

Ladders

- (1) Portable ladders used on worksites must meet the requirements of the *Occupational Health and Safety Act, General Safety Regulation, AR 348/84, Sections 75, 76, and 77 inclusive.*
- (2) Ensure manufactured ladders meet CSA standards. Ladders constructed on site or elsewhere must meet the legislated requirements (that is, *Section 79, General Safety Regulation, AR 348/84*).
- (3) Before using any ladder make sure it is the right ladder for the job to be done.
- (4) Inspect the ladder to ensure it is in good condition:
 - no damaged side rails, steps or rungs
 - no damaged or worn non-slip feet
 - no rough or splintered surfaces or sharp edges
 - no loose screws, nails or bolts
 - surfaces are clean to prevent slipping
 - no paint or coating materials that could hide defects.

Defective ladders must be removed from service and repaired or replaced.

- (5) Do not use metal ladders or ladders made with non-insulating materials where there is an electrical hazard. All ladders used near overhead power lines must be kept outside the Safe Limits of Approach. Metal ladders set up near underground power cables must be kept a safe distance from underground power cables.
- (6) Position the ladder on a secure footing. Check the stability before using the ladder.
- (7) Do not use a ladder in a aisle way, driveway or doorway where it can be struck by traffic (pedestrian or equipment) unless you lock and sign the door or use barricades to restrict access to your work area.
- (8) Face the ladder and use both hands when climbing up or down. Keep your body centred between the side rails. Do not overreach when working on a ladder.
- (9) Falling from a ladder can cause serious or fatal injuries. The risk increases with the height above ground and the amount of movement or force being exerted while working from the ladder. When accessing a suspended appliance for a relight, ensure the ladder is well positioned on a solid surface and it is securely anchored. When performing more physically demanding work from a ladder that could result in an injury from a fall, the worker must be protected from falling (that is, by using a safety harness and lanyard attached to a suitable anchor point). Work that cannot be performed safely from a ladder requires the use of appropriate control measures such as a portable lift.

NOTE

Section 21 of the General Safety Regulation, AR 384/84 specifies the need for a means of fall protection when working on a temporary work platform where a worker could fall more than 3.5 m.

- (10) Work platforms on forklifts must comply with the *General Safety Regulations, Section 164* which states:
 - the platform must be strong enough to support the combined weight that is on the platform
 - the platform must be secured to the forks to prevent lateral or vertical movement of the platform
 - the platform must have guardrails and toeboards
 - there must be a guard which prevents workers from contacting the fork hoisting mechanism
 - no worker may be on a platform that is higher than 1 m above the ground when the forklift is travelling.

Step Ladders

- (1) Never work on the top two steps of a step ladder.
- (2) Have the step ladder spreaders and shelf in the fully open position.
- (3) Do not climb a step ladder that is leaning up against a wall. Use a straight/extension ladder.

Portable Extension Ladders

- (1) When setting up the ladder, secure the base and “walk” the ladder into position.
- (2) Place the base of the ladder one-quarter of the ladder’s length away from the base of the wall.
- (3) Raise and lower an extension ladder from the bottom. Ensure the locking hooks are in place before climbing the ladder.
- (4) The top of the ladder must be resting on a solid surface that will provide adequate support for the ladder and worker. Piping or a suspended appliance would not normally be considered adequate support.
- (5) The top of the ladder must extend 1 m (3’) above the platform, roof or landing that is being accessed.
- (6) The minimum overlap of an extension ladder is 1 m unless otherwise specified by the manufacturer.
- (7) Tie off the top of the ladder or otherwise secure it to prevent accidental movement.
- (8) Do not work on either of the top two rungs of a ladder.

Fixed Ladders

- (1) All fixed ladders must meet the *General Safety Regulation, AR 348/84 Sections 78 and 79*.

Scaffolds

Contractors must ensure scaffolds are constructed in compliance with manufacturers’ and legislative requirements and are erected and disassembled by competent workers:

- Keep vertical supports plumb and rest them on firm base plates supported by sills.
- Use only serviceable screw jacks with no more than 8 threads exposed on the screws at any time.

- Keep working platforms horizontal. Secure platforms to prevent movement. Use platforms at least 0.5 m wide (light duty) or 1 m (heavy duty) with non-skid flooring. Communicate maximum working loads to workers using a scaffold.
- Provide toe boards, hand rails, and mid rails in compliance with legislative requirements.

Access ladders must be built into scaffold ladders and must be unobstructed.
- Keep the maximum height less than 3 times the base width unless using auxiliary supports which meet legislative requirements.
- Ensure workers do not accumulate too many tools or equipment on platforms.
- Do not carry tools or equipment up ladders to scaffold platforms, hoist them up in a safe manner.
- Do not alter or remove any part of a scaffold, unless authorized to do so. Do not modify a scaffold when a worker is on it.
- Secure rolling scaffolds on only level, unobstructed surfaces. Lock casters when in use, and do not move scaffolds with workers on them.

Identifying (Locating) and Exposing Underground Facilities

In the excerpts and subsections that follow:

- *controlled area* is a strip of land 30 m wide on each side of a high pressure pipeline, or the distance from the pipeline to the edge of the right-of-way, whichever is wider.
- *ground disturbance* means any work, operation or activity that results in a disturbance of the earth, including excavating, digging, trenching, ploughing, drilling, tunneling, augering, backfilling, blasting, topsoil stripping, land leveling, peat removing, quarrying, clearing and grading. It does not include a disturbance of the earth to a depth of less than 0.3 m that does not reduce the earth cover over the pipeline to less than the cover provided when the pipeline was installed, nor does it include cultivation to a depth of less than 0.45 m below the surface of the ground.
- *locating* means establishing the horizontal position or alignment of an existing underground facility, and surface marking that position or alignment with clearly distinguishable markers at adequate intervals.
- *exposing* means uncovering an existing underground facility until the buried facility is sufficiently exposed to enable its identification, while exercising caution not to damage the facility.
- *hand exposing* means exposing by hand digging with a shovel or other hand tool.
- *hand tool* is any hand held piece of equipment that is dependent on the energy of the worker for its direct effect and that does not have any hydraulic, pneumatic, electrical or chemical energy source for its operation.

Identification of Facilities

Before any work begins on a Company installation, a search (e.g., on-site, land title, pipeline licence) must be conducted to determine if other underground utility lines, cables, conduits, pipelines, etc., are present in the area and who owns them.

The search area for high pressure pipelines extends for a distance of 30 m in any direction from the proposed excavation.

Underground facilities must be located and marked by the owner/operator of the facility. Underground facility locating is normally arranged through Alberta One-Call or according to a foreign operator's crossing agreement, which is coordinated by ATCO Gas's Land Administration. Alberta One-Call or the respective utility or operating company must be notified to have the affected facilities located and marked at least two full working days before starting construction. All Company facilities that may be affected by a ground disturbance must also be located.

International colour code designations for underground installations are summarized in Table 2. These colours are used for painting or flagging when various underground facilities are located.

Table 2
Utility Colour Code Designations

Utility	Colour
Electrical	Red
Gas and Oil	Yellow
Water	Blue
Sewer	Green
Communications	Orange

Exposing Procedures

Before excavating or trenching, pipelines, cables, conduits and other underground facilities near the ground disturbance must be exposed in accordance with this standard. The distances specified in this section for buffer zones are minimum distances. There may be situations where greater distances are necessary to ensure worker safety and to avoid damage to underground facilities. Section 202 of the ATCO Gas *Standard Practice Steel Piping* manual provides information beyond this summary that may be valuable when special circumstances are encountered.

NOTE

No worker shall enter an excavation, even for the purpose of exposing utilities, unless the excavation meets all the requirements outlined in the Trenches and Excavation section. This means that shoring or cut-backs may be required if the excavation is sufficiently deep or unstable.

To ensure the safety of ATCO Gas personnel and to prevent property and equipment damage in situations where machine excavation is occurring near pressurized (in-service) pipelines, at least two workers shall be present at the excavation or in the immediate vicinity — the machine operator and a spotter. The spotter shall be positioned in an area clearly visible to the operator and also in a safe location that is not in the swing area of the backhoe or close to the stabilizers or other moving parts.

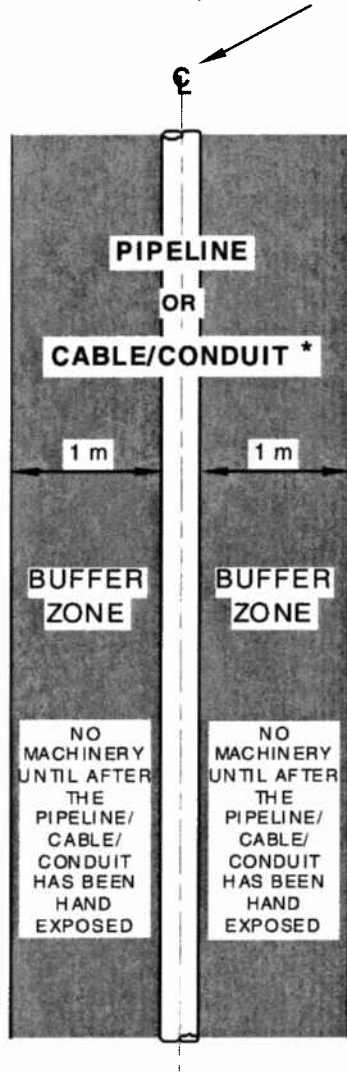
Mechanical excavating equipment shall be operated so that small layers of spoil are removed in sequence. The bucket shall be kept parallel to the bottom of the excavation so that the teeth are not protruding below it. The operator and spotter shall observe the excavation at all times for movement (i.e., cable contact), soil consistency change (trench line), or foreign objects identifying underground facilities.

Foreign Facilities (Gas Distribution Lines, Cables and Conduits)

As described in Figure 4, excavation work is not allowed within 1 m of a foreign facility until it has been hand exposed. Where the installation of a Company gas line parallels a foreign facility within 1 m of the facility, the facility must be hand exposed at enough locations to ensure that the correct depth and alignment of the facility are known to allow for the safe excavation and installation of the gas line. Excavation by hand digging is not required over the entire length of the facility, but the number of locations that must be hand excavated will depend on such factors as site conditions, the crew leader's experience, the accuracy of the line locate, excavation methods prescribed by the facility operator, and communications in the field. Where the operator of the foreign facility specifies distances greater than 1 m, those distances shall be followed.

FIGURE 5
Foreign Facilities (Cables, Conduits and
Pipelines Operating at Less than 700 kPa)

CENTRE LINE MARKED BY
PAINTING, FLAGGING OR LATH



ATCO Gas Distribution Lines

Before an excavation takes place in the vicinity of an existing Company gas distribution main, the main must be safely exposed.

If possible, determine the depth of the gas line. When this is done electronically, multiple readings taken as the excavation proceeds will help to establish the accuracy of the depth readings.

Begin exposing the gas line by machine excavation, removing the entire depth of concrete, asphalt or other covering, or up to 300 mm (12 in.) of hard-packed gravel/soil.

Then, expose the gas line using one of the following methods:

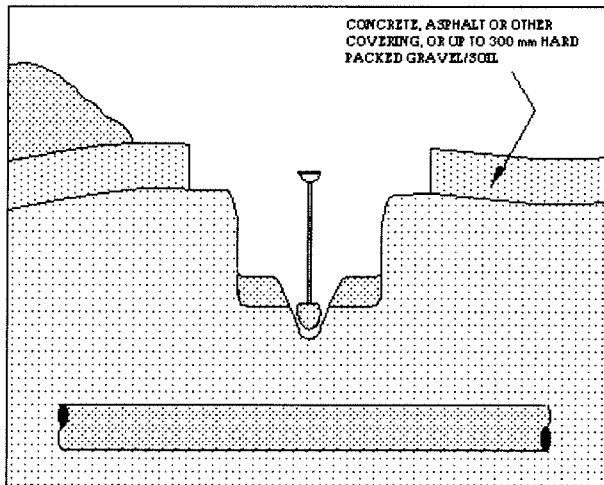
Dig Laterally

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Hand Dig Ditch and Excavate

After the covering layer has been removed using mechanical excavating equipment, hand dig a ditch across the full width of the proposed mechanical excavation. If the gas line is not encountered, machine excavate the trench or bell hole to one-half the depth of the hand dug ditch (perpendicular to any known buried utilities).

Figure 7



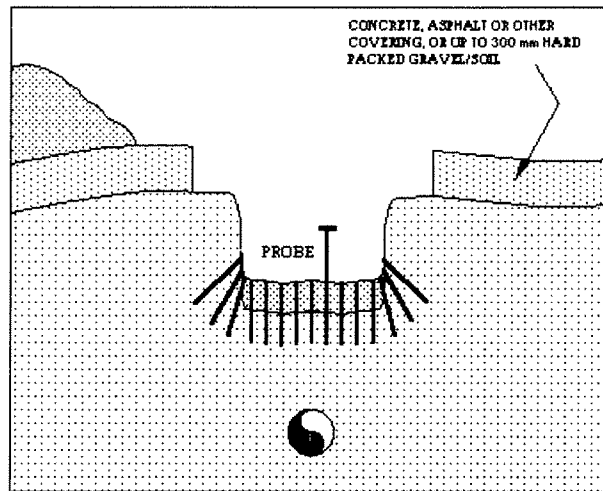
Probe and Excavate

For both steel and plastic gas lines, a “probe and excavate” method may be used. After the covering layer has been removed using mechanical excavating equipment, probe across the entire width of the proposed excavation, including the side walls, with a blunt end probe. Probe spacing must be appropriate for the size of the gas line.

Small diameter gas lines can be very difficult to locate using this method. Except in loose soil, probing is not recommended for locating gas lines that are less than 60 mm OD.

Use extreme **caution** when probing plastic lines, or when conditions of hard or rocky soil are encountered.

Figure 8



If the gas line is not encountered, machine excavate the trench or bell hole to one-half the probed depth. If anything that could be the gas line is detected while probing, expose the line by hand digging with a shovel as in Figure 6 above.

Other Methods

The gas line may be exposed using soft digging tools such as a light duty, hand-held, pneumatic device (e.g., jackhammer) with a wide, blunt tool (spade), a high pressure water/vacuum system (e.g., hydrovac), or other such methods that will not damage the gas pipe, or using a combination of the methods described above.

Exposing High Pressure Pipelines (ATCO Gas and Foreign)

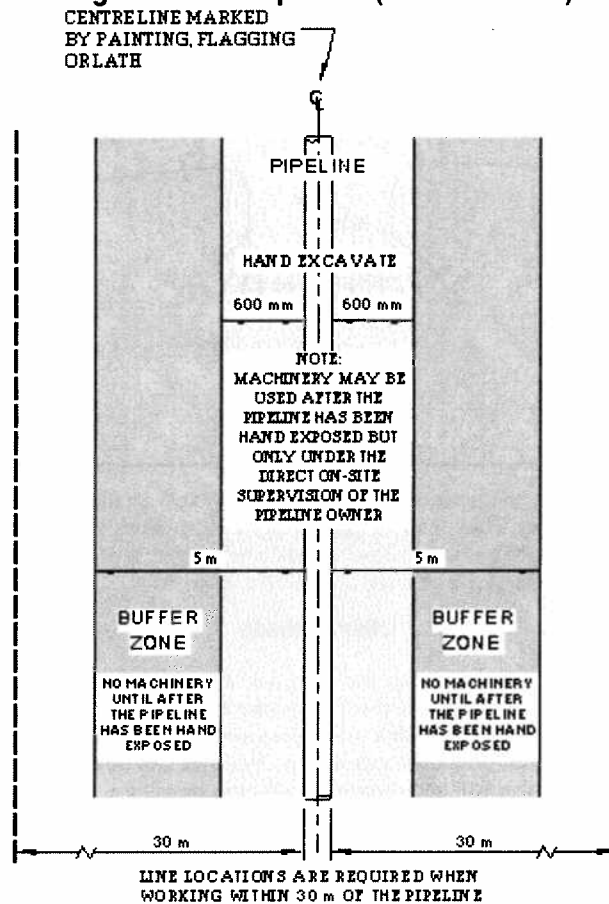
All high pressure pipelines are protected by a controlled area. Excavation work cannot occur within a controlled area until the location of the pipeline is surface-marked by the owner/operator of the facility. Once the surface location is marked, mechanical excavation is permitted to within 5 m of the pipeline.

Mechanical excavation is not allowed within 5 m of any pipeline until the pipeline has been hand exposed and positively identified. Where a ground disturbance parallels an existing pipeline and is within 5 m of that pipeline, the pipeline must be hand exposed at enough intervals (locations) along the pipeline to satisfy the pipeline owner/operator. After the pipeline has been hand exposed and identified, mechanical excavation is permitted to within 600 mm of the pipeline. Mechanical excavation within 600 mm of the pipeline may only occur when the excavating work is directly supervised by the pipeline owner/operator or its representative.

A pipeline owner/operator may choose to exceed the above-mentioned minimum standards, and will specify these requirements in a crossing agreement. These more stringent standards must be followed while working in a foreign right-of-way.

A pipeline owner/operator must be notified at least 24 hours (or as specified in a crossing agreement) before the exposed pipeline is backfilled, in order to inspect for any damage.

Figure 9
High Pressure Pipelines (MOP >700 kPa)



High Pressure Pipelines (MOP > 700 kPa)

Trenches and Excavations

In general, Company standards for ground disturbances are based on the Alberta Occupational Health and Safety (OH&S) Act and Regulations. In the following areas the Company exceeds Alberta OH&S regulations:

- Alberta OH&S defines both trenches and excavations. To avoid confusion, the Company adopts the stricter practices for either trenches or excavations and applies those practices to both.
- Alberta OH&S defines three soil types: “*hard and compact*”, “*likely to crack or crumble*”, and “*soft, sandy or loose*”. The Company acts conservatively and does not recognize any soils as being “*hard and compact*” without a detailed soil analysis completed by a competent professional engineer. As a result, company ground disturbances are designed for one of two soil categories: “*likely to crack or crumble*” (which will conservatively include soils that are “*hard and compact*”) and “*soft, sandy or loose*”.
- When an excavation greater than 1.5 m deep is cutback, Alberta OH&S allows a maximum 1.5 m (5 feet) vertical wall to remain. When an excavation greater than 1.5 m deep is a cutback, the maximum vertical wall that may remain in a Company ground disturbance is 1.2 m (4 feet). Note that the Company only requires a cutback if the excavation is greater than 1.5 m (5 feet) or otherwise unstable. The reduced vertical wall

requirement for cutbacks is due to many factors including the fact that much work is completed while kneeling in the trench. In "*soft, sandy or loose*" soils, no vertical wall is permitted regardless of depth.

- In trenches over 3 m in depth, where stick shoring is to be used, the Company requires that the shoring be designed by a competent professional engineer.
- The Company will only allow "simple slope" cutbacks (no remaining vertical wall) for "*soft, sandy or loose soils*". Also, the slope shall be restricted to 1.5h:1v (1.5 m of horizontal length for every 1 m of vertical rise). This is based on the high probability of slope failure in a vertical wall for these types of soils.

The above requirements are intended to help ensure a safe work environment. These practices are better suited than the basic OH&S requirements for work performed on Company projects involving ground disturbance activities.

General Trench and Excavation Safety Rules

No worker shall enter an excavation or trench, even briefly, unless the excavation or trench meets all the requirements outlined in this section.

When installing safety equipment, work shall proceed from the top downward. The removal of safety equipment shall be from the bottom upwards.

A safe means of access and egress shall be available when work is completed in a trench or excavation. Where the walls of the disturbance cannot be sloped to allow safe access/egress, a ladder shall be used that meets with the requirements described in this handbook.

Support shall not be removed from power poles unless it is determined to be safe to do so by the power company or its representative.

Soil shall not be removed from around foundations unless it is determined to be safe to do so by a competent engineer or other appropriate person.

Company requirements, graphically represented in Figures 9 through 12, shall be followed.

Figure 10
Disturbance < 1.5m Deep in
“Likely to Crack or Crumble” Soils

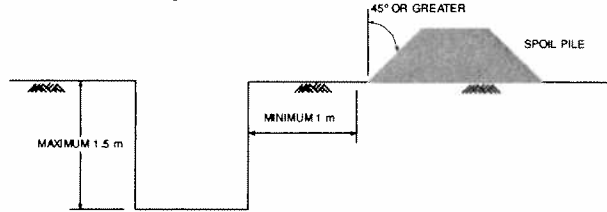


Figure 11
Back-sloped Disturbance in
“Soft, Sandy or Loose” Soils

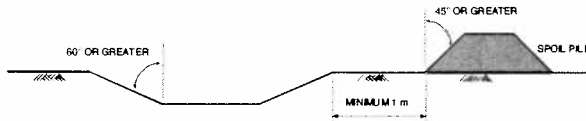


Figure 12
Back-Sloped Disturbance < 1.5m Deep in
“Likely to Crack or Crumble” Soils

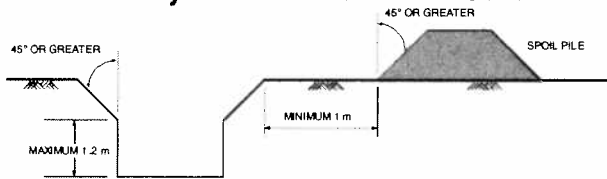
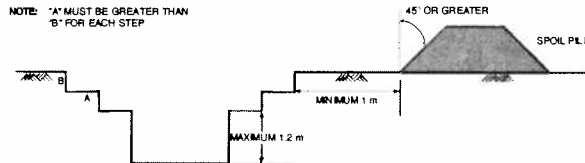


Figure 11
Sloped Disturbance in
“Likely to Crack or Crumble” Soils



Working Near Escaping Gas

- (1) Use fire retardant clothing when working in or near escaping gas. Eliminate all sources of static electricity. Wear clothing that minimizes the generation of static electricity, and ground yourself before entering an area that has the potential of containing a flammable gas-air mixture. Ensure bonding or static wrap is used during work in or near escaping gas.
- (2) If working in or near escaping gas, permit no open flames, lanterns, lights or other possible sources of ignition near the job site.
- (3) Only allow those directly involved in control of the escaping gas in the immediate area. When necessary, close off the area by barricading or use of rope, fencing or warning tape.
- (4) Positively **NO SMOKING** by employees or other persons at or near the job site.
- (5) Keep all equipment, vehicles and persons in a position so the wind that could carry escaping gas is blowing away from them.
- (6) If necessary, the person-in-charge must assign flag persons to keep people and vehicles well clear of the area and to guard against smoking and other sources of ignition.
- (7) When employees are required to perform work in a potentially hazardous natural gas environment, a fire extinguisher (minimum capacity of 20 pounds), must be situated off the truck/equipment and be readily available for immediate use. This may include having the fire extinguisher manned.
- (8) Employees shall conduct a hazard assessment to determine if a flammable or oxygen deficient atmosphere exists or could exist in the work area. Suitable procedures shall be adopted to protect the employees, including the use of self-contained breathing apparatus in situations where it may be necessary for work and/or rescue.
- (9) Employees **SHALL NOT WORK ALONE** in escaping gas areas.

Welding

Welding, Cutting and Grinding

Contractors must ensure only competent, authorized workers are permitted to use welding equipment.

- Wear hard hat and safety glasses when not actually welding as required in designated areas.
- Take suitable precautions to prevent objects from hitting the welder, and spark or slag from hitting other workers.
- Take suitable precautions against exposure of all workers in the area to ultraviolet radiation, fire and explosion.
- A dry chemical fire extinguisher, readily available for immediate use, must be present at the site if welding on live gas lines, fuel lines, or any other lines containing combustibles. Protect combustible floors or other materials in the vicinity.
- Control exposure to toxic gases, vapours or dust when welding or cutting, or wear the appropriate personal protective equipment.
- Use a minimum 120° guard on grinders and do not use underrated disks for the maximum speed of the grinders.
- Wear a full face shield while operating grinders, buffers or cut off saws (a combination of both safety glasses and full face shield is preferred).
- Do not remove guards or protective devices from any equipment without using proper lockout procedures.
- Replace all guards and devices immediately after completing work on equipment.
- Keep welding cables and torch hoses in good condition and not frayed, with cable exposed, or with cracked or damaged hoses.
- Install suitable flashback arrestors on the regulator end of hoses of gas welding or cutting equipment.
- Before moving cylinders or putting them in storage, close cylinder valves, remove the regulators, and put on the valve protection caps. When cylinders are truck-mounted and not enclosed in a protective cabinet or metal covering, valves must be closed, regulators removed, and protection caps put on, before travelling on public roads.

Welding Rigs

- Equip mobile welding rigs with a 20 lb dry chemical ABC fire extinguisher. Remove the extinguisher from the truck and place it beside the welder ready for immediate use.
- Ensure all persons close to welding operations are wearing the appropriate eye protection.

Hot Work Procedures (Buildings)

Any temporary operation (permanent operations require special work areas) involving open flames or producing heat and/or sparks, such as brazing, cutting, grinding, soldering, thawing pipe and welding requires the following precautions:

- (1) If the building has a fire protection sprinkler system, check that the system control valve is fully open, and if applicable check that hose stations are fully serviceable.
- (2) Ensure adequate fire extinguishers are in serviceable condition and located at the work site.
- (3) Remove flammable liquids, combustible materials, and oily materials and deposits from the hot work area.
- (4) Keep floors swept clean of all debris.
- (5) Inspect and clean up hot work area after work and before any break in work which might leave the area unattended with hot materials present.
- (6) Monitor the hot work area periodically after the job is completed to ensure no smoldering hazard is left.
- (7) When hot work is performed in gas handling facilities ATCO Gas or the designated "Prime Contractor" will verify safe work environment prior to commencement of any work.

Radiographic Safeguards

Contractors performing radiographic services must comply with the Atomic Energy Control Board (AECB) regulations. Warning signs must be set in their work area to alert any persons to the hazards. X-ray technicians must not conduct radiographic procedures when people are in danger of exposure in excess of AECB standards.

Mobile Equipment and Vehicles

Mobile Equipment Operation

Contractors and their workers must comply with all governing regulations for mobile equipment operations.

- Use only competent personnel to operate mobile equipment. Some types of equipment require a ticketed or licensed operator.
- Do not leave unsupervised equipment running.
- The operator must inspect equipment before use. Perform regular maintenance and repairs when required.
- Make seat belts available on equipment if rollover protection is installed, and wear the belts when operating the equipment.
- Install and use backup alarms in accordance with the applicable legislated standards.
- Before starting machine, the operator must ensure everyone is in the clear. During operation the operator must not create a hazard to persons in the vicinity.
- Equipment operators must maintain a minimum of 2 m clearance around excavations or structures such as power poles, valve assemblies, etc. If the machine should encroach upon those distances and/or the operator does not have a clear view of the machine and the structure, then measures such as barricading or using a spotter, must be taken to ensure the machine does not contact the structure.
- Use tires to protect surfaces whenever tracked mobile equipment crosses paved roads, bridges or railway tracks.
- Post signal persons on either side of a crossing to warn or stop oncoming traffic. For railway crossings, the contractor must notify the applicable railway authorities of location and time of the crossing.

Vehicles

Contractors' vehicles on the work site must be in safe operating condition.

- Use only licensed, competent personnel to operate vehicles.
- Wear seat belts and do not permit anyone to ride on or in the back of vehicles without proper seating and seat belts.
- Minimize the use and parking of vehicles in congested areas. Operate only authorized vehicles on rights-of-way or facilities.
- Do not leave unsupervised vehicles running.
- Secure all vehicle loads adequately to prevent dislodgment or falling from a vehicle.
- Install and use backup alarms in accordance with the applicable legislated standards. Use a signal person for backing up near workers or structures when the vehicle operator has an obstructed view.
- Do not fuel vehicles or fuel tanks on vehicles with motors running.
- Do not smoke within 3 m of a vehicle being refuelled.
- Install and maintain a serviceable 20 lb ABC fire extinguisher where it is easily accessible (mandatory in vehicles transporting fuel; for example, slip tanks).
- Use only trailers which are constructed and maintained in a manner which allows safe hauling. Use only approved hitching devices and safety chains.

Pipelining

Unloading and Stringing Pipe

- Inspect all loads before removing boomers or belts to ensure the pipe or load will not roll or fall off the trailer.
- Remove restraints carefully and stay clear of paths of movement in case rolling or slippage occurs.
- Secure pipe adequately to a trailer when there is a danger it may move during stringing operations.
- Do not allow any part of a person beneath a suspended load at any time.
- Cross block pipe with skids when placing pipe during stringing operations to prevent pipe from rolling.

Pressure Testing and Pigging Operations

Contractors must have a written site-specific procedure that must be reviewed with everyone involved before testing and pigging procedures begin.

- Allow only workers directly involved with the operations to remain in the area of the test heads, pig traps and exposed or above-ground piping during testing and pigging. Do not allow anyone near the ends of pipe or pig traps.
- Post signs in visible locations near test heads and pig traps to warn workers of imminent danger during these operations.
- Take the appropriate precautions and use personal protective equipment when flammable or toxic products are used in testing operations.

Figure 14

Contractor Safety Program Selection Guide

Small contractors performing high and medium risk work must demonstrate that they have in place the Basic Safety Program Components that follow:

Basic Safety Program Components

Personal Protective Equipment

The contractor provides applicable personal protective equipment and has a program to ensure it is maintained and worn. yes no

Emergency Preparedness

Emergency procedures specific to the work are in place, and workers are aware of their responsibilities and can perform the procedures. yes no

Employee Training/Orientation

New employees are properly oriented to the job. yes no
Employees are trained in job procedures and have the appropriate legislated certifications, such as First Aid and WHMIS.

The ATCO Gas Contractor Health and Safety

Handbook has been reviewed with employees. yes no
Documentation on employee training is available.

Accident Investigation

Accidents and serious near miss incidents are reported formally and investigated promptly. yes no

Safety Communication

The contractor employs a formal means of communicating safety information and employees participate (e.g., safety tailgate meetings). yes no

Hazard Identification, Assessment and Control

Site-specific hazards are assessed prior to commencing work, and reassessed if the scope of the work changes. yes no

Control measures are in place to mitigate hazards. yes no

Worksite inspections are conducted on a regular basis. yes no

Safe Work Policies and Procedures

Codes of practice, safe work policies and procedures are documented. yes no

Employees are aware of codes of practice, policies and procedures. yes no

ACKNOWLEDGEMENT FORM

CONTRACTOR'S SAFETY HANDBOOK

This is to acknowledge that I received the *Contractor's Safety Handbook*. I have read and I understand the contents of this handbook.

I hereby agree to comply with all applicable requirements and procedures as outlined in this handbook.

(Print Clearly)

Date:

Name:

Company:

Address:

Work Site Location:

Signature:

Acknowledgement to be filed at the appropriate ATCO Gas field office. Give this acknowledgement to your ATCO Gas contract supervisor.

It is preferable that every contract worker read this book and sign the Acknowledgement Form. If this is not possible, the contract supervisor will ensure that the contents of this handbook, as it pertains to the job being performed, will be communicated to all contract employees.

(Print Name Clearly and Initial Next to Name)

Contractor Supervisor/Superintendent