

## Electric & Gas - Miscellaneous Order U2007-111

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)<sup>1</sup> 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.

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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).

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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
	ATCO Gas	1/3
Information Technology benchmarking costs	ATCO Electric	1/3
	ATCO Pipelines	1/3
Customer Care and Billing costs	ATCO Gas	No. of Customers
Customer care and bining costs	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.<sup>2</sup>

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

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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
	ATCO Gas	1/3
Information Technology Benchmarking Costs	ATCO Electric	1/3
	ATCO Pipelines	1/3
Customer Care and Billing Costs	ATCO Gas	No. of Customers
Customer care and billing costs	ATCO Electric	No. of Customers

END OF DOCUMENT

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# 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 22<sup>nd</sup> 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	ATCO Pipelines
Per:	Per: K/Ky
PX: President, ATCO Gas	Per: President, ATCO Pipelines
WITNESS BRBale	WITNESS
Per: Philipping	Compass Management Consulting Limited  Per:
PM: President, ATCO Electric	Name: Greg Apple Title: VP Finance and Business Ops.  Per:
WITNESS Bale	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.

- 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, Aaffiliates, 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

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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 without the prior consent of the other party, except that ATCO may assign this Agreement to an Aaffiliate 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.

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- 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 Affiliates, sub-contractors, agents, advisors, the Collaborative Process Committee and the AEUB a perpetual royalty 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.

EUB Order U2007-111

#### **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 10035-105<sup>th</sup> 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 22 day of March , 2007 to the 315 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 (\$413,333) upon AEUB approval of this Agreement; and

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

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

Actual expenses incurred will be invoiced on a monthly basis.

#### **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:

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

ATCO Gas

10035 - 105 Street

Edmonton, Alberta T5J 2V6

Attention:

Fax number:

e-mail:

Compass Management Consulting Limited 7145 West Credit Avenue Mississauga, Ontario L5N 6J7

Mississauga, Ontario L5N 6J7

VICE PRESIDENT, CONTROLLER

Attention: VP Finance and Bus. Operations

780-420-4155

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"**

#### 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

DECEMBER

This agreement is entered into as of 14, 206, (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 Majorgeon Consultable Limited whose full post office address is 7145 W. CLEDIT WE. 81-101 (the "Recipient")

MISSISSAUGA, ONTARIO LON WIT

#### 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

Are

- 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.
- Because Companies will disclose Confidential Information to Recipient with the possibility of 3.6 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.]

Due

- 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.

July

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.

THE

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.	Benchm	arking Consultants
PER: Solihanlet	PER:	SHIMM
Name: Robbi Lambright	Name:	GREG APPLE
Title: President	Title:	VP FINANCE & Brs. OPS.
Date:	Date:	12/14/06
PER:	PER:	
Name:	Name:	
Title:	Title:	
Date:	Date:	
ATCO Gas		
PER:7 lyln		
Name: Jerome Engler Title: President		
Title: President		
Date:		
PER:		
Name:		
Fitle:		
Date:		

ATCO I	Pipelines
PER:	1/1/4
Name:	Bos Myres
Title:	PresideNT
Date:	
PER:	
Name:	
Title:	
Date:	
ATCO E PER:	electric Ltd.
Name:	S. POLICICCH 10
Title:	PRESIDENT
Date:	
PER:	
Name:	
Title:	
Date:	

[NTD: Two signing officers required for each ATCO Company]

#### SCHEDULE "6"

#### TERMS OF REFERENCE

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## **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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#### 1.0 INTRODUCTION

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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 and ATCO Singlepoint, the ATCO Utilities 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 11, which states:

With respect to the future operation of the ATCO I-Tek 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 engagement of Consultants to undertake a price review applicable to I-Tek and the regulated Utilities, to file terms of reference applicable to the engagements. Following participation of the parties, the Board will make preliminary determination as to the reasonableness of those terms of reference to assist in providing a complete and useful record for future applications.<sup>2</sup>

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

Decision 2000-09, page 157.

Decision 2002-069, page 99.

was initiated<sup>3</sup>. The Board approved the use of a collaborative process, noting the eventual results of the process would be considered in ATCO Utilities tariff applications<sup>4</sup>. All interested parties have had input to the collaborative process and accepted that it should not favour any one party. Parties have formed a Collaborative Process Committee ("Committee") to administer this process. This Committee has recommended a process to the Board<sup>5</sup>. The Board approved the scope of the process<sup>6</sup>.

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

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

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

In Order U2006-216 the AEUB approved that the benchmark period will now cover the years 2003 to 2007<sup>7</sup>. Initially 2007 Volumes for ATCO Electric will be

Terms of Reference

<sup>&</sup>lt;sup>3</sup> ATCO letter to the Board outlining the intended approach, together with an invitation to interested parties.

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

<sup>&</sup>lt;sup>5</sup> ATCO letter to Board summarizing positions of parties dated December 17, 2002.

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

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. There will be regular update meetings between the Consultant and the 15 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 APPROACH TO SELECTING A CONSULTANT 2.0 21 The approach to select the benchmarking Consultant is to issue an RFP where:

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).

defined below in Section 3.1;

The objectives that the Committee expects the Consultant to achieve are

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1		•		I-Tek MSA approved in Decision 2004-055 covering the years
2				2004, as well as the MSAs approved in Order U2005-376 are
3				Appendix 1, so that the Consultant can benchmark the pricing
4				he terms of the contract as directed in the RFP and in line with
5			the conside	erations identified in 3.2.3 of this document.
6		•	The reques	ted RFP response consists of open-ended questions that are
7			intended to	assist the Committee in selecting the best Consultant; and
8		•	The Comm	ittee must agree upon the selection of the Consultant.
9	3.0	EXP	ECTED TERM	MS OF REFERENCE
10		The	Committee ex	spects the Consultant to provide its response to the RFP in the
11		conte	ext of these T	erms of Reference. Depending on the responses to the RFP
12		proce	ess the final T	erms of Reference may change slightly.
13		3.1	OBJECTIV	ES
14			The project	objectives are:
15			3.1.1 Top	erform 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

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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. 3.1.2 To include the following in the Consultant's benchmarking 8 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 ATCO I-Tek MSA are non-standard and whether or not they 12 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

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non-standard elements

(pages 42 and 46)

compare

to

industry

norms.

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 2		all opinions on price range, FMV or the like contained in its 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		<ul> <li>Network Access,</li> </ul>
17		<ul> <li>Voices Services,</li> </ul>
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

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

Table of AEUB Process	ses 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.

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1		3.2.3	Benchmarking Considerations
2			The directives in the related and relevant decisions <sup>8</sup>
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			<ul> <li>Nature and complexity of technologies utilized;</li> </ul>
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			<ul> <li>The Terms and Conditions in the MSAs;</li> </ul>
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 C	OF SCOPE
21		Out of	Scope Services are those services which will not be considered by
22		the Be	enchmarker, in either ATCO I-Tek or the Comparator Group
23		(i.e. no	t part of the estimate of FMV).
24		3.3.1	Services Already Approved by the EUB
25			<ul> <li>These services are contained in Table 5 of Appendix 2. It</li> </ul>
26			should be noted that while the ATCO Gas 2005 XP

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.

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	1
5		3.4.1 Obje	ctivity 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 Proje	ct 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	<ul> <li>The Project Plan will include predetermined milestones and</li> </ul>
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

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

#### 3.4.5 Analysis

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

## 3.4.6 Documentation, Reports and Meetings

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

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.

#### 3.7 CONSULTANT ROLES

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## 3.7.1 Project Manager

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

## 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 IT service 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/or IT services price 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 less than 18 months old. 13 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. Will have qualified staff that can participate and offer expert testimony at 18 19 AEUB hearings. 20 Will have a price for this engagement that is competitive.

21

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estimated FMV Benchmark.

Will have the capability to deliver a CC&B Business Process Outsourcing

#### 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 The List of Committee Members is as follows: 5 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 iim@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

ATCO I-Tek (I-Tek):

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ATCO I-Tek, a division of Canadian Utilities Limited

until December 31, 2003. Effective January 1, 2004,

and Pipelines Ltd.

1 2		it became ATCO I-Tek Inc. an incorporated subsidiary 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 2 3 4 5	CWNG:	Canadian Western Natural Gas, prior to reorganization in 1999, the predecessor name to ATCO Gas and Pipelines Limited whose (distribution and transmission) utility assets and operations are in the southern part of the Province of Alberta.
6	DFSS:	Daily Forecast Settlement System.
7 8	FMV:	An estimate of Fair Market Value as defined by the Consultant.
9 10	IT:	Information Technology (see also ATCO I-Tek, above).
11 12 13 14 15	ITO:	Information Technology Outsourcing. IT services acquired from an external service provider which could include application development/maintenance/enhancement and server, mainframe, storage, data network, voice network, and workstation services.
17 18	MSAs:	Master Services Agreements between ATCO I-Tek and each of AE, AG and AP.
19 20 21 22	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.
23 24 25 26 27	Regulated Legislation:	The regulated utilities have their rates and services regulated by the AEUB pursuant to various statutes in Alberta, including the Public Utilities Board Act, the Alberta Energy and Utilities Board Act, the Electric 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**

- 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.

	,	Volumes	.20	Jan-May	lay	Jun-Dec	al	Dollars	SIES
ATCO Electric Utility	Jan-May	Jun-Dec	Total		Unit Rate	Unit Rate	Lig	As Filed \$000's	led )'s
Billing Services Service Accounts - Metered	,			e di			I		
Non Complex	612,160	865,049	1,477,209	\$	2.35	\$ 2.40	01	₩.	3,516
Standard Complex	329,698	465,898	795,596	<b>&amp;</b>	2.35	\$ 2.4	9 9	<del>6</del>	1,894
Ultra Complex	2,834	4,005	6,839	÷ (	2.35			÷ •	16
Total	944,692	1,334,952	2,279,644	€	2.35		0	₽	5,426
Service Accounts - Non-Metered	206,254	291,459	497,713	8	1.65	\$ 1.69	69	<del>\$</del>	832
Service Accounts - Finalled									
Non Complex		anc si						<del>69</del> 4	
Ultra Complex		ri i						9 <del>6</del>	
Total	p 10	F 16						· <del>6</del>	i
Addition Service Account Processing									
Non Complex	7,905	11,172	19,076	\$	1.00		12	8	19
Standard Complex	4,257	6,017	10,274	S	1.00		12	s	1
Ultra Complex	37	52	88	\$	1.00	\$ 1.02	12	€9	ı
Total	12,199	17,240	29,439	S	1.00		7	S	30
Retailer Services - Supervisor Billing Specialist									
Non Complex	86	140	238	8	100.00		0.	\$	24
Standard Complex	49	20	119	€9	100.00	\$ 102.20	0	es ·	12
Ultra Complex	202	291	493	<b>69</b> (	100.00	\$ 102.20	0.	<b>∽</b> (	20
Total	349	501	820	₩	100.00		0.	€9	98
Retailer Services - Senior Billing Specialist	200	000	0 570	6	90		ų	6	777
Moli Colliplex	1,480	2,032	3,372	9 4	75.00		S it	9 <i>U</i>	136
Ultra Complex	3,066	4 334	7,400	€	75.00		5 1 <del>5</del>	· •	562
Total	5,286	7,472	12,758	↔	75.00	\$ 76.65	22	· <del>(s)</del>	696
Retailer Services - Billing Specialist									
Non Complex	225	319	544	\$	50.00	\$ 51.10	0	8	28
Standard Complex	112	160	272	S	50.00		0	s	14
Ultra Complex	366	519	882	<del>ss</del>	20.00	\$ 51.1	0	S	45
Total	203	866	1,701	S	20.00		0	s	87

V-12-1 N. 1000		Volumes	<u>~</u>	Jar	n-May	Ju	n-Dec	ollars
ATCO Electric Utility	Jan-May Jun-Dec Total		Unit Rate		Unit Rate		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	-	-	12					\$ 2
Ultra Complex	-	-	-					\$ =
Total	=	=	-					\$ -
Letter Printing								
Non Complex		-						\$ -
Standard Complex	2	2	-					\$ -
Ultra Complex	<u>-</u>	-	-					\$ <u> </u>
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	2	2	12					\$ 2
Ultra Complex	<u></u>	<u></u>	-					\$ =
Total	=	#	(=					\$ #
Service Accounts -Retail Billing								
Non Complex		=	::e					\$ -
Standard Complex	2	2	12					\$ ~
Ultra Complex	<u>=</u>		-					\$ <del>=</del>
Total	=	#						\$ #
Service Accounts -Refunds								
Non Complex	-	-	-					\$ -
Standard Complex	-	2	12					\$ =
Ultra Complex	-	=	-					\$ <u> </u>
Total	=	<u>2</u>	<b>1</b>					\$

ATCO Floratrio Hillian	Volumes			Jan-May Unit		Jun-Dec Unit		Dollars As Filed	
ATCO Electric Utility	Jan-May	Jun-Dec	Total		Rate		Rate		000's
Call Centre Services									
Call Centre and Support Hours		00000000	101200	_		_	272 (272)	-	12022
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	<u> </u>	-	\ <u>\</u>					\$	<del>-</del>
Ultra Complex	-	=						\$	-
Total	-	-	10 <del>.</del>					\$	-
Front Counter Hours (Walk in Service)									
Non Complex	-	2	_					\$	-
Standard Complex	=	=	-					\$	-
Ultra Complex	=	=	-					\$	=
Total	-	-	0₹					\$	-
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	\$	2
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			\$	668
		•	- <del>-</del>	- T	-,		4	T	

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V	-	Volumes		Jan-May	Jun-Dec		ollars
ATCO Electric Utility	Jan-May	Jun-Dec	Total	Unit Rate	Unit Rate		Filed 000's
Front Counter Facility			1014				
Non Complex	-	-	-			\$	-
Standard Complex	-	-	-			\$	-
Ultra Complex	-	-	-			\$	-
Total	-	-	-			\$	-
Pass Through Charges							
Postage, Envelopes, Paper, Reprographics	-	-	2. <b>-</b>			\$	49
Reception Services	-	-	12			\$	-
Collection Agencies	-	=	-			\$	11
Collection Agencies - Moved to B/S	-	=	-			\$	-
CU Water Payments	-	-	11.5			\$	-
Bennett Jones	-	-	-			\$ \$	3
Other Billing Services (Courier, Storage, etc)	•	-	-			Ъ	3
Statements of Work/Change Requests - Billing Services	-	<u>=</u>	-			\$	=
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	-	-	12			\$	-
Statements of Work - Non-Production	-	-	-			\$	-
Statements of Work/Change Requests - Maintenance		-	-			\$	200
High Cost of Energy Budget Plan	=	5	W <del></del>			\$ \$	=
High Cost of Energy Ramp-Up	-	-	i. <del></del>			\$	-
ATCO Electric Other							
Volumes						•	
Call Centre Hours	9	=				\$	-
Supervison	-	<b>.</b>	ii=			\$	-
Training	-	-	12			\$	-
Delayed Transition	=	=	-			\$	÷
Training Delivery Hours	-	-	ii=			\$	-
Training Preparation Hours	-	-	12			\$	-
Trainer Hours	=	-				\$	÷

		Volumes		Jan-May	Jun-Dec		Oollars
ATCO Electric Utility	Jan-May	Jun-Dec	Total	Unit Rate	Unit Rate		s Filed 6000's
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

	20	Volumes		Jar	n-May	Jui	n-Dec	V4	Dollars
ATCO Electric Utility	8 P 120	<u> </u>	100 10 100		Unit		Unit		As Filed
	Jan-May	Jun-Dec	Total		Rate		Rate		\$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	<b>.</b>	-	-					\$	-
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	- 5	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	1000	52.22	\$	14
Ultra Complex	374	529	903	\$	51.10		52.22	\$	47
Total	720	1.017	1,737	\$	51.10	-	52.22	\$	90
	720	1,017	1,707	Ψ	31.10	Ψ	02.22	Ψ	30

ATCO Floatric Heilfer	<u> </u>	Volumes		Ja	n-May Unit	Jun-Dec Unit	8	Dollars As Filed
ATCO Electric Utility	Jan-May	Jun-Dec	Total		Rate	Rate		\$000's
Report and Bill Printing								
Non Complex	33,279	47,027	80,307	\$	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	-	-	-				\$	1-
Standard Complex	121	-	-				\$	
Ultra Complex	-	-	=				\$	-
Total	-	-	=				\$	-
Letter Printing								
Non Complex		-	-				\$	
Standard Complex	-	_	2				\$	-
Ultra Complex	-	-	-				\$	-
Total	-	-	-				\$	
Price Schedule Value Changes								
Non Complex	3	5	8	\$	1,533.00	\$ 1,566.73	3 \$	12
Standard Complex	2	2	4	\$	1,533.00			7
Ultra Complex	0	0	0	\$	1,533.00			-
Total	5	7	12	\$	1,533.00	\$ 1,566.73		19
Memo & Additional Statement Copies								
Non Complex	-	-	-				\$	-
Standard Complex	-	_	2				\$	-
Ultra Complex	-	-	=				\$	-
Total	-	-	=				\$	-
Service Accounts -Retail Billing								
Non Complex	-	-	-				\$	-
Standard Complex	-	_	2				\$	12
Ultra Complex	-	=	=				\$	-
Total	-	-	=				\$	-
Service Accounts -Refunds								
Non Complex	-	-	-				\$	n=
Standard Complex	ign.	123	=				\$	120 m
Ultra Complex	=	=	=				\$	-
Total	-	=					\$	-

ATCO Flactric Helita		Volumes			-May Unit	Jun-Dec		<u> </u>	Dollars As Filed
ATCO Electric Utility	Jan-May	Jun-Dec	Total		Rate	Rate			\$000's
Call Centre Services									
Call Centre and Support Hours						721 10			
Non Complex	5,178	7,309	12,487	\$	44.97		5.96	\$	569
Standard Complex	2,789	3,936	6,725	\$	44.97		5.96	\$	306
Ultra Complex	24	34	58	\$	44.97		5.96	\$	3
Total	7,991	11,279	19,270	\$	44.97	\$ 4	5.96	\$	878
Credit Centre Hours									
Non Complex		-	2					\$	-
Standard Complex	-	-	-					\$	-
Ultra Complex	-	-	-					\$	-
Total	-:	=2	-					\$	-
Front Counter Hours (Walk in Service)									
Non Complex	_	_	_					\$	_
Standard Complex	-	2	2					\$	_
Ultra Complex	-	-	2					\$	_
Total	-1	<del>=</del> 3	-					\$	i <del>-</del>
Supervision									
Non Complex	428	613	1,041	\$	56.21	\$ 5	7.45	\$	59
Standard Complex	231	330	561	\$ \$	56.21		7.45	\$	32
Ultra Complex	2	3	5	\$	56.21		7.45	\$	-
Total	661	946	1,607	\$	56.21		7.45	\$	91
			**						
Training	PRSMY	900947.00	1100504905	100	503000000000000	2020 2020	546.497.7330s.		1990
Non Complex	64	104	167	\$	35.77		6.56	\$	6
Standard Complex	34	56	90	\$	35.77		6.56	\$	3
Ultra Complex	0	0	1	\$	35.77		6.56	\$	-
Total	98	160	258	\$	35.77	\$ 3	6.56	\$	9
Emergency and Outage Services									
Non Complex	3	5	8	\$ 5	6,210.00	\$ 57,44	6.62	\$	443
Standard Complex	2	2	4	\$ 5	6,210.00	\$ 57,44	6.62	\$	238
Ultra Complex	0	0	0	\$ 5	6,210.00	\$ 57,44	6.62	\$	2
Total	5	7	12	\$ 5	6,210.00	\$ 57,44	6.62	\$	683

Page 9 of 22

ATOO Flooring Hilling	<u></u>	Volumes		Jan-May	Jun-Dec	1	Dollars
ATCO Electric Utility	Jan-May	Jun-Dec	Total	Unit Rate	Unit Rate		As Filed \$000's
Front Counter Facility Non Complex Standard Complex Ultra Complex Total						\$ \$ \$	:
Pass Through Charges Postage, Envelopes, Paper, Reprographics Reception Services Collection Agencies Collection Agencies - Moved to B/S CU Water Payments Bennett Jones Other Billing Services (Courier, Storage, etc)			- - - - - -			\$ \$ \$ \$ \$	50 - 11 - - - 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 Statements of Work - Non-Production Statements of Work/Change Requests - Maintenance High Cost of Energy Budget Plan High Cost of Energy Ramp-Up	- 10 - - - - -	- 14 - - - - -	- 24 - - - - - -	\$ 51.10	) \$ 52.22	\$\$\$\$\$\$\$\$\$\$	- 1 200
Volumes Call Centre Hours	-	-	-			\$	-
Supervison	₩.	•	-			\$	
Training	-	-	-			\$	-
Delayed Transition	-	-	ä			\$	
Training Delivery Hours	=:	₩.	-			\$	
Training Preparation Hours			-			\$	1-
Trainer Hours	-	*	7			\$	-

	<u></u>	Volumes		Jan-May	Jun-Dec		Oollars
ATCO Electric Utility	Jan-May	Jun-Dec	Total	Unit Rate	Unit Rate		s Filed 6000's
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

	**	Volumes								Oollars		26
ATCO Gas Utility	Jan-May	Jun-Dec	Total		n-May Unit Rate	n-Dec Unit Rate	18	As Filed \$000's	2	Decision 1006-004 ust 11.1%	P	aceholder \$000's
Billing Services	<u> </u>	oun bee	Total	ÿ)	rate	rtuto	-	<del>+++++++++++++++++++++++++++++++++++++</del>	Auj	aot. 11117t		<del>+000</del>
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	-	-					\$	-	\$	10 <del>.0</del>	\$	-
Ultra Complex	-	: <del>-</del> :	-0				\$		\$	1-	\$	
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	-	: <b>-</b> :	-0				\$		\$	-	\$	
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		3 <del>.</del> €	-0.				\$	-0	\$	-	\$	
Total	2,750	3,850	6,600				\$	502	\$	(56)	\$	446
Retailer Services - Billing Specialist												
Non Complex	-	-	-				\$	-	\$	-	\$	-
Standard Complex	-	-	1.00				\$	-	\$	-	\$	-
Ultra Complex	-	-	=				\$	-	\$	-	\$	-
Total	-	-	-				\$	-	\$	:-	\$	-

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

		Volumes								Do	llars	
ATCO Gas Utility	Jan-May	Jun-Dec	Total	Jan-Ma Unit Rate		Jun-Do Uni Rat	t		Filed 00's	20	cision 06-004 st 11.1%	ceholder \$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	-	:=:	<b>=</b> 2					\$	1.0	\$	-	\$ <b>≡</b> 2
Price Schedule Value Changes												
Non Complex	8	-	8	\$ 1,500				\$	12	\$	(1)	\$ 11
Standard Complex	0	-	0	\$ 1,500	.00	\$ 1,53	3.00	\$	-	\$	-	\$ -
Ultra Complex	-	-	-					\$	-	\$	-	\$ -
Total	8	-	8					\$	12	\$	(1)	\$ 11
Memo & Additional Statement Copies												
Non Complex	=	-	=					\$	-	\$	-	\$ -
Standard Complex	-	-	-					\$	-	\$	-	\$ -
Ultra Complex	-	-	-					\$	-	\$	-	\$ -
Total								\$	(=)	\$	· · ·	\$ -
Service Accounts -Retail Billing										9477		
Non Complex	-	-	-					\$	-	\$	12	\$ -
Standard Complex	•	-	-					\$	-	\$	-	\$ -
Ultra Complex	•	-						\$	-	\$	-	\$ -
Total	-	:=:	<b></b> )					\$	( <del>=</del> )	\$	0 <del></del>	\$ €3
Service Accounts -Refunds								12		200		
Non Complex	~	-	-					\$	-	\$	-	\$ -
Standard Complex	-		-					\$	-	\$	•	\$ -
Ultra Complex	-	-	-					\$	-	\$		\$ -
Total	-	-	( <del>**</del> )					\$		\$	: <del>-</del>	\$ (**)

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

		Volumes								ollars		
ATCO Gas Utility	Jan-May	Jun-Dec	Total	Jan-Ma Unit Rate		Jun-Dec Unit Rate		s Filed 000's	20	ecision 06-004 st 11.1%	Pla	aceholder \$000's
Call Centre Services Call Centre and Support Hours Non Complex Standard Complex Ultra Complex Total	30,729 37 - 30,766	43,987 53 - 44,040	74,716 90 - 74,806		.00 \$ .00 \$		\$ \$ \$ \$	3,330 4 - 3,334	\$ \$ \$	(370) - - (370)	\$ \$ \$	2,960 4 - 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 Standard Complex Ultra Complex Total	2,563 3 - 2,566	3,669 4 - 3,673	6,232 7 - 6,239		.00 \$ .00 \$		\$ \$ \$	347 - - 347	\$ \$ \$	(38) - - (38)	\$ \$ \$	309 - - 309
Training  Non Complex Standard Complex Ultra Complex Total	412 0 - 412	589 1 - 590	1,001 1 - 1,002		.00 \$ .00 \$		\$ \$ \$ \$	35 - - 35	\$ \$ \$	(4) - - (4)	\$ \$ \$	31 - - 31
Front Counter Facility Non Complex Standard Complex Ultra Complex Total	- - -	-					\$ \$ \$	Ē.	\$ \$ \$	-	\$ \$ \$	

_		Volumes								ollars		
ATCO Gas Utility				Jan-Ma Uni		ın-Dec Unit	А	s Filed		ecision 006-004	Pla	ceholder
	Jan-May	Jun-Dec	Total	Rat	te	Rate		8000's	Adju	ıst 11.1%		\$000's
Call Centre Services - Other												
Call Centre and Support Hours									•			
Non Complex	-	•	-				\$ \$	-	\$ \$	-	\$ \$	-
Standard Complex Ultra Complex	-	-					\$		\$	-	\$	-
Total	-	-	-				\$ \$	-	\$ \$	-	\$	-
Total							Ψ		Ψ		Ψ	
Supervision												
Non Complex	-	-	-				\$	-	\$	-	\$	-
Standard Complex	-	-	-				\$	-	\$	-	\$	-
Ultra Complex	3 <b>=</b> 3	-	( <del>=</del> )				\$	1.0	\$	-	\$	-
Total	-	-	: <b>-</b> );				\$	:=::	\$	-	\$	
Training							<b>c</b>		œ.		¢.	
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	1.=3	-	:=X				\$ \$	-	\$ \$	-	\$ \$	-
CU Water Payments	1-1	1 <b>-</b> 1	-				\$ \$	-	\$	2. <del>-</del> 1	\$	-
Bennett Jones	-	-	_				\$	-	\$	-	\$	-
Other Billing Services (Courier, Storage, etc)		_	_				\$	40	\$	(4)	\$	36
Strong Sarvisos (Sourisi, Storage, Sto)							Ψ.	10	•	(1)	•	
Statements of Work/Change Requests - Billing Services	393	560	953	\$ 12	5.00 \$	129.38	\$	122	\$	(14)	¢	108
Statements of Work/Change Requests - Call Centre Services	660	930	1,590		5.00 \$	77.62	\$	122	\$	(14)	\$	108
Statements of Work - I-Tek Labour	-	-	1,590	Ψ /	J.00 φ	11.02	\$	122	\$	(14)	\$	-
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

	2	Volumes	70			V8			Dollars		
ATOO C 114994					n-Dec		A - Filed		Decision 2006-004	_	Nb-ld
ATCO Gas Utility	Jan-May	Jun-Dec	Total	Unit Rate	Unit Rate		As Filed \$000's	Ac	2006-004 ljust 11.1%		Placeholder \$000's
Billing Services						÷	7,000		,,		,,,,,,
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	\$	-	\$	- "	\$	( <del>=</del> 2)
Ultra Complex	1.00	-	-			\$	-	\$	-	\$	-
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	1.0	-:	- 1			\$	-	\$	-	\$	
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	\$	( <del>-</del> )	\$	1
Ultra Complex	( <del>-</del> )		-			\$	-	\$	-	\$	
Total	2,750	3,850	6,600			\$	513	\$	(57)	\$	456
Retailer Services - Billing Specialist											
Non Complex	-	<b></b>	-			\$	-	\$	-	\$	-
Standard Complex	<b>15</b>		=0			\$	-	\$	-	\$	-
Ultra Complex			-0			\$	-	\$	-	\$	-
Total	-	•	-			\$	-	\$	-	\$	

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

	8	Volumes					Vá			Dollars		- 10
ATCO Gas Utility					nit	Jun-De Uni		As Filed	2	ecision 006-004		eholder
	Jan-May	Jun-Dec	Total	R	ate	Rate	<u> </u>	\$000's	Adju	ıst 11.1%	\$(	000's
Report and Bill Printing												
Non Complex	63,144	88,402	151,546	\$	0.10	\$ (	.10	\$ 15	\$	(2)	\$	13
Standard Complex	76	106	182	\$	0.10		.10	\$ -	\$	(2)	\$	-
Ultra Complex	, 0	-	102	Ψ	0.10	Ψ		\$ -	\$		\$	_
Total	63,220	88,508	151,728					\$ 15		(2)	\$	13
1041	00,220	00,000	131,720					ψ 13	Ψ	(2)	Ψ	10
Inserting												
Non Complex	-	-	2					\$ -	\$	-	\$	-
Standard Complex	_	-	-					\$ -	\$	-	\$	-
Ultra Complex	-	-	-					\$ -	\$	-	\$	_
Total	-	-	-	\$	0.03			\$ -	\$	-	\$	-
Letter Printing												
Non Complex	-	-	-					\$ -	\$	-	\$	_
Standard Complex	<u>=</u>	-	-					\$ -	\$	-	\$	-
Ultra Complex	-	-	-					\$ -	\$	-	\$	=
Total	-		-	\$	0.20			\$ -	\$	-	\$	-
Price Schedule Value Changes												
Non Complex	2	_	2	\$ 1.5	533.00	\$ 1,567	00	\$ 3	\$	_	\$	3
Standard Complex	0	2	0			\$ 1,567		\$ -	\$	_	\$	-
Ultra Complex	-		-	Ψ 1,0	00.00	Ψ 1,001		\$ -	\$	-	\$	_
Total	2		2					\$ 3		-	\$	3
Memo & Additional Statement Copies								20	2708		100-01	
Non Complex	-	-	-					\$ -	\$	-	\$	-
Standard Complex	=	-	-					\$ -	\$	-	\$	=
Ultra Complex	<del>-</del>	-	-					\$ -	\$	-	\$	-
Total	-	-	-					\$ -	\$	-	\$	-
Service Accounts -Retail Billing												
Non Complex	:-	-	_					\$ -	\$	_	\$	_
Standard Complex	-	-	-					\$ -	\$	-	\$ \$	320
Ultra Complex	-	-	-					\$ -	\$	-	\$	=
Total	. <del></del>	-	-					\$ -	\$	-	\$	-
Service Accounts -Refunds												
Non Complex	Nation (	1000	50.0					\$ -	\$	1000	¢	10000
	7	-00 1000	<b>-</b> 0					\$ -	\$	9 <del>-</del> 2	\$ \$	0 <b>=</b> 00
Standard Complex			-									
Ultra Complex	<i>≅</i>	. <del>≡</del> %						I	\$ \$		\$ \$	<i>i</i> #8
Total		(0)	=0					\$ -	\$	1.00	Ф	(=)

	,	Volumes						25			Dollars		10
ATCO Gas Utility	Jan-May	Jun-Dec	Total	Jar	Jan-May Unit Rate	J.	Jun-Dec Unit Rate	4	As Filed \$000's	2 2 Adju	Decision 2006-004 Adjust 11.1%	-	Placeholder \$000's
Call Centre Services Call Centre and Support Hours													
Non Complex Standard Complex	33,616 40	48,028 58	81,644	ഴ ഴ	44.97	<del>မှ</del> မှ	45.96	<del>&amp;</del> &	3,719	<del>o</del> o	(413)	<del>ഗ</del> ഗ	3,306
Ultra Complex		}	8 ,	•				φ.		<del>•</del>	ı		
Total	33,656	48,086	81,742					₩	3,723	<del>s</del>	(413)		3,310
Credit Centre Hours													
Non Complex	•	1	•					8	•	S	•	S	•
Standard Complex	1	•						<del>s</del>		<del>()</del>	1	₩	•
Ultra Complex	1	i	ï					<del>s</del>	ï	<del>()</del>	į	s	ř
Total	•	ï	ï					<del>s</del>	ï	<del>s</del>	*	₩	i
Front Counter Hours (Walk in Service)													
Non Complex	•	1	•					8		S	•	4	•
Standard Complex	ı	1						€9	1	€9	ı	S	•
Ultra Complex	Ĭ,		ï					s	•	<del>()</del>	•	S	ř
Total	ī	ī						ક્ક		↔	•	↔	ī
Supervision													
Non Complex	2,803	4,005	6,808	8	56.21	₩	57.45	8	388	S	(43)		345
Standard Complex	9	2	80	છ	56.2		57.45	<del>69</del> (	( <b>1</b> )	<del>()</del>			•
Ultra Complex	י כ	. 0	. 0					<del>so</del> 4	- 000	<del>s)</del> 6	(43)	<del>s)</del> 6	245
	500	) T	2					<b>&gt;</b>	8	•	(or)		3
Training	7.77			•			0	€	,	€	3		Č
Non Complex Standard Complex	104	044	1,096	A G	35.77	n <del>(</del>	36.56	e es	- 40	A 65	(4)	A G	os -
Ultra Complex			ě					49		69		S	•
Total	452	645	1,097					8	40	€	(4)		36
Front Counter Facility													
Non Complex	•	1	•					↔	•	<del>69</del> +	•	<del>()</del>	•
Standard Complex		ï	ï					<del>()</del>	ï	<b>⇔</b> (	į	<del>()</del>	ř
Ultra Complex		ı						<del>∙</del> •	î	<b>⇔</b> €		<b>⇔</b> €	•
lotal	1	•						A		o		Ð	1

	2	Volumes				28			Dollars		20
4700 O 11/11/4				Jan-May	Jun-Dec				ecision	Di-	
ATCO Gas Utility	Jan-May	Jun-Dec	Total	Unit Rate	Unit Rate		s Filed \$000's		006-004 ıst 11.1%		ceholder \$000's
Call Centre Services - Other	- Jun may	oun bee	rotui		rate		,000 0	Aujo	111170		<del></del>
Call Centre and Support Hours											
Non Complex	-	-	-			\$	-	\$	-	\$	-
Standard Complex	-	-	-			\$	-	\$	-	\$	-
Ultra Complex	-		-			\$	-	\$	-	\$	-
Total	( <del>=</del> )	•	-			\$	-	\$	-	\$	<del>-</del> 2
Supervision											
Non Complex	_	_	2			\$	_	\$	-	\$	_
Standard Complex	_	_	_			\$	2	\$	_	\$	-
Ultra Complex		_	-			\$	-	\$	-	\$	-
Total	1.00	-	-			\$	-	\$	-	\$	-
Training											
Non Complex	2666	0000	5631			\$		\$	1900	\$	2000
Standard Complex	-	-	-			\$	-	\$	-	\$ \$	_
Ultra Complex						\$	-	\$	-	\$	-
Total	(=)	-53	-			\$	=	\$	-	\$	= = = = = = = = = = = = = = = = = = = =
1014						Ψ		Ψ		Ψ	
Pass Through Charges											
Postage, Envelopes, Paper, Reprographics	12	1 <u>059</u>	_			\$	66	\$	(7)	\$	59
Reception Services	-	_	_			\$	14	\$	(2)	\$	12
Collection Agencies	-	-0	-			\$	-	\$	- 1-7	\$	-
Collection Agencies - Deferral Account		-	-			\$	-	\$	-	\$	-
CU Water Payments	-	-	-			\$	-	\$	-	\$	-
Bennett Jones	1 <u>2</u> 7	_	_			\$	_	\$	_	\$	-
Other Billing Services (Courier, Storage, etc)	-	-	-			\$	42	\$	(5)	\$	37
		550	0.10	<b>4.00</b> 0.00	o	•	464	•	/4.33	Φ.	446
Statements of Work/Change Requests - Billing Services	390	553	943	\$ 129.38		\$	124	\$	(14)	\$	110
Statements of Work/Change Requests - Call Centre Services	660	910	1,570	\$ 77.62	2 \$ 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	-	-	-			\$	-	\$	-	\$	1.50
Total						-\$	23,782	\$	(2,640)	•	21,142
Total						<u>Ψ</u>	23,102	<u> </u>	(2,040)	<del>-</del>	21,142

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

		Volumes								Dollars		20
ATCO Gas Utility	Jan-May	Jun-Dec	Total	Ja	ın-May Unit Rate	Ju	n-Dec Unit Rate	As Filed \$000's	Δ	Decision 2006-004 djust 11.1%	F	Placeholder \$000's
Billing Services	Jan-way	Juli-Dec	Total	: :: <u></u>	Rate		Nate	 \$000 S		ujust 11.1/6		\$000 S
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	-	-						\$ 1-	\$		\$	-0
Service Accounts - Finalled												
Non Complex		-	-					\$ -	\$	-	\$	-
Standard Complex		₹ <del>7.</del>	-					\$ -	\$	-	\$	-
Ultra Complex		-	-					\$ -	\$	-	\$	-0
Total	1-	1-1	:					\$ 1-	\$	1-	\$	-
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	\$ -	\$	<del>.</del>	\$	-
Ultra Complex	, <del>-</del>	1.	-					\$ 				
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	\$ =	\$		\$	<b></b> (1)
Ultra Complex	-	-	-					\$ -		(-)		
Total	250	350	600					\$ 63	\$	(7)	\$	56
Retailer Services - Senior Billing Specialist	E. 1004	19 ga Wanni	5% p.//66455	1941	aggress for any	0.00	50000 00000	pytholian vi	040	gettinasti.	1920	0.000
Non Complex	2,747	3,845	6,592	\$			79.98	\$ 523	\$	(58)	\$	465
Standard Complex	3	5	8	\$	78.34	\$	79.98	\$ 1	\$		\$	1
Ultra Complex	-	-	-					\$ -	•	(50)	•	
Total	2,750	3,850	6,600					\$ 524	\$	(58)	\$	466
Retailer Services - Billing Specialist									_		2	
Non Complex	-	-	-					\$ -	\$	-	\$	<del>-</del>
Standard Complex		87 <b></b>	=)					\$ 	\$	-	\$	-
Ultra Complex	) <del>-</del>	( <del>-</del> )						\$ -	\$		\$	-0
Total	-	-	-					\$ -	\$	-	\$	-0

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

		Volumes						Dollars	
ATCO Gas Utility	Jan-May	Jun-Dec	Total	Jan-May Unit Rate	Jun-Ded 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	\$ 0.1	0.	11 \$	16	\$ (2)	\$ 14
Standard Complex	78	109	187		0.		-	\$ -	\$ -
Ultra Complex		-	-			\$	-	\$ -	\$ -
Total	64,805	90,727	155,532			\$	16	\$ (2)	\$ 14
Inserting									
Non Complex	-	_	-			\$	-	\$ -	\$ -
Standard Complex	-	-	-			\$	-	\$ -	\$ -
Ultra Complex	-	-	-			\$	-	\$ -	\$ -
Total		-	-			\$	-	\$ -	\$ -
Letter Printing									
Non Complex	-	-	_			\$	12	\$ -	\$ -
Standard Complex	-	-	-			\$	-	\$ -	\$ -
Ultra Complex	-	-	-			\$	-	\$ -	\$ -
Total	-	-	=:			\$	-	\$ -	\$ -
Price Schedule Value Changes									
Non Complex	4	-	4	\$ 1,567.0	\$ 1,600.	00 \$	6	\$ (1)	\$ 5
Standard Complex	0	-	0	\$ 1,567.0	\$ 1,600.	00 \$	-	\$ -	\$ -
Ultra Complex	-	-	-			\$		\$ -	\$ -
Total	4	-	4			\$	6	\$ (1)	\$ 5
Memo & Additional Statement Copies									
Non Complex	-	-	-			\$	re-	\$ -	\$ -
Standard Complex	-	-	-			\$	-	\$ -	\$ -
Ultra Complex	-	-	=			\$		\$ -	\$ -
Total		-				\$		\$ -	\$ -
Service Accounts -Retail Billing									
Non Complex	-	7 <u>2</u> 0	_			\$	12	\$ -	\$ -
Standard Complex	-	-	-			\$	-	\$ -	\$ -
Ultra Complex	<u> </u>	=	-			\$	-	\$ -	\$ -
Total	-	-	-			\$	-	\$ -	\$ -
Service Accounts -Refunds									
Non Complex	-	-	_			\$	-	\$ -	\$ -
Standard Complex	( <del>)</del>	-	-			\$	-	\$ -	\$ -
Ultra Complex	-	-	-			\$	-	\$ -	\$ -
Total		-	-			\$	-	\$ -	\$ -

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

	ē	Volumes									ollars		
ATCO Gas Utility	Jan-May	Jun-Dec	Total	ı	i-May Unit Rate	ι	-Dec Unit Rate		As Filed \$000's	2	ecision 006-004 ıst 11.1%	P	laceholder \$000's
Call Centre Services				. 22					-				
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		( <del>-</del>	-					\$		\$		\$	-
Total	33,656	48,086	81,742					\$	3,803	\$	(422)	\$	3,381
Credit Centre Hours													
Non Complex	-	-	-					\$	-	\$	-	\$	<u>+</u>
Standard Complex	-	-	-					\$	-	\$	-	\$	-
Ultra Complex		1980	-					\$		\$		\$	-
Total	-	-	-					\$	-	\$	-	\$	-
Front Counter Hours (Walk in Service)													
Non Complex	-	-	-					\$	-	\$	-	\$	-
Standard Complex	-	-	-					\$	-	\$	-	\$	₩.
Ultra Complex	-	(m)	-					\$		\$	S <del>=</del>	\$	.=0
Total	-	-	-					\$	-	\$		\$	-
Supervision													
Non Complex	2,803	4,005	6,808	\$		\$	58.65	\$	396	\$	(44)	\$	352
Standard Complex	3	5	8	\$	57.45	\$	58.65	\$	-	\$	-	\$	=
Ultra Complex	-	1 <del>-</del>	-					\$	-	\$	( <del></del>	\$	
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			( <del>=</del> )					\$		\$	( <del>-</del>	\$	=0
Total	452	645	1,097					\$	40	\$	(4)	\$	36
F - 1 2 - 1 - F - 1 W													
Front Counter Facility								c		¢.		•	
Non Complex	-	19	-					\$	( <del>-</del>	\$	1 <del>5</del>	\$	(2)
Standard Complex Ultra Complex	( <del>-</del>	2 <b></b> /	-					\$ \$		\$ \$	8: <b>=</b>	\$ \$	±3
Total	-	-						\$ \$	-	\$ \$	-	\$	-
i otal	-	· <del>-</del>	·-·					Ψ	·=4	Ψ	.=	Ψ	

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

		Volumes	3						ollars		200
ATCO Gas Utility				Jan-May Unit	Jun-Dec Unit	۸	Filed		Decision 2006-004	Dla	ceholder
A 100 das dunty	Jan-May	Jun-Dec	Total	Rate	Rate		000's		ust 11.1%		6000's
Call Centre Services - Other											
Call Centre and Support Hours											
Non Complex	-	-	-			\$	-	\$	-	\$	-
Standard Complex	-	-	-			\$	-	\$	-	\$	-
Ultra Complex		-	-			\$	-	\$		\$	-
Total	; <del>-</del>	-	-			\$	-	\$		\$	-
Supervision											
Non Complex	_	-	-			\$	_	\$	_	\$	_
Standard Complex	-	-	-			\$	-	\$	-	\$	-
Ultra Complex	-	-	-			\$		\$	-	\$	-
Total		-	-			\$	-	\$	-	\$	-
Training											
Non Complex	121	125	100			\$	72	\$	225	\$	_
Standard Complex	-	-	-			\$	-	\$	-	\$	_
Ultra Complex	-	-	-			\$		\$	-	\$	-
Total	-		-			\$	-	\$		\$	-
Pass Through Charges											
Postage, Envelopes, Paper, Reprographics	_					\$	68	\$	(8)	\$	60
Reception Services		277 2 <b>-</b>	:000 -			\$	15	\$	(2)	\$	13
Collection Agencies			-			\$		\$	- (-/	\$	-
Collection Agencies - Deferral Account	-	-	-			\$	2-	\$	-	\$	-
CU Water Payments	-	-	-			\$	-	\$	-	\$	-
Bennett Jones	-	-	-			\$	-	\$	9	\$	-
Other Billing Services (Courier, Storage, etc)	-	-	-			\$	43	\$	(5)	\$	38
	Winds and American		- Addition to the	NAC DISCOULT BOOK	a Miles metalography for any con-		Address of Address				
Statements of Work/Change Requests - Billing Services	388	545	933	\$ 133.38		\$	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	35	-	-			\$		\$ \$	35	\$ \$	
Statements of Work - Billing Services Statements of Work - Non-Production		**************************************	-			\$	-	\$	-	\$	-
Statements of Work - Mon-Floudction		1.0	-			φ		φ	-	φ	
Total							04.774		(0.750)	•	00.004
Total						\$	24,771	\$	(2,750)	Þ	22,021

# ATCO Gas 2003-2007 I-Tek Business Services Volumes

	Actu	al				
ATCO Gas Utility	2003 Total	2004 Total	2005 Total	Forecast 2006 Total	2007 Total	
Base Billing Services (Units)	§					
Monthly Base Fee (metered)	40.750.440.00	40 004 555 00	44 007 540 07	44 504 000 07	44 070 550 00	
Non Complex Standard Complex	10,753,116.00 21,550.00	10,891,555.00 21,825.00	11,287,546.67 13,561.33	11,581,026.07 13,913.93	11,870,550.23 14,261.77	
Ultra Complex	21,330.00	21,023.00	13,301.33	13,913.93	14,201.77	
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	121	-	2	
Monthly Base Fee (Finalled)						
Non Complex	290,506.00	719,386.00	-	-	<u> </u>	
Standard Complex	582.00	1,441.00	-	. <del>5</del> 8	7	
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 Ultra Complex	290.00	238.00	88.73	91.04	93.31	
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	2 505 00	E 663 00	6 502 09	6,592.08	6 502 09	
Non Complex Standard Complex	2,595.00 5.30	5,663.00 12.60	6,592.08 7.92	7.92	6,592.08 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	-	-	<u> </u>	
Standard Complex	0.50	0.70	-	. <del>5</del> 8	7	
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	
lucanting			,			
Inserting Non Complex	8,683,088.00	3,609,104.00	N=	_	_	
Standard Complex	17,403.00	7,233.00	-		-	
Ultra Complex	-	-	-	12%	2	
Total	8,700,491.00	3,616,337.00	( <u>a</u> )	받	=	
Letter Printing						
Non Complex	646,839.00	593,650.00	© <b></b>	(E.)	=	
Standard Complex	1,297.00	1,189.00	35	(5.0	<del></del>	
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	150	-	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

	Actua	ľ	Forecast			
ATCO Gas Utility	2003	2004	2005	2006	2007	
<u>-</u>	Total	Total	Total	Total	Total	
Memo Statements						
Non Complex	7,347.00	3,247.00	_	-	2	
Standard Complex	12.00	5.00		-	-	
Ultra Complex	-	-	-	-	_	
Total	7,359.00	3,252.00	-	-	_	
	12 <b>V</b> .2122.112.2					
Additional Service Account Fee for Continuing Retail						
Non Complex	(2)	11,653.00	( <u>=</u> )	(2))	-	
Standard Complex	<u> 2</u> 2	24.00	_	-	-	
Ultra Complex	-	-	-	-	#	
Total	1550	11,677.00	1.5	(54)	=	
Refund Cheques						
Non Complex	-	69,150.00		-	_	
Standard Complex	_	138.00	3 <b>4</b>	( <u>=</u> )	_	
Ultra Complex	2		_	(2))	2	
Total	2	69,288.00	( <u>=</u>	27	₽	
Page Customer Assistance Services and Support (Units)						
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	1_ 10100	_1 1 2 2 2 2 2 2				
Non Complex	97,896.00	73,206.00	45	17.0	-	
Standard Complex	195.35	145.53	15.	15.0	=	
Ultra Complex			-	(=3)	-	
Total	98,091.35	73,351.53	-	<b>2</b> 3	-	
Walk-In Services - Agent Rate						
Non Complex	9,442.00	3,667.00		120	2	
Standard Complex	18.40	6.50	-	-	2	
Ultra Complex	-	=		-	-	
Total	9,460.40	3,673.50		<del>-</del> 3	-	
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	-	51.25	7.40	0.10	0.10	
Total	21,510.00	16,043.29	6,239.00	6,816.00	6,816.00	
Training Rate	0.444.00	4.004.00	4 000 00	4 005 00	4 005 00	
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	2.450.00	4 000 00	4 002 00	4 007 00	4 007 00	
Total	3,456.00	1,969.99	1,002.00	1,097.00	1,097.00	
Walk-in Facility Costs						
Non Complex	-	=	15	7.0	=	
Standard Complex	=	-	-	(S)	=	
Ultra Complex	-	-	-	-	-	
Total	-	-	-		-	

ATCO Gas 2003-2007 I-Tek Business Services Volumes

	10	Act	ual		100		Forecast	10
ATCO Gas Utility	1	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	\$		\$ 150	\$ -
Collection Agencies - Deferral Account	\$	:=:	\$	148	\$	-	\$ (=)	\$ -
CU Water Payments	\$	-	\$	-	\$	-	\$ (=):	\$ -
Bennett Jones	\$	1	\$	=	\$	14	\$ (=)	\$ -
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	\$	-	\$ (₩)0	\$ <del>.</del>
Statements of Work - DFSS	\$	404	\$	88				
Statements of Work - I-Tek Business Services	\$	225	\$	78	\$	-	\$ (=)	\$ -
Statements of Work - Billing Services	\$	207	\$	179	\$	-	\$ (20)	\$ 2
Statements of Work - Non-Production	\$	367	\$	213	\$	<u> </u>	\$ ***	\$ 2
Pass Through Charges								
Workstations and Floor Space	\$	-	\$	-	\$	15.	\$ (5)	\$ =

<sup>\* 2003</sup> and 2004 volumes exclude non-utility related volumes.

	Actual			Forecast		
ATCO Electric Utility	2003 Total	2004 Total	2005 Total	2006 Total	2007 Total*	
Base Billing Services (Units)	Total	10441	10001	Total	rotar	
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	=	656	-	
Ultra Complex Total	230.00 76,049.00	631.00 210,112.00	-	-	<del>.</del>	
Additional Processing of Samina Account						
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	
	01,104.00	30,170.00	20,400.00	00,020.00	00,020.40	
Supervisor Billing Services Personnel				200000000000000000000000000000000000000	aprendant spirit	
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	0.404.00	0.040.00	0.570.04	0.040.54	0.740.44	
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 Total	7,014.47 12,114.80	7,034.17 12,003.70	7,399.64 12,758.00	7,547.34 13,012.65	7,698.28 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	-	24	~	
Ultra Complex	2,930.00	1,908.05	-	1021	~	
Total	976,190.00	636,015.50	-	12	-	
Letter Printing						
Non Complex	131,805.00	80,538.00	-	15	=	
Standard Complex	73,014.00	43,419.00	-	-	-	
Ultra Complex	616.00	371.00	-	-	*	
Total	205,435.00	124,328.00	-	24	-	
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	

	Actu	al		Forecast	
ATCO Electric Utility	2003	2004	2005	2006	2007
-	Total	Total	Total	Total	Total*
Memo Statements					
Non Complex	2,881.00	1,528.00	-	-	-
Standard Complex	1,590.00	829.00	-	1.5	-
Ultra Complex	12.00	6.00	-	12 <del>7</del> 2	-
Total	4,483.00	2,363.00	-		-
Additional Service Account Fee for Continuing Retail					
Non Complex	2	8,390.00	-	12	2
Standard Complex	2	4,465.00	2	\$2 <b>2</b> 5	2
Ultra Complex	-	39.00	-	-	-
Total	ē	12,894.00	-	A-51	5
Refund Cheques					
Non Complex	-	10,066.00	-	-	-
Standard Complex	=	5,364.00	-	34	-
Ultra Complex	2	46.00	-	12	2
Total	ā	15,476.00	-	-	2
Base Customer Assistance Services and Support (Units)					
Agent Rate Non Complex	24 975 00	20 122 00	12.256.02	12 496 06	10 706 70
·	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		15	=
Standard Complex	10,946.73	7,735.44	-	-	7
Ultra Complex	91.91	66.49	-	35	-
Total	30,769.35	22,164.58	-	-	*
Walk-In Services - Agent Rate					
Non Complex	2	-	2	19 <u>2</u> 4	2
Standard Complex	5	-	E	-	
Ultra Complex	-	-		676	=
Total	-	·=:	-	150	-
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	₩	<u>.</u>	2	( <u>182</u> 0	2
Standard Complex	-	_	- -	-	_
Ultra Complex		****	-	459 -	=
Total	-	997	- 122 -	1909	-
	707	manus.	59	05/32	7/0

### ATCO Electric 2003-2007 I-Tek Business Services Volumes

		Ac	tual				Forecast				
ATCO Electric Utility		2003		2004		2005		2006		2007	
	-	Total		Total	-	Total		Total		Total*	
Pass Through Charges (\$000)											
Postage, Envelopes, Paper, Reprographics	\$	973	\$	760	\$	49	\$	50	\$	51	
Reception Services	\$	7	\$	6	\$	-	\$	1370	\$	=	
Collection Agencies	\$	74	\$	78	\$	11	\$	11	\$	11	
Collection Agencies - Moved to B/S	\$	-	\$	-	\$	-	\$	1-	\$	-	
CU Water Payments	\$	-	\$	0.40	\$	-	\$	-	\$	-	
Bennett Jones	\$	2	\$	100	\$	-	\$	-	\$	~	
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	\$	_	\$	14	\$	2	
Statements of Work - Non-Production	\$	231	\$	218	\$	2	\$	-	\$	2	
Statements of Work/Change Requests - Maintenance	\$	Ē	\$		\$	200		200	\$	204	
Pass Through Charges											
Workstations and Floor Space		-				-		-		-	
Flow Through Costs - other billing services	\$	42	\$	42	\$	142		142	\$	145	

<sup>\* 2007</sup> 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.

<sup>\*\* 2003</sup> and 2004 volumes exclude non-utility related volumes.

	Act	ual		Forecast			
	2003 Total	2004 Total	2005 Total	2006 Total	2007 Total		
Base Billing Services (Units)	Total	Total	Total	Total	Total		
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	-	450	77		
Total	367,137.00	930,939.00	-	-	-		
Additional Processing of Service Accounts	176 075 00	129 667 00	02 024 74	05 227 97	07 510 60		
Non Complex Standard Complex	176,975.00 18,443.00	138,667.00 10,759.00	92,931.74 10,362.94	95,227.87 10,569.06	97,510.69 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		
Total	195,571.00	149,517.00	103,303.00	103,007.00	100,303.40		
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	10 522 142 00	E 462 722 00	226 442 52	224 052 57	237.258.13		
Non Complex Standard Complex	10,522,142.00 578,958.00	5,463,722.00 375,941.00	226,442.53 42,580.97	231,852.57 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	-	1027	2		
Letter Printing							
Non Complex	778,644.00	674,188.00	_	_	_		
Standard Complex	74,311.00	44,608.00	-	-	_		
Ultra Complex	616.00	371.00	_	1=1	_		
Total	853,571.00	719,167.00	-	*	딸		
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	-	3 <del>=</del> 3	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

	Actu	al	Forecast			
•	2003 Total	2004 Total	2005 Total	2006 Total	2007 Total	
Memo Statements						
Non Complex	10,228.00	4,775.00	2	_	_	
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	-	-	2	
Standard Complex		4,489.00	-	32	=	
Ultra Complex	ā	39.00	-		-	
Total	-	24,571.00	-	87	-	
Refund Cheques						
Non Complex	-	79,216.00	-		-	
Standard Complex	-	5,502.00	-	-	-	
Ultra Complex Total	-	46.00 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	-	676	-	
Standard Complex	11,142.08	7,880.97	-	15.	=	
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	- 400 40		-	65	=	
Total	9,460.40	3,673.50	-	-	7	
Supervisor Rate						
Non Complex	25,188.72	18,887.82	7,254.06	7,849.16	7,869.98	
Standard Complex	2,104.45 17.83	1,580.15 13.31	558.21 4.73	569.02 4.82	580.24 4.92	
Ultra Complex Total	27,311.00	20,481.29	7,817.00	8,423.00	8,455.14	
Training Rate	4.042.57	2 240 00	1 101 74	1 202 97	4 200 24	
Non Complex Standard Complex	4,043.57 343.45	2,310.90 193.94	1,164.74 89.50	1,262.87 91.36	1,266.21 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	
F						
Emergency and Outage Services	9.00	9.00	7 70	770	7.02	
Non Complex Standard Complex	8.00 4.00	8.00 4.00	7.78 4.19	7.78 4.19	7.93 4.27	
Ultra Complex	4.00	4.00	0.04	0.04	0.04	
Total	12.00	12.00	12.00	12.00	12.24	
Walk in Eacility Costs						
Walk-in Facility Costs Non Complex	2	-	2	<u>-</u>	2	
Standard Complex	-	-	=	æ	ä	
Ultra Complex	-	17.	-	-	-	
Total	-	-	-	-	=	

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

		Ac	tual				Forecast			
		2003		2004	10	2005		2006		2007
	-	Total		Total		Total		Total		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	\$	2	\$	-	\$	-	\$	-	\$	_
Bennett Jones	\$	1	\$	(4)	\$	-	\$	14	\$	-
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	S	404	\$	88	Ψ		Ψ		Ψ	
Statements of Work - I-Tek Business Services	\$	315	\$	253	\$	-	\$	-	\$	2
Statements of Work - Billing Services	\$	226	\$	268	\$	2	\$	12	\$	<u> </u>
Statements of Work - Non-Production	\$	598	\$	431	\$	5	\$	-	\$	<u> </u>
Statements of Work/Change Requests - Maintenance	\$	-	\$	17	\$	200	\$	200	\$	204
Pass Through Charges										
Workstations and Floor Space	\$	-	\$	-	\$	-	\$		\$	-
Flow Through Costs - other billing services	\$	42	\$	42	\$	142	\$	142	\$	145

<sup>\* 2003</sup> 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	2006	2007
	(\$/Hour)	(\$/Hour)	(\$/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	2006	2007
	(%)	(Hours)	(Hours)	(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 in 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.

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ATCO Electric 2005 FORECAST IT VOLUMES and COST			Units						D <sub>o</sub> O	Dollars (\$000s)		Pag	Page 1 of 26
			Capital			2002				Capital			
Service Description	O&M	ES&G	Direct	Subtotal	Total	Rates	٥	0&M	ES&G	Direct	Subtotal	Total \$	
Service Category													
Update Licenses	1,515.94	860.06		860.06	2,376.00					٠	4		119
Read Licenses	719.69	408.31		408.31	1,128.00					<b>⇔</b> '			22
Discoverer Licenses	1,094.85	621.15		621.15	1,716.00			15 \$	<b>⇔</b> ∞				23
Project Management Licenses	145.47	82.53		82.53	228.00								က
Order Management Licenses	176.09	99.91		99.91	276.00	_							9
iProcurement - per line	33,687.64	19,112.36		19,112.36	52,800.00							8	47
iExpense - per report	3,797.52	2,154.48		2,154.48	5,952.00			3				8	2
Order Management -per line	149,297.49	84,702.51		84,702.51	234,000.00				3		က	8	6
OFIN - Local Disk Storage	334.96	190.04		190.04	525.00	\$ 32.00	€9	11 \$	9	<del>\$</del>		8	17
OFIN - DASD Disk Storage	1,499.36	850.64		850.64	2,350.00	\$ 65.00	_	-	-	ľ			152
- Areans							s <del>o</del>	258 \$	145 \$	-	145	÷	403
Applied 4		9	1 338 24	1 338 24	1 338 24	96 52		¥	y	118	116		116
Allayst	•	ľ	1,336.24	2,536,59	2.000.1			9 <del>U</del>	9 <del>U</del>				266
Analyst 2	, , , , , ,	, 10	3,000.39	3,000.39	3,000.39				· ·				200
Analyst 3	2,634.60	03.40	3,997.93	4,003.33	6,916.19	e 114.30		9 60					797
Analyst 4	120.20	4.00	4,999.70	5,004.36	5,730.70								131
Consultant	,	,	2,228.33	2,228.33	2,226.33			A (	A (		318		318
Premium Labour	1		000	. 040	- 040	3 142.86	A 6	∌ € 1	<i>₽</i> €			<i>₽</i> €	' 0 '
Project Manager	ì	,	913.00	913.00	913.00	9 1/0.08	_			130		C	200
Andrew control of the							Ð	4.20 \$	× ×	2,05/ \$	2,065		2,485
Mainframe Processing Mainframe Print Configuration	,	,			,	6	G	4	9	'	•	¥	•
ADABAS CPII Minutes	3 476 33	493 99		493 99	3 970 32	\$ 13.47		47 \$	\$ h		7	· 4	54
RATCH CDI Minutes	15 316 57	398.04		398 04	15 714 61				- u				211
CICS CPII Minutes	5 325 94	566.00		566.00	5 891 94	10.50		9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9	9 es	· ·	) (C		62
DB2 CPI Minutes	6 229 96	1 034 24		1 034 24	7 264 20						_	· •	76
IMS CBI Minips	164.40	24 58		24 58	188 98							· 4	0
TSO CBI Minites	1 204 06	258 41		258 41	1 462 47				÷ ↔		ď	· 4	1 4
MACS DAS Discharts Months	79 679	14.007		4 77 V	14.204,1							÷ +	5 5
MIVS DASD Glgabyte Months	979.07	4.17		4.7	904.44			4 c	9 6		•	9 6	4 7 c
MA/S Drint Docon	195.37	0.0		10.01	406.20	7	10 10				٠.	÷ 6	7 7
MAYS DEM Tone Circhite Months	10.004	26.03		26.03	5 001 48				<del>-</del>		-	÷ 6	t 4
MV S FISM Tape Gigabyte Months	4,330.00	70.7		70.7	0,001.40		9 6		9 66	9 4	33	9 4	535
Network Access							÷		1				3
ADSL Light	180.36	96.69		96.69	250.32	\$ 1,395.90		252 \$	88	٠			350
ADSL Unlimited	45.07	18.99		18.99	64.06					1	37		125
Distributed Archive Tane	21 12	3 00		3 00	24 12								) '
E-Mail Service	26.265.12	11,796.96		11,796,96	38.062.08			118 \$	23				171
Internet Access	4.292.88	1,718.64		1.718.64	6.011.52						24		84
Long Term Archive	'												1
Long Term Archive - 1st Month	176.40	3.60		3.60	180.00	\$ 3.15		1			Ĭ	ક	_
Network Connectivity	41.40	54.60		54.60	96.00							8	က
Remote Access Service (RAS)	966.00	246.00		246.00	1,212.00			22 \$	9		9	8	28
Rightfax Service	380.40	147.60		147.60	528.00								7
File Server Storage (gigabytes)	8,445.84	2,741.16		2,741.16	11,187.00				151 \$		151		616
Substation	24.00			ı	24.00	(r)			<del>\$</del>				10
User ID Services	7,917.60	3,490.92		3,490.92	11,408.52	\$ 15.21	s	120 \$	53 \$	٠		&	173
VPN - Remote Client	596.16	345.84		345.84	942.00	\$ 32.79			11 \$		7	8	31
VPN - Firewall	•			•	ï	ا ج	€9	<b>⇔</b>	9		ĭ	<del>S</del>	•

Appendix 1 Table 3 Page 2 of 26

> ATCO Electric 2005 FORECAST IT VOLUMES and COST

		בֿ	Units					Doll	Dollars (\$000s)	200.200		
	l,				2002				Capital		ı	
Service Description	O&M		Direct Subtotal	Total	Rates	O&M			Direct	Subtotal	Total	al \$
VPN - Remote Client with Split Tunnelling	ï	12.00	12.00	12.00	- \$	s		1 \$		8	છ	_
Wireless Service - Leased	36.00	•		36.00	\$ 76.95	s	3	8	1	· •	8	က
Wireless Service - Owned	•	•	•	1	ج	ક	<b>⇔</b> '	<b>⇔</b>	1	· •	\$	
Wireless Blackberry Service Connectivity	84.00	,	,	84.00	\$ 31.27	S		9	1	€	\$	က
XP Project	5,821.08	2,150.52	2,150.52	7,971.60		s	297 \$	110 \$	,	\$ 110		407
						20		549 \$	10	\$ 549	0.000	2,017
40 Mh Ethomot Domoto	107	7.42	7 40	25 56		e						o
lo Mb Euremet - Kemote	10. 4	24.7	24.7	25.30	0 0	9 (		6 6				n 0
256k Virtual WAN	8.40	3.60	3.60	12.00	V	s (						33
4 Wire Loop	27.24	5.04	5.04	32.28		€9				9		32
56k Virtual WAN	58.80	25.20	25.20	84.00	\$ 1,466.77	S	86 \$		1			123
T1 in Grande Prairie	96.6	4.20	4.20	14.16	\$ 2,295.48	S	23 \$	10 \$	Ì	\$ 10	S	33
						<del>\$</del>	229 \$	91 \$	1	91		320
Rental												
Laptop Weekly Rental	ı			ı	9	S	\$	8	ı			•
Laptop Monthly Rental	•	•	i		· • •	8	· <del>()</del>	9			· <b>6</b> 9	,
Training Room Daily Rental	i		•	ı		• •	· <del>()</del>		,			•
Training Room Set Up Fee	i	,	i	1	· • •	• •	9	9			· 69	•
					ŀ	٠	٠	•		•	٠	
Voice												
Modem Line	638.04	117.96	117.96	756.00	\$ 24.98	<del>S</del>	16 \$	3	1	en *	8	19
PBX Trunk Port	ı	ı	i	i		s	<del>\$</del>	<del>\$</del>	t	•	8	
Voice Feature - Call Park	397.20	130.80	130.80	528.00		S	<b>←</b>	\$	1	· •	€	_
Voice Feature - Line Appearance	1,721.52	102.48	102.48	1,824.00		s	4	\$			&	4
Voice Feature - Speed Call Manager	127.92	40.08	40.08	168.00	\$ 2.20	8	<b>⇔</b> 1	\$		· •	s	,
Voice Feature - Speed Call User	632.40	195.60	195.60	828.00		<del>S</del>	- \$	\$				_
Voice Feature - Visual Call Waiting	52.80	19.20	19.20	72.00		<del>s</del>				·		•
Voice Feature - Voice Mail Basic	2,333.16	1,094.04	1,094.04	3,427.20	\$ 8.50	ક	20 \$	<del>\$</del>				53
Voice Feature - Voice Mail Remote Notify	12.00		•	12.00		s		<b>\$</b>				•
Voice Install/Move/Add/Change Labour	26.88	15.12	15.12	42.00		<del>s</del>	2	7		\$		က
Workstation Install/Move/Add/Change Emergency	ı		•	ı		S						1
Voice Line Charge	3,624.12	1,640.04	1,640.04	5,264.16	\$ 24.98	<b>છ</b> (	91			\$ 41		132
Voice Set Charge	3,024.72	1,414.44	1,414.44	4,439.16	\$ 15.89	e e	183 &	\$ 77		27 28	e e	250
Workstation						÷						2
High Volume Black and White Printer	170.28	57.72	57.72	228.00	_	8		\$ 9				23
Low Volume Black and White Printer	191.52	84.48	84.48	276.00		<del>s</del>				\$		7
Medium Volume Black and White Printer	801.60	218.40	218.40	1,020.00		s		10 \$				48
Medium Volume Black and White Printer with Duplex	152.88	63.12	63.12	216.00		<del>s</del>		4		\$		4
High Volume Colour Printer	79.80	40.20	40.20	120.00		<del>s</del>		2				15
Maximum Volume Colour Printer	20.40	3.60	3.60	24.00	\$ 160.00	<b>↔</b>	<del>မှ</del> က	- S	1			4
Express Request Service Fee				1		€9 (			1			•
Hardware Install/Move/Add/Change Labour	85.91	70.26	70.26	156.17	\$ 114.29	<b>છ</b>	10 \$	<b>∞</b> (0		ω (	<b>ن</b>	18
Laptop Hardware Operating Leases	2,306.52	903.48	903.48	3,210.00	• 1500	<b>∌</b>			ı	-		458
Laptop Hardware Slim Operating Leases	61.20	10.80	10.80	72.00		<b>∌</b> €						13
Laptop Support High	1,2/9.56	3/6.44	376.44	1,656.00		<b>∌</b> €	254	 	r.	3,0		329
Laptop Support Low	419.70	144.24	144.24	204.00		n e			t			- ;
Laptop Support Medium	651.60	446.40	446.40	1,098.00	9	<b>∌</b> €		\$ 6	ı	2		1/1
Monitors 15 inch or Smaller	12.00	•	•	12.00	xo	Ð	Ð	A I	1	D	A	,

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> ATCO Electric 2005 FORECAST IT VOLUMES and COST

		ก	Units					Dol	Dollars (\$000s)	10240		
Souring Decription	Mac	Cap	Capital Subtotal	Total	2005 Pates		M80	585	Capital	Subtotal	4 	Total &
Monitor CRT = 17 inch	5 080 56	0		7 762 56	1		41 &	21	Ι.	10000	1	
Monitor CRT - 19 inch	76.80	7.20	7.20	84.00		· •						3 0
Monitor CRT - 21 inch	438 48	269.52	269 52	708 00		· <del>(</del>		6	, 0.	· <del>6</del>	φ. σ.	23 1
Monitor LCD - 15 inch	; '	1	'	)		· <del>(</del> 5			, 0,	· <del>(</del>		) '
Monitor LCD - 17 inch	499.92	154.08	154.08	654.00	\$ 24.00	6	12 \$	4	1	6	8	16
Monitor LCD - 19 inch	12.00	•	•	12.00	\$ 29.00	s	<del>\$</del>	\$	,	\$	8	1
Monitor LCD - 20 inch	159.36	8.64	8.64	168.00	\$ 42.00	ક	7 \$	<b>⇔</b> -	1	\$	\$	7
PC Hardware Operating Lease	4,092.60	2,181.96	2,181.96	6,274.56	\$ 81.12	s	332 \$	177 \$	1	\$ 177		609
PC Hardware Operating Lease - High Performance	Ē	ı	Ē	ľ	· &	છ		<b>⇔</b> '	1	\$	\$	ī
PC Support High	1,489.20	881.76	881.76	2,370.96	•	છ			1	_		376
PC Support Low	938.40	337.20	337.20	1,275.60	•	છ			'			135
PC Support Medium	1,672.20	835.80	835.80	2,508.00	_	છ			'	_		332
Printer Support - High	337.08	178.92	178.92	516.00		↔			'			40
Printer Support - Low	172.32	91.68	91.68	264.00		છ			1			2
Printer Support - Medium	992.88	279.12	279.12	1,272.00		છ			1	**		83
Software Integration/Packaging Labour	53.15	18.85	18.85	72.00		s	\$ 9	2	,	s		œ
Software Signup Fee	143.99	29.51	29.51	173.50	•	ss ·			1	ss.		20
Software Support Labour	90.59	30.91	30.91	121.50	_	₩.	10 \$	4	'	s	8	14
Terminal Hardware Operating Lease		,	•	3.1		₩.		<b>⇔</b> ·	'	<del>∽</del>	ۍ ا	1
Terminal Server Service	48.00			48.00		s			'	s	8	2
Terminal Server Service 1 Port	134.40	21.60	21.60	156.00	\$ 117.88	છ		3		s	& &	19
Terminal Server Service 20 Port	12.00	•	•	12.00	(A	છ			1	s		က
Terminal Server Service 4 Port	09.69	14.40	14.40	84.00	_	છ		2	1	€	2	14
Terminal Server Service 8 Port	12.00	•	·	12.00	\$ 193.36	s	2	<b>\$</b>	'	<del>s</del>	\$	2
Workstation Install/Move/Add/Change Labour	44.03	30.97	30.97	75.00	\$ 61.42	₩.	ဗ	2	1	€ .	5	2
Workstation Install/Move/Add/Change Emergency	ı		•	ï	\$ 123.18	€		•	'		<del>ده</del> د	1 200
						Ð	4/6,	880	'	980		7,834
<u>Variable Rate</u>												
Additional Project Expenses	1	ı	ī		Variable	8	9	\$	'	€	8	1
						-	•					
Additional Services												
Software Licenses	ı		•	ì	Variable	<b>↔</b> €	37 \$	20 \$	'	69 E	20 8	87
I Till d'Early veridor Labour					Variable	9 64			' '			240 228
Other	3	·	ä	1	Variable	↔	10 \$	9	1			16
Travel Expenses	,	,	1	,	Variable	€.	<b>€</b> 5	<b>υ</b>	1	€:	<b>€</b> :	,
					5	<b>)</b>	•	•	e e	<b>,</b>	•	Ž
Distributed Apps	1		i i		Variable	0	7 7 60 G	362		353	- 0	1 820
Oracle Financials		. ,			Variable	9 <b>6</b> 9	550 \$	312 \$	' '	312	9 69	862
Disaster Recovery		1	ī	Î	Variable	€9		0.000	1			'
niode.												
Sub-Contractor Charges	ı	r	•	1	Variable	8	<b>⇔</b> -	<b>⇔</b>	1	€	€9	ı
Mainframe								,		,		
MVS Form Type/1000	ï	ŗ	ï	Ť.	Variable	↔	4	<b>⇔</b> '	'	€	<b>⇔</b>	4
_	_			_		_						

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ATCO Electric 2005 FORECAST IT VOLUMES and COST

			Units						Dol	Dollars (\$000s)			
			Capital			2002				Capital			
Service Description	O&M	ES&G	Direct	Subtotal	Total	Rates	0&M		ES&G	Direct	Subtotal	Total \$	\$
<u>Network</u>													
Megastream and Other Dedicated - WAN	î			î	1	Variable	s	36 \$	<b>⇔</b> '	<del>\$</del>	•	ss.	36
Specified Expense													
Training Directs	1	1		i	i	Variable	€9	<del>⇔</del> '	<b>⇔</b> '		1	s	
Voice													
Dedicated OPX	•	•			ı	Variable	s	<b>⇔</b> '	\$	<b>\$</b>	•	s	•
Long Distance Direct	Ē				ı	Variable	ક	146 \$	11 \$	<del>\$</del>	1	S	157
Telecom Circuit Fees	i	,		•	1	Variable	s	12 \$	8	<del>\$</del>	•	s	12
Telecom Fees	ì	1		ì	ì	Variable	8	<b>⇔</b> '	<b>⇔</b> '	<del>\$</del>	ì	s	1
<u>Workstation</u>								0.00	9			10	
Cashier Printer	•	•			•		<del>s</del>	<b>⇔</b> '	<del>\$</del>	<del>ن</del> ا	•	s	•
High Volume Colour Printer - Utilities	54.00	78.00		78.00	132.00	\$ 160.00	s	<del>\$</del>		<del>\$</del>	12	s	21
Hardware Service Requests	•			•	ı	Variable	s	29 \$		<del>\$</del>	9	s	35
Non Standard Hardware	•					Variable	s	<del>\$</del>	13 \$	·	13	ક	13
Software	ı	ŗ		i	i	Variable	ક	\$ _	42 \$	<del>\$</del>	42	ક	49
Aerox							,			•	1		
Xerox Leases	•	•		ı	1	Variable	∌	366 \$	32 &	<del>:</del>	32	ess.	401
TOTAL I-TEK COSTS							S	8.088	2.709 \$	2.057	4.766	\$	12.854

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ATCO Electric

2006 FORECAST IT VOLUMES and COST														)	
			Units							ď	Dollars (\$000s)	)s)			
			Capital			2006	9				Capital				
Service Description	O&M	ES&G	Direct	Subtotal	Total	Rates	se	O&M		ES&G	Direct	Su	Subtotal	۲	Total \$
Service Category															
Update Licenses	1,515.94	860.06		860.06	2,376.00					4		ક	44	8	12
Read Licenses	719.69	408.31		408.31	1,128.00			7/2-92		80		છ	80	8	2
Discoverer Licenses	1,094.85	621.15		621.15	1,716.00	8	13.66	70000	15 \$	80		છ	80	S	2
Project Management Licenses	145.47	82.53		82.53	228.00					~		છ	_	S	
Order Management Licenses	176.09	99.91		99.91	276.00			10000		2		ક્ક	2	8	•
iProcurement - per line	33,687.64	19,112.36		19,112.36	52,800.00		7,000	5759		17		ઝ	17	S	4
iExpense - per report	3,797.52	2,154.48		2,154.48	5,952.00			mai:		2		s	2	s	-,
Order Management -per line	149,297.49	84,702.51		84,702.51	234,000.00		-	200		က		ક્ક	3	s	0,
OFIN - Local Disk Storage	411.53	233.47		233.47	645.00		30.77	100		7		s	7	ક	2
OFIN - DASD Disk Storage	1,837.51	1,042.49		1,042.49	2,880.00			700000	119 \$	68		S	68	8	18
							8	0000	284 \$	160	\$	\$ -	85	\$	36
Labour															
Analyst 1	1	1	5006.26	5,006.26	5,006.26		88.42	1224	<b>\$</b>	1			443	s	44
Analyst 2	i)	T(	13791.27	13,791.27	13,791.27		200	589	8	,	1,401		1,401	s	1,40
Analyst 3	2,722.00	18.00	14955.98	14,973.98	17,695.98	\$	117.08	6963	319 \$	2	\$ 1,75	51 \$	1,753	s	2,07
Analyst 4	725.20	4.80	18703.75	18,708.55	19,433.75		- 23	2000	8 96	-	\$ 2,458		2,459	8	2,55
Consultant	•		8336.04	8,336.04	8,336.04	_	200	200	8	,			1,215	s	1,21
Premium Labour	•	1		1	,	_		700000	\$	•		ક્ક	•	s	
Project Manager	•	J	3417.98	3,417.98	3,417.98		174.43		\$ -	-	\$ 596		969	\$	296
							€	2000	414 \$	3 8	\$ 7,864	\$ \$	7,867	\$	8,28
Mainframe Processing							3								
Mainframe Print Configuration	•	r:		r	r:	<del>s</del>	<del>ده</del> ا	5/89		Ē		છ	•	s	
ADABAS CPU Minutes	2,622.96	89.74		89.74	2,712.70		13.77 \$	5263		-		ક્ક	_	s	3
BATCH CPU Minutes	15,303.69	362.04		362.04	15,665.73		0.00	200	211 \$	2		ક્ક	2	s	21
CICS CPU Minutes	5,388.94	566.00		566.00	5,954.94		55///	200		9		છ	9	s	9
DB2 CPU Minutes	6,366.99	1,034.24		1,034.24	7,401.23		200	700000		7		ક્ક	7	s	7
IMS CPU Minutes	165.31	24.58		24.58	189.89			0.00		1		ક્ક	•	8	•
TSO CPU Minutes	1,184.55	258.01		258.01	1,442.56	8	10.73		13 \$	3		ક્ક	3	s	7
MVS DASD Gigabyte Months	583.65	2.61		2.61	586.26		222			ı		ક્ક	1	s	4
MVS HSM Tape Gigabyte Months	609.91	6.36		6.36	616.27		3.22	5/89		•		ક્ક	•	s	••
	17 00 1	1		1 00	100 11	,	-			*		•	*	6	Ĺ

121 22 23 3 3 6 48 5 5 9 0 20 187 369

596 8,281

443 1,401 2,072 2,554 1,215

																				Pa	ge	84	of	17	9		
•	37	216	64	79	2	16	44	2	55	16	531		357	104	•	175	98	ī					979			32	•
\$ '	-	2			<del>\$</del>	9 8	<del>\$</del>	<b>\$</b>	-	<b>⊹</b>	27 \$		100 \$	31 \$	<del>\$</del>	54 \$	25 \$	<b>⇔</b> '	<b>⇔</b> '			9 8	156 \$	<del>\$</del>	54 \$	12 \$	<b>⊕</b> '
ક્ક	ક્ક	ક	ક	ક્ક	ક	ક	ક	ક્ક	\$	\$	· ·		ક	ક	ક	s	ક્ક	ક	ક	ક	ક	ક	ક	ક	\$	\$	ક
ı		5	9	7	,	3	•	r	-	ì	27 \$		100	31	•	54	25	ı	•	2	9	က	156	r.	24	12	
	36 \$								54 \$		ı		257 \$	73 \$	8	121 \$							470 \$				\$
S	8	s	S	8	8	8	s	8	s	8	\$		8	8	s	s	8	s	S	8	8	8	s	S	S	S	8
•	13.77	13.77	10.73	10.73	13.77	10.73	74.61	3.22	110.65	3.22			1,426.61	1,997.25	3.22	4.60	14.22	•	3.22	36.13	23.78	22.02	56.21	406.85	15.54	33.51	
S	8	<b>⇔</b>	\$	<del>⇔</del>	8	8	8	8	\$	\$			<del>⇔</del>	8	<del>⇔</del>	\$	<del>⇔</del>	8	8	8	8	8	8	8	<del>()</del>	8	₩
10	2,712.70	15,665.73	5,954.9	7,401.2	189.88	1,442.56	586.26	616.27	490.7	5,011.3			250.33	52.06	24.13	38,223.8	5,999.52	•	180.00	96.00	1,200.00	528.00	11,136.00	24.00	11,381.52	966.00	
•	89.74	362.04	266.00	1,034.24	24.58	258.01	2.61	6.36	7.23	2.62			96.69	15.39	3.00	11,844.96	1,730.64	r	3.60	54.60	234.00	147.60	2,777.16	•	3,490.92	361.44	•
	89.74	362.04	266.00	1,034.24	24.58	258.01	2.61	6.36	7.23	2.62			96.69	15.39	3.00	11,844.96	1,730.64	Ŀ	3.60	54.60	234.00	147.60	2,777.16	· ·	3,490.92	361.44	
ı	2,622.96	15,303.69	5,388.94	6,366.99	165.31	1,184.55	583.65	609.91	483.51	5,008.72			180.36	36.67	21.12	26,378.88	4,268.88	٠	176.40	41.40	966.00	380.40	8,358.84	24.00	7,890.60	604.56	
Mainframe Print Configuration	ADABAS CPU Minutes	BATCH CPU Minutes	CICS CPU Minutes	DB2 CPU Minutes	IMS CPU Minutes	TSO CPU Minutes	MVS DASD Gigabyte Months	MVS HSM Tape Gigabyte Months	MVS Print Pages	MVS HSM Tape Gigabyte Months		Network Access	ADSL Light	ADSL Unlimited	Distributed Archive Tape	E-Mail Service	Internet Access	Long Term Archive	Long Term Archive - 1st Month	Network Connectivity	Remote Access Service (RAS)	Rightfax Service	File Server Storage (gigabytes)	Substation	User ID Services	VPN - Remote Client	VPN - Firewall

Appendix 1 Table 3 Page 6 of 26

ATCO Electric
2006 FORECAST IT VOLUMES and COST

2006 FORECAST IT VOLUMES and COST		Units						Dollars (\$000s)	(\$000)		
		Capital			2006			Capital	al		
Service Description	O&M	ES&G Direct	Subtotal	Total	Rates	O&M		ES&G Direct	ct Subtota	otal	Total \$
VPN - Remote Client with Split Tunnelling	•	12.00	12.00	12.00	- \$	s		-	ક	1	~
Wireless Service - Leased	36.00	ı	T:	36.00	\$ 78.64	s	9 8	ï	S	<del>\$</del>	က
Wireless Service - Owned	•		ı	,		550%	<b>⇔</b> '	ì	છ	<b>⇔</b> '	1
Wireless Blackberry Service Connectivity	84.00	,	1	84.00	\$ 31.96	200		ï	છ	<del>()</del>	3
XP Project		31	31	ı					ઝ		1
						မှ	1,174 \$	444 \$	<b>⇔</b>	444 \$	1,618
WAN											
10 Mb Ethemet - Remote	18.14	7.42	7.42	25.56		€9		29	ક		101
256k Virtual WAN	8.40	3.60	3.60	12.00				10	ક		34
4 Wire Loop	27.24	5.04	5.04	32.28	\$ 1,002.98	55///	27 \$	5	ક	2	32
56k Virtual WAN	28.80	25.20	25.20	84.00	\$ 1,499.04	200		38	S		126
T1 in Grande Prairie	96'6	4.20	4.20	14.16		s	- 1	_ F	ક		33
						s	234 \$	92 \$	<del>\$</del>	92 \$	326
Rental					3	33					
Laptop Weekly Rental	ı	Ŀ	Ē	t	· \$	s	\$	i	S	<b>⇔</b> '	Ĭ.
Laptop Monthly Rental	•			,		s	<b>\$</b>	ī	ક્ક		1
Training Room Daily Rental	•		1	1	, \$	s	<b>\$</b>		ઝ	<b>↔</b> '	•
Training Room Set Up Fee	ı	1		1		€9		ï	₩		197
Voice											
Modem Line	638.04	117.96	117.96	756.00	\$ 25.53	€9	16 \$	3	ક	9	19
PBX Trunk Port	•	U6	T.	I (		200	\$	ï	S	<del>\$</del>	ľ
Voice Feature - Call Park	373.20	130.80	130.80	504.00			-	ũ	S	<b>⇔</b> '	_
Voice Feature - Line Appearance	1,721.52	102.48	102.48	1,824.00			4	i	છ	<b>⇔</b> ,	4
Voice Feature - Speed Call Manager	127.92	40.08	40.08	168.00	\$ 2.25		<b>\$</b>	ì	ક્ક	<b>⇔</b> '	1
Voice Feature - Speed Call User	620.40	195.60	195.60	816.00			~ ~	,	ss ·	<del>()</del>	~
Voice Feature - Visual Call Waiting	52.80	19.20	19.20	72.00				• ;	<b>69</b>	69 f	1
Voice Feature - Voice Mail Basic	2,297.16	1,094.04	1,094.04	3,391.20	8.69	<b>69</b> (	20 \$	10	<b>69</b> (		30
Voice Feature - Voice Mail Remote Notify	12.00		1	12.00				· ·	₩.	<b>₩</b>	ı
Voice Install/Move/Add/Change Labour	25.88	15.12	15.12	41.00	\$ 66.39		8	-	<b>6</b> 9 (	<b>₩</b>	က
Workstation Install/Move/Add/Change Emergency			- 00		Ċ	<b>∌</b> €		' (	so (		' 0
Voice Line Charge	3,561.12	1,652.04	1,652.04	5,213.16	\$ 25.53	<b>∌</b> €		42	es e		133
Voice Set Charge	7,908.12	1,422.84	1,422.84	4,381.30		n e	183 &	79 &	A 64	23 %	762
Workstation						<b>&gt;</b>			<b>&gt;</b>		
High Volume Black and White Printer	170.28	57.72	57.72	228.00	_	2250		9	ક્ક	9	23
Low Volume Black and White Printer	191.52	84.48	84.48	276.00			2	7 7	५० (	2 3	7
Medium Volume Black and White Printer	801.60	218.40	218.40	1,020.00		982		<del>-</del>	so.	11 \$	20
Medium Volume Black and White Printer with Duplex	152.88	63.12	63.12	216.00		500		4	S		15
High Volume Colour Printer	79.80	40.20	40.20	120.00		<b>59</b> (		. 2	<b>9</b>	Ω ·	15
Maximum Volume Colour Printer	20.40	3.60	3.60	24.00	\$ 163.52	en 6	en e	<b>-</b>	ቃ 6	÷ •	277. 11
Later lastall/Mana/Add/Change Later	83.81	58 36	- 28 36	140 17	4 116 81	<b>∍</b>	, 6		9 U	9 6	- 1
auton Hardware Operation   ages	2000 00	919.08	919.08	3 210 00		22. 22		134	· 4		0506
Laptop Hardware Slim Operating Leases	61.20	10.80	10.80	72.00		20	11.5	2	o 69	8	13
Laptop Support High	1.275.96	380.04	380.04	1.656.00		2 1000		- 22	· 49		1000
Laptop Support Low	407.76	144.24	144.24	552.00			52 \$	18	8	18 \$	70
Laptop Support Medium	651.60	446.40	446.40	1,098.00				74	S	74 \$	181
Monitors 15 inch or Smaller	12.00			12.00				٠	8	9	•
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Appendix 1 Table 3 Page 7 of 26

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  -         \$         -         \$</td><td>Total         Rates         Capital         Total Subtotal         Capital         Total Subtotal         Total S</td><td>Total         Rates         Capital         Capital         Total Action         Rates         Capital         Total Action         Total Action         Rates         Capital         Total Action         T</td><td>  Total</td><td>Total         Rates         Capital         Total         Total         Fates         Capital         Total         Total</td><td>  Total</td><td>Total         Astronom         Capital         Capital         Total Subtoral         Total Total Subtoral         Total Total Subtoral         Total Subtoral</td><td>  Total Rates   Automate   Capital Rates   Cap</td><td>  Total Raise   Capital State   Capital State</td><td>  Total Rates   Capinal Capinal Subtoral Subtoral Subtoral Capinal Cap</td><td>  Total</td><td>  Total</td><td>  Total</td></td> | Total         Rates         O&M         ES&G         Direct         Subtotal         Total \$           00         7,735.56         \$ 8.18         \$ 41.5         22         \$ 22.5         \$ 22.5           22         684.00         \$ 32.70         \$ 14.5         \$ -         \$ 8.5 | Total         Rates         O&M         ES&G         Direct         Subtotal         Total \$           70         7,735,56         \$ 8.18         \$ 41.5         22         \$ 22.5 <t< td=""><td>Total         Rates         O&amp;M         ES&amp;G         Direct         Subtotal         Total \$           00         7,735.56         \$ 8.18         \$ 41         \$ 22</td><td>Total         Rates         O&amp;M         ES&amp;G         Direct         Subtotal         Total \$           10         7,735.56         \$ 8.18         \$ 41         \$ 22         \$ 22         \$ 5           10         7,735.56         \$ 32.70         \$ 14         \$ 2         \$ 5         \$ 5           10         7,735.56         \$ 32.70         \$ 14         \$ 8         \$ 5         \$ 5           10         72.00         \$ 32.70         \$ 14         \$ 8         \$ 8         \$ 8         \$ 5           10         \$ 24.00         \$ 24.53         \$ 12         \$ 4         \$ 4         \$ 4         \$ 4           14         25.44         \$ 42.92         \$ 6.8         \$ 6.8         \$ 6.8         \$ 6.8         \$ 6.8         \$ 6.8         \$ 6.8</td><td>Total         Rates         O&amp;M         ES&amp;G         Direct         Subtotal         Total s           77.735.56         \$ 8.18         \$ 41         \$ 22         \$ 22         \$ 22         \$ 5           72.00         \$ 32.70         \$ 41         \$ 22         \$ 22         \$ 22         \$ 22           52         684.00         \$ 32.70         \$ 14         \$ 8         \$ 8         \$ 8           684.00         \$ 24.53         \$ 12         \$ 4         \$ 4         \$ 4           14         25.44         \$ 42.92         \$ 15         \$ 4         \$ 4         \$ 5           6         6,259.56         \$ 82.90         \$ 338         \$ 181         \$ 181         \$ 5</td><td>Total         Rates         O&amp;M         ES&amp;G         Direct         Subtotal         Total S           7,735,56         \$ 8.818         \$ 41         \$ 22</td></t<> <td>Total         Rates         O&amp;M         ES&amp;G         Direct         Subtotal         Total S           00         7,735.56         \$         8.18         \$         41         \$         22         \$         22         \$           20         7,735.66         \$         32.70         \$         41         \$         22         \$         -</td> <td>Total         Rates         O&amp;M         ES&amp;G         Direct         Subtotal         Total S           7,735,56         \$ 8.18         \$ 41         \$ 22</td> | Total         Rates         O&M         ES&G         Direct         Subtotal         Total \$           00         7,735.56         \$ 8.18         \$ 41         \$ 22         \$ 22         \$ 22         \$ 22         \$ 22         \$ 22         \$ 22         \$ 22         \$ 22         \$ 22         \$ 22         \$ 22         \$ 22         \$ 22         \$ 22         \$ 22
        \$ 22 | Total         Rates         O&M         ES&G         Direct         Subtotal         Total \$           10         7,735.56         \$ 8.18         \$ 41         \$ 22         \$ 22         \$ 5           10         7,735.56         \$ 32.70         \$ 14         \$ 2         \$ 5         \$ 5           10         7,735.56         \$ 32.70         \$ 14         \$ 8         \$ 5         \$ 5           10         72.00         \$ 32.70         \$ 14         \$ 8         \$ 8         \$ 8         \$ 5           10         \$ 24.00         \$ 24.53         \$ 12         \$ 4         \$ 4         \$ 4         \$ 4           14         25.44         \$ 42.92         \$ 6.8         \$ 6.8         \$ 6.8         \$ 6.8         \$ 6.8         \$ 6.8         \$ 6.8 | Total         Rates         O&M         ES&G         Direct         Subtotal         Total s           77.735.56         \$ 8.18         \$ 41         \$ 22         \$ 22         \$ 22         \$ 5           72.00         \$ 32.70         \$ 41         \$ 22         \$ 22         \$ 22         \$ 22           52         684.00         \$ 32.70         \$ 14         \$ 8         \$ 8         \$ 8           684.00         \$ 24.53         \$ 12         \$ 4         \$ 4         \$ 4           14         25.44         \$ 42.92         \$ 15         \$ 4         \$ 4         \$ 5           6         6,259.56         \$ 82.90         \$ 338         \$ 181         \$ 181         \$ 5 | Total         Rates         O&M         ES&G         Direct         Subtotal         Total S           7,735,56         \$ 8.818         \$ 41         \$ 22 | Total         Rates         O&M         ES&G         Direct         Subtotal         Total S           00         7,735.56         \$         8.18         \$         41         \$         22         \$         22         \$           20         7,735.66         \$         32.70         \$         41         \$         22         \$         - | Total         Rates         O&M         ES&G         Direct         Subtotal         Total S           7,735,56         \$ 8.18         \$ 41         \$ 22 | Total         Rates         O&M         ES&G         Direct         Subtotal         Total S           00         7,735.56         \$         8         41         \$         22         \$         22         \$         22         \$         \$         22         \$         \$         22         \$         \$         22         \$         \$         22         \$         \$         22         \$         \$         22         \$         \$         22         \$         \$         22         \$         \$         \$         22         \$ | Total         Rates         O&M         ES&G         Direct         Subtotal         Total S           00         7,735.56         \$         8         41         \$         22         \$         22         \$           20         7,735.66         \$         8         41         \$         22         \$         22         \$           20         \$         32.70         \$         41         \$         -         \$         22         \$         8         \$         22         \$         8         \$         8         \$         22         \$         8         \$         8         \$         8         \$         8         \$         8         \$         8         \$         8         \$         8         \$         8         \$         8         \$         8         \$         8         \$         8         \$         8         \$         8         \$         8         \$         8         \$         8         \$         \$         8         \$         \$         \$         \$         \$         \$         \$         \$         \$         \$         \$         \$         \$         \$         \$         \$ <td>Total         Rates         O&amp;M         ES&amp;G         Direct         Subtotal         Total state           0         7,735.56         \$         8         41         \$         22         \$         22         \$           00         7,735.66         \$         8         41         \$         22         \$         23         23         23         23         23         23         23</td> <td>Total         Rates         O&amp;M         ES&amp;G         Direct         Subtotal         Total state           0         7,735.56         \$         8.8         41         \$         22         \$         22         \$         22         \$         22         \$         22         \$         22         \$         22         \$         22         \$         22         \$         22         \$         22         \$         22         \$         22         \$         22         \$         22         \$         22        
\$         22         \$         22         \$         22         \$         22         \$         22         \$         22         \$         22         \$         22         \$         22         \$         8         \$         \$         22         \$         8         \$         \$         22         \$         \$         6         \$         8         \$         \$         8         \$</td> <td>Total         Rates         O&amp;M         ES&amp;G         Direct         Subtotal         Total state           0         7,735.56         \$         8.8         41         \$         22         \$         8         \$         \$         4         \$         8         \$         8         \$         8         \$         8         \$         \$         4         \$         8         \$         \$         4         \$         8         \$         \$         \$         \$         \$         \$         \$</td> <td>Total         Rates         O&amp;M         ES&amp;G         Direct         Subtotal         Total state           0         7,735.56         \$         8.8         41         \$         22         \$         8         \$         8         \$         8         \$         8         \$         8         \$         \$         4         \$         \$         4         \$         \$         4         \$         \$         4         \$         \$         4         \$         \$         \$         \$         \$         \$         \$</td> <td>Total         Rates         O&amp;M         ES&amp;G         Direct         Subtotal         Total state           0         7,735.56         \$         8.8         41         \$         22         \$         22         \$         22         \$         22         \$         22         \$         22         \$         22         \$         22         \$         22         \$         22         \$         22         \$         22         \$         \$         22         \$         22         \$         22         \$         22         \$         22         \$         \$         22         \$         22         \$         22         \$         \$         22         \$         22         \$         \$         22         \$         \$         22         \$         \$         22         \$         \$         22         \$</td> <td>Total         Rates         O&amp;M         ES&amp;G         Direct         Subbotal         Total 5           0         7,735.56         \$         8.18         \$         41         \$         22         \$         4         \$         \$         4         \$         22         \$         4         \$         4         \$         2         \$         4         \$         3         4         \$         3         4         \$         3         4         \$         \$         4         \$         3</td> <td>Total         Rates         Capital         Total States         Capital         Total States         Capital         Total States         Total States         Capital         Total States         Total States</td> <td>Total         Rates         Capital         Total Subtotal         Capital         Total Subtotal         Total S</td> <td>Total         Rates         Capital         Total state         Capital         Total state         Capital         Total state         Total state</td> <td>Total         Rates         Capital         Total Science         Capital         Total Science         Capital         Total Science         Total Scien</td> <td>Total         Rates         Capital         Total Library           72.00         5         32.70         \$         41         \$         2         \$         -         \$</td> <td>Total         Rates         Capital         Total Subtotal         Capital         Total Subtotal         Total S</td> <td>Total         Rates         Capital         Capital         Total Action         Rates         Capital         Total Action         Total Action         Rates         Capital         Total Action         T</td> <td>  Total</td> <td>Total         Rates         Capital         Total         Total         Fates         Capital         Total         Total</td> <td>  Total</td> <td>Total         Astronom         Capital         Capital         Total Subtoral         Total Total Subtoral         Total Total Subtoral         Total Subtoral</td> <td>  Total Rates   Automate   Capital Rates   Cap</td> <td>  Total Raise   Capital State   Capital State</td> <td>  Total Rates   Capinal Capinal Subtoral Subtoral Subtoral Capinal Cap</td> <td>  Total</td> <td>  Total</td> <td>  Total</td> | Total         Rates         O&M         ES&G         Direct         Subtotal         Total state           0         7,735.56         \$         8         41         \$         22         \$         22         \$           00         7,735.66         \$         8         41         \$         22         \$         23         23         23         23         23         23         23 | Total         Rates         O&M         ES&G         Direct         Subtotal         Total state           0         7,735.56         \$         8.8         41         \$         22         \$         8         \$         \$         22         \$         8         \$         \$         22         \$         \$         6         \$         8         \$         \$       
 8         \$ | Total         Rates         O&M         ES&G         Direct         Subtotal         Total state           0         7,735.56         \$         8.8         41         \$         22         \$         8         \$         \$         4         \$         8         \$         8         \$         8         \$         8         \$         \$         4         \$         8         \$         \$         4         \$         8         \$         \$         \$         \$         \$         \$         \$ | Total         Rates         O&M         ES&G         Direct         Subtotal         Total state           0         7,735.56         \$         8.8         41         \$         22         \$         8         \$         8         \$         8         \$         8         \$         8         \$         \$         4         \$         \$         4         \$         \$         4         \$         \$         4         \$         \$         4         \$         \$         \$         \$         \$         \$         \$ | Total         Rates         O&M         ES&G         Direct         Subtotal         Total state           0         7,735.56         \$         8.8         41         \$         22         \$         22         \$         22         \$         22         \$         22         \$         22         \$         22         \$         22         \$         22         \$         22         \$         22         \$         22         \$         \$         22         \$         22         \$         22         \$         22         \$         22         \$         \$         22         \$         22         \$         22         \$         \$         22         \$         22         \$         \$         22         \$         \$         22         \$         \$         22         \$         \$         22         \$ | Total         Rates         O&M         ES&G         Direct         Subbotal         Total 5           0         7,735.56         \$         8.18         \$         41         \$         22         \$         4         \$         \$         4         \$         22         \$         4         \$         4         \$         2         \$         4         \$         3         4         \$         3         4         \$         3         4         \$         \$         4         \$         3 | Total         Rates         Capital         Total States         Capital         Total States         Capital         Total States         Total States         Capital         Total States         Total States | Total         Rates         Capital         Total Subtotal         Capital         Total Subtotal         Total S | Total         Rates         Capital         Total state         Capital         Total state         Capital         Total state         Total state | Total         Rates         Capital         Total Science         Capital         Total Science         Capital         Total Science         Total Scien | Total         Rates         Capital         Total Library           72.00         5         32.70         \$         41         \$         2         \$         -         \$ | Total         Rates         Capital         Total Subtotal         Capital         Total Subtotal         Total S | Total         Rates         Capital         Capital         Total Action         Rates         Capital         Total Action         Total Action         Rates         Capital         Total Action         T | Total    | Total         Rates         Capital         Total         Total         Fates         Capital         Total         Total | Total    | Total         Astronom         Capital         Capital         Total Subtoral         Total Total Subtoral         Total Total Subtoral         Total Subtoral | Total Rates   Automate   Capital Rates   Cap | Total Raise   Capital State   Capital State | Total Rates   Capinal Capinal Subtoral Subtoral Subtoral Capinal Cap | Total | Total    | Total |

Appendix 1 Table 3 Page 8 of 26

ATCO Electric 2006 FORFCAST IT VOLLIMES and COST												Pag	Table 3 Page 8 of 26
			Units						0	Dollars (\$000s)			
			Capital		35	2006				Capital			
Service Description	O&M	ES&G	Direct	Subtotal	Total	Rates	õ	O&M	ES&G	Direct	Subtotal		Total \$
Network Megastream and Other Dedicated - WAN	ı	ı		1	ı	Variable	↔	37 \$	Ī		8	<del>\$</del>	37
Specified Expense Training Directs	ı	a		1	1	Variable	↔	9	ji		↔	<del>9</del>	9
<u>Voice</u> Dedicated OPX	ı	t		ı	T.	Variable	s	9	r		s	<b>⇔</b>	ľ
Long Distance Direct	•	t		ı		Variable	s	150 \$	10		\$	10 \$	160
Telecom Circuit Fees	,	ı		1		Variable	ક	12 \$	1		\$	8	12
Telecom Fees	•	1		ī	11	Variable	s	<b>⇔</b> '	•		8	<b>⊕</b> '	
<u>Workstation</u> Cachier Dinter		7.0			9.0	Variable	¥	4			¥	4	į.
High Volume Colour Printer - Utilities	54.00	78.00		78.00	132.00	Variable	· 69	ത	13		· 69		22
Hardware Service Requests		ı		ı	T.	Variable	S	30 \$	9		9	8	36
Non Standard Hardware	•	k		r		Variable	s	9	13		\$		13
Software	1	r		1	,	Variable	s	7	43		€9	43 \$	20
<u>Xerox</u> Xerox Leases	,	,		1	ğI	Variable	↔	374 \$	36		€9	\$ 98	410
TOTAL I-TEK COSTS							s	8,147 \$	2,703	\$ 7,864	\$ 10,567	\$ 299	18,714

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354 41 219 37 692 59 1,146 976 22 148 Capital <del>မ မ <mark>မ မ မ </mark>မ မ</del> <del>ss</del> **₩** 5 45 2 2 2 24 3 4 Other Dollars (\$000s) မော် <mark>မေ</mark>မ<mark>ေ မေ</mark> မေ <del>ဖ</del> မ 18 12 6 14 159 9 08M မေ မ<mark>ေမ မေ</mark> မ <del>ဖ</del> \$ \$ es es 219 37 692 23 16 12 17 = == 354 301 976 22 41 148 Total S 8 8 \$ \$ \$ \$ \$ \$ ഴെ <mark>ഴെ ഴെ ഴെ ഴെ</mark> ഴ es es <del>ဖ</del>ေ 55.00 86.52 <mark>86.52</mark> 99.37 114.56 142.63 142.63 170.68 170.68 0.88 20.75 32.00 65.00 128.61 13.90 19.91 52.02 11.03 99.37 114.56 128.61 2005 Rates <mark>မာ</mark> မာ မ<mark>ှာ</mark> မှ<mark>ာ</mark> 8 8 8 \$ \$ \$ \$ 8 SS 865.00 1.00 2,206.00 8,907.00 4.00 6,841.00 4,090.60 6,040.30 2,343.10 157.00 470.50 514.50 Capital 76.94 374.63 367.04 176.92 113.54 139.95 863.47 50,611.13 3,039.31 4,261.90 Other 272.70 Units 627.08 402.46 496.05 10,772.69 1,300.96 3,060.53 15,106.10 179,388.87 08.M 804.00 516.00 636.00 349.63 4.00 4,090.60 2,206.00 8,907.00 865.00 157.00 1,668.00 3,924.00 13,812.00 19,368.00 230,000.00 6,040.30 2,343.10 6,841.00 Total iExpense Maintenance on License Purchase Web Hosting - Intranet Hosting Fee FTP site Procurement Maintenance on Lic Purchase Order Management Maint on Lic. Purchase Project Management Maint on Lic Purchase Purchasing Update Maint. on Lic Purchase Mobile Supply Chain Maint on Lic Purchas Discrete Mfg Read Maint. on Lic Purchase Financials Update Maint. on Lic Purchase Project Acct Read Maint. on Lic Purchase Project Acct Update License/Maint Rental Project Acct Update Maint. on Lic Purcha Financials Read Maint. on License Purch Purchasing Update License/Maint Rental Discrete Mfg Update Maint. on Lic Purch Financials Update Appl. Host & Storage Financials Update License/Maint Rental Discoverer Maint. on License Purchase Financials Update Support & Admin Web Hosting - Intranet Hosting Fee -ixed Rate Discoverer License/Maint Rental Web Hosting - Secure Web Site OFIN - DASD Disk Storage OFIN - Local Disk Storage SERVICE DESCRIPTION Project Manager - DFSS Consultant - XP related Analyst 1 - XP related Analyst 2 - XP related Analyst 3 - XP related Analyst 4 - XP related Analyst 2 - DFSS Analyst 3 - DFSS Analyst 4 - DFSS Analyst 1 - DFSS Premium Labour Project Manager Labour Administrator Microstation Consultant Analyst 1 Analyst 2 Analyst 3 Analyst 4

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	ind COST
	<b>/OLUMES</b> a
	$\leq$
cas	ORECAST
3	005 F

		Units						Dollars	Dollars (\$000s)			
SERVICE DESCRIPTION	Total	08M	Other	Capital	2005 Rates		Total	W80	Other	Je	Capital	
Project Manager - XP related									9		1	
Enhancement Hours	5,396.00	5,396.00			\$ 128.87	87	969	\$ 696	<del>2</del> <del>22</del>	1	<b>69</b> 6	
Maintenance nouis Blended Rate	3.636.98	3.636.98				A 66	469				o 65	
											<b>,</b>	
Mainframe								· • •				
Maintrame Print Configuration	00 300 00	00 000 00				005	7				e	
MVS (ADABAS) CPU Minutes	62,283.30	24,642,00				101 2	1,109		- 17	1	A 6	1
MVS (CICS) CPU Minutes	1,012.00	1 222 00				0.00	900				e e	1
MAYS (OBS) OF UMILIATES	5,642,00	5 642 00				6 (3)	2 0				9 €	
MVS (MS) CPU Minutes	0,042.00	767.00					80.8	<i>u</i>		. ,	÷ ↔	
MVS (TSO) CPU Minutes	2.368.24	236824				300-70	255				÷ €:	. ,
MVS DASD Gigabyte Months	523.84	523.84					38	· 69		1	• •	1
MVS Print Forms	2,672.00	2,672.00			6 \$	9.88	26	€9	\$	ı	8	i
MVS Print Pages	2,674.00	2,674.00			10	(7)(0)	291			ı	\$	
MVS Tape Gigabyte Months	5,192.59	5,192.59				3.15	16	9	<del>\$</del>	ī	\$	ı
Network Access												
ADSL Light	42.00	42.00			\$ 1,395.90	\$ 06	59	\$ 29	8	1	ક	1
ADSL Unlimited	45.60	45.60			\$ 1,954.26	7576	89			i	\$	i.
ADSL Unlimited w/ Terminal Capability							ì					
Email Service	4,800.00	4,208.74	591.26	i	ග ග	9.00	43	38	<b>⇔</b>	2	ss ·	ı
Internet Access	4,980.00	4,366.57	613.43	j	_	3.93	69			∞	s	ı
Long Lerm Archive												
Long Lerri Archive - 1st Month Network Connectivity												
Remote Access Service												
Rightfax Service												
Server Storage	7,356.00	6,449.90	906.10	į	\$ 55.00	\$ 00	406	\$ 356	8	20	\$	i
Telus Aircard												
UserID Serv w/ no ATCO Domain usage												
UserID Services	13,644.00	11,963.35	1,680.65	L	\$ 15.23	23 \$	208	\$ 182	\$	26	S	i.
VPN - Remote Client (RAS)	684.00	599.75	84.25	Ē		(7) E	22			2	ક્ક	ı
VPN-Remote Client w/ split tunnelling												
Wireless Service - Leased												
Wireless Service Connect												
WAN 10 Mb Ethernet - Remote	10.20	10.20			\$ 3.877	1000	40			,	49	
10Mb Ethernet - Local - 3 YR	12.00	12.00			\$ 3,319.09	\$ 60	40	\$ 40	8	,	· \$	,
112K Virtual WAN												
256K Virtual WAN 4 Wire I con	72.00	72.00			9c 000 3	36	7	θ	6		e	
4 Wire Loop High Speed	42.00	12.00				8	ř				9	i i
512K Virtual WAN	,					- 2					,	
56K Virtual WAN Microwave (Dedicated)	66.00	66.00			\$ 1,466.77	s s 200	97	8 56	÷ ÷	1 1	so so	, ,
T1 in Grande Prairie	12.00	12.00			\$ 2,295.48		28	\$ 28	_		€	_

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Table 3 - revised
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Capital Other Dollars (\$000s) 2 23 3 3 7 2 08M **699999999** 37 76 16 12 6 Total 9999999999999 22.93 26.01 4.46 23.08 571.50 24.98 7.94 34.36 816.60 259.16 3.00 12.00 28.00 28.00 48.00 68.00 120.00 50.00 2.20 1.10 1.10 8.50 3.60 5.07 64.96 24.98 2005 Rates **& & & & & & & & &** *\$* \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ Capital 272.15 91.61 21.56 8.08 10.78 5.39 5.39 352.98 118.56 344.90 115.87 423.04 5.39 5.39 8.08 8.08 8.08 8.09 5.39 115.87 119.43 77.05 508.56 77.05 30.82 11.56 23.12 Other 252.57 162.95 1,075.44 162.95 65.18 24.44 48.88 241.94 12.00 939.85 316.39 74.44 27.92 37.22 18.61 1,219.02 0.00 6,904.65 409.44 1,191.10 1,460.96 1,460.96 1,211.885 8,357.08 Units 08.M 8,904,00 528,00 1,536,00 516,00 1,884,00 24,00 24,00 360,00 15,757,00 144.00 252.00 12.00 312.00 12.00 408.00 96.00 36.00 48.00 24.00 24.00 372.00 240.00 1,584.00 240.00 96.00 36.00 72.00 Total Voice Feature -VM Extra Time (10min inc) B & W Printer Medium Volume w/duplex Video Conferencing Lease w/ Support Training Rm setup fee - specialty S/W Desktop Monthly Short Term Rental Training Rm setup fee - per std w/s Voice Feature - Visual Call Waiting Voice Feature - Voice Mail Desktop Voice Install, Move, Add, Change Voice Feature - Line Appearance Voice Feature - Voice Mail Basic Colour Printer Maximum Volume Recorded Announcement Route Voice AIN Redirect Line Charge Voice Feature - Call Recording Colour Printer Medium Volume B & W Printer Medium Volume Voice AIN Auto Activation Fee Voice Feature - SC Manager Video Conferencing Support B & W Printer High Volume Colour Printer High Volume Fraining Room Daily Rental B & W Printer Low Volume Voice Feature - Call Park SERVICE DESCRIPTION Recorded Announcement Voice Feature - SC User Laptop Monthly Rental Call Centre Supervisor /PN - Remote Branch Laptop Weekly Rental Printer Weekly Rental Voice Line Charge Laptop Day Rental Voice Call Centre Seat /oice Set Charge Call Centre Set Workstation ISDN Circuit Modem Line Centrex Set

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	and COST
	I IT VOLUMES
ATCO Gas	2005 FORECAST

		Units				1		Doll	Dollars (\$000s)	s)		
SERVICE DESCRIPTION	Total	O&M	Other	Capital	2005 Rates		Total	0&M		Other	Capital	_
Control Control												
Hardware Install/Move/Add/Change Labour												
I anton H/W Operating I pase	1836.00	1 246 54	589.46		4 142 50	750	262	ч	478	8	¥	,
Lapton HAW Slim Operating Lease	12.00	2,00	3.85			0.00	202	· 4		-	· •	
Lapton Support High	00 96	65.18	30.82		35	1 558	1 61			· (c	· 65	,
Lapton Support Low	00 262	537.72	254 28		\$ 125.08	8	66	) <b>6</b> 7	\$ 5	33	÷ €:	,
Laptop Support Medium	564.00	382.92	181.08				91			29	· 69	,
Process Control Laptop No Support	395.90	268.79	127.11				7			2	ક	1
Monitor - 15 inch or less	24.00	16.29	7.71				ı				· 69	i
Monitor - 17 inch	9.841.92	6.682.09	3,159.83			(0)50	79			25	8	
Monitor - 21 inch	647.00	439.28	207.72		(1)	5587	21			7	8	
Monitor LCD - 17 inch	192.00	130.36	61.64			3600	, rc				· <b>6</b> 5	
Monitor LCD - 19 inch	214.80	145.84	68.96		\$ 29.00		9		. 4	2	• 69	,
Monitor LCD - 20 inch	0.00	0.00	0.00								· 69	1
PC H/W Operating Lease	10.008.00	6.794.85	3.213.15			1,130	811			260	€:	
PC H/W Operating Lease - High Performance	48.00	32.59	15.41			0 600%	· თ			8	· 65	
PC Support High	768 00	521 43	246.57		\$ 158.41	5 5560	122			36	· 65	
PC Support low	6 228 00	4 228 45	1 999 55			3600	099			212	· 6	
PC Support Medium	2 952 00	2 004 24	07.700				390			125	· <del>4</del>	9
Process Control No Support	107 97	73 31	37.16			700000	000			۲,	<b>→</b> ↔	Ö
Deinfor Other High Woltman	100.004	0.0	00.4			04 77	7 6			- ć	<b>∍</b> ∈	
Fillie Support Figure Volume	468.00	317.74	32.05				000			7 (	A 6	ř.
Printer Support Low Volume	240.00	06.201	50.77			100	0 0			7 10	A (	ı
Printer Support Medium Volume	1,656.00	1,124.33	79.156		\$ 65.00	400	80L			33	Ð	ï
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			\$ 165.44	<b>4</b>	2	S	2	ī	es	
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	760	352		<i>\(\delta\)</i>	,	¥	352
Software Licenses - DESS					Variable		19	_		i	÷ <del>••</del>	10
Hardware					Variable		302	_		1	÷ ↔	302
3 rd Party Vendor Labour					Variable	\$	647	· 69	· 69	ı	8	647
I-TEK Labour						3		2	(f			
Other					Variable	<b>⇔</b>	20	\$	<b>⇔</b>	ĭ	\$	20
the approximation of												
Additional Services												
Hardware												
3 rd Party Vendor Labour												
I-TEK Labour						- 8			- 3			

Appendix 1 Table 3 - revised Page 13 of 26

		Units	2	2	3	5	Dollars (\$000s)	(\$000\$)			
NOITGE DESCRIPTION	T-4-T		 lotino 0	2005	Later		800	-	7,040	:0	-
Other - Service Requests	000	S S S S S S S S S S S S S S S S S S S	Capital	Variable	\$	300		s		\$	י
Additional Services - XP Conversion Cost				Variable	↔	\$ 909	506	€9	ı	↔	Ē
<u>Travel Expenses</u>											
<u>Distributed Apps</u> Distributed Application Services Hosting & Support Disaster Recovery				Variable Variable Variable	<b>ө</b> ө ө	2,658 \$ 1,257 \$ 83 \$	2,658 1,257 83	<i>ទ</i> ទ ទ	1 1 1	<b>&amp;</b> & &	1 1 1
<u>Labour</u> Contractors External Contractor Sub-Contractor Charges				Variable	₩.	31				<u> </u>	33
<u>Mainframe</u> MVS Form Type /1000											
<u>Network</u> Misc. Charges				Variable	·s	\$ 	9	69	~	↔	,
WAN Megastream and other Dedicated				Variable	·s	26 \$	26	69	3	↔	,
<u>Specified Expense</u> Training Directs											
Voice Dedicated OPX Dedicated OPX Dedicated The Line Long Distance Direct Remote Centre Voice Network Access Rightfax Service L/D Telecom Circuit Fees Telecom Fees Telus Aircard Telus Aircard Other	4,908.00	4,908.00		Variable Variable Variable	<b>мм</b> м	138 524 \$ \$ 8 8	107 406 406	өө ө	31 118	<b>өө ө</b>	
Workstation Cashier Printer - Utilities Colour Printer High Volume - Utilities Hardware Non-Std Hardware Mthly Fee Software Software - XP related Misc. Hardware				Variable	ь	929	49	₩	31	₩	7

Appendix 1 Table 3 - revised Page 14 of 26

		Units		45	S 7 <u>2</u>	1 70			Dollars (	(2000s		-	
SERVICE DESCRIPTION	Total	O&M	Other	Capital	2005 Rates		Total	O	0&M	01	her		Capital
Xerox Lease Xerox Service Xerox Xerox PST Total						4	20,841	\$	14,000	<b>e</b>	1,475	9	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							8	\$	10,846	\$	1,475	\$	4,856
Placeholders - (GUA) Compliance Phase II Part B						\$	510	\$	-	\$	-	\$	510 <sup>2</sup>
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.

Appendix 1 Table 3 - revised Page 15 of 26

	r <sub>pe</sub>	Units								Dollars (	\$000s	)		
SERVICE DESCRIPTION	Total	O&M	Other	Comital		2006 Dates		Total		O&M		Other		Conital
SERVICE DESCRIPTION	Iotai	U&W	Other	Capital	⊢	Rates	-	Total		O&IVI	<u> </u>	Otner		Capital
Fixed Rate														
Distributed Apps														
Discoverer License/Maint Rental														
Discoverer Maint. on License Purchase	1,668.00	1,316.54	351.46		9	14.46	\$	24	\$	19	\$	5	\$	194
Discrete Mfg Read Maint. on Lic Purchase	0.000.0000.0000.000	•	500000000000000000000000000000000000000			700 SS 2600000				2274000	3.0			
Discrete Mfg Update Maint. on Lic Purch														
Financials Read Maint. on License Purch	804.00	634.59	169.41		9	20.71	\$	17	\$	13	\$	4	\$	-
Financials Update Appl. Host & Storage							18				8			
Financials Update License/Maint Rental														
Financials Update Maint. on Lic Purchase	3,924.00	3,097.19	826.81		9	54.10	\$	212	\$	168	\$	44	\$	_
Financials Update Support & Admin	NO CONTRACTOR AND	DH-013/40/90001 FU-013/4/0	LW 7477120000000			540 74 (3 ( + 1 2 ) 403			-30	735-30			000	
iExpense Maintenance on License Purchase	13,812.00	10,901.73	2,910.27		9	0.92	\$	13	\$	10	\$	3	\$	-
iProcurement Maintenance on Lic Purchase	19,368.00	15,287.05	4,080.95		9	0.97	\$	19	\$	15	\$	4	\$	S. <del></del>
Microstation		(8)	45			3	18				180		- 0	
Mobile Supply Chain Maint on Lic Purchas	516.00	407.28	108.72		9	21.58	\$	11	\$	9	\$	2	\$	-
Order Management Maint on Lic. Purchase	230,000.00	181,537.61	48,462.39		9	0.04	\$	10	\$	8	\$	2	\$	-
Project Acct Read Maint. on Lic Purchase	0.00	0.00	0.00			200740000				90,000			0.00	
Project Acct Update License/Maint Rental	2534660001	00000000	540A-A4004001											
Project Acct Update Maint. on Lic Purcha														
Project Management Maint on Lic Purchase	636.00	501.99	134.01		9	11.47	\$	7	\$	6	\$	1	\$	
Purchasing Update License/Maint Rental					П		- 6				0		- 34	
Purchasing Update Maint. on Lic Purchase														
OFIN - Local Disk Storage	420.00	331.50	88.50		9	32.00	\$	13	\$	11	\$	2	\$	_
OFIN - DASD Disk Storage	2,042.40	1,612.05	430.35		9	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	9	133.00	\$	30	\$	_	\$	-	\$	30
Analyst 3														
Analyst 3 - DFSS	446.60			446.60	5	133.00	\$	60	\$	2	\$	2	\$	60
Analyst 4														
Analyst 4 - DFSS	385.70			385.70	3	133.00	\$	51	\$	-	\$	-	\$	51
Analyst 1 - XP related														
Analyst 2 - XP related														
Analyst 3 - XP related			l											
Analyst 4 - XP related														
Consultant													_	
Consultant - DFSS	438.50			438.50	9	133.00	\$	58	\$	=	\$	-	\$	58
Consultant - XP related														
Premium Labour			l											
Project Manager						3/2/2/10/2					2			
Project Manager - DFSS	129.95			129.95	3	133.00	\$	17	\$	-	\$	-	\$	17
Project Manager - XP related		I	ļ		I		ı		l		ļ		l	

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	· ·	Units					1		24	Dollars (	\$000	Os)		
SERVICE DESCRIPTION	Total	O&M	Other	Capital		2006 Rates		Total		O&M		Other		Capital
Enhancement Hours	4,859.00	4,859.00	Other	Capital	\$		\$	652	\$	652	\$		\$	Сарітаі
Maintenance Hours	1,750.00	1,750.00			\$		\$	236	22.00	236	\$	_	\$	
Blended Rate	22,750.46	1,156.67		21,593.79	\$		\$	3,049		155	\$	_	\$	2,894
bielided Nate	22,730.46	1,150.07		21,593.79	φ	134.02	J.	3,049	Φ	100	φ	-	Φ	2,094
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			\$		\$	153	\$	153	\$	-	\$	-
MVS (DB2) CPU Minutes - DFSS	5,930.20	5,930.20			\$		\$	62		62	\$	-	\$	-
MVS (IMS) CPU Minutes	45,071.00	45,071.00			\$	14.01	\$	632	\$	632	\$	(4)	\$	-
MVS (TSO) CPU Minutes	2,178.60	2,178.60			\$	10.92	\$	24	\$	24	\$		\$	5 <b>2</b> 5
MVS DASD Gigabyte Months	487.37	487.37			\$		\$	38	\$	38	\$	-	\$	
MVS Print Forms	2,505.00	2,505.00			\$		\$	26	\$	26	\$	-	\$	-
MVS Print Pages	2,505.00	2,505.00			\$		\$	283		283	\$	-	\$	_
MVS Tape Gigabyte Months	4,655.62	4,655.62			\$		\$	15	820	15	\$	_	\$	_
WVO Tape Gigabyte Months	4,000.02	4,055.02			Ι Ψ	5.20	Ψ.	13	Ψ	10	Ι Ψ	-	Ψ	,
Network Access														
ADSL Light	42.00	42.00			\$	1,451.74	\$	61	\$	61	\$	-	\$	-
ADSL Unlimited	45.60	45.60			\$	2,032.43	\$	93	\$	93	\$	: <del>-</del>	\$	a <del>.</del>
ADSL Unlimited w/ Terminal Capability	0.00	0.00			188	(8)			8		18		- 2	
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		11.X1.001100 D0000000	S-1402-0-0019-0-000			50 2000000			24200		-	· · ·	ores	
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	0.000000.000000	, 0.004, 000-000-00	109000 0000			V907600CV97460			247.55		0.00	West	io een	
Wireless Service - Leased														
Wireless Service - Owned														
Wireless Service Connect														
WAN	V8457.0(1945)	100000000000000000000000000000000000000			10	No	10		3.0		30		HIRN	
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	l											
4 Wire Loop	42.00	42.00			\$	1,021.65	\$	43	\$	43	\$	;-	\$	1-
4 Wire Loop High Speed	0.00	0.00							1		l			
512K Virtual WAN	0.00	0.00			200	M. SOCIETA AND	50		85				2540	
56K Virtual WAN	66.00	66.00			\$	1,525.44	\$	101	\$	101	\$	-	\$	-

Dollars (\$000s)

ATCO Gas 2006 FORECAST IT VOLUMES and COST

SERVICE DESCRIPTION

Appendix 1 Table 3 - revised Page 17 of 26

					2006			1		***		
	O&M	Other	Capital		Rates	Ш	Total		O&M	Other	Capital	
52.90	52.90			\$	1,426.88	l	\$ 75	\$	75	\$ 1021	\$ :2	
12.00	12.00			\$ :	2,295.48		\$ 28	\$	28	\$ -	\$ -	
44.00	110.79	33.21		\$	23.85		\$ 3	\$	3	\$	\$ -	
52.00	193.88	58.12		\$	27.05		\$ 7	\$	5	\$ 2	\$ 	
12.00	9.23	2.77		\$	4.64		\$ -	\$	-	\$ -	\$ -	
12.00	240.05	71.95		\$	24.00		\$ 7	\$	5	\$ 2	\$ -	
12.00	12.00			\$	594.36		\$ 7	\$	7	\$ -	\$ -	
76.00	904.79	271.21		\$	25.98		\$ 31	\$	24	\$ 7	\$ -	
08.00		94.09		\$	8.26		\$ 3	\$	3	\$ -	\$ -	
96.00		22.14		\$	35.73		\$ 3	\$	3	\$ 	\$ -	
24.00		5.53		\$	849.26		\$ 20	\$	15	\$ 5	\$ F#	
	0000	440-										

Microwave (Dedicated)	52.90	52.90		\$ 1	,426.88	\$	75 \$	75	\$ -	\$ -	7
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		440.75	20.04		00.05				•		
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 \$	B(1)	\$ 2		
Call Centre Supervisor	12.00	9.23	2.77	\$	4.64	\$	- \$	2000	\$ -	\$ -	
Centrex Set	312.00	240.05	71.95	\$	24.00	\$	7   \$	170	\$ 2	\$ -	
ISDN Circuit	12.00	12.00		\$	594.36	\$	7   \$		\$ -	\$ -	
Modem Line	1,176.00	904.79	271.21	\$	25.98	\$	31 \$		\$ 7	\$ -	
Recorded Announcement	408.00	313.91	94.09	\$	8.26	\$	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 \$	10.70	\$ 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	\$ -	
10-01	1.00	***	***			10					
Workstation	80000000 Market	100000000000000000000000000000000000000		52003	10000000000	200	NO.	ggesten	(20) See		
B & W Printer High Volume	384.00	259.49	124.51	\$	104.00	\$	40 \$	3.0000000000000000000000000000000000000	\$ 13	1000	
B & W Printer Low Volume	240.00	162.18	77.82	\$	29.12	\$	7 \$		\$ 2	1 (4.20)	
B & W Printer Medium Volume	1,584.00	1,070.38	513.62	\$	49.92	\$	79 \$		\$ 26	\$ -	
B & W Printer Medium Volume w/duplex	240.00	162.18	77.82	\$	70.72	\$	17 \$		\$ 6		
Colour Printer High Volume	108.00	72.98	35.02	\$	124.80	\$	13 \$	I	\$ 4		
Colour Printer Maximum Volume	36.00	24.33	11.67	\$	173.06	\$	6   \$	4	\$ 2	\$ -	

Units

Total

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		Units					1			Dollars (	\$000	Os)		
SERVICE DESCRIPTION	Total	O&M	Other	Capital		2006 Rates		Total		O&M		Other		Capital
Colour Printer Medium Volume	72.00	48.65	23.35		1 5	52.00	\$	4	\$		\$	1	\$	-
Express Request Service Fee	0.00	0.00	0.00									AA	200	
Hardware Install/Move/Add/Change Labour		M-respondent												
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				\$	2	\$	2	\$	-	\$	-
Laptop Support High	96.00	64.87	31.13			206.35	\$	20	\$	14	\$	6	\$	140
Laptop Support Low	804.00	543.30	260.70			130.08	\$	105	\$	71	\$	34	\$	-
Laptop Support Medium	564.00	381.12	182.88		1 5	167.72	\$	95	\$	64	\$	31	\$	-
Process Control Laptop No Support	396.00	267.60	128.40		1	18.54	\$	7	\$	5	\$	2	\$	-
Monitor - 15 inch or less	24.00	16.22	7.78		5	8.32	\$	-	\$	-	\$	-	\$	-
Monitor - 17 inch	9,919.96	6,703.36	3,216.60		1	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		1 9	30.16	\$	7	\$	5	\$	2	\$	-
Monitor LCD - 20 inch	0.00	0.00	0.00		(	43.68	\$	-	\$	=	\$	.=	\$	: <del>-</del>
PC H/W Operating Lease	10,164.00	6,868.27	3,295.73		9	84.36	\$	857	\$	579	\$	278	\$	-
PC H/W Operating Lease - High Performance	48.00	32.44	15.56		1 5	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		9	137.51	\$	406	\$	274	\$	132	\$	-
Process Control No Support	108.00	72.98	35.02		5	18.54	\$	2	\$	1	\$	1	\$	: <del>-</del> :
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		1	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			5	172.00	\$	2	\$	2	\$	-	\$	-
Workstation Move/Add/Change														
Workstation Move/Add/Change-Emergency														
Voice Install,Move,Add,Change-Emergency														
Verieble Date														
<u>Variable Rate</u>														
Additional Application Fees														
Additional Project Expenses														
Software Licenses					١,	/ariable	\$	100	\$	2	\$	_	\$	100
Software Licenses - DFSS						diabio	\$	16	Ψ.		Ť		\$	16
Hardware					١	/ariable	\$	273	\$	-	\$	-	\$	273
3 rd Party Vendor Labour								2.0	ľ		1	6000	1	2.3
I-TEK Labour														
Other					١	/ariable	\$	41	\$	-	\$	-	\$	41
Additional Services														
Software Licenses														
Hardware														
	Late L	,					1							I,

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		Units		<u> </u>		-		Dollars	(\$00	0s)		
SERVICE DESCRIPTION	Total	O&M	Other	Capital	2006 Rates		Total	O&M		Other	Сар	ital
3 rd Party Vendor Labour	Total	Oaw	Other	Capitai	Kates	-	Total	Oaw	+	Other	Сар	ıtaı
I-TEK Labour												
Other - Service Requests					Variable	\$	289	\$ 289	\$	-	\$	:=:
Additional Services - XP Conversion Cost												
Travel Expenses												
Distributed Apps					0.000.000.000							
Distributed Application Services					Variable	\$	3,038		\$ \$	:=:	\$ <b>\$</b>	- 40
Distributed Application Services - DFSS					Variable	\$	94			-		10
Hosting & Support Disaster Recovery					Variable Variable	\$	1,306 87	\$ 1,306 \$ 87		-	\$ \$	12
<u>Labour</u> Contractors					Variable							
External Contractor					Valiable							
Sub-Contractor Charges												
Mainframe MVS Form Type /1000												
Network Miss Charges					Vesteble			<b>.</b>	,	4	•	
Misc. Charges					Variable	\$	8	\$ 7	\$	1	\$	-
WAN Megastream and other Dedicated					Variable	\$	29	\$ 29	\$		\$	-
<u>Specified Expense</u> 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		W.						100				
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	I. I			l l	l I				1			

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	200	Units	9		W 12		125	Dollars (	(2000s)	24	
SERVICE DESCRIPTION	Total	O&M	Other	Capital	2006 Rates	Total		O&M	Other		Capital
Misc. Hardware	15				Variable	\$ 77	\$	52	\$ 2	5 \$	1-1
Xerox Lease Xerox Service Xerox Xerox PST											
Total	<del>//</del>				)	\$ 19,139	\$	14,026	\$ 1,56	3 \$	3,550
As Filed - 2005/2007 GRA						\$ 18,751	\$	13,880	\$ 1,56	3 \$	3,308
Decision 2006-004 adjustments							\$	(2,795)	\$ -	\$	(264)
Placeholders - 2005/2007 GRA Decision 2006-004							\$	11,085	\$ 1,56	3 \$	3,044
Placeholders - (GUA) Compliance Phase II Part B						\$ 388	\$	146	\$ -	\$	242 <sup>2</sup>
Total Placeholders						\$ 19,139	\$	11,231	\$ 1,56	3 \$	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.

Appendix 1 Table 3 - revised Page 21 of 26

Units		4	Dollars (\$000	s)

	-	Unit	s		_		_		_	Dollars (	\$000	s)		
SERVICE DESCRIPTION	Total	О&М	Other	Capital		2007 Rates		Total		O&M		Other		Capital
Fixed Rate										*				
<u>Distributed Apps</u>														
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	\$	S.=
Financials Update Appl. Host & Storage														
Financials Update License/Maint Rental	100000000000000000000000000000000000000		A LOCAL MARKET AND A			10 NOV 10 NOV 10 NOV	en		A10.00				War-117	
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			2002	2		2		323		12.50	
iExpense Maintenance on License Purchase	13,812.00	11,038.74	2,773.26		\$		\$	13	\$	10	\$	3	\$	-
iProcurement Maintenance on Lic Purchase Microstation	19,368.00	15,479.17	3,888.83		\$	1.01	\$	19	\$	15	\$	4	\$	<u>,=</u> :
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			101.00							10	_			
OFIN - Local Disk Storage	504.00	402.80	101.20		\$		\$	16	\$	13 127	\$	3 32	\$	-
OFIN - DASD Disk Storage	2,451.00	1,958.87	492.13		Ф	65.00	\$	159	\$	127	Э	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			l			l								
Analyst 3 - XP related														
Analyst 4 - XP related			l											
Consultant			l			l								
Consultant - XP related														
Premium Labour														
Project Manager			l			l								
Project Manager - XP related														
Enhancement Hours	4,189.00	4,189.00	l		\$		\$	584	\$	584	\$	-	\$	-
Maintenance Hours	1,500.00	1,500.00			\$		\$	209	\$	209	\$	-	\$	-
Blended Rate	27,788.00	868.79		26,919.21	\$	139.39	\$	3,873	\$	121	\$	-	\$	3,752
<u>Mainframe</u>	1		l											

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Unit	s			Dollars (	\$000s)	ĺ

MAS (CISS) CPU Minutes			Unit	s			Dollars (\$000s)								
Mainframe Print Configuration							5200000 10		ASSESSED A PERSON			000000000			
MMS (ABASA) CPU Minutes		Total	O&M	Other	Capital	Rates		Total	0	&M	(	Other	(	Capital	
MS (Back) CPU Minutes   56,500,00   56,500,00   51,457   \$ 5,245   \$ 6,45   \$ - \$ \$ - \$ MS (DRS) CPU Minutes   1,272.00   1,272.00   5,11,36   \$ 11,36   \$ 15,5   \$ 15,5   \$ 5		0.0000000000000000000000000000000000000					1		50		Ï		2000		
MAS (CISS) CPU Minutes	MVS (ADABAS) CPU Minutes	65,922.00	65,922.00					961	\$	961	\$	-		-	
MAS (DB2) CPU Minutes - DFSS   35,861 20   20,960.00   \$ 1,36   \$ 2.28   \$ 2.28   \$ - \$ \$ - \$ MS (MS) (DPU Minutes - DFSS   35,861 20   \$ 5,861 20   \$ 1,772.00   \$ 1,475.70	MVS (Batch) CPU Minutes	56,505.00						824	\$	824	\$	=	\$	-	
MMS (IMS) CPU Minutes	MVS (CICS) CPU Minutes	1,272.00	1,272.00			\$ 11.36	\$	15	\$	15	\$	-	\$	-	
MS (MS) CPU Minutes   37,345.00   37,345.00   5 1.457   5 545   5 45   5 - 5 - M	MVS (DB2) CPU Minutes	20,905.00	20,905.00			\$ 11.36			\$		\$	-	11.5	-	
MS (TSO) CPU Minutes MS (SAS) Glagbyte Months 410.00 410.00 5,78,98 5,13,88 5,21 1,28 1,50,88 5,10,89	MVS (DB2) CPU Minutes - DFSS	35,581.20	35,581.20			\$ 10.50	120	373	\$	373	\$	2	\$	-	
MXS DASG Gigabyte Months MXS Print Forms 2,228.00	MVS (IMS) CPU Minutes	37,345.00	37,345.00			\$ 14.57	\$	545	\$	545	\$	2	\$	-	
MXS Print Forms	MVS (TSO) CPU Minutes	1,772.00	1,772.00			\$ 11.36	\$	21	\$	21	\$	-	\$	-	
MVS Fint Pages   2,257.00   2,257.00   3,341   \$ 167.01   \$ 265   \$ 265   \$ - \$ \$ - \$	MVS DASD Gigabyte Months	410.00	410.00			\$ 78.96	\$	33	\$	33	\$	-	\$	-	
MNS Tope Gigatyle Months	MVS Print Forms	2,258.00	2,258.00			\$ 10.69	\$	25	\$	25	\$	-	\$	-	
Network Access   ADSL Light	MVS Print Pages	2,257.00	2,257.00			\$ 117.10	\$	265	\$	265	\$	-	\$	-	
ADSL Light ADSL Light ADSL Unlimited where the state of t	MVS Tape Gigabyte Months	4,515.00	4,515.00			\$ 3.41	\$	16	\$	16	\$	-	\$	-	
ADSL Light ADSL Light ADSL Unlimited where the state of t	Network Access														
ADSL Unlimited ADSL Unlimited W Terminal Capability  0.00 0.00 0.00 0.00 5.028.00 4.411.03 616.97 \$ 9,73 \$ 49 \$ 43 \$ 6 \$ - \$ - \$ - \$ - \$ - \$ - \$ - \$ - \$ -	ADSL Light	42.00	42.00			\$ 1,509.81	\$	63	\$	63	\$		\$	-	
Email Service   5,028.00	ADSL Unlimited	45.60	45.60			\$ 2,113.73	\$	96	\$	96	\$	-	\$	-	
Email Service   5,028.00						8 -8	-						Œ.		
Internet Access	Email Service			616.97		\$ 9.73	\$	49	\$	43	\$	6	\$	-	
Long Term Archive - DFSS	Internet Access								100		10.00			_	
Long Term Archive - DFSS   210.00   210.00   210.00   3.15   \$ - \$ - \$ - \$ - \$ - \$	Section Control Control of Control Control Control	3,233.33	.,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,				(S. W. 11)		•		<b>T</b>		•		
Long Tem Archive - 1st Month - DFSS   210.00   210.00   210.00   3.15   \$ 1    \$ 1    \$ -    \$ -    \$ -    \$ -    \$   Network Connectivity Remote Access Service Rightfax Service   Sorver Storage   8,076.00   7,085.02   990.98   \$ 59.49   \$ 480   \$ 421   \$ 59   \$ -    \$ -    \$    \$    \$    \$    \$		210.00	210.00			0.55	\$	_	\$	-	\$	_	\$	: <del>-</del> :	
Long Term Archive - 1st Month - DFSS   210.00   210.00   210.00   3.15   3.15   5   1   5   -	-														
Remote Access Service Rightfax Service Rightfax Service Servier Storage 8,076.00 7,085.02 990.98 \$ 59.49 \$ 480 \$ 421 \$ 59 \$ 5 - Telus Aircard 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 \$ 5 - VPN - Remote Client (RAS) \$ 684.00 600.07 83.93 \$ 35.47 \$ 24 \$ 21 \$ 3 \$ 5 - VPN - Remote Client (RAS) \$ 100 \$ 10.2	Long Term Archive - 1st Month - DFSS	210.00	210.00			3.15	\$	1	\$	1	\$	-	\$	-	
Rightfax Service Server Storage Telus Aircard UserID Serv W no ATCO Domain usage UserID Services  13,932.00 12,222.45 1,709.55 5 16.47 \$ 230 \$ 202 \$ 28 \$ -  VPN - Remote Client (RAS) VPN-Remote Client w split tunnelling Wireless Service - Leased Wireless Service - Cowned Wirel	Network Connectivity														
Server Storage   Server Storage   Server Storage   Server Storage   Telus Aircard   UserID Services   13,932.00   12,222.45   1,709.55   \$ 16.47   \$ 230   \$ 202   \$ 28   \$ - VPN - Remote Client (RAS)   VPN - Remote Client (W split tunnelling Wireless Service - Leased Wireless Service Connect   VMAN   10 Mb Ethermet - Remote   10.20   12.00   12.00   12.00   12.00   12.00   12.00   12.00   12.00   12.00   12.00   12.00   12.00   12.00   12.00   12.00   13,932.00   12.222.45   1,709.55   \$ 16.47   \$ 230   \$ 202   \$ 28   \$ - VPN - Remote Client (W split tunnelling Wireless Service - Leased Wireless Service - Connect   VMAN   10 Mb Ethermet - Remote   10.20   12.0	Remote Access Service														
Server Storage   Server Storage   Server Storage   Server Storage   Telus Aircard   UserID Services   13,932.00   12,222.45   1,709.55   \$ 16.47   \$ 230   \$ 202   \$ 28   \$ - VPN - Remote Client (RAS)   VPN - Remote Client (W split tunnelling Wireless Service - Leased Wireless Service Connect   VMAN   10 Mb Ethermet - Remote   10.20   12.00   12.00   12.00   12.00   12.00   12.00   12.00   12.00   12.00   12.00   12.00   12.00   12.00   12.00   12.00   13,932.00   12.222.45   1,709.55   \$ 16.47   \$ 230   \$ 202   \$ 28   \$ - VPN - Remote Client (W split tunnelling Wireless Service - Leased Wireless Service - Connect   VMAN   10 Mb Ethermet - Remote   10.20   12.0	Rightfax Service														
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)  VPN-Remote Client W split tunnelling Wireless Service - Leased Wireless Service - Connect  WAN  10 Mb Ethernet - Remote 10.20 10.20 10.85 112,00	Server Storage	8.076.00	7,085.02	990.98		\$ 59.49	\$	480	\$	421	\$	59	\$	-	
UserID Services	Telus Aircard	(3)				8	18		18		3		8		
UserID Services	UserID Serv w/ no ATCO Domain usage														
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 Connect         WAN         \$ 35.47         \$ 35.47         \$ 24         \$ 21         \$ 35.47         \$ 35.47         \$ 24         \$ 24         \$ 21         \$ 35.47         \$ 24         \$ 24         \$ 21         \$ 35.47         \$	UserID Services	13.932.00	12.222.45	1.709.55		\$ 16.47	\$	230	\$	202	\$	28	\$	_	
VPN-Remote Client w/ split tunnelling Wireless Service - Leased Wireless Service - Owned Wireless Service - Onnect  WAN  10 Mb Ethernet - Remote 10 Mb Ethernet - Local - 3 YR 11 Mb Ethernet - Local - 3 YR 12 Mb Ethernet - Local - 3 YR 12 Mb Ethernet - Local - 3 YR 13 Mb Ethernet - Local - 3 YR 14 Mb Ethernet - Local - 3 YR 15 Mb Ethernet - Local - 3 YR 16 Mb Ethernet - Local - 3 YR 17 Mb Ethernet - Local - 3 YR 18 Mb Ethernet - Local - 3 YR 19 Mb Ethernet - Local - 3 YR 10 Mb Ether	VPN - Remote Client (RAS)								200		10.000			_	
Wireless Service - Leased Wireless Service - Owned Wireless Service - Owned Wireless Service Connect       10.20       10.20       \$4,193.90       \$43       \$43       \$5       \$5       \$6       \$6       \$10.20						(34)			11000			97.0			
WAN Wireless Service Connect         Image: Connect of the conne															
WAN         WAN         10.20         10.20         10.20         \$4,193.90         \$43         \$43         \$5         \$5         \$5         \$5         \$10.00         \$1.00	200 C C C C C C C C C C C C C C C C C C														
10   10   10   10   10   10   10   10	Wireless Service Connect														
10 Mb Ethernet - Remote	WAN														
10Mb Ethernet - Local - 3 YR 12.00 112K Virtual WAN 256K Virtual WAN 4 Wire Loop 4 Wire Loop High Speed 512K Virtual WAN 0.00 512K Virtual WAN 0.00 56K Virtual WAN 56K Virtua		10.20	10.20			\$ 4,193.90	\$	43	\$	43	\$	_	\$	_	
112K Virtual WAN 256K Virtual WAN 4 Wire Loop 4 Wire Loop High Speed 512K Virtual WAN 0.00 512K Virtual WAN 66.00 66.00 Microwave (Dedicated) 71 in Grande Prairie VPN - Remote Branch 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.	SECRETARY SECRET											_		-	
256K Virtual WAN 4 Wire Loop 4 Wire Loop High Speed 512K Virtual WAN 56K Virtual WAN 56K Virtual WAN 56K Virtual WAN 71 in Grande Prairie 72 VPN - Remote Branch 50 0.00 42.00 42.00 0.00 0.00 0.00 0.00 0.0		1				\$ 5,500.00	1			-13	*	50	*	0000	
4 Wire Loop 4 Wire Loop High Speed 512K Virtual WAN 56K Virtual WAN 66.00 66.00 T1 in Grande Prairie VPN - Remote Branch  42.00 0.00 0.00 0.00 0.00 0.00 0.00 0.		1													
4 Wire Loop High Speed 512K Virtual WAN 56K Virtual WAN 66.00 66.00 67						\$ 1,062.52	\$	45	\$	45	\$	_	\$	_	
512K Virtual WAN         0.00         0.00         66.00         56K Virtual WAN         \$ 1,586.46         \$ 105         \$ 105         \$ -	The state of the s					\$ 1,002.02	*	40	, T	-,0	4		*		
56K Virtual WAN 66.00 53.60 T1 in Grande Prairie VPN - Remote Branch  66.00 53.60 12.00  66.00 53.60 12.00  53.60 12.00  53.60 12.00		7073-00000	(0.000,000,000,000,000,000,000,000,000,0												
Microwave (Dedicated) T1 in Grande Prairie VPN - Remote Branch  53.60 12.00  53.60 12.00  53.60 12.00  53.60 12.00  53.60 12.00  53.60 12.00  53.60 12.00  53.60 12.00  53.60 12.00  53.60 12.00  53.60 12.00  53.60 12.00  53.60 12.00  53.60 12.00  53.60						\$ 1.586.46	\$	105	\$	105	\$		\$		
T1 in Grande Prairie									100			-		-	
VPN - Remote Branch		1 1									100	-		-	
		12.00	12.00			Ψ 2,230.40	Ψ.	20	<b>"</b>	20	Ψ	-	Ψ	2070	
Rental	Transition Branch														
	Rental					] [					\$45				

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	<u></u>	Unit		Dollars (\$000s)							
SERVICE DESCRIPTION	Total	O&M	Other	Capital	2007 Rates	Total		O&M	Other	Capital	
Desktop Monthly Short Term Rental	10141	Odivi	Other	Сарітаі	Nates	Total	_	Odivi	Other	Capitai	
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											
Training Nooth Daily Netital											
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	\$	\$	. <del></del>	\$ -	\$ -	
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	930000000000000000000000000000000000000		12000-9000-000			*				**	
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	\$ 4	38 \$	336	\$ 102	\$ -	
Voice Set Charge	11,160.00	8,557.86	2,602.14		\$ 17.19	\$	92 \$	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	- 10	
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		Ψ 54.00	*	- Ι Ψ	3	*	-	
Hardware Install/Move/Add/Change Labour	0.00	0.00	0.00			1					
Laptop H/W Operating Lease	1,848.00	1,248.92	599.08		\$ 154.13	<b>S</b> 2	85 \$	193	\$ 92	\$ -	
Laptop H/W Slim Operating Lease	12.00	8.11	3.89		\$ 197.86	\$	2 \$			\$ -	
Laptop 11111 Oniti Operating Lease	12.00	0.11	5.09		Ψ 137.00	I *	2   4	to the	I *	- 1	

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Units	20		Dollars (\$	(2000s

Total   O&M   Other   Capital   Ca			5111	Ī		2007		Bollars (\$000)				
Laptop Support Medium   Sid-Loo	SERVICE DESCRIPTION	Total	O&M	Other	Capital			Total	O&M		Other	Capital
Lasting Support Medium   564.00   381.16   182.24   \$ 174.43   \$ 88   \$ 65   \$ 33   \$ - \$	Laptop Support High	96.00	64.88	31.12		\$ 214.60	\$	21	\$	14 \$	7	\$ -
Process Control Laptop No Support   386.00   287.63   128.37   \$ 10.28   \$ 8   \$ 6   \$ 2   \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$	Laptop Support Low	804.00	543.36	260.64		\$ 135.29	\$	109	\$	74 \$	35	\$ -
Monitor - 15 inch or less   24.00   16.22   7.78   \$ 8.65   \$ - \$ \$ -	Laptop Support Medium	564.00	381.16	182.84		\$ 174.43	\$	98	\$	35 \$	33	\$ -
Monitor - 17 inch	Process Control Laptop No Support	396.00	267.63	128.37		\$ 19.28	\$	8	\$	6 \$	2	\$ -
Monitor C2P - 12 inch   Monitor C2P - 13 inch   Monitor C1D - 19 inch   Moni	Monitor - 15 inch or less	24.00	16.22	7.78		\$ 8.65	\$	-	\$ -	\$	-	\$ -
Monitor LCD - 17 inch     192.00   129.76   62.24     \$ 2.59   \$ 5 \$ 3 \$ \$ \$ 2 \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$	Monitor - 17 inch	10,015.96	6,769.03	3,246.93		\$ 8.65	\$	87	\$	59 \$	28	\$ -
Monitor LCD - 19 inch   Monitor LCD - 20 inch   10,272.00   197.88   94.92	Monitor - 21 inch	635.00	429.15	205.85		\$ 34.61	\$	22	\$	15 \$	7	\$ -
Monitor LCD - 20 inch	Monitor LCD - 17 inch	192.00	129.76	62.24		\$ 25.96	\$	5	\$	3 \$	2	\$ -
10,272.00   6,942.07   3,329.93   \$ 87.74   \$ 901   \$ 608   \$ 293   \$ - PC (NW) Operating Lease + High Performance   48.00   32.44   15.66   \$ 198.47   \$ 10   \$ 7   \$ 3   \$ - PC (NW) Operating Lease + High Performance   48.00   32.44   15.66   \$ 198.47   \$ 10   \$ 7   \$ 3   \$ - PC (NW) Operating Lease + High Performance   48.00   32.44   15.66   \$ 198.47   \$ 10   \$ 7   \$ 3   \$ 5   \$ - PC (NW) Operating Lease + High Performance   48.00   50.281   241.19   \$ 171.34   \$ 127   \$ 86   \$ 41   \$ - PC (NW) Operating Lease + High Performance   2.952.00   1.995.03   395.91   \$ 114.88   \$ 747   \$ 505   \$ 2.42   \$ - PW (NW) Operating Lease + Line Miles   2.952.00   1.995.03   395.91   \$ 14.80   \$ 422   \$ 255   \$ 137   \$ - PW (NW) Operating Lease + Line Miles   2.900   332.51   159.49   \$ 82.60   \$ 41   \$ 2.28   \$ 13   \$ - PW (NW) Operating Lease + Line Miles   2.900   162.20   77.80   \$ 82.60   \$ 41   \$ 2.28   \$ 2   \$ 1   \$ 1   \$ - PW (NW) Operating Lease + Line Miles   2.900   1.119.16   \$ 536.84   \$ 70.30   \$ 116   \$ 78   \$ 3   \$ 2   \$ - PW (NW) Operating Lease + Line Miles   2.900   1.119.16   \$ 536.84   \$ 5 10.00   \$ 5 179.00	Monitor LCD - 19 inch	292.80	197.88	94.92		\$ 31.37	\$	9	\$	6 \$	3	\$ -
PC HW Operating Lease - High Performance   A8,00   32,44   15,56   \$ 198.47   \$ 10   \$ 7   \$ 3   \$ - PC Support High PC Support High PC Support Medium   6,516,00   4,403,67   2,112,23   \$ 114,68   \$ 747   \$ 505   \$ 242   \$ - PC Support Medium   2,982,00   1,980,03   956,87   \$ 114,68   \$ 747   \$ 505   \$ 242   \$ - PC Support Medium   2,982,00   1,980,03   956,87   \$ 130,01   \$ 142,01   \$ 142,00   \$ 142,00   12,00   1,980,03   1,980,03   \$ 142,00	Monitor LCD - 20 inch					8	8					1.5
PC HW Operating Lease - High Performance PC Support High Performance PC Support High PC Support Low PC Support High PC Support Medium Process Control No Support Comment Process Control No Support Process Printer Support High Volume Page 200 108.00 72.99 108.00 108.00 72.99 108.00 108.00 72.99 108.00 108.00 72.99 108.00 108.00 72.99 108.00 108.00 72.99 108.00 108.00 72.99 108.00 108.00 72.99 108.00 108.00 72.99 108.00 108.00 72.99 108.00 108.00 72.99 108.00	PC H/W Operating Lease	10,272.00	6,942.07	3,329.93		\$ 87.74	\$	901	\$ 60	8 8	293	\$ -
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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   492.00   162.20   77.80   \$ 21.63   \$ 5   \$ 3   \$ 2   \$ - Printer Support Medium Volume   50thware Integration/Pkging Labour Software Signup Fee   50thware Integration/Pkging Labour Software Signup Fee   50thware Support Labour   12.00   12.00   12.00   \$ 179.00   \$ 2   \$ 2   \$ - \$ \$ - \$ \$ - Workstation Move/Add/Change-Emergency Voice Install, Move Add, Change-Emergency Voice Install, Move Add Change Emergency Voice Install, Move Add Change Emergency Voice Install, Move Add Change Emergency Voice Install, Move Add Change-Emergency Voice Install, Move Add Change-Emergency Voice Install, Move Add Change Emergency Voice Install Move Add Change Emerge												54.4
Printer Support High Volume		1.00	100									
Printer Support Low Volume   240,00		1 1		I .								
Printer Support Medium Volume Software Integration/Pkging Labour Software Signup Fee Workstation MovelAdd/Change Workstation MovelAdd/Change-Emergency Voice Install, Move, Add, Change-Emergency Voice Install, Move, Add, Change-Emergency Variable Rate  Additional Application Fees Additional Project Expenses Software Licenses Hardware 3 rd Party Vendor Labour I-TEK Labour Other  Additional Services Software Licenses Hardware 3 rd Party Vendor Labour I-TEK Labour I-TEK Labour							120	(40)	- Maria			38
Software Integration/Pkging Labour Software Signup Fee Terminal Server Service Terminal Services Software Licenses  Variable S 100 S - S - S 100 Terminal Services Software Licenses Terminal Services Terminal Servic							200					200
Software Signup Fee Software Support Labour Terminal HyM Operating Lease Terminal Server Service A Port 12.00 12.00 \$ 179.00 \$ 2 \$ 2 \$ - \$ - \$ - Workstation Move/Add/Change Workstation Move/Add/Change-Emergency Workstation Move/Add/Change-Emergency Voice Install, Move Add, Change-Emergency Voice Install, Move Add, Change-Emergency Wariable Rate  Additional Application Fees  Additional Project Expenses Software Licenses 3 rd Party Vendor Labour LTEK Labour Other  Software Signup Fee Sarvice A Port	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1,000.00	1,115.10	330.04		Ψ 70.50	Ι Ψ	110	Ψ	υψ	30	Ψ -
Software Support Labour Terminal H/W Operating Lease Terminal Server Service 4 Port												
Terminal HAW Operating Lease Terminal Server Service Terminal Server Service Terminal Server Service 4 Port 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 1 or Party Vendor Labour 1-TEK Labour Other  Additional Services Software Licenses Hardware 3 rd Party Vendor Labour 1-TEK Labour	7. 1											
Terminal Server Service   Terminal Servic	V. 1											
12.00   12.00   12.00     12.00												
Workstation Move/Add/Change Workstation Move/Add/Change-Emergency Voice Install, Move, Add, Change-Emergency Variable  \$ 100 \$ - \$ - \$ 100 Variable Variable \$ 818 \$ - \$ - \$ 818 Variable Variable \$ 818 \$ - \$ - \$ 818 Variable Variable Variable Variable \$ 818 \$ - \$ - \$ 818 Variable Va		12.00	12.00			¢ 170.00	•	2	e	2 6		¢
Workstation Move/Add/Change-Emergency Voice Install, Move, Add, Change-Emergency  Variable Rate  Additional Application Fees  Software Licenses Hardware 3 rd Party Vendor Labour Other  Additional Services Software Licenses Hardware 3 rd Party Vendor Labour Other  Additional Services Software Licenses Hardware 3 rd Party Vendor Labour U-TEK Labour Other  Additional Services Software Licenses Hardware 3 rd Party Vendor Labour U-TEK Labour U-TEK Labour		12.00	12.00			\$ 179.00	Ψ	2	Φ	2 φ	-	φ -
Variable Rate  Additional Application Fees  Additional Project Expenses Software Licenses Hardware 1-TEK Labour Other  Additional Services Software Licenses Hardware 3 rd Party Vendor Labour 1-TEK Labour												
Variable Rate  Additional Application Fees  Additional Project Expenses Software Licenses Hardware 3 rd Party Vendor Labour I-TEK Labour Other  Additional Services Software Licenses Hardware 3 rd Party Vendor Labour I-TEK Labour Other  Additional Services Software Licenses Hardware 3 rd Party Vendor Labour I-TEK Labour I-TEK Labour												
Additional Application Fees  Software Licenses Hardware Other  Additional Services Software Licenses Hardware I-TEK Labour Licenses Hardware Software Licenses Hardware I-TEK Labour Licenses Hardware I-TEK Labour	Voice install, Move, Add, Change-Emergency											
Additional Project Expenses  Software Licenses Hardware 3 rd Party Vendor Labour Other  Additional Services Software Licenses Hardware 3 rd Party Vendor Labour I-TEK Labour Other  I-TEK Labour Other  Additional Services Software Licenses Hardware 3 rd Party Vendor Labour I-TEK Labour	<u>Variable Rate</u>											
Software Licenses Hardware 3 rd Party Vendor Labour I-TEK Labour Other  Additional Services Hardware 3 rd Party Vendor Labour I-TEK Labour Other  Additional Services 1 rd Party Vendor Labour I-TEK Labour 1 rd Party Vendor Labour I-TEK Labour	Additional Application Fees											
Software Licenses Hardware 3 rd Party Vendor Labour I-TEK Labour Other  Additional Services Hardware 3 rd Party Vendor Labour I-TEK Labour Other  Additional Services 1 rd Party Vendor Labour I-TEK Labour 1 rd Party Vendor Labour I-TEK Labour	Additional Project Expenses											
Hardware 3 rd Party Vendor Labour I-TEK Labour Other  Additional Services Hardware 3 rd Party Vendor Labour I-TEK Labour	The state of the s					Variable	\$	100	s -	s	_	\$ 100
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I-TEK Labour Other  Additional Services Software Licenses Hardware 3 rd Party Vendor Labour I-TEK Labour						Variable	Ι Ψ	010	Ψ -	Ψ		ψ 010
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Software Licenses Hardware 3 rd Party Vendor Labour I-TEK Labour	Additional Services											
Hardware 3 rd Party Vendor Labour I-TEK Labour				l								
3 rd Party Vendor Labour I-TEK Labour	and a process of the control of the			l								
I-TEK Labour				l								
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Outer - Service nequests						Variable	•	200	¢ 20	00 0		e
	Outer - Service Nequests	II l	ļ	Į.		valiable	IΨ	298	Ψ	10   p	-	-

Appendix 1 Table 3 - revised Page 25 of 26

	Units						Dollars (\$000s)							
SERVICE DESCRIPTION	Total	O&M	Other	Capital	2007 Rates		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	Ш	502	\$	502	\$	=	\$	-	
Hosting & Support					Variable Variable		1,359 90	\$	1,359 90	\$ \$	-	\$ \$	:=: -	
Disaster Recovery					variable	П	<b>9</b> 0	Þ	90	Ф	-	Ф	-	
<u>Labour</u> Contractors														
External Contractor						Ш								
Sub-Contractor Charges														
Mainframe MVS Form Type /1000														
<u>Network</u> Misc. Charges					Variable		9	\$	8	\$	1	\$	-	
WAN						Ш						No. or or		
Megastream and other Dedicated					Variable	Ш	30	\$	30	\$	-	\$	-	
Specified Expense Training Directs														
<u>Voice</u>														
Dedicated OPX						Ш								
Dedicated Tie Line						Ш								
Long Distance Direct Remote Centre Voice Network Access						Ш								
Rightfax Service L/D						Ш								
Telecom Circuit Fees						Ш								
Telecom Fees					Variable	Ш	157	\$	121	\$	36	\$	-	
Telus Aircard	4,908.00	3,763.62	1,144.38		Variable	Ш	567	\$	435	\$	132	\$	14	
Telus Airtime						Ш								
Video Conferencing					THE RESERVE	Ш		20		_				
Other Costs					Variable	П	85	\$	65	\$	20	\$	-	
Workstation						П								
Cashier Printer - Utilities														
Colour Printer High Volume - Utilities						П								
Hardware Mthly Foo														
Non-Std Hardware Mthly Fee Software						П								
Software - XP related						П								
Misc. Hardware				l		Ш	86	\$	59	\$	27	\$	141	
The end of		n I								10.000	0.000	9500//		

Appendix 1 Table 3 - revised Page 26 of 26

	<u> </u>	Units					Dollars (\$000s)						
SERVICE DESCRIPTION	Total	O&M	Other	Capital	2007 Rates		Total		O&M		Other		Capital
Xerox 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 Appendix 1 Table 4 Page 1 of 20

Analyst 3	2003-2007 11 VOLUMES	Act	ual	Forecast						
Process   Proc		2003	2004	2005	2006	2007				
Distributed Apage	SERVICE DESCRIPTION	Total	Total	Total	Total	Total				
Distributed Apage	9500 gazanio no 19000 tato to			"						
Discoverer License Maint Rental   1.00   (1.00)   1.716.00   1.716.00   1.750.32   1.7										
Discovere Maint on License Purchase   489.00   1,716.00   1,760.02   260.00   260.00   270.		72 20100	Wa salaw							
Discrete Mig Read Maint, on Lic Pruchase   24,000   59.07   59.07   59.07   59.07   70.10   59.07   59.07   70.10   59.07   59.07   59.07   70.10   59.07   59.07   70.10   59.07   70.10   59.07   70.10   59.07   70.10   59.07   70.10   59.07   70.10   59.07   70.10   59.07   70.10   59.07   70.10   59.07   70.10   59.07   70.10	STATE CONTRACTOR CONTR	1.00		15 (2000)		_				
Discrete Migl Update Maint, on Lice Purch   17.00   58.12   59.28   59.28   15.28   17.00   15.28   17.00   15.28   17.00   15.28   17.00   15.28   17.00   15.28   17.00   15.28   17.00   15.28   17.00   15.28   17.00   15.28   17.00   15.28   17.00   15.28   17.00   15.28   17.00   15.28   17.00   15.28   17.00   17.00   15.28   17.00	CONTRACTOR AND		119904 1000000000							
Financials Read Maint on License Purch   17.00   68.73   58.73   70.10				-304/803810						
Financials Update Maint on Lic Purchase Financials Washing Financials Wa										
Financials Update   License/Maint Rental   3.00   (8.00)	and become decimal of the population of the process of the population of the populat		17.00	68.73	68.73	5,000,000,000,000				
Financials Update Maint. on Lie Purchase   1968.00   670.07   670.07   683.47		2.00	. (0.00)	100	-	(7)				
Expense Maintenance on License Purchase   1,232,00   5,962,00   6,071.04   53,856.00   Expense Application Hosting   4,00   52,800.00	- [ - [ - [ - [ - [ - [ - [ - [ - [ - [	3.00		670.07	670.07	692.47				
Picourement Maintenance on Lie Purchase   4,00   52,800,00   52,800,00   52,800,00   53,856,00   52,800,00   52,800,00   53,856,00   52,800,00   52,800,00   53,856,00   50,800,00   52,										
Expense Application Hosting   4.00	·		8	12		(20)				
Microstation		4.00	00.00	52,800.00	52,600.00	53,656.00				
Mobile Supply Chain Maint on Lie Purchase			1 020 00	: - ·	-	-				
Order Management Maint on Lic. Purchase         1,0866.00         234,000.00         234,000.00         238,080.00         99.98         99.98         99.99         99.94         2         3         3         3         8         6         5         6         3         6         6         5         6         5         6         5         6 <t< td=""><td></td><td>733.00</td><td></td><td>276.00</td><td>276.00</td><td>291.52</td></t<>		733.00		276.00	276.00	291.52				
Project Act Detail Maint on Lie Purchase   230.00   9.9.88   29.9.89   348.49   29.00   7.0   1.00										
Project Acct Update Nation to ILe Purchase   2.00   (2.00)   991.42   991.42   1.011.25			10-21 No. 11 12 12 13 13 13 13 13 13 13 13 13 13 13 13 13	Artist of Conference of the Co						
Project Analysement Maint not Lie Purchase   290.00   991.42   991.42   391.42   1.011.25	The state of the s	2.00		323.03	323.03	340.43				
Project Management Maint on Lic Purchase   49.00   228.00   228.00   232.56   200   200		2.00		991.42	991 42	1 011 25				
Purchasing Nedad Maint, on Lic Purchase										
Purchasing Update Maint on Lic Purchase   1.00   1.00   56.53   656.39   656.30   658.00   685.00				ANALYSIS (1977)		A CONTRACTOR OF THE CONTRACTOR				
Purchasing Update Maint on Lic Purchase   192.00   566.39   686.39   686.30   686.00   678.00   678.00   678.00   678.00   679.		1.00		-	-					
SFIN - Local Disk Storage				656.39	656.39	669.52				
OFINI - DASD Disk Storage				Professional Control of the Control						
Web Hosting - Intranet Hosting Fee TPI site   36.00   38.00										
Web Hosting - Intranet Hosting Fee FTP site   39.44   40.81   7.00   7		36.00		_,000.00	_,555.55	_,007.100				
Labour   Secure Web Site   12.00   7.00   -   -   -   -   -   -   -   -   -					-	-				
Labour Analyst 1					-	-				
Analyst 1		*=**								
Analyst 2 Analyst 3 Analyst 3 Analyst 4 Analyst 3 Analyst 4 Analyst 5 Analyst 1 - XP related Analyst 3 - XP related Analyst 3 - XP related Analyst 4 - XP related Analyst 5 - XP related Analyst 6 - XP related Analyst 7 - XP related Analyst 8 - XP related Analyst 9 - XP relate	Labour									
Analyst 3	Analyst 1	826.00	2,424.72	1,338.24	5,006.26	5,106.39				
Analyst 4	Analyst 2	3,391.39	5,911.43	3,686.59	13,791.27	14,067.10				
Analyst 1 - XP related Analyst 2 - XP related Analyst 2 - XP related Analyst 3 - XP related Analyst 4 - XP related Analyst 5 - XP related Analyst 4 - XP related Analyst 5 - XP related Analyst 6 - XP related Analyst 7 - XP related Analyst 8 - XP related Analyst 8 - XP related Analyst 8 - XP related Analyst 6 - XP related	Analyst 3	5,912.79	6,084.04	6,918.19	17,695.98	18,049.90				
Analyst 2 - XP related Analyst 3 - XP related Analyst 3 - XP related Analyst 4 - XP related Analyst 4 - XP related Analyst 4 - XP related Consultant Consultant - XP related 468.60 Premium Labour 465.0 Project Manager 893.50 1,605.00 913.66 3,417.98 3,486.34  Mainframe Mainframe Mainframe Print Configuration 12.00 May (ADABAS) CPU Minutes 63,739.53 67,401.05 MVS (ADABAS) CPU Minutes 63,739.53 67,401.05 MVS (DEU Minutes 63,739.53 67,401.05 MVS (DEU Minutes 63,739.53 MVS (MS) CPU Minutes 64,993.58 MVS (MS) CPU Minutes 7,150.25 6,696.81 7,264.20 7,401.23 MVS (MS) CPU Minutes 7,150.25 MVS (MS) CPU Minutes 1,100.05 MVS (MS) CPU Minutes 1,100.00 MVS (MS) CPU Minute		4,937.33	10,185.39	5,730.76	19,433.75	19,822.43				
Analyst 3 - XP related Analyst 4 - XP related Consultant Consultant Consultant		102.05		~~	***	746.0				
Analyst 4 - XP related Consultant Consultant XP related Consultant XP related 488.60 Premium Labour Project Manager  Mainframe Mainframe Mainframe Print Configuration MVS (ADABAS) CPU Minutes MVS (ADABAS) CPU Minutes MVS (GBatch) CPU Minutes MVS (GBatch) CPU Minutes MVS (CPU Minutes MVS (DPU Mi	Analyst 2 - XP related									
Consultant Consultant - XP related Consultant - XP related Premium Labour Project Manager         488.60										
Consultant - XP related         468.60 Premium Labour         48.50 43.50		I I		200221200000000000000000000000000000000						
Premium Labour Project Manager 883.50 43.50 1,605.00 913.66 3,417.98 3,486.34    Mainframe Print Configuration 12.00 12.00	HERONOMER CONTROL CONT		4,260.22	2,228.33	8,336.04	8,502.76				
Project Manager   893.50	The second secon									
Mainframe         Mainframe Print Configuration         12.00         12.00         12.00         - <th< td=""><td></td><td>I I</td><td></td><td>150</td><td>-</td><td></td></th<>		I I		150	-					
Mainframe Print Configuration         12.00         12.00         12.00         -	Project Manager	893.50	1,605.00	913.66	3,417.98	3,486.34				
Mainframe Print Configuration         12.00         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 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		10.00	40.00							
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	The state of the s			2.070.20	0 740 70	0.766.05				
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 <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>										
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     24.12       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.	The state of the s									
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       -       -       -         L		1.0	1.5	100		1000				
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										
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		0.000 - 0.000 //								
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		16		22		420				
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	[ - 10 20 20)									
MVS Tape Gigabyte Months         5,599.09         5,667.57         5,001.48         5,011.34         5,111.57           Network Access         2         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				PR 500 (100 MACO) (100 m)						
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										
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 5,865.00 6,011.52 5,999.52 6,119.51 Long Term Archive 114.93	I spo digas, to monard	3,000.00	5,007.07	3,001.40	3,011.04	3,111.37				
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 5,865.00 6,011.52 5,999.52 6,119.51 Long Term Archive 114.93	Network Access									
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 5,865.00 6,011.52 5,999.52 6,119.51 Long Term Archive 1910 114.93		121.68	207.45	250.32	250.32	255.33				
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										
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		VELTAG .5.								
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	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	19,557.00								
Long Term Archive       114.93       -       -       -       -         Long Term Archive - 1st Month       12.77       180.00       180.00       183.60						1/2/2				
Long Term Archive - 1st Month 12.77 180.00 180.00 183.60	Long Term Archive	82	114.93	) I		1900 19 <b>4</b> 0				
Network Connectivity         65.00         99.00         96.00         96.00         97.92	A CONTRACTOR OF THE PROPERTY O		20000000	411000000000000000000000000000000000000		200000000000000000000000000000000000000				
	Network Connectivity	65.00	99.00	96.00	96.00	97.92				

Appendix 1 Table 4 Page 2 of 20

#### ATCO Electric 2003-2007 IT VOLUMES

	Actu		000	Forecast	000=
OFFINIOE DECORIDATION	2003	2004	2005	2006	2007
SERVICE DESCRIPTION Remote Access Service	<b>Total</b> 1,571.00	Total	<b>Total</b> 1,212.00	<b>Total</b> 1,200.00	Total 1,224.00
Remote Access Service Rightfax Service	1,571.00	1,430.00	528.00	528.00	
S	7.060.04	120.00			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	44 500 00	60.00	-	-	- 44 000 45
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			-
<u>WAN</u>					
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
	3,3,4,30	30-y - Souther (10-10-10-1	\$6 0000gg/m	0.05 (0.0000)	
Rental Laptop Day Rental	2.00		-	_	_
Laptop Weekly Rental	4.00	5.00	_		
Laptop Monthly Rental	1.00	9.00	757	-	-
Training Rm setup fee - per std w/s	7.00	18.00	-		-
	7.00	9.00	0.00		-
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	1000000000000	8.00	_	2	-
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		-	- 11.02
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 Flight Volume	248.00	227.00	276.00	276.00	281.52
B & W Printer Low Volume B & W Printer Medium Volume	1,268.00	860.00	1,020.00	1,020.00	1,040.40
	30.00	12-12-12-12	216.00		220.32
B & W Printer Medium Volume w/duplex		394.00		216.00	
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	. 55.66	-	-
		552.00	654.00	654.00	667.08
Monitor I CD - 17 inch	2hx IIII				
Monitor LCD - 17 inch Monitor LCD - 19 inch	268.00	128.00	12.00	25.44	25.95

Appendix 1 Table 4 Page 3 of 20

#### ATCO Electric 2003-2007 IT VOLUMES

2003-2007 IT VOLUMES		Δα	tual				ï	Forecast		
		2003	Luai	2004		2005		2006		2007
SERVICE DESCRIPTION		Total		Total		Total		Total		Total
Monitor LCD - 20 inch		49.00		112.00		168.00		142.56		145.41
PC H/W Operating Lease PC H/W Operating Lease - High Performance		6,398.00		6,557.00 1.00		6,274.56		6,259.56		6,384.75
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 Terminal H/W Operating Lease		199.00 70.00		323.50 2.00		121.50		105.50		107.61
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>										
Additional Project Expenses										
Software Licenses	\$	206								
Hardware										
3 rd Party Vendor Labour	\$	128	\$	151						
I-TEK Labour		100								
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		1,999
Hosting & Support			\$	247	\$	862	\$	881	\$	898
Disaster Recovery							\$	170	\$	173
Labour										
Contractors	\$	59	\$	62						
External Contractor	\$	120	\$	515						
Sub-Contractor Charges	\$	1	\$	1						
Mainframe										
MVS Form Type /1000	\$	23	\$	20	\$	5	\$	5	\$	5
National										
Network Network Service	\$	4	\$	4						
INGINGIN GENIGE	ľ		•	•						
WAN		<u></u>	¢	_	_		•	67	•	00
Megastream and other Dedicated	\$	5	\$	5	\$	36	\$	37	\$	38
Specified Expense		,								
Training Directs	\$	1								
I	L			ļ		,			L	J

Appendix 1 Table 4 Page 4 of 20

#### ATCO Electric 2003-2007 IT VOLUMES

2000 2001 11 (102011120		Ac	tual		Forecast							
		2003	-	2004	8	2005			2006		2007	
SERVICE DESCRIPTION		Total		Total		Total			Total		Total	
<u>Voice</u>	0.00											
Dedicated OPX												
Long Distance Direct	\$	110	\$	118		\$	157	\$	160	\$	163	
Telecom Circuit Fees	\$	33	\$	33		\$	12	\$	12	\$	13	
Telecom Fees	\$	122	\$	14								
Workstation												
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	
Xerox												
Lease Xerox	\$	249	\$	290		\$	401	\$	410	\$	418	
Service Xerox	\$	85	\$	87								

<sup>\* 2007</sup> 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 Appendix 1 Table 4 - revised Page 5 of 20

	Actu	al		Forecast			
	2003	2004	2005	2006	2007		
SERVICE DESCRIPTION	Total	Total	Total	Total	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	31-3-13-3	.,	.,		
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	1	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	10,000.00	10,000.00	10,000.00		
Mobile Supply Chain Maint on Lic Purchas	1,002.00	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	0.00	0.00	0.00		
Project Acct Update Maint. on Lic Purcha	1.00	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	030.00	030.00	030.00		
Purchasing Update Maint. on Lic Purchase	2.00	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	1,702.51	2,042.40	2,451.00		
Web Hosting - Intranet Hosting Fee FTP site	16.80	17.20					
representation and the control of th	120004400000	26/20/06/11/2007					
Web Hosting - Secure Web Site	1.00	0.00					
<u>Labour</u>	0.000.000.000	0.0000 2000	377.540079				
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		

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	Act	ual		40		
	2003	2004	2005	2006	2007	
SERVICE DESCRIPTION	Total	Total	Total	Total	Total	
Mainframe						
Mainframe Print Configuration	399.00	417.00				
MVS (ADABAS) CPU Minutes	92,132.74	85,387.16	82,285.30	0.25000.00 (En. 22200.00 (En.	CALIFORNIA CALIFORNIA DE CALIF	
MVS (Batch) CPU Minutes	74,154.59	76,345.93	71,612.00	201000-10100-10100-10110-1010	0.000 0.000 0.000 0.000 0.000 0.000 0.000	
MVS (CICS) CPU Minutes	1,199.63	1,203.80	1,222.00			
MVS (DB2) CPU Minutes	4,058.76	4,064.94	5,642.00	13,903.00		
MVS (DB2) CPU Minutes - DFSS	00 750 74			5,930.20	35,581.20	
MVS (IMS) CPU Minutes	66,758.71	41,424.44	44,767.00	45,071.00		
MVS (TSO) CPU Minutes	3,020.66	2,799.12	2,368.24	2,178.60	B	
MVS DASD Gigabyte Months	502.90	565.39	523.84	487.37	410.00	
MVS HSM Tape Gigabyte Months	810.22	729.65		0.505.00		
MVS Print Forms			2,672.00			
MVS Print Pages	5,204.28	3,651.28	2,674.00			
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			
ADSL Unlimited w/ Terminal Capability	2.00	0.00	0.00		0.00	
Email Service	12,066.00	11,650.00	4,800.00	4,908.00		
Internet Access	4,241.00	5,248.00	4,980.00	5,100.00		
Long Term Archive	fix	2,551.58			fix	
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	7.14	5.00	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  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	
DEPOSITE NAME SERVICE DEPOSITE ASSOCIATION SERVICES	27.60	38.00	41.30			
Microwave (Dedicated) T1 in Grande Prairie	12.00	12.00		000000000000000000000000000000000000000		
VPN - Remote Branch	12.00	2.00	12.00	12.00	12.00	
VEN - Kelliote Dialion		2.00				
L	ı J	ļ	Į, į	3	ļ	

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#### ATCO Gas 2003-2007 IT VOLUMES

	2002						
	2003	2004	2005	2006	2007		
SERVICE DESCRIPTION	Total	Total	Total	Total	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	40.00					
Training Rm setup fee - per std w/s	28.00	13.00					
Training Rm setup fee - specialty S/W	3.50 7.00	1.50					
Training Room Daily Rental	7.00	4.00					
<u>Voice</u>							
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	4 250 00	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 10,553.00	10 019 00	8 004 00	9 029 00	9.052.00		
Voice Feature - Line Appearance Voice Feature - SC Manager	439.00	10,018.00 315.00	8,904.00 528.00	8,928.00 528.00	8,952.00 528.00		
Voice Feature - SC Iser	1,560.00	1,408.00	1,536.00	1,512.00	1,512.00		
Voice Feature - SC Osei  Voice Feature - Visual Call Waiting	691.00	1,195.00	516.00	516.00	516.00		
Voice Feature - Visual Call Walting Voice Feature - Voice Mail Basic	2,476.50	1,760.00	1,884.00	1,896.00	1,908.00		
Voice Feature - Voice Mail Basic Voice Feature - Voice Mail Desktop	8.00	9.00	24.00	24.00	24.00		
Voice Feature - Voice Mail Desktop  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	300.00	300.00	300.00		
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		
Mowketetien							
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 Maximum 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	]	0.00	0.00		
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	121.00	3, 3.33	395.90	396.00	396.00		
Monitor - 15 inch or less	21.00	7.00	24.00	24.00	24.00		

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		Ac	tual		200 200			Forecast	
		2003		2004		2005		2006	2007
SERVICE DESCRIPTION	83	Total		Total		Total		Total	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	Н	647.00		623.00	635.00
Monitor LCD - 17 inch		22.00		205.00	Н	192.00		192.00	192.00
Monitor LCD - 19 inch		0.00		140.00	Н	214.80		244.80	292.80
Monitor LCD - 20 inch		43.00		130.00	Н	0.00		0.00	0.00
PC H/W Operating Lease		9,853.00		10,186.00	Н	10,008.00		10,164.00	10,272.00
PC H/W Operating Lease - High Performance					Ш	48.00		48.00	48.00
PC Support High		470.00	ı	792.00		768.00		744.00	744.00
PC Support Low		6,673.00		6,366.00	Н	6,228.00		6,408.00	6,516.00
PC Support Medium		2,543.00		2,986.00	Н	2,952.00		2,952.00	2,952.00
Process Control No Support				Me2001 (00-100001)	Ш	107.97		108.00	108.00
Printer Support High Volume		369.00	ı	382.00	Ш	468.00		492.00	492.00
Printer Support Low Volume		266.00	ı	273.00	Н	240.00		240.00	240.00
Printer Support Medium Volume		1,830.00		1,843.00	Н	1,656.00		1,656.00	1,656.00
Software Integration/Pkging Labour		407.50		186.50	Н				
Software Signup Fee		432.00		517.00	Н				
Software Support Labour		348.00		290.50	Ш				
Terminal H/W Operating Lease		335.00	ı	36.00	Н				
Terminal Server Service		3.00		42.00	Ш				
Terminal Server Service 4 Port		12.00		12.00	Н	12.00		12.00	12.00
Workstation Move/Add/Change		271.50		31.50	Ш				
Workstation Move/Add/Change-Emergency		25.00		1.00	Н				
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	Ш	\$ 647			
I-TEK Labour					Ш				
Other	\$	15	\$	24		\$ 20	\$	41	
Additional Services									
Software Licenses	\$	17	\$	1,551	Ш				
Hardware	\$	-	\$	25	Ш				
3 rd Party Vendor Labour	\$	15	\$	1	Ш				
I-TEK Labour	\$	2	480	65	Ш				
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
l .	ı			9			l		l.

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#### ATCO Gas 2003-2007 IT VOLUMES

		Ac	tual		Forecast						
		2003		2004		2005		2006		2007	
SERVICE DESCRIPTION		Total		Total		Total		Total		Total	
<u>Labour</u>	20										
Contractors	\$	18		33	\$	31					
External Contractor	\$	120	\$	514							
Sub-Contractor Charges	\$	4	\$	2							
<u>Mainframe</u>				V.0000							
MVS Form Type /1000	\$	59	\$	47							
Network Access							200		55000	2000	
Misc. Charges					\$	7	\$	8	\$	9	
<u>wan</u>	.00		109	24500	1502		0.0		W.S.		
Megastream and other Dedicated	\$	77	\$	23	\$	26	\$	29	\$	30	
Specified Expense	28										
Training Directs	\$	1									
<u>Voice</u>											
Dedicated OPX	\$	4		4							
Dedicated Tie Line	\$	2		10.00 mg							
Long Distance Direct	\$	46		41							
Remote Centre Voice Network Access	\$	86	1000	91							
Rightfax Service L/D	TOWACO		\$	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	
<u>Workstation</u>											
Cashier Printer - Utilities	\$	1	- 33								
Colour Printer High Volume - Utilities	\$	5	0.07	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	
<u>Xerox</u>	1		0.000	Professional Profe							
Lease Xerox	\$	306	250	321							
Service Xerox	\$	90		121							
Xerox PST	\$	=	\$	-							

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SERVICE DESCRIPTION	2003-2007 IT VOLUMES	Ac	tual		Forecast	
Discrete Name   Discrete   Disc				2005		2007
Distributed Apps	SERVICE DESCRIPTION	Total	Total	Total	Total	Total
Discoverer Application Hosting   0.00	Fixed Rate (Units)					
Discoverer License/Maint Rental	Distributed Apps					
Discoverer Maint. on License Purchase   0.00   164.00   167.28   170.63   174.04   170.05   174.04   170.05   174.04   170.05   174.04   170.05   174.04   170.05   174.04   170.05   170.05   170.05   174.04   170.05	Discoverer Application Hosting	0.00	0.00	0.00	0.00	0.00
Discoverer Support & Admin		1.00	-1.00	-1.02	-1.04	-1.06
Discrete Mfg Read Maint. on Lic Purchase   0.00	Discoverer Maint. on License Purchase	0.00	164.00	167.28	170.63	174.04
Discrete Mig Update Maint on Lic Purch   0.00   0.00   3.00   3.06   3.12   3.18	Discoverer Support & Admin	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 Purchase   0.00   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   0.00   Financials Lead Support & Admin   0.00   0.00   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   0.00   0.00   Financials Update Appl. Host & Storage   0.00   0.00   0.00   0.00   0.00   0.00   Financials Update Maint. on Lic Purchase   0.00   76.00   77.52   80.65   Financials Update Maint. on Lic Purchase   0.00   76.00   77.52   79.07   80.65   Financials Update Maint. on License Purchase   0.00   0.00   0.00   0.00   0.00   0.00   IExpense Appl. Host & Storage   0.00   0.00   0.00   0.00   0.00   0.00   IExpense Appl. Host & Storage   0.00   0.00   0.00   0.00   0.00   0.00   IExpense License/Maint Rental   0.00   0.00   0.00   0.00   0.00   0.00   IExpense License/Maint Rental   0.00   0.00   0.00   0.00   0.00   0.00   IExpense License/Maint Rental   0.00   0.00   0.00   0.00   0.00   0.00   IExpense License/Maint Rental   0.00   0.00   0.00   0.00   0.00   0.00   0.00   IProcurement Licenser Licenser Purchase   0.00   0.00   0.00   0.00   0.00   0.00   0.00   0.00   IProcurement Licenser/Maint Rental   0.00   0.00   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   1.183.98   1.207.65   0.00			0.00	0.00	0.00	0.00
Financials Read Maint no License Purch   0.00   0		0.00			0.00	0.00
Financials Read Maint on License Purch	Financials Appl. Host & Storage				200000000000000000000000000000000000000	
Financials Read Support & Admin   0.00   0	Financials Read License/Maint Rental	10.0000				
Financials Update Appl. Host & Storage						
Financials Update Application Hosting   0.00   0.	and the second street and the second street and second street and second	500.510 W.V.C.	4,0000000000000000000000000000000000000	A/0.06170+0.02557		ACCOMMODITAL
Financials Update License/Maint Rental   8.00				1000 M		25/1/1/2023
Financials Update License/Maint Rental   8.00   -8.00   77.52   79.07   80.65   Financials Update Support & Admin   0.00   0.00   0.00   0.00   0.00   0.00   IExpense Appl. Host & Storage   0.00   0.00   0.00   0.00   0.00   0.00   IExpense Appl. Host & Storage   0.00   0.00   0.00   0.00   0.00   0.00   IExpense Appl. Host & Storage   0.00   0.00   0.00   0.00   0.00   0.00   IExpense Maintenance on License Purchase   0.00   0.00   0.00   0.00   0.00   0.00   IExpense Maintenance on License Purchase   0.00   0.00   0.00   0.00   0.00   0.00   IExpense Maintenance on License Purchase   0.00   0.00   0.00   0.00   0.00   0.00   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. Purchase   0.00   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   0.00   Project Acct Read License/Maint Rental   0.00   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 Read Support & Admin   0.00   0.00   0.00   0.00   0.00   Project Acct Update Expl. Host & Storage   0.00   0.00   0.00   0.00   0.00   Project Acct Update Maint. on Lic Purchase   0.00   0.00   0.00   0.00   0.00   Project Acct Update Maint. on Lic Purchase   0.00   0.00   0.00   0.00   0.00   Project Acct Update Maint. on Lic Purchase   0.00   0.00   0.00   0.00   0.00   0.00   Project Acct Update Maint. on Lic Purchase   0.00   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   0.00   Project Acct Update Support & Admin   0.00						
Financials Update Maint on Lic Purchase   0.00   76.00   0.00		. 100 VAC 04 100 100 100 100 100 100 100 100 100	10.0000 41.000000		FC-01/04/100/CC-022	
Financials Update Support & Admin   0.00						
Expense Appl: Host & Storage   0.00	1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	I				
Expense Application Hosting		12 - 2000-2000			0.000.000000000000000000000000000000000	
Expense License/Maint Rental   0.00		1200032030			0.0000000000000000000000000000000000000	
Expense Maintenance on License Purchase   0.00   282.00   287.64   293.39   299.26		5				9
Procurement Appl. Host & Storage		1				
Procurement License/Maint Rental   0.00   0.00   0.00   0.00   0.00   1,138.00   1,160.76   1,183.98   1,207.65   1,207	the configuration of the contract of the contr	A STORY AND THE STORY	10000 PERSON PRODUCTION	221-1424-0411-12-042-441-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1	00000000000000000000000000000000000000	
Procurement Maintenance on Lic Purchase   0.00   1,138.00   210.00   214.20   218.48   222.85   Microstation   0.00   0		5000000				
Microstation						
Mobile Supply Chain Maint on Lic Purchase         0.00 </td <td></td> <td></td> <td></td> <td></td> <td>100</td> <td>52</td>					100	52
Order Management Maint on Lic. Purchase         0.00 <td></td> <td></td> <td>Secretary Control of the control</td> <td>Part (ACO) AND CASE (ACO)</td> <td>Market Strategy Strategy</td> <td>A STATE OF THE PROPERTY OF THE</td>			Secretary Control of the control	Part (ACO) AND CASE (ACO)	Market Strategy Strategy	A STATE OF THE PROPERTY OF THE
Project Acct Read Appl. Host & Storage         0.00		E. 1556A		9		16
Project Acct Read License/Maint Rental         0.00		1			0.00	
Project Acct Read Support & Admin         0.00		0.00	0.00	0.00	0.00	0.00
Project Acct Update Appl. Host & Storage         0.00 <td>Project Acct Read Maint. on Lic Purchase</td> <td>0.00</td> <td>0.00</td> <td>0.00</td> <td>0.00</td> <td>0.00</td>	Project Acct Read Maint. on Lic Purchase	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         0.00         0.00         0.00         0.00         0.00         0.00         0.00         31.21         31.84         31.84         Project Acct Update Maint. on Lic Purchase         0.00	Project Acct Read Support & Admin	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 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 Maint. on Lic Purchase         0.00         0.00         0.00         0.00         0.00           Purchasing Update Maint. on Lic Purchase         0.00         0.00         0.00         0.00         0.00 <td></td> <td>0.00</td> <td></td> <td>0.00</td> <td>0.00</td> <td></td>		0.00		0.00	0.00	
Project Acct Update Maint. on Lic Purchase         0.00<			. 01			
Project Acct Update Support & Admin         0.00		1	TOWN CONTROL OF THE PARTY	(Application)	ASSAULT OF THE PARTY OF THE PAR	New York Transmission
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 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           Purchasing Update Support & Admin         0.00         0.00         0.00         0.00         0.00           Purchasing Update Support & Admin         0.00         0.00         0.00         0.00         0.00 <td< td=""><td>Project Acct Update Maint. on Lic Purchase</td><td>0.00</td><td>0.00</td><td>0.00</td><td>0.00</td><td>0.00</td></td<>	Project Acct Update Maint. on Lic Purchase	0.00	0.00	0.00	0.00	0.00
Project Management Maint. On Lic Purchase         0.00 </td <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>						
Purchasing Read Appl. Host & Storage         0.00	, ,	1				
Purchasing Read License/Maint Rental         0.00					41.011.110.110.110.11	
Purchasing Read Maint. on Lic Purchase         0.00		\$2000 (Colored Colored				5/4/19/03/03/03
Purchasing Read Support & Admin         0.00						
Purchasing Update Appl. Host & Storage         0.00					0.0000	
Purchasing Update License/Maint Rental         0.00		Brank and				
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       0.00         Tutor License/Maint Rental       0.00       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		251000	10	19		
Purchasing Update Support & Admin         0.00		1				
Tutor License/Maint Rental         0.00 <th< td=""><td></td><td>A SON MACHINE DA</td><td>000000000000000000000000000000000000000</td><td>((())</td><td>(1000)000000000000000000000000000000000</td><td></td></th<>		A SON MACHINE DA	000000000000000000000000000000000000000	((())	(1000)000000000000000000000000000000000	
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						
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					A9 96 CONTROL	
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	The state of the s		THE TAXABLE AND TA	7077747474747474	1000000 000000000000000000000000000000	11/2/14/04 (00/14/04/04/04/04/04/04/04/04/04/04/04/04/04
Web Hosting - Intranet Hosting Fee FTP site 0.72 0.78 0.80 0.81 0.83						
		50000 AARDST COOLS	MESTO CONC. CHACKLE	60000000 200701	1.0000000000000000000000000000000000000	1120 000 00000

Appendix 1 Table 4 Page 11 of 20

2003-2007 IT VOLUMES	۸۵۰	tual		Forecast	
	2003	2004	2005	2006	2007
SERVICE DESCRIPTION	Total	Total	Total	Total	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
<u>Mainframe</u>					
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	Week countries don	11 C 10 P	21421408112082	Store distribution	Lark renderation
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 Remote Access Service	0.00 96.00	0.00 98.00	0.00 99.96	0.00 101.96	0.00 104.00
Rightfax Service	0.00	535.00	545.70	556.61	104.00 567.75
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

Appendix 1 Table 4 Page 12 of 20

2003-2007 IT VOLUMES	4			-	1 age 12 01 20
	2003	tual 2004	2005	Forecast 2006	2007
SERVICE DESCRIPTION	Total	Total	Total	Total	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
VI IV - 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 Conferncing - 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
Training Room Bany Remai	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	1.00	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 - Call Recording  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 Warrager	731.00	715.00	729.30	743.89	758.76
Voice Feature - Sc Oser Voice Feature - Visual Call Waiting	219.00	271.00	276.42	281.95	287.59
Voice Feature - Visual Call Waiting 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 Desktop Voice Feature - Voice Mail Fax	0.00	0.00	0.00	0.00	0.00
		0.00	0.00	0.00	
Voice Feature - Voice Mail Remote Notify	0.00			CORRES AND ARREST	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
2 S. T. Fillion Flight Volume	1 12.00	1 12.00	1 , 3.77	1 7	7 0.41

Appendix 1 Table 4 Page 13 of 20

2003-2007 IT VOLUMES	Ac	tual		Forecast	
	2003	2004	2005	2006	2007
SERVICE DESCRIPTION	Total	Total	Total	Total	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	40.00	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 Hardware Install/Move/Add/Change Labour	0.00 111.50	28.00 170.50	28.56	29.13 177.39	29.71 180.94
Laptop Basic Support High	0.00	0.00	173.91 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 Basic Support Medium	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 Nedium	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
<u>Variable Rate (\$000s)</u>					
Additional Application Fees	\$ 5	\$ 5	\$ 5	\$ 5	\$ 5
Additional Project Expenses	- VSS	seems. SORG		report (1990)	
	J	L	LL	l.	ı si

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2003-2007 IT VOLUMES		2								,
	_		tual	2004	-	2005		Forecast		2027
SERVICE DESCRIPTION	ł	2003 Total		2004 Total		2005 Total		2006 Total		2007 Total
Software Licenses	\$	3	\$	73	\$	75	\$	Total 76	\$	78
Hardware	Φ	3	Φ	/3	٦	75	Φ	76	Ф	70
10.000.000.0000.0000										
3 rd Party Vendor Labour	_	(40)	_	(5)	1	(5)	•	(0)	•	(0)
I-TEK Labour	\$	(16)	387.00	(5)	\$	(5)	\$	(6)	\$	(6)
Other	\$	5	\$	11	\$	11	\$	11	\$	11
Additional Services										
Additional Services Software Licenses	<u>۴</u>		φ.	100	1	202	•	207	•	244
400 00 00 00 00 00 00 00 00 00 00 00 00	\$	_	\$	199	\$	203	\$	207	\$	211
Hardware										
3 rd Party Vendor Labour										
I-TEK Labour	1			10.10120	2		12		1	
Other	\$	30	\$	147	\$	150	\$	153	\$	156
Additional Services - XP Conversion Cost	\$	339								
T   F	_		Φ.		1		•		•	
<u>Travel Expenses</u>	\$	.=0	\$	=	\$	8=1	\$	=	\$	<del></del>
Diatributed Anna										
<u>Distributed Apps</u> Distributed Application Services	•	290	\$	396	\$	404	\$	412	\$	420
Distributed Application Services	\$	290	Φ	390	٦	404	Ф	412	Φ	420
Labour										
Contractors										
External Contractor	\$	26	\$	154	\$	157	\$	160	\$	164
Sub-Contractor Charges	\$	-	\$	-	\$	137	\$	100	\$	104
Sub-Contractor Charges	Ψ	-	Ψ	-	Ι Ψ		Ψ	17.	Ψ	
Mainframe										
MVS Form Type /1000	\$	4	\$	3	\$	3	\$	3	\$	4
WVO TOTAL TYPE / TOO	۱۳	4	Ψ	٥	1 *	Ŭ	Ψ	J	Ψ	-
Network Access										
Network Service	\$	9	\$	7	\$	7	\$	7	\$	8
THOUSEN CONTROL	*	· ·	~	.	*		Ψ.		Ψ.	ŭ
WAN										
Megastream and other Dedicated	\$	13	\$	1	\$	1	\$	1	\$	1
Service Control (Control (Cont	350		6300	55-57	GEO.	**	1-1541	90.004	1,960)	**
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	l									
	l									
Workstation	l									
Cashier Printer - Utilities										
Colour Printer High Volume - Utilities		page	200	5000	6576	254.00	134	gener		Sparred .
Colour Printer Non-Std High Volume	\$	2	\$	2	\$	2	\$	2	\$	2
Hardware	\$	22	\$	15	\$	15	\$	15	\$	15
Non-Std Hardware Mthly Fee	_		_				_	100		
Software	\$	150	\$	127	\$	129	\$	132	\$	135

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	Act	tual		9 192			F	orecast	
	2003		2004	l	2	2005		2006	2007
SERVICE DESCRIPTION	Total		Total		Т	otal		Total	Total
<u>Xerox</u>									
Lease Xerox	\$ 62	\$	64		\$	66	\$	67	\$ 68
Service Xerox	\$ 17	\$	22		\$	22	\$	23	\$ 23

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

ATCO Utilities 2003-2007 IT VOLUMES Appendix 1
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	Act	ual		Forecast	
	2003	2004	2005	2006	2007
SERVICE DESCRIPTION	Total	Total	Total	Total	Total
Fixed Rate (Units)					
Distributed Apps					
Discoverer License/Maint Rental	3.00	-3.00	-1.02	-1.04	0.00000000
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	
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	VECCOUNTS
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		
Financials Update Support & Admin	0.00	0.00	0.00	0.00	VALCONANI
iExpense Maintenance on License Purchase	0.00	4,202.00	20,051.64	20,057.39	
iProcurement Maintenance on Lic Purchase	0.00	6,237.00	73,328.76	- 8	(2)
iExpense Application Hosting	4.00	0.00	0.00	0.00	
Microstation	1,896.00	2,416.00	214.20	218.48	
Mobile Supply Chain Maint on Lic Purchas	0.00	198.00	792.00	792.00	
Order Management Maint on Lic. Purchase	0.00	12,757.00	464,000.00	464,000.00	
Project Acct Read Maint. on Lic Purchase	0.00	254.00	929.89		
Project Acct Update License/Maint Rental	3.00 0.00	-3.00 543.00	0.00	0.00	
Project Acct Update Maint. on Lic Purcha Project Management Maint on Lic Purchase	0.00	253.00	1,022.02 947.64	1,022.63 949.31	1,043.08 955.58
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	
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		
OFIN - DASD Disk Storage	0.00	715.25	4,111.72		(C)
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	
Lahaus					
<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	0,303.77	0,000.09
Analyst 2	10,121.70	16,603.75	11,603.33	19,616.23	20,008.55
Analyst 2 - DFSS	10,121.70	10,000.70	374.30		
Analyst 3	13,452.39	17,973.16	16,202.99		21,425.48
Analyst 3 - DFSS	335.20	,	514.50	446.60	
Analyst 4	19,799.76	30,268.11	21,580.06		
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		
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		
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	
Enhancement Hours	0.00	0.00	5,396.00		
Maintenance Hours	0.00	0.00	1,750.00		
Blended Rate	0.00	0.00	3,636.98	22,750.46	27,788.00

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#### ATCO Utilities 2003-2007 IT VOLUMES

SERVICE DESCRIPTION		Act	ual		Forecast	
Mainframe Mainframe Print Configuration         411.00         429.00         0.00         0.00           MVS (ADABAS) CPU Minutes         107.183.66         101.880.19         96.780.33         91.918.68           MVS (Batch) CPU Minutes         150.492.10         159.600.41         103.497.10         99.012.83           MVS (DB2 CPU Minutes         61.942.24         5,544.38         7.115.29         7.203.32           MVS (DB2 CPU Minutes         11.211.66         10.788.31         12.912.68         2.1311.05           MVS (DB2 CPU Minutes         70.558.47         44,718.85         46,625.11         48,983.41           MVS (MS) CPU Minutes         70.558.47         44,718.85         46,625.11         48,983.41           MVS (DB2 CPU Minutes         6,444.09         5,765.79         4,402.76         4.204.66           MVS (DB2 CPU Minutes         6,444.09         5,765.79         4,402.76         4.204.66           MVS (DB2 CPU Minutes         70.558.47         41,718.85         46,625.11         48,983.41           MVS (DB2 CPU Minutes         1,523.87         1,567.46         1,223.08         1,190.73           MVS Tape Gigabyte Months         1,393.33         2,128.60         645.80         646.86         646.46         640.60         1,229.22		2003	2004	2005	2006	2007
Mainframe Print Configuration   411.00   429.00   0.00   0.00   0.00	DESCRIPTION	Total	Total	Total	Total	Total
Mainframe Print Configuration			8			
MVS (ADABAS) CPU Minutes						
MVS (CICS) CPU Minutes	Print Configuration					0.00
MVS (CICS) CPU Minutes MVS (DB2) CPU Minutes			62		- 8	79,638.92
MVS (DB2) CPU Minutes MVS (MS) CPU Minutes MVS	AND AND THE PARTY OF THE PARTY	The second of the second section		103,497.10	EL MONTE PAGE O PROGRAMMO	89,307.83
MVS (IMS) CPU Minutes	Carlot Control of the					7,347.45
MVS (IMS) CPU Minutes		11,211.86	10,768.31	12,912.89		28,461.21
MVS (TSO) CPU Minutes  6,444.09  5,765.79  4,402.76  4,204.66  1,193.73  MVS HSM Tape Gigabyte Months  1,523.87  MVS HSM Tape Gigabyte Months  1,523.87  MVS Print Forms  0,00  0,00  2,672.00  2,505.00  MVS Print Forms  0,00  0,00  2,672.00  2,505.00  MVS Print Forms  MVS Print Forms  0,00  0,00  2,672.00  2,505.00  MVS Print Forms  MVS Print Forms  0,00  0,00  1,1865.60  11,371.92    Network Access  ADSL Light  ADSL Light  ADSL Unlimited M/ Terminal Capability  0,00  0,	Control Contro					35,581.20
MVS DASD Gigabyte Months						39,275.25
MVS FM Tape Gigabyte Months		-,				3,838.58
MVS Print Forms					14,111,111	1,127.42
MVS Tape Gigabyte Months						659.39
MVS Tape Gigabyte Months					- 8	2,258.00
Network Access   ADSL Light   163.21   279.72   292.32   292.32   ADSL Unlimited with the part of th		A1136/41140 10-440/4000			120000000000000000000000000000000000000	3,141.81
ADSL Light	Gigabyte Months	13,443.14	13,754.20	11,865.60	11,371.92	11,365.63
ADSL Light						
ADSL Unlimited		400.04	270 70	202.22	202.20	007.00
ADSL Unlimited w/ Terminal Capability   2.00   0.00   0.00   0.00   0.00   Distributed Archive Tape   0.00   21.29   24.12	W					297.33
Distributed Archive Tape   0.00   21.29   24.12   24.12   Email Service   38,970.00   40,300.00   55,1565.32   55,681.14   1167.000   13,325.00   13,247.76   13,400.88   115,400.000   13,325.00   13,247.76   13,400.88   115,400.000   13,325.00   13,247.76   13,400.88   115,400.000   13,325.00   13,247.76   13,400.88   115,400.000   13,325.00   13,247.76   13,400.88   115,400.000   13,325.00   13,247.76   13,400.88   115,400.000   12,666.51   0.00   0.						111.43
Email Service			***************************************			0.00 24.60
Internet Access	F 4000000000000000000000000000000000000					
Instant Messaging	1.100	7.8		- S	- 8	56,816.61 13,746.90
Long Term Archive	100 Miles (100 Miles (				The same of the sa	6.37
Long Term Archive - DFSS	3 0					0.00
Long Term Archive - 1st Month   0.00   602.41   180.00		0.00	2,000.51	0.00		210.00
Server Storage   Service		0.00	602.41	180.00	700 PROVIDENCES	183.60
Network Connectivity		0.00	002.41	180.00	100000000000000000000000000000000000000	210.00
Remote Access Service   2,315.00   1,875.00   1,311.96   1,301.96   Rightfax Service   0.00   765.00   1,073.70   1,084.61   Server Storage   13,577.34   18,637.19   20,460.67   20,796.02   Substation   24.00   24.00   24.00   24.00   24.00   Cellus 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   VPN - Remote Client   2,091.00   436.00   0.00   0.00   0.00   VPN-Remote Client w/ split tunnelling   5.00   14.00   12.00   12.00   0.00   Vireless Service - Leased   77.00   38.00   36.00   36.00   0.00   0.00   Vireless Service - Owned   22.00   12.00   0.00		170.00	236 00	150.06		154.16
Rightfax Service		1.0.1110.000000000000000000000000000000	100100000000000000000000000000000000000		1100/100/100/110	1,328.00
Server Storage   13,577.34   18,637.19   20,460.67   20,796.02						1,106.31
Substation   24.00   28.350.92   28.779.00   30.035.00   28.218.60   28.350.92   28.779.00   2.847.0						21,429.86
Telus Aircard						24.48
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   VPN - Remote Client   2,091.00   2,847.00   1,774.92   1,801.90   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   0.00   0.00   VPN-Remote Client w/ split tunnelling   5.00   14.00   12.00   12.00   0.00	ard					0.00
UserID Services   28,779.00   30,035.00   28,218.60   28,350.92   VPN - Remote Client   2,091.00   2,847.00   1,774.92   1,801.90   VPN Firewall   411.00   436.00   0.00   0.00   VPN-Remote Client w/ split tunnelling   5.00   14.00   12.00   12.00   12.00   Wireless Service - Leased   77.00   38.00   36.00   36.00   36.00   Wireless Service - Owned   22.00   12.00   0.00   0.00   0.00   Wireless Service Connect   65.00   232.00   89.10   89.20   Xerox Network Connectivity   0.00   46.00   0.00   0.00   0.00   0.00   WMAN   12.00   17.00   24.24   24.48   112K Virtual WAN   8.40   0.00   0.00   0.00   256K Virtual WAN   33.71   12.00   12.00   12.00   12.00   4 Wire Loop   73.71   63.00   74.28   74.28   4 Wire Loop High Speed   0.00   9.00   0.00   0.00   512K Virtual WAN   242.32   96.22   150.00   150.00   Microwave (Dedicated)   27.60   38.00   41.30   52.90						0.00
VPN - Remote Client         2,091.00         2,847.00         1,774.92         1,801.90           VPN Firewall         411.00         436.00         0.00         0.00           VPN-Remote Client w/ split tunnelling         5.00         14.00         12.00         12.00           Wireless Service - Leased         77.00         38.00         36.00         36.00           Wireless Service - Owned         22.00         12.00         0.00         0.00           Wireless Service Connect         65.00         232.00         89.10         89.20           Xerox Network Connectivity         0.00         46.00         0.00         0.00           WAN         10 Mb Ethernet - Remote         24.00         24.00         35.76         35.76           10Mb Ethernet - Local - 3 YR         12.00         17.00         24.24         24.48           112K Virtual WAN         8.40         0.00         0.00         0.00           256K Virtual WAN         33.71         12.00         12.00         12.00           4 Wire Loop         73.71         63.00         74.28         74.28           4 Wire Loop High Speed         0.00         0.75         0.00         0.00           56K Virtual WAN         242.32 <td></td> <td>20/07/07/07/07/07</td> <td>0.000.000.000</td> <td>579000000000</td> <td>500,0V20000</td> <td>28,835.14</td>		20/07/07/07/07/07	0.000.000.000	579000000000	500,0V20000	28,835.14
VPN Firewall       411.00       436.00       0.00       0.00         VPN-Remote Client w/ split tunnelling       5.00       14.00       12.00       12.00         Wireless Service - Leased       77.00       38.00       36.00       36.00         Wireless Service - Owned       22.00       12.00       0.00       0.00         Wireless Service Connect       65.00       232.00       89.10       89.20         Xerox Network Connectivity       0.00       46.00       0.00       0.00         WAN       10 Mb Ethernet - Remote       24.00       24.00       35.76       35.76         10Mb Ethernet - Local - 3 YR       12.00       17.00       24.24       24.48         112K Virtual WAN       8.40       0.00       0.00       0.00         256K Virtual WAN       33.71       12.00       12.00       12.00         4 Wire Loop       73.71       63.00       74.28       74.28         4 Wire Loop High Speed       0.00       0.05       0.00       0.00         56K Virtual WAN       242.32       96.22       150.00       150.00         Microwave (Dedicated)       27.60       38.00       41.30       52.90						1,824.26
VPN-Remote Client w/ split tunnelling         5.00         14.00         12.00         12.00           Wireless Service - Leased         77.00         38.00         36.00         36.00           Wireless Service - Owned         22.00         12.00         0.00         0.00           Wireless Service Connect         65.00         232.00         89.10         89.20           Xerox Network Connectivity         0.00         46.00         0.00         0.00           WAN         10 Mb Ethernet - Remote         24.00         24.00         35.76         35.76           10Mb Ethernet - Local - 3 YR         12.00         17.00         24.24         24.48           112K Virtual WAN         8.40         0.00         0.00         0.00           256K Virtual WAN         33.71         12.00         12.00         12.00           4 Wire Loop         73.71         63.00         74.28         74.28           4 Wire Loop High Speed         0.00         9.00         0.00         0.00           512K Virtual WAN         6.00         0.75         0.00         0.00           56K Virtual WAN         242.32         96.22         150.00         150.00           Microwave (Dedicated)         27.60		18	8,	S		0.00
Wireless Service - Leased       77.00       38.00       36.00       36.00         Wireless Service - Owned       22.00       12.00       0.00       0.00         Wireless Service Connect       65.00       232.00       89.10       89.20         Xerox Network Connectivity       0.00       46.00       0.00       0.00         WAN       10 Mb Ethernet - Remote       24.00       24.00       35.76       35.76         10Mb Ethernet - Local - 3 YR       12.00       17.00       24.24       24.48         112K Virtual WAN       8.40       0.00       0.00       0.00         256K Virtual WAN       33.71       12.00       12.00       12.00         4 Wire Loop       73.71       63.00       74.28       74.28         4 Wire Loop High Speed       0.00       9.00       0.00       0.00         512K Virtual WAN       6.00       0.75       0.00       0.00         56K Virtual WAN       242.32       96.22       150.00       150.00         Microwave (Dedicated)       27.60       38.00       41.30       52.90	ote Client w/ split tunnelling	5.00	14.00	12.00	00.0900000	12.24
Wireless Service - Owned       22.00       12.00       0.00       0.00         Vireless Service Connect       65.00       232.00       89.10       89.20         Xerox Network Connectivity       0.00       46.00       0.00       0.00         WAN       0.00       24.00       35.76       35.76         10Mb Ethernet - Remote       12.00       17.00       24.24       24.48         112K Virtual WAN       8.40       0.00       0.00       0.00         256K Virtual WAN       33.71       12.00       12.00       12.00         4 Wire Loop       73.71       63.00       74.28       74.28         4 Wire Loop High Speed       0.00       9.00       0.00       0.00         512K Virtual WAN       6.00       0.75       0.00       0.00         56K Virtual WAN       242.32       96.22       150.00       150.00         Microwave (Dedicated)       27.60       38.00       41.30       52.90		7				36.72
Wireless Service Connect         65.00         232.00         89.10         89.20           Xerox Network Connectivity         0.00         46.00         0.00         89.10         89.20           WAN         0.00         24.00         35.76         35.76         35.76           10Mb Ethernet - Remote         12.00         17.00         24.24         24.48           112K Virtual WAN         8.40         0.00         0.00         0.00           256K Virtual WAN         33.71         12.00         12.00         12.00           4 Wire Loop         73.71         63.00         74.28         74.28           4 Wire Loop High Speed         0.00         9.00         0.00         0.00           512K Virtual WAN         6.00         0.75         0.00         0.00           56K Virtual WAN         242.32         96.22         150.00         150.00           Microwave (Dedicated)         27.60         38.00         41.30         52.90						0.00
Xerox Network Connectivity       0.00       46.00       0.00       0.00         WAN       10 Mb Ethernet - Remote       24.00       24.00       35.76       35.76         10Mb Ethernet - Local - 3 YR       12.00       17.00       24.24       24.48         112K Virtual WAN       8.40       0.00       0.00       0.00         256K Virtual WAN       33.71       12.00       12.00       12.00         4 Wire Loop       73.71       63.00       74.28       74.28         4 Wire Loop High Speed       0.00       9.00       0.00       0.00         512K Virtual WAN       6.00       0.75       0.00       0.00         56K Virtual WAN       242.32       96.22       150.00       150.00         Microwave (Dedicated)       27.60       38.00       41.30       52.90	ervice Connect					90.99
10 Mb Ethernet - Remote         24.00         24.00         35.76         35.76           10Mb Ethernet - Local - 3 YR         12.00         17.00         24.24         24.48           112K Virtual WAN         8.40         0.00         0.00         0.00           256K Virtual WAN         33.71         12.00         12.00         12.00           4 Wire Loop         73.71         63.00         74.28         74.28           4 Wire Loop High Speed         0.00         9.00         0.00         0.00           512K Virtual WAN         6.00         0.75         0.00         0.00           56K Virtual WAN         242.32         96.22         150.00         150.00           Microwave (Dedicated)         27.60         38.00         41.30         52.90						0.00
10 Mb Ethernet - Remote         24.00         24.00         35.76         35.76           10Mb Ethernet - Local - 3 YR         12.00         17.00         24.24         24.48           112K Virtual WAN         8.40         0.00         0.00         0.00           256K Virtual WAN         33.71         12.00         12.00         12.00           4 Wire Loop         73.71         63.00         74.28         74.28           4 Wire Loop High Speed         0.00         9.00         0.00         0.00           512K Virtual WAN         6.00         0.75         0.00         0.00           56K Virtual WAN         242.32         96.22         150.00         150.00           Microwave (Dedicated)         27.60         38.00         41.30         52.90	•					
10 Mb Ethernet - Remote         24.00         24.00         35.76         35.76           10Mb Ethernet - Local - 3 YR         12.00         17.00         24.24         24.48           112K Virtual WAN         8.40         0.00         0.00         0.00           256K Virtual WAN         33.71         12.00         12.00         12.00           4 Wire Loop         73.71         63.00         74.28         74.28           4 Wire Loop High Speed         0.00         9.00         0.00         0.00           512K Virtual WAN         6.00         0.75         0.00         0.00           56K Virtual WAN         242.32         96.22         150.00         150.00           Microwave (Dedicated)         27.60         38.00         41.30         52.90						
10Mb Ethernet - Local - 3 YR       12.00       17.00       24.24       24.48         112K Virtual WAN       8.40       0.00       0.00       0.00         256K Virtual WAN       33.71       12.00       12.00       12.00         4 Wire Loop       73.71       63.00       74.28       74.28         4 Wire Loop High Speed       0.00       9.00       0.00       0.00         512K Virtual WAN       6.00       0.75       0.00       0.00         56K Virtual WAN       242.32       96.22       150.00       150.00         Microwave (Dedicated)       27.60       38.00       41.30       52.90	ernet - Remote	24.00	24.00	35.76	35.76	36.27
256K Virtual WAN     33.71     12.00     12.00     12.00       4 Wire Loop     73.71     63.00     74.28     74.28       4 Wire Loop High Speed     0.00     9.00     0.00     0.00       512K Virtual WAN     6.00     0.75     0.00     0.00       56K Virtual WAN     242.32     96.22     150.00     150.00       Microwave (Dedicated)     27.60     38.00     41.30     52.90	rnet - Local - 3 YR	12.00	17.00	24.24	24.48	24.73
4 Wire Loop       73.71       63.00       74.28       74.28         4 Wire Loop High Speed       0.00       9.00       0.00       0.00         512K Virtual WAN       6.00       0.75       0.00       0.00         56K Virtual WAN       242.32       96.22       150.00       150.00         Microwave (Dedicated)       27.60       38.00       41.30       52.90	al WAN	8.40	0.00	0.00	0.00	0.00
4 Wire Loop High Speed       0.00       9.00       0.00       0.00         512K Virtual WAN       6.00       0.75       0.00       0.00         56K Virtual WAN       242.32       96.22       150.00       150.00         Microwave (Dedicated)       27.60       38.00       41.30       52.90	al WAN	33.71	12.00	12.00	12.00	12.24
512K Virtual WAN       6.00       0.75       0.00       0.00         56K Virtual WAN       242.32       96.22       150.00       150.00         Microwave (Dedicated)       27.60       38.00       41.30       52.90	р	73.71	63.00	74.28	74.28	74.93
56K Virtual WAN       242.32       96.22       150.00       150.00         Microwave (Dedicated)       27.60       38.00       41.30       52.90	p High Speed	0.00	9.00	0.00	0.00	0.00
Microwave (Dedicated) 27.60 38.00 41.30 52.90	al WAN	6.00	0.75	0.00	0.00	0.00
	C-90 10 20 C-10 S-02	242.32	96.22	150.00	150.00	151.68
	(Dedicated)	27.60	38.00	41.30	52.90	53.60
T1 in Grande Prairie 24.00 24.00 26.16 26.16		24.00	24.00	26.16	26.16	26.44
VPN - Remote Branch         0.00         2.00         0.00         0.00	note Branch	0.00	2.00	0.00	0.00	0.00
				I	<b>[</b> ,	

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#### ATCO Utilities 2003-2007 IT VOLUMES

	Act	ual					
	2003	2004	2005	2006	2007		
SERVICE DESCRIPTION	Total	Total	Total	Total	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			222.00				
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				
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				
Monitor - 15 inch or less	111.00	30.00	43.14	43.28	43.67		

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	274	Act	ual					F	Forecast		
		2003		2004	Ιſ		2005		2006		2007
SERVICE DESCRIPTION		Total		Total	П	::	Total	5)	Total		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	ıı		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	ıı		892.92		893.86		907.90
Monitor LCD - 19 inch		0.00		288.00	ıı		247.20		291.05		339.97
Monitor LCD - 20 inch		104.00		273.00	ıı		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	ıı		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	ıı		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	ıı		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	Н		0.00		0.00		0.00
Terminal Server Service		32.00		178.00	Н		104.10		105.22		107.33
Terminal Server Service 1 Port		132.00		132.00	Н		156.00		144.00		146.88
Terminal Server Service 20 Port		12.00		12.00	Н		12.00		12.00		12.24
Terminal Server Service 4 Port		84.00		84.00	Н		96.00		96.00		97.68
Terminal Server Service 8 Port		12.00		12.00	Н		12.00		12.00		12.24
Workstation Move/Add/Change		548.50		62.50	Н		83.16		76.32		77.85
Workstation Move/Add/Change-Emergency		38.50		1.00	Н		0.00		0.00		0.00
Variable Rate (\$000s)											
Additional Application Fees	\$	7	\$	7		\$	5	\$	5	\$	5
Additional Project Expenses					Н						
Software Licenses	\$	530	\$	401	Н	\$	427	\$	176	\$	178
Software Licenses - DFSS	Ψ	330	Ψ	401	Н	\$	19	\$	16	Ψ	170
Hardware	\$	159	\$	7	Н	\$	302	\$	273	\$	818
3 rd Party Vendor Labour	\$	139	\$	216	Н	\$	647	\$	210	\$	010
I-TEK Labour	\$	(16)	\$	(5)	Н	\$	0.000	\$	(6)	\$	(6)
Other	\$	23	\$	54	Н	\$	(5) 31	φ \$	52	φ \$	11
Guici	*	20	Ψ	04	Н	Ψ	01	Ψ	02	Ψ	A. S. S.
Additional Services					Н						
Software Licenses	\$	17	\$	2,671	H	\$	290	\$	293	\$	299
Hardware	\$	4	\$	25		\$	_	\$	_	\$	-
3 rd Party Vendor Labour	\$	27	\$	108		\$	240	\$	282	\$	288
I-TEK Labour	\$	2	\$	65		\$	229	- 2	214	\$	218
Other	\$	454		1,114	ıı	\$	466		458		470
	1.70		170	0.000	Н					10.00	
Additional Services - XP Conversion Cost	\$	1,329	\$	975		\$	506	\$	-	\$	-
<u>Travel Expenses</u>	\$	9	\$	9	$ \  $	\$	-	\$	-	\$	-
Distributed Apps											
Distributed Application Services	\$	1,397	\$	2,373	Ц	\$	4,882	\$	5,410	\$	5,744
Distributed Application Services - DFSS					П	\$	-	\$	94	\$	502
Hosting & Support	\$	-	\$	247		\$	2,119		2,187	35000	2,257
Disaster Recovery	\$	-	\$	-		\$	83	\$	257	\$	263
L	d.				ιl			l,		I	

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#### ATCO Utilities 2003-2007 IT VOLUMES

	Actual			Forecast						
	20	003		2004		2005		2006		2007
SERVICE DESCRIPTION	To	otal		Total		Total		Total		Total
Labour		**		÷.						
Contractors	\$	77	\$	95	\$	31	\$	-	\$	-
External Contractor	\$	267	\$	1,184	\$	157	\$	160	\$	164
Sub-Contractor Charges	\$	5	\$	3	\$	-	\$	_	\$	-
	32						· ***			
Mainframe										
MVS Form Type /1000	\$	86	\$	70	\$	8	\$	8	\$	8
	_		*		1		*		*	
Network Access										
Misc. Charges	\$	_	\$	_	\$	7	\$	8	\$	9
Network Service	\$	13	\$	11	\$	7	\$	7	\$	8
						-		100	*	
WAN										
Megastream and other Dedicated	\$	95	\$	29	\$	63	\$	67	\$	69
, and the second	927				187					
Specified Expense										
Training Directs	\$	1	\$	-	\$	1-	\$	-	\$	-
	UBC									
<u>Voice</u>										
Dedicated OPX	\$	4	\$	4	\$	12	\$	-	\$	-
Dedicated Tie Line	\$	2	\$	-	\$	1.0	\$	-	\$	-
Long Distance Direct	\$	166	\$	167	\$	166	\$	169	\$	172
Remote Centre Voice Network Access	\$	92	\$	99	\$	8	\$	8	\$	8
Rightfax Service L/D	\$	-	\$	1	\$	2=	\$	-	\$	-
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
	- 22				187.11	507.1		5000		
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	\$		\$	-	\$	-	\$		\$	

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

•	2003	2004	2002	2006	2007
ATCO Gas Lease Xerox Service Xerox Xerox PST Xerox Network connectivity	306,373.43 89,782.01 137.94 0.00	321,252.04 121,299.13 154.28 2,021.88			
Xerox Total *	396,293.38	444,727.33	0.00	0.00	00.00
Analyst 1 - XP related Analyst 2 - XP related	16,138.25 34,132.54				
Analyst 3 - XP related Analyst 4 - XP related	71,095.53 38,455.51				
Consultant - XP related Project Manager - XP related	43,260.20 2,064.40				
Additional Services - XP conversion Costs Software - XP related	525,127.00 80,277.95	505,512.00	506,000.00		
XP Project Total	810,551.38	505,512.00	506,000.00	0.00	00.00
Capital Indirect	780,799.79	1,404,446.71			
ATCO Electric					
Analyst 1 - XP related	8,250.00				
Analyst 2 - XP related Analyst 3 - XP related	36 614 00				
Analyst 4 - XP related	115,522.00				
Consultant - XP related	62,183.00				
Additional Services - XP conversion Costs	465,120.00	469,404.00			
XP Project Total	709,064.00	469,404.00	0.00	00.00	0.00

# **ATCO Pipelines**

None

<sup>\*</sup> 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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#### SAFETYPOLICY

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.

EUB Order U2007-111

### **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.
- 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 (H<sub>2</sub>S, SOUR GAS)

 $H_2S$  is a **toxic**, clear, colorless **flammable** gas that often smells like rotten eggs. Never enter any buildings or facilities that have signs indicating  $H_2S$  may be present unless you are trained in recognized  $H_2S$  Alive or  $H_2S$  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 H<sub>2</sub>S.

#### 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.



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.

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.

EUB Order U2007-111

#### **General Housekeeping**

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

- 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 breech of contract.

If the company believes there is any reason to suspect a contravention or 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 ProtectionIf a worker's exposure to noise exceeds the limits in OH&S, Noise Regulations, then appropriate CSA approved hearing protection must be used.

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.



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

A life jacket or PFD that meets regulatory standards must be worn in a Flotation Device boat or if there is danger of drowning due to a fall or other event.

for ATV Users

Head Protection 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.



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.

#### H<sub>2</sub>S Station

A Company-owned gas handling facility in which the station piping may contain harmful concentrations of H<sub>2</sub>S gas. In addition to the signs found at a standard station, the facility will be visually identified as an H<sub>2</sub>S 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.



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.



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.



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 H<sub>2</sub>S Station



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 H<sub>2</sub>S 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 H<sub>2</sub>S is required.

If the gas stream is known to contain levels of H<sub>2</sub>S above 15 ppm, entry to the station is considered Emergency Entry and must only be carried out by authorized H<sub>2</sub>S emergency response personnel.

- (1) Workers must notify the Control Centre before approaching an H,S station to:
  - determine the H<sub>2</sub>S 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 H<sub>2</sub>S level is rising, Control Centre personnel must disallow normal station entry.
- (2) H<sub>2</sub>S 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.



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 H<sub>2</sub>S 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.



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 I 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

Operating Voltage of Approach for Overhead Powerlines Persons and Between Conductors Equipment

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

- 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**

- 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 noncumbustible 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	0
В	FLAMMABLE AND COMBUSTII	BLE (1)
С	OXIDIZING	<b>(</b>
D	POISONOUS AND INFECTIOUS	
	MANEDIATE, SERIOUS TOKIC EFFECTS OTHER TOXIC EFFECTS	HAZARDOUS INFECTIOUS MATERIAL
E	CORROSIVE	
F	DANGEROUSLY REACTIVE	R

#### **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

EUB Order U2007-111

Diameter of Rope (Inches)	Number of Clips	Distance Between Clips
1/4 - 3/8	3	21/4"
$\frac{7}{10} - \frac{5}{6}$	3	35/4"
$\frac{1}{3}\frac{1}{4} - \frac{1}{1}\frac{1}{8}$	4	63/4 "
$1\frac{1}{4} - 1\frac{1}{2}$	5	9"
15/4 - 15/4	6	101/2"
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

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- 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.

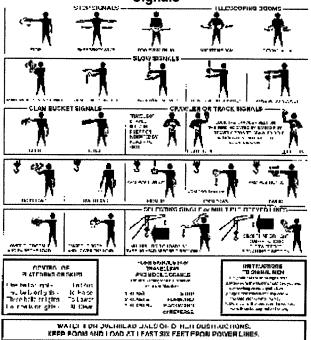
- When rigging a load, ensure the rigger and operator both know the weight of the load and the lifting capacity of the hoisting equipment for radius and angles of the lift.
- Always use reasonably over-rated rigging and hoisting equipment.

#### 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 noninsulating 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.



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.
- 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**

- 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.



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.

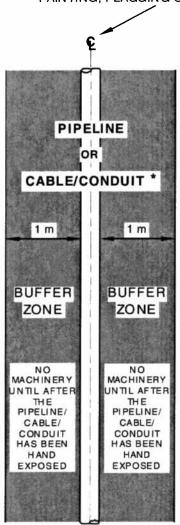
Mechanical excavating equipment shall be operated so that small layers of spoil are removed in sequence. The bucket shall be kept parallel to the bottom of the excavation so that the teeth are not protruding below it. The operator and spotter shall observe the excavation at all times for movement (i.e., 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 Facilites (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:

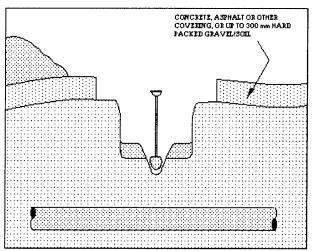
#### **Dig Laterally**

Delted June 01/2001

#### 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



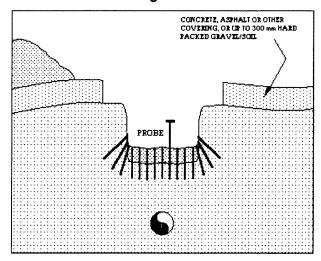
#### **Probe and Excavate**

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)

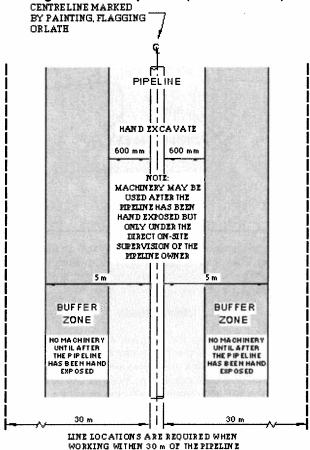
All high pressure pipelines are protected by a controlled area. Excavation work cannot occur within a controlled area until the location of the pipeline is surface-marked by the owner/operator of the facility. Once the surface location is marked, mechanical excavation is permitted to within 5 m of the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

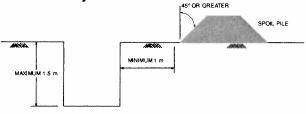


Figure 11
Back-sloped Disturbance in "Soft, Sandy or Loose" Soils



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

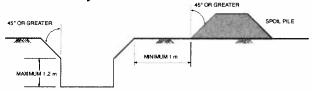


Figure 11
Sloped Disturbance in
"Likely to Crack or Crumble" Soils



#### **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
- (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 truckmounted 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:

- 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 facilites 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 warm 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.	yesno
Emergency Preparedness Emergency procedures specific to the work are in place, and workers are aware of their responsibilities and can perform the procedures.	yesno
Employee Training/Orientation  New employees are properly oriented to the job.	yesno
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.	yesno
Documentation on employee training is available.	
Accident Investigation Accidents and serious near miss incidents are reported formally and investigated promptly.	yesno
Safety Communication  The contractor employs a formal means of communicating safety information and employees participate (e.g., safety tailgate meetings).	yesno
Hazard Identification, Assessment and Control Site-specific hazards are assessed prior to commencing work, and reassessed if the scope of the work changes.	yesno
Control measures are in place to mitigate hazards.	
Worksite inspections are conducted on a regular	yesno yesno
basis.	yesno
Safe Work Policies and Procedures	
Codes of practice, safe work policies and procedures are documented.	yesno
Employees are aware of codes of practice, policies and procedures.	yesno

# **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

handbook, as it pertains to the job being performed, will be (Print Name Clearly and Initial Next to Name)

contract supervisor will ensure that the contents of this

Contractor Supervisor/Superintendent

communicated to all contract employees.

#### **CONTRACTOR AGREEMENT**

## Benchmarking of Customer Care and Billing Services

THIS AGREEMENT is made as of the 22<sup>nd</sup> 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.

ATC	O Gas	Compass Management Consulting Limited	
Per:	- from 7-fr	Per:  Name: Greg Apple  Title: VP Finance and Business Ops.	
Pyf:	President, ATCO Gas	P-X:	
	B.P. Bale	Monskin	
WITN	IESS	Name: HOWARD DAVIES	

Per: S. Polinisho

Per: President, ATCO Electric

BR. 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;
- 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, Aaffiliates, 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 Aaffiliate 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 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)

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

## **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 10035-105<sup>th</sup> 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 <u>22</u> day of <u>MARCH</u>, 20<u>07</u> to the <u>31<sup>51</sup></u> day of <u>becauser</u>, 20<u>07</u> unless it is renewed by written agreement.



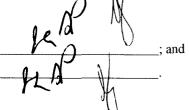
## **Invoice Delivery**

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

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) $\sqrt{}$  details of the Services performed

(b) the method for calculating the fees being claimed

(c) $\sqrt{}$  the Contractor's GST number

(d) $\sqrt{\phantom{a}}$  the total amount of the fees for the Services, and the total amount of GST

(e) $\sqrt{}$  receipts for each expense listed on the invoice

(f) $\sqrt{}$  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, 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"**

## FEES 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

DMSLegal\008794\01878\2546217v4

#### NON-DISCLOSURE/CONFIDENTIALITY AGREEMENT

DECEMBER

This agreement is entered into as of 14, 206, (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 Majorement Conformation Williams Whose full post office address is 7145 W. CLEDIT WE. B1-101 (the "Recipient")

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#### 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

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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 by 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
- As a general principle, the Benchmarking Consultant will be entitled to all the data the Benchmarking Consultant needs to complete the Benchmarking effort.
- 11. 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

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- 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.]

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- 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.

July 1

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 Inco	Benchm	narking Consultants
PER: Oll-Lambil	PER:	SHIMM
Name: Bobbi Lambright	Name:	GREG APPLE
Title: President	Title:	VP FINANCE & Brs. OPS.
Date:	Date:	12/14/06
PER:	PER:	
Name:	Name:	
Title:	Title:	
Date:	Date:	
ATCO Gas		
PER: The		
Name: Jerome Engler		
Title: President		
Date:		
PER:		
Name:		
Title:		
Date:		

ATCO F	'ipelines
PER:	
Name:	
Title:	
Date:	
PER:	
Name:	
Title:	
Date:	
ATCO E PER:	lectric Ltd
Name:	S. POLICICIANO
Title:	PRÉSIDENT
Date:	
PER:	
Name:	
Title:	
Date:	

NTD: 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 Customer Care and Billing Services

from

**ATCO I-Tek Business Services Ltd.** 

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## 1.0 INTRODUCTION

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In Decision 2000-09, a decision dealing with the General Rate Application of CWNG, 2 3 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 Utilities<sup>2</sup> 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 13<sup>3</sup>, 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

<sup>&</sup>lt;sup>1</sup> Decision 2000-09, page 157 <sup>2</sup> See definition of ATCO Utilities in Section 6.0

<sup>&</sup>lt;sup>2</sup> As per the hard copy and . pdf version of the decision. Word version has it as #12.

of reference to assist in providing a complete and useful record for future applications.<sup>4</sup>

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

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

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

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

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<sup>&</sup>lt;sup>4</sup> Decision 2002-069, page 100

<sup>&</sup>lt;sup>5</sup> ATCO letter to the Board outlining the intended approach, together with an invitation to interested parties.

<sup>&</sup>lt;sup>6</sup> Board letter to B. Bale and interested parties, dated December 18, 2002.

ATCO letter to Board summarizing positions of parties dated December 17, 2002 <sup>8</sup> Board letter to B. Bale and interested parties dated December 20, 2002.

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

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

- 1. The Collaborative Process Committee will review concurrently the Terms and Conditions of both the ATCO I-Tek Business Services Ltd. ("ITBS") Customer Care and Billing Interim MSA and the new Customer Care and Billing Agreement that became effective June 1, 2004. The objective of the review will be to reach agreement on the Terms and Conditions for the MSA's and submit that agreement to the AEUB for approval.
- The Collaborative Process Committee will develop a Terms of Reference and Request for Proposal for benchmarking the ITBS Customer Care and Billing MSA's and submit them to the AEUB for approval.
- 3. The Collaborative Process Committee will select the Consultant to do the benchmarking and ensure the Consultant performs the benchmark in accordance with the provisions of the Terms of Reference.<sup>9</sup>

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

<sup>&</sup>lt;sup>9</sup> ATCO Electric 2003/2004 General Tariff Application – Impact of the Retail Transfer and ITBS Volume Forecast, Application No. 1355435, Response to Information Request BR-AE-2

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

The Collaborative Process Committee is recommending the benchmark now cover the years 2003 to 2007<sup>10</sup>. The recommended time frame is intended to bring the benchmark process up to date and align it with the Board's decision regarding AG's 2005 - 2007 GRA<sup>11</sup>. 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 Volumes once these are filed with the AEUB. During the Benchmarking process the Collaborative Process Committee will ask the Benchmarker to provide recommendations and expert opinion as to an equitable, objective process for ensuring FMV for periods subsequent to 2007.

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

Decision 2006-04

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<sup>&</sup>lt;sup>10</sup> AG has placeholders in its revenue requirements for each of the years 2003 through 2007 for costs 26 27 from ITBS and IT. AE has placeholders in its revenue requirements for each of the years 2003 through

<sup>2006</sup> for costs from ITBS and IT. AP has placeholders in its revenue requirements for each of the years

<sup>29</sup> 2003 through 2004 for costs from IT. 30

- period from May 31, 2004 to September 30, 2004 and the distribution only 1 period from October 1, 2004 forward. 2
- The following table outlines the periods involved, together with the MSAs 3 and Statements of Work ("SOWs") involved in the ITBS benchmark: 4

# **Table of ITBS Agreements**

Period		AG and AE	AG MSA	AE MSA
-		Terminolog	with ITBS	with ITBS
Start	End			X.
2003-01- 01	2004-05-31	Pre-Retail	1999 ASL MSA <sup>I2</sup> + SOW	1999 ASL MSA <sup>14</sup> + SOW
2004-06- 01	2004-09-30	Continuing Retail	2004 ITBS MSA <sup>16</sup> + SOW	2004 ITBS MSA <sup>'\$</sup> + SOW
2004-06- 01	2007-12-31	Distribution (Post-Retail)	2004 ITBS MSA <sup>20</sup> +	2004 ITBS MSA <sup>24</sup> +
			SOW #PD00223 <sup>21</sup> +	SOW #PD00223 <sup>25</sup> +
			SOW #PD00311 <sup>22</sup> +	SOW #PD00340 26
			sow	
			#PD00311	
			Phase II <sup>23</sup>	

<sup>&</sup>lt;sup>12</sup> Application 1355457 Calgary IR Attachment 1999 AG - Singlepoint MSA, September 10, 2004

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<sup>&</sup>lt;sup>13</sup> Application 1355457 Attachment 1
<sup>14</sup> Application 1355435 Calgary Revised IRs Sept 14, 04 (D'Arcy & Deacon) 1999 MSA between AE and ATCO Singlepoint

15 Application 1355435 CAL-AE-1 (a) and CAL-AE-2 (b) Attachments

<sup>6</sup> 7 8 9 10 11

Application 1355457 Attachment 8

<sup>&</sup>lt;sup>7</sup> Application 1355457 Attachments 8 & 5 <sup>18</sup>

Application 1355435 Attachment 2 1s 13 Annlication 1255/25 Attachments 2 & 5

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Using the foregoing table, the above documents will be collectively referred

3 to as the MSAs.

- With these considerations, the Collaborative Process will consist of the following steps:
- The Committee will issue a Request for Proposal ("RFP") to elicit submissions from potential consultants to benchmark the CC&B services offered in the MSAs.
- 9 2. Based on the submissions the Committee will select a Consultant and make recommendations on the selection to the AEUB.
  - The Consultant will execute a benchmark study utilizing its methodology. There will be regular update meetings between the Consultant and the Committee during the benchmark study.
  - 4. The Consultant will present all deliverables of the benchmarking study to the Committee.
- 16 5. The Consultant will present the benchmarking study to the Board.

<sup>17 &</sup>lt;sup>20</sup> Application 1355457 Attachment 8 <sup>21</sup>

<sup>18</sup> Application 1398892 Appendix 2

<sup>19 22</sup> Application 1398892 Appendix 2

<sup>20 23</sup> Application 1398892 Appendix 2

<sup>21 24</sup> Application 1355435 Attachment 2

<sup>22 &</sup>lt;sub>25</sub> Application 1398892 Appendix 2

<sup>23 26</sup> Application 1398892 Appendix 2

I 2	2.0	APPROACH TO SELECTING A CONSULTANT
2 3 4		The approach to select the benchmarking Consultant is to issue an RFP where:
5		The objectives that the Committee expects the Consultant to achieve are
6		defined below in Section 3.1;
7		• The MSAs, SOWs and addenda will be attached to the RFP <sup>27</sup> so that the
8		Consultant can benchmark the pricing based on the terms of the contracts as
9		directed in the RFP and in line with the considerations identified in Section
10		3.0 of this document.
11		The RFP contains open-ended questions that are intended to assist the
12		Committee in selecting the best Consultant; and
13		<ul> <li>The Committee must agree upon the selection of the Consultant.</li> </ul>
14		
15		3.0 EXPECTED TERMS OF REFERENCE
16		The Committee expects the Consultant to provide its response to the
17		RFP in the context of these Terms of Reference. Depending on the
18		responses to the RFP process the final Terms of Reference may change
19		slightly.
20		
21		3.1 Objectives
22		
23		The project objectives are:
24		
25		3.1.1 To perform price benchmarking activities that:
26		<ul> <li>Render an opinion as to whether the CC&amp;B services at</li> </ul>
27		the specified volumes <sup>28</sup> and service levels set out in the
28		MSAs are
29 30 31 32	under	ference to MSAs and SOWs, see Table of ITBS Agreements in Section 1.0 which were submitted application 1398892 and as approved by the Board in Order U2005-376. Section 3.2.2 for specific volumes.

individually priced at FMV, taking into consideration the terms

Render an opinion as to whether the MSAs, as a whole, are at

4 FMV, taking into consideration the terms and conditions in the MSAs. 5 6 Provide an assessment of ITBS's service delivery and potential 7 best practices taking into consideration the services contained 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 contracts to one supplier (i.e. ATCO I-Tek) will result in a 14 change to the estimated FMV determined on a "stand alone" 15 16 basis and determine the dollar impact. 17 3.1.2 To include the following in the consultant's benchmarking activities: 18 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 FMV, 27

and conditions in the MSAs.

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particularly those which may be lower than ordinary service 1 levels. 2 Specifically identify which elements of the MSAs are non-3 standard or unusual and to report on how these non-4 standard elements compare to industry norms. 5 Clearly provide a value for any appropriate price discount or 6 adjustment arising from each non-standard clause, and to 7 comment on whether or not (or to what extent) a confident 8 estimate of such discount or adjustment can be quantified. 9 Itemize all recommended adjustments to prices and to 10 express the degree of confidence the benchmarker has as 11 accuracy of each specific adjustment (i.e. 12 benchmarker to provide the number of data points relied 13 upon, the statistics of the data points for each of before and 14 after Normalization (the high, the low, the quartiles, the 15 mean, the standard deviation, etc.) 16 Provide all non-confidential documentation supporting a 17 price discount or adjustment arising from each non-standard 18 clause or non-FMV price. 19 Comment on the use of gainsharing provisions 20 outsourcing agreements and specifically indicate whether 21 the terms and conditions of the MSAs are unusual with 22 respect to gainsharing and if so, what adjustment, if any, to 23 FMV was applied in the benchmarker's result. 24 25 Comment on the use of penalty provisions in outsourcing agreements and specifically indicate whether the terms and 26 conditions of the MSAs are unusual with respect to 27 penalties 28

1 2		and if so, what adjustment, if any, to FMV was applied in the benchmarker's result.
3 4 5 6		<ul> <li>Determine whether the ATCO Electric emergency and power outage call centre services would be more logically and economically included in the overall call volumes or offered at a fixed rate per month.</li> </ul>
7 8 9		<ul> <li>ATCO will provide the volumes of street and sentinel lights and the number of bills for each so that they are identified separately from the volumes of "other" non-metered sites so</li> </ul>
10 11		that the Benchmarker can determine fair market value for street and sentinel lights.
12 13 14 15		<ul> <li>Produce a report which is transparent in that the benchmarker expresses a degree of confidence relating to all opinions on price range, FMV or the like contained in its report.</li> </ul>
16 17 18 19		3.1.3 To be independent and objective of any of the parties in the Committee and to satisfy the Committee as a whole that such was the case with respect to the findings in the benchmarking project.
20	3.2	In Scope
21 22		In scope services are those services which will be considered by the benchmarker in both ITBS and the comparator group.
23 24		3.2.1 Services
25		The services are those outlined in the applicable MSAs , which are:

• Billing services<sup>29</sup>; 1 Printing services; 2 Customer assistance (call centre) services; 3 Emergency and outage services; 4 Credit management services; 5 Additional services; and 6 Time and material project services. 7 3.2.2 Volumes Volumes will be specified in the categories as described in the MSAs and SOWs, as well as related and relevant 10 decisions<sup>30</sup>. 11 Actual and forecast volumes will be used as directed by the 12 Board in its Decisions. A summary table of volumes has 13 been included in Appendix 1. The table below indicates 14 15 AEUB processes dealing with volumes.

Table of A	EUB Processes Dealing with Volumes
Year	AEUB Process
2003/2004	ATCO Utilities Joint Benchmarking Filing as per Decisions 2005-037 and 2005-039

<sup>&</sup>lt;sup>29</sup> Includes related services such as remittance processing, batch and online computer system

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processing, and break/fix system maintenance as defined in the MSAs Decisions 2002-069, 2003-071, 2003-072, 2003-073, 2004-026, 2004-055, 2005-037, 2005-039, 2006-18 19 04, 2006-024, 2006-015, 2006-016, and Order 2005-376

·	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.

# 3.2.3 Benchmarking Considerations

- The directives in the related and relevant decisions<sup>31</sup>
- The size of the utilities;
  - The nature and complexity of services provided;
    - The terms and conditions in the MSAs; and
      - The restructured Alberta regulatory environment.
      - CIS ownership costs are capitalized by, and reside in, the ATCO Utilities and not ITBS. These costs include services associated

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<sup>31</sup> Decisions 2002-069, 2003-071, 2003-072, 2003-073, 2004-026, 2004-055, 2005-037, 2005-039, 2006-04,

<sup>13 2006-024, 2006-015, 2006-016,</sup> and Order 2005-376

with the development, implementation and enhancement of 1 the CIS application used for the delivery of CC&B services. 2 • ITBS pays Third Party<sup>32</sup> pass through expenses on behalf of 3 the ATCO Utilities. Examples may include long distance 4 phone charges, postage, envelopes and paper, telephone 5 translation services, collection agency fees. 6 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 group (i.e. not part of the estimate of FMV). 10 11 3.3.1 Meter Reading Services associated with meter reading are the responsibilities 12. of the ATCO Utilities and not ITBS. 13 14 3.4 Approach 3.4.1 Objectivity and Independence 15 16 The Consultant must use processes and deliver results that are independent and objective. 17 The Consultant must communicate openly and favour no 18 one individual or party represented on the Committee. 19 20 21 22 32 See definition in Section 6.0

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- The Consultant will take direction only from the Committee as a whole or the Committee's designated representative(s).
- The Consultant must satisfy the Committee that it will not be influenced by any of the parties represented in the benchmarking process.

# 3.4.2 Project Charter, Management, and Plan

- The Consultant will build a Project Charter that will document the objectives, measures of success, major risks, critical success factors, and roles and responsibilities of all parties.
- The Consultant will provide a Project Manager to oversee the project and ensure it is carried out in a cost effective manner.
- The Consultant will develop a Project Plan that will include as the task, time and resource requirements of all parties, data sources, validation techniques and normalization methodologies.
- The Project Plan will include predetermined milestones and checkpoints at which time the Consultant will provide reports to the Committee and respond to the Committee's inquiries.
- As one of the control mechanisms the Committee expects that at each milestone the Consultant will clearly indicate that all of the objectives listed in section 3.1 are being adhered to and are deliverable without compromise. Any exceptions will be clearly communicated to the Committee for resolution. The Committee will provide the Consultant with suitable direction, up to and including termination of the project.

#### 3.4.3 Data Collection

- The Consultant will review, with the Committee, the data collection methodology, the data requirements, the data sources and the validation and normalization methodologies.
- The primary data required are the MSAs and SOWs, the pricing, the volumes, the service level reports, the service listings and other pertinent information.

#### 3.4.4 Interviews

- The Consultant may decide to interview staff from the ATCO
   Utilities and/or ITBS in order to determine key service, service
   levels, and price information. The ATCO Utilities and ITBS will
   grant access to the benchmarker for those purposes.
- The Committee is entitled to receive summaries of all meetings and understand the process employed by the Consultant and the measures employed to ensure objectivity and independence but are not entitled to access confidential information regarding ITBS or to share any information that could compromise the final report.

### 3.4.5 Analysis

Through an analysis of the information, the Consultant will develop an estimated FMV price for each of the current ITBS service offerings and in aggregate (as a whole) FMV price relative to a suitable reference group of well performing organizations providing arm's length outsource services. The Consultant will be required to demonstrate the suitability of the reference group and their capability and availability to provide

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services to the ATCO Utilities within the ATCO Utilities work locations.

## 3.4.6 Documentation, Reports and Meetings

- The Consultant will provide summary documentation and reports in line with the deliverables of the project to all members of the Committee in electronic format, or alternatively in hard copy, if electronic format is not available.
- The Consultant will meet regularly with all members of the Committee or the Committee's designated representative to review benchmark project status and deal with any other matters the Consultant or the Committee deems necessary to satisfy the objectives of this engagement. It is expected that the Consultant will require sign-off by the Committee at key milestones in the project plan. If the Committee finds that the Consultant is not meeting the objectives as identified in Section 3.1, and the Committee is unable to resolve the matter with the Consultant, then the Committee will inform the Board as soon as practicable, and if necessary, will seek a ruling from the Board.
- The Consultant will present final findings and conclusions to the Committee.

#### 3.5 Deliverables

- The Consultant will provide reports and present to the Committee at predetermined milestones as noted above in Section 3.4.2.
- The Consultant will provide a final report that meets all the objectives, excluding the FMV estimates, to the Committee.

1 2	<ul> <li>The Consultant will deliver a final report and presentation that meet all objectives, including the FMV estimates, to:</li> </ul>
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	<ul> <li>10% payable on completion of the Project Charter Plan.</li> </ul>
11	<ul> <li>40% payable upon the completion of the Data Analysis.</li> </ul>
12	<ul> <li>50% payable upon the presentation of the Final Report to the</li> </ul>
13	Board.
14	3.7 Consultant Role
15	3.7.1 Project Manager
16	<ul> <li>The Project Manager will lead the project and have</li> </ul>
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

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 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 2 3	6.0	<b>DEFINITIONS</b> AE:	ATCO Electric Ltd.
4		AEUB or Board:	Alberta Energy and Utilities Board.
5 6		AG:	ATCO Gas, an operating name of ATCO Gas and Pipelines Ltd.
7 8 9 0		ATCO I-Tek:	Effective January 1, 2004, ATCO I-Tek Inc. is an incorporated subsidiary of CUL. ATCO I-Tek includes its subsidiary ATCO I-Tek Business Services Ltd.
2		ATCO Utilities:	AE and AG regulated utilities.
3		BPO:	Business Process Outsourcing
5 6 7 8 9		Committee:	Benchmarking Collaborative Process Committee, which, subject to direction of the Board, will provide exclusive directions to the Consultant for the purpose of satisfying the Benchmarking study, as described herein.
1.0 1.1 1.2 1.3		Consultant: CC&B:	Party selected by Committee to execute and present the Benchmarking study, as described herein.  Customer Care and Billing
.4 .5 .6		CUL:	Canadian Utilities Limited, a subsidiary of ATCO Ltd.
7 8		FMV:	An estimate of Fair Market Value as defined by the 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 *Public Utilities Board Act*, the *Alberta Energy and Utilities Board Act*, the *Electric* 

Utilities Act, and the Gas Utilities Act.

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.

Appendix 1 Table 1 Page 1 of 22

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

		Volumes		Jan-May	Лау	Jun-Dec	ပ	ô	Dollars	
ATCO Electric Utility	Jan-May	Jun-Dec	Total	1	Unit Rate	Unit Rate	<b></b> 0	As \$00	As Filed \$000's	
Billing Services										
Service Accounts - Metered										
Non Complex	612 160	865 049	1 477 209	4	2.35	64	2.40	¥	2 516	
Standard Complex	329,698	465,898	795,596	9 69	2.35	• •	2.40	→ 49	1,894	
Ultra Complex	2,834	4,005	6.839	G	2.35	· <b>6</b> 9	2.40	- 69	16	
Total	944,692	1,334,952	2,279,644	· <del>69</del>	2.35	· <del>69</del>	2.40	₩.	5,426	
Service Accounts - Non-Metered	206,254	291,459	497,713	↔	1.65	↔	1.69	↔	832	
Service Accounts - Fina lied										
Non Complex								69		
Standard Complex								69		
Ultra Complex T <b>ota</b> l								69 <b>69</b>		
Addition Service Account Processing										
Non Complex	7 905	11 172	19 076	¥	00	4	00	¥	9	
Standard Complex	4,257	6,017	10,274	9 69	.00	÷ 69	1.02	→ 49	, <del>,</del>	
Ultra Complex	37	52	. 88	₩	1.00	· 63	1.02	· 69		
Total	12,199	17,240	29,439	<del>s)</del>	1.00	<del>G)</del>	1.02	ь	30	
Retailer Services - Supervisor Billing Specialist										
Non Complex	86	140	238	€9-	100.00		102.20	69	24	
Standard Complex	49	70	119	€9	100.00		02.20	<del>69</del>	12	
Ultra Complex	202	291	493	↔	100.00	⊕	102.20	↔	20	
Total	349	501	850	€9	100.00		02.20	69	86	
Retailer Services - Senior Billing Specialist										
Non Complex	1,480	2,092	3,572	<del>69</del>	75.00		76.65	69	271	
Standard Complex	740	1,046	1,786	<del>()</del>	75.00		76.65	4	136	
Ultra Complex	3,066	4,334	7,400	₩	75.00	69	76.65	ь	562	
Total	5,286	7,472	12,758	<del>⇔</del>	75.00		76.65	69	696	
Retailer Services - Billing Specialist										
Non Complex	225	319	544	<b>69</b>	50.00		51.10	<del>s</del>	28	
Standard Complex	112	160	272	↔	50.00		51.10	↔	4	
Ultra Complex	366	519	882	↔	50.00	69	51.10	69	45	
lotal	703	866	1,701	63	50.00		51.10	↔	87	

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

		Volumes		Jan-May	May	Jun-Dec	2	Dollars	2	
ATCO Electric Utility Jan-May		Jun-Dec	Total		Unit Rate	⊃ &	Unit Rate	As Filed \$000's	lled 's	
Report and Bill Printing Non Complex	32.627	46.105	78 732	49	07	64	0 10	64	α	
Standard Complex	17,572	24,831	42,404	· 69	0.10	<b>₩</b>	0.10	<b>→</b> 69	o 4	
Ultra Complex	151	213	365	₩.	0.10	· 69	0.10	, €>	. ,	
Total	50,350	71,150	121,500	69	0.10	<b>↔</b>	0.10	<del>69</del>	12	
In <b>serti</b> ng Non Complex								θ		
Standard Complex								· 69		
Ultra Complex <b>Total</b>								<b>.</b>		
								•		
Letter Printing Non Complex								•		
Standard Complex								sa u		
Ultra Complex								<b>→</b> 69		
Total								· <del>63</del>		
Price Schedule Value Changes										
Non Complex	<sub>.</sub>	'n	80	49	1,500.00		1,533.00	€9	12	
Standard Complex	2	2	4	€9	1,500.00	G	,533.00	ω,	iο	
Ultra Complex	0 '	0	ο!	↔	1,500.00	↔	1,533.00	· <del>ss</del>		
-0.65	ω	_	12	€	1,500.00	€9	,533.00	<b>ь</b>	18	
Memo & Additional Statement Copies Non Complex								6		
Standard Complex								9 <del>6</del>		
Ultra Complex								o eo		
lotal								<b>↔</b>		
Service Accounts -Retail Billing										
Standard Complex								6 <del>7)</del> (		
Ultra Complex								€9 €		
Total								a va		
Service Accounts -Retunds Non Complex								65		
Standard Complex								<b>.</b> ↔		
Ultra Complex								€9		
lotai								69		

Appendix 1 Table 1 Page 3 of 22

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

Volumes				Jar	Jan-Mav	Jun-Dec	Dec			
ATCO Electric Utility Jan-May		Jun-Dec	Total		Unit Rate		Unit Rate	Dollars As Filed \$000's	Dollars As Filed \$000's	
Call Centre Services								**************************************		
Call Centre and Support Hours							***************************************			
Non Complex	5.084	7.173	12.257	64	44 00	€.	44 97	¥	074	
Standard Complex	2,738	3,863	6,601	+ 69	44.00	÷ 69	44 97	÷ 69	246 294	
Ultra Complex	24	33	57	- 69	44.00	÷ 69	44 97	÷ <del>6</del>	r «	
Total	7,845	11,070	18,915	69	44.00	₩	44.97	+ 6>	843	
Credit Centre Hours										
Non Complex								¥		
Standard Complex	,		•					<b>→</b> 69		
Ultra Complex Total	ı		•					<del>- 63</del> -		
								€		
Front Counter Hours (Walk in Service)										
Non Complex	•							€5		
Standard Complex		1						· <del>69</del>		
Olita Complex Total		•						<b>↔</b> (		
	ļ							æ		
Supervision										
Non Complex	439	584	1,023	€9	55.00	₩.	56.21	€		
Standard Commission									24	
Ulfra Complex	236	314	551	<del>63</del>	55.00	69	56.21	<del>63)</del>	31	
	2	ო	လ	63	55.00	↔	56.21	69	ı	
l Otal	677	901	1,578	↔	55.00	↔	56.21	49	88	
Training										
Non Complex	54	110	164	69	35 00	€	35 77	¥	Q	
Standard Complex	29	. GC	80	₩:	35.00	₩	35.77	÷ 4	<b>)</b> (	
Ultra Complex	0	τ	•	· <b>6</b> 3	35.00	69	35 77	÷ 64	,	
Total	84	169	253	· 63	35.00	69	35.77	• 69	6	
						•		٠	3	
Emergency and Outage Services Non Complex	c	L	ć	•	0 0 0			,		
Standard Complex	n (	o (	<b>20</b>	<i>•</i>	99,000.00		56,210.00	<del>()</del>	433	
	7	2	4	<del>69</del>	55,000.00	↔	56,210.00	↔	233	
Otta Cottiplex	0	0	0	4	55,000.00	ઝ	6,210.00	↔	7	
i otal	2	7	12	63	55,000.00	49	56,210.00	4	668	

Ann Continues   Ann Continues   Ann Continues   Ann Continues   Ann Continues   Ann Continues   Ann Continues	ATCO Electric 2005 I-Tek Business Services Volumes and Total Cost								Apj Page
10 14 57.10 % WWW.WW.W.W.W.W.W.W.W.W.W.W.W.W.W.W.W.	ATCO Electric Utility Front Counter Facility	Jan-May	Volumes Jun-Dec	Total	Jan-N L		Jun-Dec Unit Rate	Q & &	o <u>llars</u> s Filed 300's
68 61.10 14 24 S 50.00S 51.10 • • • • • • • • • • • • • • • • • • •	Non Complex Standard Complex Ultra Complex Total								
60,000 51,10 14 2.4 % 50,000 \$ 51,10 % % % % % % % % % % % % % % % % % % %	Pass Through Charges Postage, Envelopes, Paper, Reprographics Reception Services Collection Agencies Collection Agencies - Moved to B/S CU Water Payments Bennett Jones Other Billing Services (Courier, Storage, etc)							**********	# * * ' ' ' ' ' ' ' ' ' ' ' ' '
	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 Statements of Work - Non-Production Statements of Work - Non-Production Statements of Work/Change Requests - Maintenance High Cost of Energy Budget Plan	. 10	4	. 5	↔	50.00 \$	51.10		1 200
	ATCO Electric Other <u>Volumes</u> Call Centre Hours							9	
	Supervison								
	Training							↔	
	Delayed Transition							€9	
	Training Delivery Hours							€9	ř
	Training Preparation Hours							<del>⇔</del>	
69 69	Trainer Hours							<del>69</del>	
<b>69</b>								€9	
								<b>↔</b>	

Page 50					32	142	74
	Dollars	\$,000\$			9,332	-	9,474
			G, C	<del>^</del> •	€Э	<b>⇔</b>	4
	Jun-Dec	Rate					
	Jan-May	Rate					
		Total					
	Volumes	Jun-Dec					
		Jan-May					
ATCO Electric 2005 I-Tek Business Services Volumes and Total Cost	ATO Blockels Hellis.	Pass Through Charges	Workstations and Floor Space Point of Sale Equipment	Distribution System Programming		Flow Through Costs - other billing services	ITBS Placeholder
ATCO 2005   Volum	O J L	Sed G	Works	Distrit	Total	Flow	ITBS

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

3,66 1,97 17 5,65 283 141 586 1,01 17 31 25 13 52 90 29 14 47 90 Dollars As Filed 9999 0 0 U U 69 69 69 69 2.45 104.45 104.45 104.45 78.34 78.34 78.34 52.22 52.22 52.22 52.22 1.73 1.04 1.04 1.04 52.22 78.34 S. Jun-Dec 1.69 1.02 1.02 102.20 102.20 102.20 102.20 76.65 76.65 76.65 76.65 51.10 51.10 2.40 2.40 Rate Jan-May 6,976 2,325,243 19,455 10,478 556 278 903 1,737 811,510 507,663 90 30,023 3,644 1,822 7,547 13,013 242 121 500 863 1,506,757 Total 297,286 326 163 529 1,017 4,085 53 17,582 141 71 293 505 2,134 1,067 4,420 7,620 ,361,654 882,352 475,217 Jun-Dec Volumes 336,293 2,891 963,589 1,510 755 3,128 5,392 230 115 374 720 210,377 8,062 4,342 37 12,441 100 50 207 357 Retaller Services - Supervisor Billing Specialist Retailer Services - Senior Billing Specialist Addition Service Account Processing Retailer Services - Billing Specialist Service Accounts - Non-Metered Billing Services Service Accounts - Metered Non Complex Service Accounts - Finalled Non Complex ATCO Electric Utility Standard Complex Standard Complex Standard Complex Standard Complex Standard Complex Standard Complex Ultra Complex Total Ultra Complex Ultra Complex Ultra Complex Ultra Complex Ultra Complex Non Complex Non Complex Non Complex Non Complex Jan-May Total Total Total

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

		Volumes		Ja	n-May	'n	Jun-Dec	_	Dollars	
ATCO Electric Utility	Jan-May	Jun-Dec	Total		Unit Rate	Rate	Jnit Rate	As	As Filed \$000's	
Report and BIII Printing										
Non Complex	33,279	47,027	80,307	<del>()</del>	0.10		0.10	<b>69</b>	<b>o</b>	
Standard Complex	17,924	25,328	43,252	69	0.10		0.10	↔	4	
Ultra Complex Total	154	218	372	6 <del>9</del> 6	0.10	↔ 4	0.10	<del>63</del> - 6		
		6,0,7	123,930	9	2		<u>.</u>	9	2	
Inserting Non Complex Standard Complex Ultra Complex Total								<del>፡</del> ፡ ፡ ፡ ፡ ፡ ፡ ፡ ፡ ፡ ፡ ፡ ፡ ፡ ፡ ፡ ፡ ፡ ፡		
Letter Printing										
Non Complex Standard Complex								63 EA		
Ultra Complex Total								<del></del>		
								<b>-</b>		
Price Schedule Value Changes Non Complex	c	ц	c	6	0		( ( ( )	•	,	
Standard Complex	0 0	0 0	ю 4	A 69	1,533.00	A 69	1,566.73	A G	7 7	
Ultra Complex	0	0	0	· <del>69</del>	1,533.00		1,566.73	↔ 49	•	
Total	ιΩ	7	12	69	1,533.00		1,566.73	€\$	10	
Memo & Additional Statement Copies										
Standard Commission								69		
Standard Complex								6 <del>3</del> 6		
Total								<del>э (э</del>		
Service Accounts -Retail Billing Non Complex								•		
Standard Complex								<b>Э</b> Э (		
Ultra Complex								A 69		
Total								<del>) 69</del>		
Service Accounts -Refunds										
Non Complex								€9		
Standard Complex								€4-		
Ultra Complex Total								<b>↔</b> (		
								∌		

Appendix 1 Table 1 Page 8 of 22

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

306 3306 3 878 443 238 2 683 59 32 9 မ ဗ 6 As Filed \$000's Dollars <del>•</del> • • • • 696969 8 8 8 0 0 0 0 O <del>69</del> <del>69</del> <del>69</del> \$ 57,446.62 \$ 57,446.62 45.96 45.96 45.96 45.96 57.45 57.45 57.45 57.45 36.56 36.56 36.56 36.56 \$ 57,446.62 \$ 57,446.62 Unit Rate Jun-Dec \$ 56,210.00 \$ 56,210.00 \$ 56,210.00 \$ 56,210.00 44.97 44.97 44.97 44.97 56.21 35.77 35.77 35.77 35.77 56.21 56.21 56.21 Unit Rate Jan-May 12,487 6,725 58 19,270 1,607 1,041 167 8405 561 Total 7,309 3,936 613 330 3 946 104 56 0 160 4052 Jun-Dec Volumes 5,178 2,789 24 7,991 231 2 661 48 0 88 98 0 88 200 428 Front Counter Hours (Walk in Service) Non Complex Standard Complex Ultra Complex Emergency and Outage Services Non Complex Call Centre Services
Call Centre and Support Hours ATCO Electric Utility Jan-May Credit Centre Hours Non Complex Standard Complex Ultra Complex Total Standard Complex Standard Complex Standard Complex Standard Complex Ultra Complex Total Ultra Complex Total Training Non Complex Ultra Complex Total Ultra Complex Supervision Non Complex Non Complex Total

Section   Sect	## Part	Volumes and Total Cost ATCO Electric Utility		Volumes		Jan-May	Jun-Dec		Dollars	
Though Changes  Though Changes	Mouth Channes  Thoract Channes  The Professor Reprographics  The Payments  The Payment	Counter Facility  n Complex  n Complex	Jan-May	Jun-Dec	Total	Unit Rate	Unit Rate	As \$00	0's	
s (Courier, Storage, etc.) s (Courier, Storage, etc.) s (Courier, Storage, etc.) s (Change Requests - Call Centre Services - I'rek Labour Statements of Work - I'rek - Non-Production Statements of Work - I'rek - Non-Production Statements of Services - Non-Production Statements of Servic	s (Courier, Storage, etc)  s (Courier, Storage, etc)  change Requests - Balling Services  Change Requests - Call Centre Services  Change Requests - Call Centre Services  statements of Work - LTek  Mon-Production Statements of  Budget Plan  Ramp-Up  ours  1 Hours	Through Charges  Envelopes, Paper, Reprographics							90	
**************************************	*** *** *** *** *** *** *** *** *** **	outs Services Stion Agencies - Moved to B/S (ater Payments							; <del>-</del>	
20 1 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	**************************************	Bennett Jones Other Billing Services (Courier, Storage, etc)							•	
15 10 10 10 10 10 10 10 10 10 10 10 10 10	10 10 10 10 10 10 10 10 10 10 10 10 10 1	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 Statements of Work - Billing Services Statements of Work - Non-Production Statements of Work/Change Requests - Maintenance High Cost of Energy Budget Plan High Cost of Energy Ramp-Up						<b>≈</b> 5 ' <u>+</u> 4 €;	m <del>r</del>	
urs	urs	ATCO Electric Other Volumes Call Centre Hours						. 6 & <u>8</u> 6.	200	
ed Transition  ed Transition  ng Delivery Hours  ng Preparation Hours  er Hours	red Transition ing Delivery Hours ing Preparation Hours er Hours	rvison								
ed Transition ng Delivery Hours ng Preparation Hours er Hours	ing Delivery Hours ing Preparation Hours er Hours	Bu								
ng Delivery Hours ng Preparation Hours ar Hours	ing Delivery Hours ing Preparation Hours er Hours	/ed Transition								
ng Preparation Hours er Hours	ing Preparation Hours er Hours	ing Delivery Hours								
er Hours	er Hours	ing Preparation Hours								
		er Hours								

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

<u>Dollars</u> As Filed	\$,000\$	•	n un un	\$ 9,701	\$ 142	\$ 9,843
Jun-Dec Unit	Rate					
Jan-May Unit	Rate					
	Total					
Volumes	Jun-Dec					
	Jan-May					

Flow Through Costs - other billing services

Total

ITBS Placeholder

Pass Through Charges
Workstations and Floor Space
Point of Sale Equipment
Distribution System Programming

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

ATCO Electric Utility

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

		Volumes								۵	Dollars		
ATCO Gas Utility				Jan-M Unit	ay	Jun-Dec Unit	bec nit		As Filed	200	Decision 2006-004	Pla	Placeholder
	Jan-May	Jun-Dec	Total	Kate		ĸ	ate	₩.	s,000	Adjust	Adjust 11.1%	₩.	\$,000\$
Billing Services Service Accounts - Metered													
Non Complex	4 700 444	007 700	7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7	•	,	•		•		•		,	1
Standard Complex	4,700,144	0,384,402	11,287,54	<b>∌</b> 6	1.55	<b>-</b> → •	3,58		17,693	5 <del>9</del> 6	(1,964)	6 <del>7</del> 6	15,729
Ultra Complex			0,0	<b>.</b>	2	•	00.	9 <del>6</del>	7	9 4	7)	A 4	<u></u>
Total	4,708,795	6,592,313	11,301,10					- φ	17,714	<b>→</b> 69	(1,966)	<b>.</b>	15,748
Service Accounts - Non-Metered			¢					69		↔		↔	
Conside Accounts													
Non Complex								¥		e		6	
Standard Complex								o 60		A €A		a sa	
Ultra Complex Total								€9 €		6 <del>9</del> 6		<b>69</b> (	
								•		₩.		<b>6</b> 3	
Addition Service Account Processing													
Non Complex	30,773	43,082	73,855	↔	1.00	↔	1.02	<del>69</del>	75	<del>69</del>	(8)	€9	29
Signification Complex	37	52	88	↔	1.00	€9	1.02	6 <del>3</del> 6		<del>6</del> Э 6		<b>↔</b> •	
Total	30.810	43 134	73 044					A 6	7.	A U	(a)	A 6	
	200	; ;	t t t t c					9	0	9	(0)	9	0
Retailer Services - Supervisor Billing Specialist													
Non Complex	250	350	599	· 69	100.00	₩	102.20	↔	61	€9	<u>(</u> )	G	45
Standard Complex	0	0	~		100.00		02.20	↔		€9-		<del>ω</del>	
	3	6						<del>()</del>	į	↔ (	į	₩.	i
	720	350	009					64)	61	↔	<u>(</u>	69	54
Retailer Services - Senior Billing Specialist													
Non Complex	2,747	3,845	6,592	બ્ર	75.00	69	76.65	<del>69</del>	501	<b>↔</b>	(26)	69	445
Standard Complex	ო	ς.	∞	€9	75.00	↔	76.65	<b>↔</b> •	-	69 E		↔ •	<del>-</del>
Total			;					an e		A.	,	φ.	
10141	2,750	3,850	6,600					↔	502	↔	(99)	<b>4</b> 3	446
Retailer Services - Billing Specialist													
Standard Complex								<del>63</del>	r	<del>69</del>		us u	
Ultra Complex								• •		• •	•	• ↔	
Total								s		<b>↔</b>		<del>⇔</del>	

	Placeholder 	13	13					11		<del>_</del>			
llars	~ <b>4</b> 7	(2) \$	(2) \$	<b>Ө Ө</b>	↔	<del></del>	↔	<del>(E)</del>		(1) \$	<del>တတ္</del> တ	<i>.</i>	<i>.</i> .
δ	2006-000 2006-00 Adjust. : 11.	<b>ө</b> ө	<del>и</del> и	<del>ទ ទ ទ</del>	↔	တတ	<del>69</del>	6 <del>9</del> 69	÷ <del>(,</del>	<del>69</del>	<del>&amp;</del> & & &	<del>ស ស ស ស</del>	69 69 69 69
	As Filed \$000's	15	15	1 1		. ,		7 .	ı	12	1 1	1 1	
ĺ		₩ ₩	<del>6</del> 6	<b>↔</b> ↔ ↔	↔	•> •> •>	€9	₩ ₩	69	<del>69</del>	60 60 60 60 F	<del>6</del>	**
9	Jun-Dec Unit Rate	0.10						533.00					
	Unit Rate	0.10 \$						\$ 1,500.00 \$ 1,533.00 \$ 1,500.00 \$ 1,533.00					
-	g	<del>69 69</del>						& & — —					
	Total	147,711 177	147,888					<b>ω</b> Ο	(	œ			
Volumes	Jun-Dec												
	Jan-May	147,711	147,888					80	o	o			

Memo & Additional Statement Copies

Non Complex Standard Complex Ultra Complex Total

Service Accounts -Retail Billing
Non Complex
Standard Complex
Ultra Complex

Service Accounts -Refunds Non Complex Standard Complex Ultra Complex Total

Price Schedule Value Changes Non Complex Standard Complex Ultra Complex

Letter Printing
Non Complex
Standard Complex
Ultra Complex

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

Report and Bill Printing

ATCO Gas Utility

Non Complex Standard Complex Ultra Complex

Total

Inserting Non Complex Standard Complex Ultra Complex

Total

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

		Volumes								Dollars	ars		
ATCO Gas Utility Jan-May		Jun-Dec	Total	Jan-	Jan-May Unit Rate	unc D	Jun-Dec Unit Rate	, , , ,	As Filed \$000's	Deci 2006 Adjust.	Decision 2006-004 Adjust 11.1%	Pla \$	Placeholder \$000's
Call Centre Services													
Call Centre and Support Hours	30 720	43 987	74 746	4	44 00	4	44 97	6	000	6	(010)	6	c
Standard Complex	37	53	06	• •	44.00	<b>→</b> 69	44.97	<b>→</b> 49	0,00,0 4	<del>,</del> 69	(0/0)	<del>э</del>	2,900 4
Ultra Complex								₩		· <del>69</del>		· 69	
Total	30,766	44,040	74,806					69	3,334	↔	(370)	₩.	2,964
Credit Centre Hours							*						
Non Complex	•		ı					↔	1	63		G	
Standard Complex	•		•					4	•	<b>₽</b>		<b>⇔</b>	
Ultra Complex								69		↔		69	
Total	•							69		€		6 <del>3</del>	
Front Counter Hours (Walk in Service)													
Non Complex	r	•	•					↔	į	69		↔	
Standard Complex	•	•	1					€9	1	€4•		<b>63</b>	
Ultra Complex	•							€9		€9-		69	
Total								69		€9		s s	
Supervision													
Non Complex	2,563	3,669	6,232	ઝ	55.00		56.21	₩	347	49	(38)	69	309
Standard Complex	က	4	7	↔	55.00	↔	56.21	69		69		· 69	ı
Ultra Complex								↔		₩		↔	•
Total	2,566	3,673	6,239					↔	347	<b>↔</b>	(38)	↔	309
Training													
Non Complex	412	589	1,001	↔	35.00		35.77	↔	35	69	(4)	€9	31
Standard Complex	0	-	***	69	35.00	64)	35.77	<del>(A</del>		€9		<b>↔</b>	ı
Ultra Complex		•						63		49		€>	•
Total	412	290	1,002					€9	35	↔	4)	6 <del>9</del>	31
Front Counter Facility Non Complex								64		•		•	
Standard Complex								↔ 49	•	es es		ታ ቀን	
Ultra Complex								<del>- 63</del>		· 4 <del>3</del>	1	· 6 <del>9</del>	
Total								↔		€9		<del>69</del>	

Total

Total

Total

Appendix 1 Table 1 Page 15 of 22

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

		Volumes								u	Dollars		
ATCO Gas Utility	Jan-Mav	Jun-Dec	Total	     2 5 55	Jan-May Unit Rate	du J	Jun-Dec Unit Rate	Š	As Filed \$000's	1 2 Adjus	Decision 2006-004 Adjust 11.1%		Placeholder \$000's
Billing Services	•	***************************************											
Service Accounts - Metered													
Non Complex	4,825,428	6,755,599	11,581,02	₩	1.58	69	1.62	49	18,568	G	(2,061)	G	16,507
Standard Complex	2,797	8,116	13,914	↔	1.58	↔	1.62	69	22	63	(S)	<sub>6</sub>	. 20
Ultra Complex													
lotal	4,831,225	6,763,715	11,594,94					69	18,590	€9	(2,063)	69	16,527
Service Accounts - Non-Metered								€9		69		€>	
Service Accounts   Elizabeth													
Non Complex								4		6		e	
Standard Complex								÷ •3		9 69		<del>o</del> 69	
Ultra Complex								<b>↔</b>		<del>,</del>		• •	
Total								69		₩		₩.	
Addition Service Account Processing													
Non Complex	31.572	44.201	75.773	69	1 02	65	40	64	78	64	(6)	6	9
Standard Complex	88	53	91	€9-	1.02	69	1.04	↔	,	• ↔	ē ,	₩	
Ultra Complex	•							↔	•	↔	•	↔	
lotal	31,610	44,254	75,864					↔	78	<del>⇔</del>	(6)	€9	69
Retailer Services - Supervisor Billing Specialist													
Non Complex	250	350	599	↔	102.20	↔	104.45	ь	62	₩	6	69	55
Standard Complex	0	0	~	↔	102.20		104.45	69		↔		69	
Ultra Complex	r :							69	•	€9		69	
l Otal	250	350	009					€9	62	<del>69</del>	6	€9	55
Retailer Services - Senior Billing Specialist													
Non Complex	2,747	3,845	6,592	69	76.65	€9	78.34	49	512	69	(57)	↔	455
Standard Complex	က	S	ω	↔	76.65		78.34	€9	₹~	€9	ı	↔	<b>~</b>
Oitra Complex								<b>↔</b>	•	69	•	69	
lotal	2,750	3,850	009'9					6 <del>9</del>	513	₩	(57)	↔	456
Retailer Services - Billing Specialist													
Standard Complex								<del>63</del> 6	•	<del>63</del> 6		↔ 6	
Ultra Complex								<del>)</del> 69	•	<del>)</del> 69		<b>→</b> 49	
Total								· 69		· 69	,	69	
												•	

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

		Volumes		i d		, o C			Dollars		
ATCO Gas Utility	Jan-May	Jun-Dec	Total		Unit Rate	Unit Rate	As Filed \$000's	_	2006-004 Adjust. = 11.1%	Placehol \$000's	Placeholder \$000's
Report and Bill Printing Non Complex Standard Complex Ultra Complex	63,144	88,402 106	151,546 182	<del>↔</del> ↔	0.10 \$ 0.10 \$	0.10	<del></del>	15		(2) \$ \$	13
Total Inserting	63,220	88,508	151,728				<del>и</del> и	5	· · ·	(2) <b>\$</b>	5
Non Complex Standard Complex Ultra Complex							<b>ө</b> ө ө		<b>ө</b> ө	<del>ស</del>	
ette Drivting				↔	0.03		<del>69</del>		€3	<del>69</del>	
Letter Frining Non Complex Standard Complex Ultra Complex <b>Total</b>							<del> </del>		<b></b>	<del>တ တ တ တ</del>	
Price Schedule Value Channes				€9	0.20					·	
Non Complex	0.6	•	7		€9	\$ 1,533.00 \$ 1,567.00	1,567.00		€	<i>в</i> го	↔
Standard Complex	20	•	0		€9	\$ 1,533.00 \$ 1,567.00	1,567.00	↔	1	<b>69</b>	69
Ultra Complex Total	. 2	•	7				<del></del>	ı	<del>ഴ ഴ</del> ന	<del>и</del> и	ს
Memo & Additional Statement Copies Non Complex Standard Complex Ultra Complex Total							<del>&amp; &amp; &amp; &amp;</del>		<b>&amp;</b> & & &	୫୫୫୫	
Service Accounts -Retail Billing Non Complex Standard Complex Ultra Complex Total							<del></del>		<i>७ ७ ५</i>	<del></del>	
Service Accounts -Refunds Non Complex Standard Complex Ultra Complex Total							& & & &	1 1	<del>-</del>	4 44 44 A4	

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

ATCO Gas Utility	Volumes Jan-May Unit Jan-May	Dollars		Jun-Dec Unit		Jun-Dec	Totai	Rate	Rate	Decision As Filed \$000's	2 Adjust,
Call Centre Services Call Centre and Support Hours Non Complex Standard Complex Ultra Complex Total	33,616 40 33,656	48,028 58 48,086	81,644 98 81,742	<del>ω ω</del>	44.97 \$	45.96 45.96 8 8 8	3,719	***	(413) \$	3,306 3,310	
Credit Centre Hours Non Complex Standard Complex Ultra Complex Total						<i>\$</i> \$ \$ \$ \$		<b>&amp;</b> & & &	<b>கைக்கை</b> ப		
Front Counter Hours (Walk in Service) Non Complex Standard Complex Ultra Complex			1 1			<del></del>		<i></i>	<b>өөө</b>		
Supervision Non Complex Standard Complex Ultra Complex Total	, 2,803 3 - 2,806	4,005 5 4,010	6,808 8 6,816	<del>ω</del> ω	56.21 \$	57.45 \$ 57.45 \$	, m	388 \$ 388 \$ 388	(43) \$ \$ \$ . (43) \$	345 345	
Training Non Complex Standard Complex Ultra Complex	451 - 452	644 1 645	1,096 1 1,097	<del>∽</del> ↔	35.77 \$ 35.77 \$	36.56 36.56 \$ \$ \$	1 1	04 8 8 8 8	(4) (4) (5) (4) (4)	9° 9°	
Front Counter Facility Non Complex Standard Complex Ultra Complex						<b>&amp; &amp; &amp; &amp;</b>	•	. சு. சு. சு	<i>ዓ មን ម</i> ን <i>ម</i> ን		Appendix

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

		Volumes							õ	Dollars		
ATCO Gas Utility				Jan Jan	Jan-May Unit	Jun-Dec Unit		As Filed	Der 200	Decision 2006-004	Place	Placeholder
	Jan-May	Jun-Dec	Total		Rate	Rate	· 🐱	\$,000\$	Adjust	Adjust 11.1%		\$,000\$
Call Centre Services - Other												
Call Centre and Support Hours												
Non Complex							•		,		,	
Standard Complex							sa 64		A 6	•	sə s	
Ultra Complex							÷ 64	1	<b>→</b> 4		<b>→</b> ⊬	
Total							•		• •		. <b>69</b>	-
Giraconie												
Non Complex												
Conduction Conduction							69		€9		ss.	
Udita Complex							<del>()</del>		↔		<del>69</del>	
Total							69 6		<b>↔</b> •		69 (	
İ							<b>~</b>		•		va.	
Training												
Non Complex							6		6		•	
Standard Complex							<del>.,</del> ↔		A 4		Aιθ	
Ultra Complex							÷ 64		<del>&gt;</del> €		9 <del>U</del>	
Total							• •		<b>.</b>	-		
							•		•		•	
Pass Through Charges												
Postage, Envelopes, Paper, Reprographics	ſ						<del>()</del>	99	↔	(-)	€9	59
Neception Delivies							<del>⇔</del>	4.	↔	(2)	↔	12
Collection Agencies Collection Agencies - Deferral Account							<b>69</b> (		69	•	69	
CIJ Water Payments							A C		A 6		A (	
Bennett Jones							<b>ሱ</b>		A G		ρŧ	
Other Billing Services (Courier, Storage, etc)							<del>,</del>	42	o 69	. (5)	<b>э</b> 69	37
Statements of Work/Change Requests - Billing Services	390	553	943	49	129.38	\$ 133.38		124	₩	(14)	69	110
Statements of Work/Change Requests - Call Centre Services	099	910	1,570	69	77.62	\$ 80.34		124	€9	(14)	€9	110
Statements of Work - I-Tek Labour	•						69		49		69	
Statements of Work - I-1ek Business Services		,					63	•	<del>(A</del>	,	€9	
Statements of Work - Billing Services	t	•	•				₩	•	€9	•	<b>↔</b>	į
Statements of Work - Non-Production							€>	•	↔	•	↔	,
Total							s	23,782	s.	(2,640)	s	21,142

Appendix 1 Table 1 Page 19 of 22

as Utility  and Complex  Services  Accounts Finding Specialist  Accounts	Appendiciate   Appe			volumes								Dollars	S		
17.2   1.62	Foreessing Specialist 2.750 3.850 6.024.488 11.870.550 \$ 1.62 \$ 1	ATCO Gas Utility Jan-May		Jun-Dec	Total	Jan-I L'T		Jun-De Unit	ع يري		As Filed \$000's	De 20( Adjust	scision <b>16-004</b> - 11.1%	Pia a	ceholder 000's
1,2,2,0,0,0,0,0,0,0,0,0,0,0,0,0,0,0,0,0,	1,044,063   6,924,488   11,870,560   5   1,62   5   1,65   5   5   5   5   5   5   5   5   5	Billing Services													
4,946,033 6,924,488 118,70,550 \$ 1,02 \$ 1,02 \$ 1,02 \$ 1,02 \$ 1,02 \$ 1,02 \$ 1,02 \$ 1,02 \$ 1,02 \$ 1,02 \$ 1,02 \$ 1,02 \$ 1,02 \$ 1,02 \$ 1,04 \$ 1,04 \$ 1,04 \$ 1,04 \$ 1,07 \$ 1,04 \$ 1,04 \$ 1,07 \$ 1,04 \$ 1,07 \$ 1,04 \$ 1,07 \$ 1,04 \$ 1,07 \$ 1,04 \$ 1,	Association	Service Accounts - Metered													
5,942   6,319   14,262	Figure 4  Sight 2 8,319 14,282 \$ 1,85 \$ 1,65 \$ 23 \$ (2) \$ (2	Non Complex	4,946,063	6,924,488	11,870,550	↔	1.62	₩	1.65	<b>63</b>	19,438	€9	(2,158)	63	17,280
The continue   The	1,962,005   6,932,807   1,1864,812   5   19,461   5   1	Standard Complex	5,942	8,319	14,262	ω	1.62	<del>69</del>	1.65	69	23	↔	(2)	↔	21
rocessing	Asserting  17. February  18. F	Ultra Complex													
rocessing  22,361 45,306 77,667 5 104 5 107 5 108 5 108 5 109 5 109 5 101 5 109 5 109 5 109 5 109 5 109 5 109 5 109 5 109 5 109 6 10	Same	Total	4,952,005	6,932,807	11,884,812					↔	19,461	<del>ss</del>	(2,160)	63	17 30
rocessing  22,361 45,306 77,667 5 1.04 \$ 1,07 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	S   S   S   S   S   S   S   S   S   S	Service Accounts - Non-Metered								↔		69		₩	
\$ 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	\$ 5	Service Accounts - Finalled													
\$ 5	\$2,361 45,306 77,667 \$ 1.04 \$ 1.07 \$ 6 2 5 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6	Non Complex								G		↔	•	63	
\$ 32,361 45,306 77,667 \$ 1.04 \$ 1.07 \$ 92 \$ 5	32,361 45,306 77,667 \$ 1.04 \$ 1.07 \$ 8 2 \$ 8 9 \$ 5 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9	Standard Complex								↔		€9-		€9	
32,361 45,306 77,667 \$ 1.04 \$ 1.07 \$ 82 \$ . \$ . \$ . \$ . \$ . \$ . \$ . \$ . \$ . \$	32,361 45,306 77,667 \$ 1.04 \$ 1.07 \$ 6 2 5 6 (9) \$ 5 7,400	Ultra Complex								↔		<del>69</del>		↔	
32,361 45,306 77,667 \$ 1.04 \$ 1.07 \$ 82 \$ \$ (9) \$ \$ 32,400	32,361       45,306       77,667       \$ 1.04       \$ 1.07       \$ 6       \$ 5       (9)       \$ 5         39       54       93       \$ 1.04       \$ 1.07       \$ 6       \$	Total								↔	ı	69	•	<del>⇔</del>	
25.61     45,366     77,667     \$ 1.04     \$ 1.07     \$ 82     \$ (9)     \$ (9)       25.0     35.0     77,760     \$ 1.04.45     \$ 1.06.64     \$ 9     \$ (9)     \$ (9)       25.0     35.0     599     \$ 104.45     \$ 106.64     \$ 9     \$ (7)     \$ (9)       25.0     35.0     600     1     \$ 104.45     \$ 106.64     \$ 9     \$ (7)     \$ 9       27.77     3,845     6,592     \$ 78.34     \$ 79.98     \$ 63     \$ (7)     \$ 9       2.750     3,850     6,600     \$ 78.34     \$ 79.98     \$ 524     \$ 659     \$ 660       2.750     3,850     6,600     \$ 78.34     \$ 79.98     \$ 654     \$ 659     \$ 8       3     5     8     \$ 78.34     \$ 79.98     \$ 650     \$ 66	32,361     45,306     77,667     \$ 1.04     \$ 1.07     \$ 82     \$ (9)     \$ (9)       32,400     45,360     77,760     \$ 1.04     \$ 1.07 <t< td=""><td>Addition Service Account Processing</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></t<>	Addition Service Account Processing													
32,400 45,360 77,760 \$ 1.04 \$ 1,07 \$ \$ - \$ \$ - \$ \$ - \$ \$ 3.2,400 45,360 77,760 \$ 104.45 \$ 106.64 \$ \$ 63 \$ \$ (9) \$ \$ 1.04.45 \$ 106.64 \$ \$ - \$ \$ (9) \$ \$ 1.04.45 \$ 106.64 \$ \$ - \$ \$ (9) \$ \$ 1.04.45 \$ 106.64 \$ \$ - \$ \$ (7) \$ \$ 1.04.45 \$ 106.64 \$ \$ - \$ \$ (7) \$ \$ 1.04.45 \$ 106.64 \$ \$ - \$ \$ 1.04.45 \$ 106.64 \$ \$ - \$ \$ 1.04.45 \$ 106.64 \$ \$ - \$ \$ 1.04.45 \$ 1.04.45 \$ 1.06.64 \$ \$ - \$ \$ 1.04.45 \$ 1.06.64 \$ \$ - \$ \$ 1.04.45 \$ 1.06.64 \$ \$ - \$ \$ 1.04.45 \$ 1.06.64 \$ \$ - \$ \$ 1.06.64 \$ \$ - \$ \$ 1.06.64 \$ \$ - \$ \$ 1.06.64 \$ \$ - \$ \$ 1.06.64 \$ \$ - \$ \$ 1.06.64 \$ \$ - \$ \$ 1.06.64 \$ \$ - \$ \$ 1.06.64 \$ \$ - \$ \$ 1.06.64 \$ \$ - \$ \$ 1.06.64 \$ \$ - \$ \$ 1.06.64 \$ \$ - \$ \$ 1.06.64 \$ \$ - \$ \$ 1.06.64 \$ \$ - \$ \$ 1.06.64 \$ \$ - \$ \$ 1.06.64 \$ 1.06.64 \$ \$ - \$ \$ 1.06.64 \$ 1.06.	32,400 45,360 77,760	Non Complex	ന	45,306	77,667	69	1.04	€	1.07	↔	82	↔	6)	<del>63</del>	73
250 350 77,760 \$ 106.64 \$ 106.64 \$ (9) \$ 5  250 350 600 1 \$ 104.45 \$ 106.64 \$ (7) \$ 5  250 350 600 \$ 78.34 \$ 79.98 \$ (7) \$ 5  2,747 3,845 6,592 \$ 78.34 \$ 79.98 \$ (58) \$ 5  2,750 3,850 6,600 \$ 5 78.34 \$ 79.98 \$ 5  2,750 3,850 6,600 \$ 5 78.34 \$ 79.98 \$ 5  2,750 3,850 6,600 \$ 5 78.34 \$ 79.98 \$ 5  2,750 3,850 6,600 \$ 5 78.34 \$ 79.98 \$ 5  2,750 3,850 6,600 \$ 5 78.34 \$ 79.98 \$ 5  2,750 3,850 6,600 \$ 5 78.34 \$ 79.98 \$ 5  2,750 3,850 6,600 \$ 5 78.34 \$ 79.98 \$ 5  2,750 3,850 6,600 \$ 5 78.34 \$ 79.98 \$ 5  2,750 3,850 6,600 \$ 5 78.34 \$ 79.98 \$ 5  2,750 3,850 6,600 \$ 5 78.34 \$ 79.98 \$ 5  2,750 3,850 6,600 \$ 5 78.34 \$ 79.98 \$ 5  2,750 3,850 6,600 \$ 5 78.34 \$ 79.98 \$ 5  2,750 3,850 6,600 \$ 5 78.34 \$ 79.98 \$ 5  2,750 3,850 6,600 \$ 5 78.34 \$ 79.98 \$ 5  2,750 3,850 6,600 \$ 5 78.34 \$ 79.98 \$ 5  2,750 3,850 6,600 \$ 78.34 \$ 79.98 \$ 5  2,750 3,850 6,600 \$ 78.34 \$ 79.98 \$ 5  2,750 3,850 6,600 \$ 78.34 \$ 79.98 \$ 5  2,750 3,850 6,600 \$ 78.34 \$ 79.98 \$ 5  2,750 3,850 6,600 \$ 78.34 \$ 79.98 \$ 5  2,750 3,850 6,600 \$ 78.34 \$ 79.98 \$ 5  2,750 3,850 6,600 \$ 78.34 \$ 79.98 \$ 5  2,750 3,850 6,600 \$ 78.34 \$ 79.98 \$ 5  2,750 3,850 6,600 \$ 78.34 \$ 79.98 \$ 5  2,750 3,850 6,600 \$ 78.34 \$ 79.98 \$ 5  2,750 3,850 6,600 \$ 78.34 \$ 79.98 \$ 5  2,750 3,850 6,600 \$ 78.34 \$ 79.98 \$ 5  2,750 3,850 6,600 \$ 78.34 \$ 79.98 \$ 5  2,750 3,850 6,600 \$ 78.34 \$ 79.98 \$ 5  2,750 3,850 6,600 \$ 78.34 \$ 79.98 \$ 5  2,750 3,850 6,600 \$ 78.34 \$ 79.98 \$ 5  2,750 5,850 6,600	250 350 599 \$ 104.45 \$ 106.64 \$ 63 \$ 5 (7) \$ 5  250 350 600 1 \$ 104.45 \$ 79.98 \$ 5  2,747 3,845 6,592 \$ 78.34 \$ 79.98 \$ 5  2,750 3,850 6,600 6,600 \$ 5  2,750 3,850 6,600 6,600 \$ 5  2,750 3,850 6,600 6,600 6,600 \$ 5  2,750 3,850 6,600	Standard Complex	39	54	66	↔	1.04	↔		49	•	<b>6</b> 3	•	G	
250 350 599 \$ 104.45 \$ 106.64 \$ 63 \$ \$ (9) \$ 5  250 350 600 1 \$ 104.45 \$ 106.64 \$ 5	250 350 599 \$ 104.45 \$ 106.64 \$ 63 \$ 77,760 \$ 599 \$ 104.45 \$ 106.64 \$ 5 63 \$ 5 (7) \$ 5 60 \$ 500 \$ 1 \$ 104.45 \$ 106.64 \$ 5 63 \$ 5 (7) \$ 5 60 \$ 500 \$ 1 \$ 104.45 \$ 106.64 \$ 5 60 \$	Ultra Complex	•	•						↔ '		,			
250 350 599 \$ 104.45 \$ 106.64 \$ 63 \$ 7	250 350 599 \$ 104.45 \$ 106.64 \$ \$ 63 \$ \$ (7) \$	lotal	32,400	45,360	09/'//					est.	82	A	(6)	↔	73
250 360 599 \$ 104.45 \$ 106.64 \$ 5 6.3 \$ (7) \$ 5  250 350 600 1 \$ 104.45 \$ 106.64 \$ 5 6.3 \$ (7) \$ 5  2,747 3,845 6,592 \$ 78.34 \$ 79.98 \$ 5 6.23 \$ 5 (58) \$ 5  2,7750 3,850 6,600 \$ 5 78.34 \$ 79.98 \$ 5 6.24 \$ 5 6.58) \$ 5  \$ 5 78.34 \$ 79.98 \$ 5 78.34 \$ 79.98 \$ 5 79.98 \$ 5 79.98 \$ 5 78.34 \$ 79.98 \$ 5 78.34 \$ 79.98 \$ 5 78.34 \$ 79.98 \$ 5 78.34 \$ 79.98 \$ 5 78.34 \$ 79.98 \$ 5 78.34 \$ 79.98 \$ 5 78.34 \$ 79.98 \$ 5 78.34 \$ 79.98 \$ 5 78.34 \$ 79.98 \$ 5 78.34 \$ 79.98 \$ 5 78.34 \$ 79.98 \$ 5 78.34 \$ 79.98 \$ 5 78.34 \$ 79.98 \$ 78.34 \$ 79.98 \$ 78.34 \$ 79.98 \$ 78.34 \$ 79.98 \$ 78.34 \$ 79.98 \$ 78.34 \$ 79.98 \$ 78.34 \$ 79.98 \$ 79.34 \$ 79.98 \$ 79.34 \$ 79.98 \$ 79.34 \$ 79.98 \$ 79.34 \$ 79.98 \$ 79.34 \$ 79.98 \$ 79.34 \$	250 350 599 \$ 104.45 \$ 106.64 \$ 63 \$ 5 (7) \$ 5  250 350 600 1 \$ 104.45 \$ 106.64 \$ 5 - \$ 5	Retailer Services - Supervisor Billing Specialist													
250 350 600 1 \$ 106.64 \$ - \$ - \$ - \$ - \$ - \$ 63 50 600	2747 3,845 6,592 \$ 78.34 \$ 79.98 \$ 524 \$ (58) \$ 4	Non Complex	250	350	599		104.45		16.64	63	63	ь	(2)	↔	99
2.747 3,845 6,592 \$ 78.34 \$ 79.98 \$ 523 \$ (7) \$ 2.750 3,850 6,600 \$ 5 78.34 \$ 79.98 \$ 5 78.34 \$ 5 79.98 \$ 5 78.34 \$ 79.98 \$ 5 78.34 \$ 79.98 \$ 5 78.34 \$ 79.98 \$ 5 78.34 \$ 79.98 \$ 5 78.34 \$ 78.34 \$ 78.34 \$ 79.98 \$ 5 78.34 \$ 78.34 \$ 78.34 \$ 79.98 \$ 5 78.34 \$ 78.34 \$ 78.34 \$ 79.98 \$ 5 78.34 \$ 78.34 \$ 79.98 \$ 5 78.34 \$ 78.34 \$ 78.34 \$ 79.98 \$ 5 78.34 \$ 78.34 \$ 79.98 \$ 5 78.34 \$ 79.98 \$ 79.38	2,747 3,845 6,592 \$ 78.34 \$ 79.98 \$ 523 \$ (7) \$ 3	Standard Complex	0	0	Ψ-	€9	104.45		96.64	€>	,	<del>63</del>	ı	69	
2,747 3,845 6,592 \$ 78.34 \$ 79.98 \$ 523 \$ (58) \$ 4  2,747 3,845 6,592 \$ 78.34 \$ 79.98 \$ 523 \$ (58) \$ 4  2,747 3,845 6,600 \$ 5.600 \$ 5.834 \$ 79.98 \$ 5.24 \$ (58) \$ 5.24 \$ 5	2,747 3,845 6,592 \$ 78.34 \$ 79.98 \$ 523 \$ (58) \$ 4  2,747 3,845 6,592 \$ 78.34 \$ 79.98 \$ 5 1 \$ 5 2 4 \$ 6 6 8 9 6 7 8 8 9 7 8 8 9 7 8 8 9 7 8 8 9 7 8 8 9 7 8 8 9 7 8 8 9 7 8 8 9 7 8 8 9 7 8 8 9 7 8 8 9 7 8 9 9 9 9	Ultra Complex Total		. 026	008					es e	1	e	E	6	o u
2,747       3,845       6,592       \$ 78.34       \$ 79.98       \$ 523       \$ (58)       \$ 5         3       5       8       \$ 78.34       \$ 79.98       \$ 1       \$ -       \$ 5         -       -       -       -       \$ 524       \$ (58)       \$ 5         2,750       3,850       6,600       \$ 524       \$ (58)       \$ 5         \$       -       \$ 5       \$ 5       \$ 5         \$       \$ 5       \$ 5       \$ 5	2,747       3,845       6,592       \$ 78.34       \$ 79.98       \$ 523       \$ (58)       \$ 5         3       5       8       \$ 78.34       \$ 79.98       \$ 1       \$ - \$       \$ 5         2,750       3,850       6,600       \$ 524       \$ (58)       \$ 5         5       5       5       \$ 5       \$ 5       \$ 5         5       5       5       \$ 5       \$ 5       \$ 5         5       5       5       \$ 5       \$ 5       \$ 5       \$ 5		007	9	8					<b>&gt;</b>	3	•	(5)	<b>3</b>	5
2,747 3,845 6,592 \$ 78.34 \$ 79.98 \$ 523 \$ (58) \$ 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	2,747 3,845 6,592 \$ 78.34 \$ 79.98 \$ 523 \$ (58) \$ 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	Retailer Services - Senior Billing Specialist	!		,	•	;		!		į	•			
3 5 8 \$ 78.34 \$ 79.98 \$ - \$ - \$ - \$ - \$ - \$ - \$ - \$ - \$ - \$	3 5 8 \$ 78.34 \$ 79.98 \$ - \$ - \$ - \$ - \$ - \$ - \$ - \$ - \$ - \$	Non Complex	7,	3,845	6,592	69	78.34		9.98	es-	523	es.	(88)	<del>()</del>	465
2,750 3,850 6,600 \$ \$ 524 \$ (58) \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$	5.750 3,850 6,600	Standard Complex	က	9	∞	<del>ss</del>	78.34		86.6	₩,	~~	<del>69</del>	ı	€9	~
5,750 5,850 6,600 \$ 5.24 \$ (58) \$ 5.750 \$ 5.75	5,750 5,850 6,600 \$ 5.750 5,850 6,600 \$ 5.850	Ultra Complex	, 1	. (						₩,		•			
, , ,	,	lotal	2,750	3,850	9,600					↔	524	<del>9</del>	(28)	<del>6</del> >	466
· · · · · · · · · · · · · · · · · · ·	· · · · · · · · · · · · · · · · · · ·	Retailer Services - Billing Specialist								•		ŧ		•	
ard Complex \$ \$	ard Complex Somplex Somplex Somplex Somplex Somplex Somplex Somplex Somplex	Moli Collipiex								A	•	<del>A</del>	•	es.	
Se S	es e	Standard Complex								↔ •		↔ .		<del>69</del> (	
_		Ultra Complex								↔		<del>69</del> •		<b>6</b>	

		Volumes						ă	Dollars			
Jan-May ATCO Gas Utility Jan-May		Jun-Dec	Total	Unit Rate	Jun-Dec Unit Rate		As Filed \$000's	Adjı	Decision 2006-004 Adjust 11.1%		Placeholder \$000's	5
Report and Bill Printing												
Non Complex Standard Complex	64,727	90,618	155,345	\$ 0.10	\$ 0.11	69 (	•	16 \$	)	(2)		14
Ultra Complex	0/	60 L	187	¢ 0.10	\$ 0.11	₩ 4	1		•			
Total	64,805	90,727	155,532			<b>→</b>	. ~	16 \$	, )	(2)	٥	4
Inserting												
Non Complex						<del>6</del>	٠	<del>sa</del>	•	•	40	
Standard Complex Ultra Complex						↔,		<b>↔</b>		0,7		
Total						<sub>вэ</sub> вэ	1	<del>-</del>	•	0, 0,	<del>и</del> и	
offer Brinting												
Non Complex												
Standard Complex						<del>.,</del>	•	<del>69</del> (	•	•		
Ultra Complex						æ,		<del>:</del> →				
Total						÷+ •+	1	<del>.</del>	•	ө ө	<b></b>	
Price Schedule Value Changes												
Non Complex	4		4	\$ 1,567.00	\$ 1,600.00	₩		\$	_	(1)		വ
Standard Complex	0	•	0	\$ 1,567.00		↔		69	<b>'</b> •			
Uitra Complex						↔		69	ı	. 07	40	
Total	4		4			<del>()</del>		. <b>4</b> 9 . 9	<u> </u>	(E)		2
Memo & Additional Statement Coples												
Non Complex						67	'	69	•	•		
Standard Complex						. <del>6</del> 5		<b>→</b> <del>6</del>		, ,		
Ultra Complex						· 63	t	• •	•	, 0,	• ↔	
lotal						↔		₩		97		
Service Accounts -Retail Billing												
Non Complex						69	•	69				
Standard Complex						, <i>မ</i> ာ		+ 49		, 0,	<b>•</b> 69	
Ultra Complex						€4	•	- 49	•	,		
lotal						€9		€9		•		
Service Accounts -Refunds												
Non Complex						€9	•	69	1	0,		
Standard Complex						69		44		.,	- 69-	
John Complex Total						↔ '	•	63		0,		
						₩.		₩		•,	40	

Appendix 1 Table 1 Page 21 of 22

Decision As Filed Jun-Dec Total Rate Rate	3,798 \$ (421)\$ 3,377 5 \$ (1)\$ 4 5 \$ - \$ 5 3,803 \$ (422)\$ 3,381	00 00 00 00 00 00 00 00 00 00 00 00 00	*******	\$ 396 \$ (44) \$ 352 \$ - \$ - \$ \$ - \$ 5 \$ 396 \$ 362	\$ 40\$ \$ - \$ - \$ \$ - \$ - \$ \$ - \$ 6 \$ - \$ 7 \$ 6 \$ 6 \$ 6 \$ 6 \$ 6 \$ 6 \$ 7 \$ 7 \$ 7 \$ 7 \$ 8 \$ 7 \$ 7 \$ 7 \$ 7 \$ 7 \$ 7 \$ 7 \$ 7 \$ 7 \$ 7	
Jun-Dec Unit	81,644 \$ 45.96 \$ 46.92 \$ 98 \$ 45.96 \$ 46.92 \$ 81,742	<i>.</i> н	<i>.</i> н	6,808 \$ 57.45\$ 58.65 \$ \$ 67.45\$ 58.65 \$ \$ 6,816	1,096 \$ 36.56 \$ 36.56 \$ 1,097	<i>ၯႜၯႜ</i> ၯ
Volumes Dollars Jan-May Unit Jan-May	33,616 48,028 40 58 - 33,656 48,086		1 1	2,803 4,005 3 5 - 5 2,806 4,010	451 644 1 1 5 452 645	
ATCO Gas Utility	Cail Centre Services Call Centre and Support Hours Non Complex Standard Complex Ultra Complex	Credit Centre Hours Non Complex Standard Complex Ultra Complex Total	Front Counter Hours (Walk in Service) Non Complex Standard Complex Ultra Complex	Supervision Non Complex Standard Complex Ultra Complex <b>Total</b>	Training Non Complex Standard Complex Ultra Complex Total	Front Counter Facility Non Complex Standard Complex Ultra Complex Total

	ν.	Volumes							Dollars		
ATCO Gas Utility Jan-May	ר	Jun-Dec	Total	Jan-May Unit Rate	Jun-Dec Unit Rate	-Dec Jnit Rate	As Filed \$000's		Decision 2006-004 Adjust 11.1%	9	Placeholder \$000's
Call Centre Services - Other									***************************************		AND
Call Centre and Support Hours			The state of the s						1 '		
						₩			€	↔	
Standard Complex						€		ı	· \$	₩	
Ultra Complex						€7			€9	€?	
Total						€9			· •Э		
Supervision											
Non Complex						€			€	6	
Standard Complex						> 6		ı			
Ultra Complex						A 6		1	· -		
Total						A 64			<b>↑</b> ↔	<del>A</del> ₩	
						•			•	•	
Training											
Non Complex						69			49	69	
Standard Complex						· <del>67</del>			· 64		
Ultra Complex						· <del>6</del> 9			<b>→</b> 69	+ 49	
Total						. €		,	· 49	• 69	
						•			•	•	
Pass Through Charges	-										
Postage, Envelopes, Paper, Reprographics						€9		68	€9	(8)	09
Collection Appropria						₩.		15	↔		13
Collection Agencies						↔		ı			
Collection Agencies - Deferral Account						₩			, 43		
CO Water Fayments Rennett Jones						es,			· .	↔ (	
Other Billing Semion (Courier Ctorons, 199)						<i>9</i>		1		į	
Other billing Services (Counter, Storage, etc.)						€9		£4	₩	(2)	38
Statements of Work/Change Requests - Billing Services	388	545	933	\$ 133.38	↔	138.05 \$		127			113
Statements of Work/Change Requests - Call Centre Services	649	889	1,548	\$ 80.	80.34 \$	83.16 \$		127	↔	(14) \$	113
Statements of Work - I-Tek Labour	•	r						1			
Statements of Work - I-Tek Business Services	ı					€9•					
Statements of Work - Billing Services						₩.			↔	49	
Statements of Work - Non-Production						₩			€9	↔	
Total						*	2	24,771	\$ (2,	(2,750) \$	22,021

ATCO Gas 2003-2007 I-Tek Business Services Volumes

	Actua	ıl		Forecast	
ATCO Gas Utility	<b>2003</b> Total	2004 Total	2005 Total	2006 Total	<b>2007</b> 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
Total	144,007.00	110,041.00	70,044.00	70,001.00	. ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,
Supervisor Billing Services Personnel	400	227.22	~~~ ~~	F00.00	500.00
Non Complex	139.00	295.00	599.28	599.28	599.28 0.72
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
Octor Dillion Company Bearing					
Senior Billing Services Personnel Non Complex	2 505 00	E 662 00	6,592.08	6,592.08	6,592.08
Standard Complex	2,595.00 5.30	5,663.00 12.60	7.92	7.92	7.92
Ultra Complex	-	12.00	1.52	7.02	
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	0.00	0.70			
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	. 2.00	20.00	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

	Actual			Forecast	
ATCO Gas Utility	<b>2003</b> Total	2004 Total	2005 Total	2006 Total	<b>2007</b> 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	150 001 00		74 740 00	04.040.04	04 040 04
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		0.070.50			
Total	9,460.40	3,673.50			
Supervisor Rate	04.460.00	46.040.00	6 004 E4	6 907 92	6 007 00
Non Complex	21,468.00	16,012.00	6,231.51	6,807.82	6,807.82 8.18
Standard Complex	42.00	31.29	7.49	8.18	0.18
Ultra Complex Total	04 540 00	16 040 00	6 020 00	6 946 00	6 046 00
ı otal	21,510.00	16,043.29	6,239.00	6,816.00	6,816.00
Training Rate	<u>.</u> ,		4 00	4.00= ==	
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	0 450 00	4 000 00	4 000 00	4.007.00	4 007 00
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 Coo Haller	Actual 2003	Forecast	2004	 2005	2006	2007
ATCO Gas Utility	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.

Appendix 3 - CC&B Benchmarking Contract
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Appendix 1
Table 2 - revised
Page 4 of 9

	Actual			Forecast	
ATCO Electric Utility	2003 Total	2004 Total	<b>2005</b> Total	2006 Total	2007 Total`
Base Billinq Services (Units) Monthly Base Fee (metered)	<del></del>				
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			40.070.47	40.454.00	40.044.00
Non Complex	32,878.00	19,558.00	19,076.47	19,454.90	19,844.00 10,687.59
Standard Complex	18,153.00	10,521.00 91.00	10,274.21 88.32	10,478.03 90.07	91.87
Ultra Complex Total	153.00 51,184.00	30,170.00	29,439.00	30,023.00	30,623.46
Total	31,104.00	30,170.00	29,400.00	00,020.00	00,020.40
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	12.1 14.80	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, 50 0.00	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	404	00 500 00			
Non Complex	131,805.00	80,538.00			
Standard Complex	73,014.00	43,419.00 371.00			
Ultra Complex Total	616.00 205,435.00	124,328.00			
Price Schedule Value Changes	7.00	0.00	770	7 70	7.93
Non Complex Standard Complex	7.00 2.00	8.00 4.00	7.78 4.19	7.78 4.19	7.93 4.27
Ultra Complex	2.00	4.00	0.04	0.04	0.04
Total	9.00	12.00	12.00	12.00	12.24

	Actual			Forecast	
ATCO Electric Utility	2003 Total	2004 Total	<b>2005</b> Total	2006 Total	2007 Total`
femo Statements					
Non Complex	2 991 00	1,528.00			
Standard Complex	2,881.00				
Ultra Complex	1,590.00	829.00			
	12.00	6.00			
otal	4,483.00	2,363.00			
dditional Service Account Fee for Continuing Retail					
Non Complex		8,390.00			
Standard Complex		4,465.00			
Ultra Complex		39.00			
otal		12,894.00			
efund Cheques					
Non Complex		40.000.00			
Standard Complex		10,066.00			
Ultra Complex		5,364.00			
		46.00			
tal		15,476.00			
ase Customer Assistance Services and Support (Units	)				
gont Pate		20,132.98			
gent Rate	24,875.00	10,891.10			4
Non Complex	13,793.00	93.35	12,256.92	12,486.96	12, 736.70
Standard Complex			6,601.34	6,725.23	6,859.73
Ultra Complex	117.00	31,117.43	56.74	57.81	58.97
otal	38,785.00		18,915.00	19,270.00	19,655.40
edit Management Services - Agent Rate		14,362.65			
Non Complex	19,730,71	7,735.44			
Standard Complex	10,946.73	66.49			
	91.91	22,164.58			
Ultra Complex	30,769.35	22,104.50			
otal	30,708.33				
/alk-In Services - Agent Rate					
Non Complex					
Standard Complex					
Ultra Complex					
otal					
upervisor 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
ottal	5,801.00	4,438.00	1,578.00	1,607.00	1,639.14
nai	3,001.00	4,450.00	1,570.00	1,007.00	1,005.14
aining 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
otra complex	933.00	537.00	253.00	258.00	263.16
nergency 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
	4.00	4.00			
Ultra Complex	12.00	12.00	0.04 12.00	0.04 12.00	0.04 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	2003 Total	Actual	2004 Total		<u>F</u> 2005 Total	orecast 2006 Total	2007 Total`
Pass Through Charges (\$000) Postage, Envelopes, Paper, Reprographics Reception Services Collection Agencies Collection Agencies - Moved to B/S CU Water Payments Bennett Jones Other Billing Services (Courier, Storage, etc)	* * * * * * * *	973 \$ 7 \$ 74 \$ - \$ - \$ 3 \$	760 6 78 - -	\$ \$ \$ \$ \$ \$ \$ \$	49 \$ \$ 11 \$ - \$ - \$ - \$ 3 \$	50 \$ - \$ 11 \$ \$ - \$ 3 \$	51 11 - 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 Statements of Work - Non-Production Statements of Work/Change Requests - Maintenance Pass Through Charges Workstations and Floor Space	* * * * * * * *	277 \$     8 \$ 702 \$     90 \$     19 \$ 231 \$	91 1 479 175 89 218	* * * * * * *	- \$ - \$ - \$ - \$ - \$ 200	- \$ . \$ . \$ . \$ . \$ . \$ . \$ . \$ . \$ . \$	1 204
Flow Through Costs - other billing services	\$	42 \$	42	\$	142	142 \$	145

<sup>2007</sup> 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.

	Actual	<b>L</b>		Forecast	
	2003	2004	2005	2006	2007
	Total	Total	Total	Total	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		1	
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
a to Button Out to Borowind					
Supervisor Billing Services Personnel	348.19	465.73	837.28	840.82	845.65
Non Complex	103.79	87.06	119.72	121.49	123.91
Standard Complex	426.52	324.61	493.00	500.34	510.34
Ultra Complex	878.50	877.40	1,450.00	1,462.65	1,479.90
Total	070.50	077.40	1,100.00	,, 102.00	.,
Senior Billing Services Personnel					10.000.10
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			
Lotter Brinting					
Letter Printing Non Complex	778,644.00	674,188.00			
•	74,311.00	44,608.00		-	
Standard Complex Ultra Complex	616.00	371.00			
Total	853,571.00	719,167.00			
Price Schedule Value Changes	10.00	00.00	45 77	. 0.77	11.93
Non Complex	19.00	28.00 4.00	15.77 4.20	9.77 4.19	4.28
Standard Complex	2.00	4.00	0.04	0.04	0.04
Ultra Complex	21.00	32.00	20.00	14.00	16.24
Total	21.00	52.00	, 20.00	1 7,00	

	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			
Defined Charges			-		
Refund Cheques Non Complex		79,216.00			
Standard Complex		5,502.00			
Ultra Complex		46.00			
Total					
i otal		84,764.00			
Base Customer Assistance Services and Support (Units) Agent Rate	**************************************				
Non Complex	174, 936.00	407.007.00	86,973.15	94,130.87	94,380.61
Standard Complex	•	137,897.98	·		
Ultra Complex	14,093.25	11,127.50	6,691.10	6,823.32	6,957.83
•	117.00	93.35	56.74	57.81	58.97
-otal	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			
Valk-In Service - Agent Rate					
Non Complex	9,442.00	3,667.00			
Standard Complex	18.40	6.50		r.	
Ultra Complex	10.40	0.00			
Total	9,460.40	3,673.50			
	0,400.40	0,010.00			
upervisor 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
otal	27,311.00	20,481.29	7,817.00	8,423.00	8,455.14
raining 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
otal	4,389.00	2,506.99	1,255.00	1,355.00	1,360.16
marganey and Outage Semiler					
mergency and Outage Services Non Complex	0.00	9.00	***	7.70	7.00
	8.00 4.00	8.00	7.78	7.78	7.93
Standard Compley	4 111	4.00	4.19	4.19	4.27
Standard Complex	4.00		0.04	0.01	
Standard Complex Ultra Complex otal	12.00	12.00	0.04 12.00	0.04 12.00	0.04 12.24

Standard Complex Ultra Complex Total

EUB Order U2007-111

		Ac	tual			F	orecast		
2003				2004	2005		2006	-	2007
Total				Total	 Total		Total		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	s i	2,110	ġ.	1,257	\$ 	\$	, s	\$	·
Statements of Work - DFSS	S.	404	\$.:	88		1 1 7.1	활동되는 것이다.		
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

<sup>\* 2003</sup> 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	2006	2007
	(\$/Hour)	(\$/Hour)	(\$/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	2006	2007
	(%)	(Hours)	(Hours)	(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

IT Units Summary Table 3 and 4 Overview Page 3 of 5

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 in developed.

Page 5 of 5

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.

Sanzica Dissociation   Code	860.06 860.06 408.31 621.15 82.53 99.91 19,112.36 2,154.48 84,705.51 190.04 850.64		2005 Rates	Dollars (\$000s)		Capital		
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t Licenses 1,094.85 621.15  t Licenses 145.47 82.53  t Licenses 176.09  t Licenses 176.09  t Licenses 176.09  t Licenses 1707.52  t Licenses 1707.52  t Licenses 1707.52  t Licenses 1707.52  t Licenses 1707.53  t Licenses 1707.53  t Licenses 1707.54  t Licenses 1707.55  t Licenses 1707.54  t Licenses 1707.56  t Licenses 1707.57  t Licenses 1707.	94,2,48		\$ 19.14	* ** 5 4	9 49 F	÷ <del>69</del>	φ φ	22
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VPN - Remote Client 345.84		345.84 942.00	\$ 32.79		7	1		31
VPN - FIRWAII			₩	49	€9	ь -	49	

ATCO Electric 2005 FORECAST IT VOLUMES and COST				-							Appendix 1 Table 3 Page 2 of 26
		Units			1000			Dollars (\$000s)	(\$000\$)		
Service Description	O&M	ES&G Direct	Subtotal	- Total	2005 Rates	N 8 C	0801		tal	C. the fact of	* 1-1-1-
VPN - Remote Client with Split Tunnelling Wireless Service - Leased Wireless Service - Owned	36.00	12.00	12.00	12.00 36.00	\$ 5 76.95		<del>ა ა</del>	~ '	69 69 1 1	← 1	
Wireless Blackberry Service Connectivity  XP Project	84.00 5,821.08	2,150.52	2,150.52	84.00	\$ 31.27 \$ 51.00	<del></del>	3 \$ 297		φφφ ' ' '	٠,	3 407
Z V						\$	,468 \$	549 \$	↔	549 \$	2,017
10 Mb Ethernet - Remote 256k Virtual WAN	18.14	7.42	7.42	25.56	\$ 3,877.50	<b>м</b> м				29	96
4 Wire Loop 56k Virtual WAN	27.24 58.80	5.04	5.04	32.28	\$ 981.39	· <del>63</del>	27 \$				32 3
T1 in Grande Prairie	96.6	4.20	4.20	14.16		9 69		f	İ		123 33
Rental						↔	229 1 \$	91 18	<del>\$</del>	91 1\$	320
Laptop Weekly Rental Laptop Monthly Rental				,	<del>69</del> (	€9					
Training Room Daily Rental					en en	<del></del>	<b>сэ</b>	69 69 I I	<i>ч</i> э <i>ч</i>	69 64 1 1	<del></del>
I raining Koom Set Up Fee					€9-	€9					
Voice					-						
Modem Line PBX Trunk Port	638.04	117.96	117.96	756.00	\$ 24.98	€9	16 \$	e e	€	3	19
Voice Feature - Call Park	397.20	130.80	130.80	528.00	2 20	<del>69</del> 64	es e.	<b>6</b> 9 €	<b>↔</b> ₩	G	7
Voice Feature - Line Appearance	1,721.52	102.48	102.48	1,824.00		<b>.</b> 69	. 4 → <del>e</del> >	→ 4→	→ 4>	9 <del>6</del> 9	_ 4
Voice Feature - Speed Call Manager Voice Feature - Speed Call User	127.92	40.08 195.60	40.08 195.60	168.00		<del>69</del> 6	ee e	69-6	€9 6	<b>69</b> 6	
Voice Feature - Visual Call Waiting	52.80	19.20	19.20	72.00		<b>→</b> •→	° ↔ -	o 60	A GA	A GA	
Voice Feature - Voice Mail Basic Voice Feature - Voice Mail Remole Notify	2,333.16	1,094.04	1,094.04	3,427.20		<b>↔</b> •	20 \$	. <del>49</del> დ	· 69 ·	, <del>сл</del> О	59
Voice Install/Move/Add/Change Labour	26.88	15.12	15.12	12.00	\$ 3.00 \$ 64.96	en en	7 8	<del>(</del>	<b>69</b> 69	€	ď
Workstation Install/Move/Add/Change Emergency Voice Line Charce	3 624 12	70007	0		•	· 69·	63		↔ ↔		
Voice Set Charge	3,024.72	1,414.44	1,640.04	5,264.16 4,439.16	\$ 24.98 \$ 15.89	<b>ө</b>	91 8 8 8	41 22 \$	<del>69</del> 69	22 \$	132
Workstation						€9		\$ 92	8	\$ 92	259
High Volume Black and White Printer Low Volume Black and White Printer	170.28	57.72 84.48	57.72	228.00	•	€9 €	17 \$	φ·(			23
	801.60	218.40	218.40	1,020.00	\$ 48.00	9 <b>69</b>					- 48
	152.88	63.12	63.12	216.00		· <b>6</b> Э					5 4
	79.80	3.60	40.20 3.60	120.00	\$ 120.00	₩ 4	0 د چه	ro. ←	69-6	en e	15
Express Request Service Fee Hardware Install/Move/Add/Change Labour	8 8 9 10 10	70 00	9 00		9 69 69 69 69 69 69 69 69 69 69 69 69 69	→ 69 (		9 <del>69</del> 9	9 69	э <del>сэ</del>	4
	2,306.52	903.48	903.48	3.210.00	\$ 142.50	<del>-</del> → ←	329			20 00 40 00	18
	61.20	10.80	10.80	72.00		<b>.</b> 69					13
Laptop Support High Laptop Support Low	1,279.56	376.44 144.24	376.44	1,656.00	\$ 198.41	€9 €	254 \$	75 \$		75 \$	329
Laptop Support Medium	651.60	446.40	446.40	1,098.00		9 <b>6</b> 9	105 \$		љ <i>6</i> э		177
Monitors 15 inch or Smaller	12.00			12.00	\$ 8.24	↔	69				

Appendix 1 Table 3 Page 3 of 26

> ATCO Electric 2005 FORECAST IT VOLUMES and COST

		Units							5	Dollars (\$000s)	(SO)			
		Capital			2005					Capital				
Service Description	O&M	ES&G Direct	Subtotal	Total	Rates		O&M	ES&G		Direct	S	Subtotal	Total	89
Monitor CRT - 17 inch	5,080.56	2,682.00	2,682.00	7,762.56		_	41	€	21	40		21		62
Monitor CRT - 19 inch	76.80	7.20	7.20	84.00	\$ 32.00		01	↔		€9	↔	•	↔	7
Monitor CRT - 21 inch	438.48	269.52	269.52	708.00	\$ 32.00		14	€>	 თ	<b>6</b>	€9	55	₩.	23
Monitor LCD - 15 inch	1	,	ī	•			,	↔	,	69	<del>69</del> ₁	•	€7	•
Monitor LCD -17 inch	499.92	154.08	154.08	654.00	\$ 24.00	4	12	↔	4	€9-	<b>↔</b>	4	69	16
Monitor LCD -19 inch	12.00	•	•	12.00	\$ 29.00		•	€9	,	69	€9	•	€9	•
Monitor LCD - 20 inch	159.36	8.64	8.64	168.00	\$ 42.00		7	€9	ı	<b>6</b>	<del>\$}</del>	·	ω	7
PC Hardware Operating Lease	4,092.60	2,181.96	2,181.96	6,274.56	\$ 81.12		332	69	177	69	<b>6</b> 9	177	69	509
PC Hardware Operating Lease - High Performance	,		•	ı			•	69		íA	€ <del>9</del>	•	ω	•
PC Support High	1,489.20	881.76	881.76	2,370.96	\$ 158.41		236	69	140	69	€9	140	6 <del>9</del>	376
PC Support Low	938.40	337.20	337.20	1,275.60	\$ 106.03		66	63	36	<b>6</b> Α	€9	36	s	135
PC Support Medium	1,672.20	835.80	835.80	2,508.00	\$ 132.22		221	€9		69	69	111	69	332
Printer Support - High	337.08	178.92	178.92	516.00	\$ 76.37		26	ω	4	69	69	14	ь	40
Printer Support - Low	172.32	91.68	91.68	264.00	\$ 20.00	69	က	69	7	ф	↔	2	69	2
Printer Support - Medium	992.88	279.12	279.12	1.272.00			65	· <del>69</del>	8	· 64	· 69	18	69	83
Software integration/Packaging Labour	53.15	18.85	18.85	72.00	\$ 114.29		9	69	8	· 69	· <del>69</del>	. 2	. ся	00
Software Signup Fee	143.99	29.51	29.51	173,50			17	ь	ო	· 69	69	ю	ю	20
Software Support Labour	90.59	30.91	30.91	121.50	\$ 114.29		10	€9	4	€9	69	4	ь	4
Terminal Hardware Operating Lease			•				•	· 69	,	· 69	69	. •	· 69	•
Terminal Server Service	48.00	•	•	48.00	\$ 37.22		2	· 69		· <del>69</del>	. 69		• 69	2
Terminal Server Service 1 Port	134.40	21.60	21.60	156.00	•		16	· 69	ო	. 69	· 69	6	+ 69	0 0
Terminal Server Service 20 Port	12.00	•	•	12.00			ო	· 69	,	- 69	· 69		· <del>69</del>	e
Terminal Server Service 4 Port	09.69	14.40	14.40	84.00	\$ 165.44	69	12	. ь	8	. 69	· 69	2	· 69	4
Terminal Server Service 8 Port	12.00		•	12.00			2	. 69	١	· 44	· 66		· <del>6</del> 9	. ~
Workstation Install/Move/Add/Change Labour	44.03	30.97	30.97	75.00		69	က	69	7	69	69 1	2	. 49	S.
Workstation Install/Move/Add/Change Emergency		•	•	•	\$ 123.18		1	<del>⇔</del>	ı	<del>⇔</del>	€9	•	€9	•
						ь	1,974	2	880	€	<del>сэ</del> ,	880	2	2,854
Variable Rate								-						
Additional Project Expenses	ī	•	•	•	Variable	69	.*	69	•	69	<b>69</b> -		<del>63</del>	,
Additional Services														
Software Licenses	,				, foright	-	Î	•	Č	•	•	i	•	į
Third Party Vendor Labour			1 1		Variable	÷> €	37	<del>-</del>	3 5	<del></del>	6 <del>9</del> 6	200	<del>sa</del> 6	787
I-Tek Labour	;	s	•	,	Voriotio	9 6	24.7	9 69	- 1	9 tf	9 64	- /-	9 <del>6</del>	228 228
Other	1	•	ı	1	Variable	₩	9	· 63	9	· <del>63</del>	) <del>()</del>	. 0	<del>.</del> 69	16
Travel Expenses								6		•	•		•	
	1		·	•	Picara	9	•	9		•	<del>9</del> 1		9	ı
Distributed Apps						_								
Distributed Application Support Costs	1		•	•	Variable	↔	1,468	<b>↔</b>	352	€	<del>69</del> ₁	352	69	1,820
Oracle Financials	•	,	•	1	Variable	↔	220	↔	312	<b>6</b> 3	<b>↔</b> ,	312	63	862
Disaster Recovery	1	•	•	1	Variable	€9	•	<del>69</del>	•	€9	<del>69</del> 1		<del>69</del>	,
Labour														
Sub-Contractor Charges	,	•	ı	,	Variable	69	ř	₩	•	€	<i>↔</i> '		€9	,
Mainframe			•											
MVS Form Type/1000		•	,		Variable	€.	4	€5	١	€	<del>6</del>	•	64	4
· —	_									,			٠	

Appendix	Tohio

ATCO Electric
2005 FORECAST IT VOLUMES and COST

			Units				,		Dolla	Dollars (\$000s)		
			Capital			2005						T
Service Description	O&M	ES&G	Direct	Subtotal	Total	Rafes				le l		
Network							ÖRM	EES	ES&G	Direct	Subtotal Total \$	€9
Megastream and Other Dedicated - WAN		•					\$ Var	Varia <b>ts∉</b> s	<del>\$?</del> '	<del>63</del>	↔	36
pecified Expense												
Training Directs					•	Variable	€9.	€9	<b>69</b>	69	€3	
Voice												<b></b>
Dedicated OPX	*****					Variable	€	e	6	€	e	*********
Long Distance Direct						Variable	<del>)</del> 6	÷ ÷	÷ €	<b>⊕</b> €	A 6	
Telecom Circuit Fees						Variable	9 6	- t	<i>⊕</i> €	AP 6	<del></del>	15/
Telecom Fees						Variable	9 t/3	<del>γ</del> επ	A 64	<del>/)</del>	<del>57 6</del>	12
							·	•		<del>-</del>	<b>→</b> 1	-
VVOTKSTATION	,											
Cashier Printer							ŧ	•	•	•	•	
High Volume Colour Printer - Utilities	54.00	78.00		78.00	132 00	160 00	A (	<del>)</del>	99	<del>.</del>	<b>⇔</b>	
Hardware Service Requests						aria	<del>59</del> (	<del>ഗ</del> ഗ	12 \$	<del>⇔</del>	12 \$	. 21
Non Standard Hardware						Variable	69	29 \$	9	<b>6</b> →	မွ	35
Software						Variable	69	<del>69</del> '	13 \$	<del>69</del>	13 \$	13
•							69	\$ _	42 \$	69	\$ 24	49
Хегох								•	•	•	÷ 1	2
Xerox Leases						Mediable	<b>&amp;</b>	\$ 550	6	6		
						variable	9	200	A CC	A	32	401
TOTAL1-TER COSTS												
							<u> </u>	€		- 001		•
								P[:	8,088	₹ I 607'7 -	2,05/~\$4,766	- 591
								12,854				

Appendix 1
Table 3

ATCO Electric 2006 FORECAST IT VOLUMES and COST

			Units							Dolla	Dollars (\$000s)				
**************************************			Capital			2006			***************************************		Capital				
Service Description	O&M	ES&G	Direct	Subtotal	Total	Rates		N80		ES&G Direct		Sut	Subtotal	Total \$	8
Service Category															
Update Licenses	1,515.94	860.06		860.06	2,376.00			7		44		ь	4	69	121
Read Licenses	719.69	408.31		408.31	1,128.00	\$ 15	19.56	_	14			ω,	. 00	· 69	52
Discoverer Licenses	1,094.85	621.15		621.15	1,716.00			_		ω		ω	ω	↔	23
Project Management Licenses	145.47	82.53		82.53	228.00			8		-		<del>ss</del>	Υ-	€9	က
Order Management Licenses	176.09	99.91		99.91	276.00			4	4	7		€9	7	↔	9
Procurement - per line	33,687.64	19,112.36		19,112.36	52,800.00			m		17		↔	17	↔	48
Expense - per report	3,797.52	2,154.48		2,154.48	5,952.00			n		7		69	7	<b>↔</b>	ω
Order Management -per line	148,297.49	84,702.51		84,702.51	234,000.00			ω		က		€9-	က	69	ത
OFIN - Local Disk Storage	411.53	233.47		233.47	645.00			<del>~~</del>		7		Θ	7	63	20
OFIN - DASD Disk Storage	1,837.51	1,042.49		1,042.49	2,880.00		65.00	7		- 1		ь	68	69	187
							₩.	2	284 \$	160	€	69	85	€9	369
Analyst 1			0000	0000	000				•			•	•		
Analyst		,	13791 27	5,006.26 13,791.27	5,006.25		88.42 101 FE &	•	¥ <b>9</b> €		\$ 443			φ÷	443 
Analyst3	2.722.00	18.00	14955 98	14 973 98	17,695,98			, (*	. 6 6		. c	1,401		7,40	<b>9</b> 6
Analyst4	725.20	4 80	18703 75	18 708 55	19 433 75			, 0			9 t	7,70		2, 2	9 6
Consultant	}	2	8336.04	8 336 04	8 336 04		145 77 8		∍ <del>6</del>			4,430	9 G	4,408	
Premium Labour	,	. 1							÷ 64	•		. <del>.</del>		- 1 2	·····
Project Manager	•		3417.98	3,417.98	3.417.98	\$ 17	174.43	•	<b>.</b> 69		\$ 596		596	<b>.</b>	596
								4	414 \$		6		69	7,867	\$
Mainframe Processing															
Mainframe Print Configuration	,	•		•	1	€9	-			,		€9	•	69	•
ADABAS CPU Minutes	2,622.96	89.74		89.74	2,712.70	•			36	_		↔	~	↔	37
BATCH CPU Minutes	15,303.69	362.04		362.04	15,665.73				_	S.		69	လ	69	216
CICS CPU Minutes	5,388.94	566.00		566.00	5,954.94					9		49	ဖ	69	64
DB2 CPU Minutes	66'396'9	1,034.24		1,034.24	7,401.23				m	11		↔	. 1	₩	79
IMS CPU Minutes	165.31	24.58		24.58	189.89					•		69	•	₩	7
TSOCPUMinutes	1,184.55	258.01		258.01	1,442.56					ო		€	ო	↔	16
MVS DASD Gigabyte Months	583.65	2.61		2.61	586.26				₹+			€9	•	63	44
MVS HSM Tape Gigabyte Months	609.91	6.36		6.36	616.27	(r)	3.22 \$		69 C.	ı		69		↔	7
MVS Print Pages	483.51	7.23		7.23	490.74					~~		63	τ-	↔	22
MVS HSM Lape Gigabyte Months	5,008.72	2.62		2.62	5,011.34		3.22			•		4	1	69	16
Network Access							69		504 \$	27	€9	€	27	69	531
ADSLLight	180.36	69.96		69.96	250.32				\$ 25	100		69	100	69	357
ADSLUnlimited	36.67	15.39		15.39	52.06	9,			73 \$	31		ω.	31	· <del>63</del>	104
Distributed Archive Tape	21.12	3.00		3.00	24.12		3.22			•		49	1	↔	•
E-Mail Service	26,378.88	11,844.96		11,844.96	38,223.84				121 \$	54		6A	54	<b>6</b>	175
Internet Access	4,268.88	1,730.64		1,730.64	5,999.52		14.22 \$		61 \$	25		↔	25	<del>69</del>	98
Long Term Archive	,	٠		,				•	€9	,		69	•	69	•
Long Term Archive - 1st Month	176.40	3.60		3.60	180.00		3.22	•	€9	•		. <del>63</del>	,	· <del>(A</del>	_
Network Connectivity	41.40	54.60		54.60	96.00					2		₩	7	69	_ <b>P</b>
Remote Access Service (RAS)	00'996	234.00		234.00	1,200.00		23.78		23 \$	9		€9	9	↔	<b>ag</b> (
Rightfax Service	380.40	147.60		147.60	528.00					ო		69	n	69	<del>8 s</del>
File Server Storage (gigabytes)	8,358.84	2,777.16		2,777.16	11,136.00	\$	56.21		470 \$	156		6A	156	€9	9 <b>9</b> 929
Substation	24.00			1	24.00					•		↔	•	63	<del>f 1</del> e
User ID Services	7,890.60	3,490.92		3,490.92	11,381.52		15.54 \$		_	54		€9	54	↔	<del>85</del>
VPN - Remote Client	604.56	361.44		361.44	966.00				20 \$	12		69	12	63	32
	,					69	<i>*</i>	•	⊌ <del>s</del>	Ť		<b>ь</b> э	•	₩.	•

Appendix 1
Table 3
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Dollars (\$000s) ATCO Electric
2006 FORECAST IT VOLUMES and COST

		Units			9000			Dollars (\$000s)	)0s)			
Service Description	O&M	ES&G Direct	Subtotal		Bates	200	U	Capital		1 - 4 - 4		
VPN - Remote Client with Split Tunnelling		00	12.00	12 00		E 6	İ	S&G		Subtotal		Total \$
Wireless Service - Leased	36.00	ļ .	2	36.00	70 07	A 6	<del>ده</del> و	<b>,</b>	<del>69</del> (	ψ-	ω` (	Ψ.
Wireless Service - Owned		•		0.00		<b>⊋</b> ⊌		•	<del>/)</del> 6		A 6	က
Wireless Blackberry Service Connectivity	84 00	•	•			<b>9</b> (		•	A (		A	•
XP Project	9	•	1	04.00	31.90	A 6	n n		6 <del>9</del> (	•	<del>(</del>	က
			•			9 69	1174 \$	\$ 777	A F	. 444	A G	4 640
N									•		•	
10 Mb Ethernet - Remote	18 14	7.40	7.40		- 1							
256k Virtual WAN	8.40	3.60	3.60	25.56 12.00	\$ 3,962.81	6 <del>7</del> 67	72 24 3	7 50 1 50	us u	50	<del>63</del> 6	107
4 Wire Loop	27.24	5.04	5.04	32.28		· <del>69</del>	27 \$	, ro	<b>.</b> 65	. v.	<b>→</b> <del>6</del> 5	5 8
56k Virtual WAN	58.80	25.20	25.20	84.00		· 63		38	ω ω	38	• 69	126
ii in Grande Prairie	96.6	4.20	4.20	14.16	\$ 2,345.98	<del>G</del>		10	↔	10	€)	33
						မှ	234 \$	921\$	<del>⇔</del>	92	€9	326
Kental Laptop Weekly Rental					,							
aptop Monthly Regial	, ,			•		<b>↔</b> •	ь ,	•	φ.		<del>\$</del>	1
Training Room Daily Rental	•	r	•	1		₩.	<del>•</del>	ı	<del>sa</del>		<del>()</del>	1
Training Room Set Up Fee				1 1	ι ι <del>ω</del>	<del>()</del>	⊌ <del>&gt;</del> ⊌	ı	φ. ε		<b>ы</b>	r
Voire						<b>.</b>		•	÷	1	<del>/</del>	1
Modern Line												
PBX Trick Port	638.04	117.96	117.96	756.00	\$ 25.53	₩.	16 \$	က	↔	ო	€9	19
Voice Feature - Call Park	06 676	. 00	, 00	, (		··	<del>69</del> -	1	<del>(4)</del>	1	<del>69</del>	,
Voice Feature - Line Annearance	3/3.20 4 724 E2	130.80	130.80	504.00	\$ 2.25	<del>63</del> (	₩.	ı	49		69	τ-
Voice Feature - Speed Call Manager	1,721.32	40.08	102.48	1,824.00		6 <del>7</del> (	4 &		↔	,	€9	4
Voice Feature - Speed Call User	620.40	195.60	40.08	168.00		₩.	<b>↔</b> (	ı	↔		63	•
Voice Feature - Visual Call Waiting	52.80	19.20	19.00	016.00		A (	<del></del>	•	↔		€3	~
Voice Feature - Voice Mail Basic	2.297.16	1.094.04	1 094 04	3 391 20	71.1 8 80	6 <del>7</del> 6	<del>ده د</del>	, 4	<b>6</b> 3 (	, ;	₩.	• (
Voice Feature - Voice Mail Remote Notify	12.00			12.00		9 <del>6/</del>		<u> </u>	<del>ሱ</del>	2	A 6	 08
Voice Install/MovelAddlChange Labour	25.88	15.12	15.12	41.00	\$ 66.39	· 69	. 2		<b>→</b> 6⁄3	. ~	g 69	۱ (۲
Workstation Install/Move/Add/Change Emergency	•		•	•		•			<b>.</b>	- ,	<b>→</b> 69	, ,
VoiceLineCharge	3,561.12	1,652.04	1,652.04	5,213.16	.,	69	91 \$	42	69	42	· 69	133
Voice Set Charge	2,958.72	1,422.84	1,422.84	4,381.56	\$ 16.24	ક્ક		23	₩	23	· 69	71
Workstation				-		ь	183 \$	\$ 62	₩ -	79	69	262
High Volume Black and White Printer	170 28	57 72	7 77	00 000		•	1	•	•	,		-
Low Volume Black and White Printer	191.52	84.48	84.48	276.00	\$ 28.62	A 69	7, 2, 48	ω c	<del>u</del>	φ (	69 <del>6</del>	7 23
Medium Volume Black and White Printer	801.60	218.40	218.40	1,020.00	\$ 49.06	ω,	300	1 ==	÷ 64	, <del>,</del>	<b>.</b> 64	- 6
Medium Volume Black and White Printer with Duplex	152.88	63.12	63.12	216.00		φ.		. 4	+ €9	4	→ 49	2 5
High Volume Colour Printer	79.80	40.20	40.20	120.00	\$ 122.64	↔		S	· <del>69</del>	·ω	· 69	<u>(</u>
Maximum Volume Colour Printer	20.40	3.60	3.60	24.00	\$ 163.52	69		<b>-</b>	ω.	-	· <del>69</del>	
Hardware Install Manach Autobases	, 6	, (	•			69		•	69		<del>69</del>	·
Tanton Hardware Constitution	83.81	58.36	58.36	142.17		↔	_	7	<del>6</del>	7	↔	7
Laoton Hardware Sim Operation Leases	61.092	919.08	919.08	3,210.00		69		134	↔	134	€	
Laptop Support High	1 275 96	380.04	10.80	72.00		69 (		7	<b>↔</b>	7	↔	£ 13
Laptop Support Low	407.76	144 24	360.04	1,656.00	\$ 202.78	<b>.</b> .	-	7.7	<del>69</del> (	77	6 <del>4</del> (	336
Laptop Support Medium	651.60	446.40	446 40	1 098 00		9 4	30 4 4 4 4	18	A) 6	18	<i>-</i> ∂ €	2 3
Monitors 15 inch or Smaller	12.00	•	; r	12.00		<b>→</b> 49		ţ '	n en	4 '	A 64.	- '
				-		,	٠		<b>+</b>		<b>&gt;</b>	_

EUB Order U2007-111

Appendix 1 Table 3

> ATCO Electric 2006 FORECAST IT VOLUMES and COST

		Units						Dollars (\$000s)	(\$00			
South of Description					2006			Capital	al			
Service Description	OSM	ES&G Direct	Subtotal	Total	Rates	O&M		ES&G Direct		Subtotal	Tot	Total \$
Monitor CK1 - 17 inch	5,053.56	2,682.00	2,682.00			€9	41 \$	22		22	<del>6</del> 9	63
Monitor CRT - 19 inch	64.80	7.20	7.20	72.00	\$ 32.70		2		- 69		· <del>6/</del> 3	-
Monitor CRT - 21 inch	438.48	245.52	245.52	_			4	α	₩	α		1 6
Monitor LCD - 15 inch	1	ı				- 69	÷ 649	, '	∌ ⊬	> 1	<b>.</b>	77
Monitor LCD -17 inch	499.92	154.08	154 08	654 00	24 53		¢	~	<b>.</b> €	•	<b>→</b> 6	, (
Monitor LCD -19 inch	24.00	1.44	1.44			<b>+</b> <del>(</del> -		+	<b>→</b> 4	t	<del>∂</del> 6	<u>0</u> 7
Monitor LCD - 20 inch	135.36	7.20	7.20				• <del>4</del>		<b>→</b> 4	ı	<sub>3</sub> 6	- u
PC Hardware Operating Lease	4,081.20	2,178.36	2.178.36	_	82 90	- 65		. 181	<b>→</b> 4	, 4 2	9 6	0 0
PC Hardware Operating Lease - High Performance								2	→ •	2	<b>.</b>	<u>n</u>
PC Support High	1,477.80	878.16	878.16	2.355.96	\$ 161.90	A 65	9 69 000 000 000	142	₩ 4	. 472	sə y	, 20,
	938.40	337.20	337.20	_		_		7.0	→ 6	1 1	9 6	0 0
E	1 672 20	823.80	00.500	_				7	A (	7	<i>A</i>	33
Definition of the Control of the Con	337.00	478.00	053.00	_			\$ 977	111	₩.	=======================================	63	337
	177.30	176.92	1/8.92		\$ 78.05			14	69	4	<b>6</b> ≯	9
	172.32	91.08	91,68			_		7	ь	7	↔	9
	887.88	2/9.12	279.12	_		-	\$ 99	19	€9	19	<del>69</del>	82
ackaging Labour	40.15	18.85	18.85			69	2	2	↔	7	G	^
	126.49	29.51	29.51	_	\$ 117.53	<b>↔</b>	15 \$	ო	ь	ო	69	φ.
Software Support Labour	75.19	30.31	30.31	105.50	116.81	_	<i>9</i> О	4	•	4	· <del>63</del>	13
Terminal Hardware Operating Lease	•	1	•	,		_	1		+ <del>6/</del>	٠.	. 4	. '
Terminal Server Service	48.00	1	•	S	38.04		÷ 6	, ,	<b>→</b> 4		9-6	• c
Terminal Server Service 1 Port	126.00	18.00	18.00			_		۰ ،	<b>→</b> €	. (	A 6	7 [
Terminal Server Service 20 Port	12.00		2		•	9 €	e e	7	A (	7	A	1/
Terminal Service Service A Doct	60.60		' ;	_	•	_		• ,	₩.		63	က
Terminal Server Service 8 Port	20.00	04.4	14.40					7	₩	7	<del>G</del>	4
With the Manual Control of the Advantage	70.63	100	, [	_	-	<b>.</b>	ςγ •÷		69	•	69	7
Morretation Install Managed and Labour	40.03	27.37	27.37	68.00	\$ 62.77	_	-	7	₩.	7	69	ю
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Variable Rate												<u> </u>
Additional Project Expenses	1		•	,	Variable	ья	<del>69</del>	•	49	,	69	•
Additional Services								•				
Software Licenses					;							
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Oracle Financials	•	•	,	•	Variable	• 69	562 \$	319	<b>→</b> 69	319	g 69	288
Disaster Recovery	1		ŧ	•	Variable	· 69	_	ı 1	<b>6</b> 9	,	<b>6</b> 9	170
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Sub-Contractor Charges	•	•	,		Variable	<del>69</del>	<i>↔</i>	1	G		G	91,
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MVS Form Type/1000				,	Variable	↔	\$ \$	• •	↔		s <del>s</del>	<del>85</del> ம

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			Units						Dolla	Dollars (\$000s)			
			Capital			2006				Capital			Γ
Service Description	O&M	ES&G	Direct	Subtotal	Total	Rates	0&M		ES&G	Direct	Subtotal	Total \$	
Negastream and Other Dedicated - WAN						Variable	€9-	37.\$					1
pecified Expense Fraining Directs						Variable	φ.	↔	,	69		↔	
Voice Dedicated OPX Long Distance Direct Telecom Circuit Fees Telecom Fees						Variable Variable Variable Variable	<b>өөө</b>	150 \$ 12 \$	10	<b>~ ~ ~ ~</b>	01	69 69 69 69	160
Workstation Cashier Printer High Volume Colour Printer - Utilities Hardware Service Requests Non Standard Hardware Software	54.00	78.00		78.00	132.00	Variable Variable Variable Variable	<del>တတတ်</del>	9 4 4 4 4 1 0 0 ' 1	- 1 9 9 7 8 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	<i>\$</i> \$ \$ \$ \$ \$	. 60 67 84 84 84 84 84 84 84 84 84 84 84 84 84	50 50 50 50 50 50 50	
Aerox Xerox Leases			,		· · · · · · · · · · · · · · · · · · ·	Variable	Θ	374 \$	36	↔	36	\$ 410	0
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	S		% %	19,91	25.02	\$0.88 50.93	\$ \$0.75 0.04	\$ 11.03	\$ \$2.00 65.00	\$ 55.00 86.52 86.52 86.52 8.53 8.53 8.53 8.53 8.53 8.53 8.53 8.53	\$142.63	\$ 170.68 \$
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Units	Other		367.04	176.92	863.47	3,039.31 4,261.90	113.54 50,611.13	139.95	76.94	4.00 4.090.60 470.50 2.06.00 37.430 6.040.30 514.50 8,907.00 2,343.10	6,841.00 157.00	865.00
	O&M		1,300.96	627.08	3,060.53	10,772.69	402.46 179,388.87	496.05	272.70			1
	otal		1,668.00	804.00	3,924.00	13,812.00	516.00	636.00	349.63 1,702.51	4.00 4.090.60 470.50 2.206.00 374.30 6.040.30 514.50 8.907.00 2,343.10	6,841.00	865.00
L	RVICE DESCRIPTION	Fixed Rate	uributed Apps  coverer LicenseMaint Rental  coverer Maint, on License Purchase  rate Mito Read Maint, on Lic Purchase	rate Mfg Update Maint, on Lic Purch and as Read Maint, on License Purch andals Update Apol, Host & Storage	andals Update License/Maint Rental andals Update Maint on Lic Purchase	andas optiate Support & Autilin Expense Internace on License Purchase Maintenance on Lic Purchase Postation	Substitution Maint on Lic Purchas are Management Maint on Lic. Purchase lect Act Read Maint on Lic Purchase lect Act India license lect Act India license lice	ped Acu Update Dealsemann Rental ject Acu Update Maint on Lic Purcha ject Management Maint on Lic Purchase chasing Update LicenseMaint Rental	No. 2007 Operate want, on the rundiase IN - Local Disk Storage IN - DASD Disk Storage b Hosting - Intranet Hosting Fee FTP site b Hosting - Secure Web Site	trator 11 DFSS 2 DFSS 2 DFSS 3 DFSS 4 DFSS 1	alyst 2 - XP related alyst 3 - XP related alyst 4 - XP related nsultant nsultant - DFSS	ated

Appendix 1 Table 3 - revised Page 10 of 26

> ATCO Gas 2005 FORECAST IT VOLUMES and COST

	***************************************		Units					o D	Dollars (\$000s)	
SERVICE DESCRIPTION	Total	08M	Other	Capital	2005 Rates	Total	O&M		Other	Capital
Project Manager - XP related Enhancement Hours	5.396	5 396 00			\$ 128.87 \$ 128.87			<u> </u>		
Maintenance Hours Blended Rate	1,750.00	1,750.00		****	128.87\$	227	\$ 227	\$	1	· <del>63</del>
	3,636.98	3,636.98			€9	469			r	φ.
Mainframe Mainframe Print Configuration							 			
MVS (ADABAS) CPU Minutes		,-								•
(GIGS) CPU Minutes MVS	82,285.30	82,285.30			8	80L'L		99 6 30 (d		÷7> 6
(DB2) CPU Minutes MVS (IMS)	1,512,00	71,612.00				5 E				<b>9</b> €
CPU Minutes MVS (TSO) CPU	1,444.00	1, 222.00				2 6			ı	∍ <del>(</del>
Minutes MVS DASD Gigabyte	0,942.00	0,642.00				604				<b>3</b> 65
WORTHS MVS Print Forms MVS Print Pages	2.368.24	236824				25			ı	• 69
MVS Tape Glgabyte Months	523.84	523.84			108.27\$				•	· <del>63</del>
	2,672.00	2,672.00			\$ \$3.15	56		_	•	69
Network Access	2,674.00	2,674.00	.,		49	291			,	<del>69</del>
ADSL Unlimited	5,192.59	5,192.59			\$ 1,395.90 \$	9			•	<b>69</b>
ADSL Unlimited w/ Terminal Capability					1,954.26					
Email Service Internet Access	42.00	42.00			\$ \$9.00	99	\$		1	€9-
Long Term Archive	45.60	45.60				88		\$ 68	,	69
Long Term Archive - 1st Month										
Network Connectivity	4,800.00	4,208.74	591.26		49	43	ღ <del>\$</del>	38	S	€9
Rightfax Service	4,980.00	4,366.57	613.43		643	69			∞	69
Server Storage										
Telus Aircard					\$ 55.00					
UserID Services										
VPN - Remote Client (RAS) VPN-					\$ 15.23					
Remote Client w/ split tunnelling Mireless Service - Lessed	7,356.00	6,449.90	906.10			406	\$ 356	မာ	20	₩.
Wireless Service - Owned					_					
Wireless Service Connect	13,644,00	11.963.35	1, 680,65		69	208	\$ 182		26	69
WAN	684.00	599.75	84.25		69	22		<b>↔</b>	2	69
10 Mb Ethernet - Remote										
Town Emernet - Local - 3 YK 112K Virtual WAN					\$ 3,877.50 \$					
256K Virtual WAN			•		3,319.09					
4 Wire Loop High Speed	-									
512K Virtual WAN 56K Virtual WAN Microwaya	10.20	10.20			\$ 982.36	40	€9	40	•	↔
(Dedicated)	12.00	12.00			69			<del>6</del>	•	சு
Tin Grande Praine					\$ 1,466.77 \$					
	42.00	42.00			2,295.48	41	€\$	41 *	•	69
	66.00	66.00			↔ ⊬	97	69 E	97	•	<del>63</del> 6
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Dollars (\$000s)	Other																		'						•	•				ı	•					•			•		•		•														
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	)5 tes Total	22.93	26.01	23.08	0	24.98	26.	4.36	<del>,,</del>	9	3.00	42.00	3 6	77.7		2.20	2.20	\$1.10	\$1.10	48 50	9 6	\$3.00	\$5.07	64.96	24.98	200	ر ا ا ا	. 6	<b>-</b>	00.00	\$8.00	48 00	8 68.00	<u> </u>	<del>ار</del>		00.00	• •	<b>9</b>	69	€:		A .	<del></del>	69	. 6	<del></del> -		-	<u></u>	s,	49	• 69	<b>+</b> 6	·····	A	 69
	2005 Rates	69	69 6	- <del>63</del>	571.5	↔	↔	ෆ්` ↔	816.6	259.1	69		<b>&gt;</b> 6	9		€9	4	69	69	4	<del>-</del> -	n	€9	σ	63	• 64	9			\$	69	ď	ю ю	120 C	166	2	A																				

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ERVICE DESCRIPTION		O&M	Other	Capital	
N - Remote Branch					,
askiop Monthly Short Term Rental ptop Day Rental ptop Monthly Rental ptop Weekly Rental inter Weekly Rental alining Rm setup fee - per std Ms aining Rm setup fee - specialty S/W aining Room Daily Rental					
vice all Centre Seat all Centre Set all Centre Supervisor	144.00	111.67	32.33 86.50		
DN Circuit	12.00	9.31	2.69		
odem Line	312.00	241.94	70.06		
ecorded Announcement Route Video	12.00	12.00	1 1		
onferencing Lease w/ Support Video onferencing Support Voice AIN Auto	408.00	339.85	272.15 91.61		
tivation Fee Voice AIN Redirect Line	96.00	74.44	21.56		
harge Voice Feature - Call Park	36.00	27.92	8.08		
ince Feature - Call Recording sice Feature - Line Appearance	48.00	37.22	10.78		
vice Feature - SC Manager	24.00	18.61	5,39		
oice Feature - SC User oice Feature - Visual Call Waiting	1,572.00	1,219.02	352.98		
sice Feature - Voice Mail Basic		0.00	0.00		
ice Feature - Voice Mail Desktop	8,904.00	6,904.65	1,999.35		
ince readile -vivi Extra Time (Tumin Inc)	1.536.00	19110	344 60		
vice Line Charge	516.00	400.13	115.87		
sice Set Charge	1,884.00	1,460.96	423.04		
orkefation	24.00	18.61	5.39		
& W Printer High Volume	24.00	18.61	5.39		
& W Printer Low Volume	360.00	2/9.16	80.84		
& W Printer Medium Volume & W Printer Medium Volume w/duplex blour Printer High Volume Colour	15,757,00	12,218.85 8,357.08	3,538.15 2,419.92		
inter Maximum Volume Colour inter Medium Volume	372.00	252 57	140 49		
	240.00	162.07	77.05		
	1 584 00	1 075 44	20.77		
	240.00	162.95	77.05		
	96.00	65.18	30.82		
	36.00	24.44	11.56		
	72.00	48.88	23.12		

Appendix 1
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Other		<b>28</b> -	- cc	32	56	7	1	25	7	_	2	•	26	ю	39	21	12	į	- (	71	7 ;	35			•				٠		•	•		•		
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O&M		178	- 13	67	62	5	•	25	14	4	4	,	551	9	83	448	265		- 3	4, 6	ນໍ	3			2						ı	,		•		
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Capital						·																				 										

			Units	Towns of the second
SERVICE DESCRIPTION	Total	O&M	Other	Capital
Express Request Service Fee Hardware Install/Move/Add/Change Labour				
tw Operati	1,836.00	1,246.54	589.46	
Laptop Support High	12.00	8.15	3.85	
Laptop Support Medium	792.00	537.72	Q	
Process Control Laptop No Support	564.00	382.92		
Monitor- 17 inch	395.90	268.79	127.11	
Monitor-21 inch	0.841.00	16.29	7.71	,
LCD - 17	9,041.92	6,682.09	3,159.83	
- 6	192.00	130.36	61.64	
HW Operating Lease	214.80	145.84	+0.10 98.98	
PC H/W Operating Lease - High Performance	00.0	0.00	0.00	
PC Support High	10,008.00	6,794.85	3,213.15	
PC Support Low PC Support Medium Process	48.00	32.59	15.41	
Control No Support	768.00	521.43	246.57	
Printer Support High Volume	6,228.00	4,228.45	1,999.55	
Printer Support Low Volume	7,852.00	2,004.24	947.76	
Printer Support Medium Volume	78.701	73.37	34.66	
Software integration/Progring Labour Software Signup Fee Software	240.00	317.74	150.26	
Support Labour Terminal H/W	1 656 00	1 124 33	73.167	
Operating Lease		0.121.1	70:100	
reminal 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		
Variable Kate				
Additional Application Fees				
Additional Project Expenses				
Software Licenses Software Licenses - DFSS				
Hardware				
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Other				
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Hardware				
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Service Description	Total	O&M	Other	Capital otal	ह	- S		Caler		Capitai
Oniel - Service nequests				<del>9</del>			∯ 		A	•
Additional Services - XP Conversion Cost				<b>6</b>	908angable		\$ 909	•	↔	•
Travel Expenses  Distributed Apps Distributed Appication Services Hosting & Support Disaster Recovery				<b>୫</b> ୫ ୫	Variable Variable Variable Variable 1,658 \$ 1,257 \$		2,658 \$ 1.257 \$ 83 \$	( ( )	<del>\$</del> \$ \$	1 1 1
Labour Contractors External Contractor Sub-Contractor Charges				49	: 8				₩.	
<u>Mainframe</u> MVS Form Type /1000					Variable	<u>o</u>			-1	
Network Misc. Charges				₩.	2		9	₹-	<del></del>	
<b>WAN</b> Megastream and other Dedicated				φ.	\$ 50 8		<del>\$</del>	,	49	ı
Specified Expense Training Directs		***************************************								
<u>Volce</u> Dedicated OPX Dedicated Tie Line Long Distance Direct					Variable Variable	<b>9</b> 9				
Remote Centre Voice Network Access Rightfax Service LID Telecom Circuit Fees Telecom Fees Telecom Aircard				↔ ,	138		107 \$	31	€	•
Telus Airtime Video Conferencing Other	4,908.00	4,908.00	ű		44 *			118		•
Morkstation Cashier Printer - Utilities Colour Printer High Volume - Utilities Hardware Mon-Std Hardware Mthly Fee				49	96 атвые	<u>a</u>	\$	2	↔	1
Software - XP related Misc. Hardware				φ	96amable			31	₩	1

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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 pald directly to the vendor.

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roject Manager- DFSS

remium Labour roject Manager Project Manager - XP related

Appendix 1 Table 3 - revised Page 15 of 26

ATCO Gas 2006 FORECAST IT VOLUMES and COST

5 8 8 28 Capital <del>и</del> и S 8 7 4 0 0 Other Dollars (\$000s) Э ы 6A 6A ťΑ ₩ ₩ ဖ 105 9 5 168 5 5 တေထ 08M 133.00 \$ 51 133 9 28 8 <u>დ</u> დ 7 5 24 17 Total 49 69 69 ₩ ₩ 133.00 32.00 65.00 133.00 133.00 21.58 11.47 54.10 0.92 14.46 20.71 2006 Rates 446.60|\$ 385.70 438.50 223.30 Capital 88.50 108.72 351.46 134.01 4,080.95 169.41 826.81 2,910.27 48,462.39 Other 10,901.73 407.28 181,537.61 0.00 331.50 634.59 501.99 1,316.54 3,097.19 Units 0&M 438.50 804.00 516.00 636.00 420.00 223.30 nalyst4 - DFSS 230,000.00 19,368.00 AAD OF 00.899 3,924.00 13,812.00 Otal TOOK DECO. Expense Maintenance on License Purchase Web Hosting - Intranet Hosting Fee Meb Hosting - Intranet Hosting Fee FTP site roject Management Maint on Lic Purchase Procurement Maintenance on Lic Purchase Order Management Maint on Lic. Purchase Aobile Supply Chain Maint on Lic Purchas urchasing Update Maint. on Lic Purchase Discrete Mfg Read Maint, on Lic Purchase Financials Update Appl. Host & Storage Financials Update License/Maint Rental Financials Update Maint. on Lic Purchase roject Acct Read Maint on Lic Purchase roject Acct Update License/Maint Rental roject Acct Update Maint. on Lic Purcha urchasing Update License/Maint Rental inancials Read Maint, on License Purch Discrete Mfg Update Maint. on Lic Purch Distributed Apps
Discoverer License/Maint Rental
Discoverer Maint. on License Purchase Financials Update Support & Admin Fixed Rate Veb Hosting - Secure Web Site nalyst 2 nalyst 2 nalyst 2 - DFSS **DFIN - DASD Disk Storage** OFIN - Local Disk Storage SERVICE DESCRIPTION consultant - XP related nalyst 1 - XP related nalyst 2 - XP related nalyst 3 - XP related nalyst 4 - XP related onsultant - DFSS dministrator **Microstation** onsultant nalyst 3 halyst 4 abour

Appendix 1 Table 3 - revised Page 16 of 26

SEDVICE RECORDING	L etc.	80	1	7,1	2006							
ENVICE DESCRIPTION	7 860 00	2000	Oniei	capital	2		lotal	O&M	-	Other		Capital
Enhancement Hours Maintenance Hours	1,750.00	4,859.00 1,750.00			\$ 134.02 \$ 134.02	<del>\$</del> \$	652 236		652 236 \$		<del>69 69</del>	
Blended Rate	22,750.46	1,156.67		21,593.79	\$ 134.02		3,049		155 \$	1	69	2,894
<u>Mainframe</u> Mainframe Print Configuration												
MVS (ADABAS) CPU Minutes MVS (Batch) CPU Minutes	78,470.72	78,470.72					1,100	+	9 0	ı	φ.	
MVS (CICS) CPU Minutes	1,247.00	1,247.00			\$ 14.01 \$ 10.92	F 69	937	en en	937 \$	1 1	<del>69 6</del>	1
MVS (DB2) CPU Minutes	13,903.00	13,903,00					153		- K2		<b>→</b> 4	•
MVS (IMS) CPU Minutes - DFSS MVS (IMS) CPU Minutes MVS	5,930.20	5,930,20				100	62		89			
TSO) CPU Minutes MVS DASD	45,071.00	45,071.00		The same of the sa		O CO	632		<u> </u>		6	N. Mercella
Gigabyte Months MVS Print Forms	2,178.60	2,178.60					24			٠	· 69	
/S Print Pages	487.37	487.37					38			,	· 69	•
MVS Tape Gigabyte Months	2,505.00	2,505.00					56			1	69	ı
	2,505.00	2,505.00			\$ 112.60		283	2	283 \$	ı	· <del>69</del>	•
	4,655.62	4,655.62					15			•	· 63	,
Spinot Acces												
ADSL Light	42.00	42.00			\$ 1 451 74		ű				6	
ADSL Unlimited	45.60	45.60			\$ 2,032.43	+ <del>64</del>	6 6	9 69	- <del>6</del>		<del>э 6</del> 9	
ADSL Unlimited w/ Terminal Capability	0.00	00.00									<b>+</b>	
ntemet Access	4,908.00	4,307.39			\$ 9.36	<b>в</b>	46	8	40 \$	φ	₩	
ong Term Archive	5,100.00	4,475.90	624.10		\$ 14.49		74			တ	69	
ong Term Archive - DFSS ong Term Archive - 1st Month	35.00	35,00			\$ 0.55	49			W		s	
Long Term Archive - 1st Month - DFSS Network Connectivity	20.86	00.30										
Semote Access Service	3	00.00			5.15 5.15	n O	ling)		G)		ю	
Rightiax Service Server Storage					Section (Section)							
l alus Aircard JserID Sery w/ no ATCO Domain usage	7,704.00	6,761.24	942.76		\$ 57.20	<b>4</b>	44	33	387 \$	22	ь	,
JserID Services /PN - Remote Client (RAS) VPN-			•									
Remote Client w/ split tunnelling Mineless Service - Leased	13,740.00	12,058.59	1,681.41		\$ 15.84	4 ·	217	€	190 \$	27	↔	•
Mireless Service - Owned Mireless Service Connect		000	02.70		2.5 \$		83			m	<del>69</del>	
XeX												
10 Mb Ethernet - Remote	10.20	10.20			\$ 4,032.60	\$	4	₩	41	i	69	,
JONID Ethernet - Local - 3 YR 112K Virtual WAN 256K	12.00	12.00			\$ 3,451.85		4		41	•	ь	
Virtual WAN 4 Wire Loop 4 Wire Loon High Speed	0.00	0.00										
512K Virtual WAN 56K Virtual WAN	42.00	42.00			\$ 1,021.65	<del>ب</del>	43	€9	43	,	63	,
	0.00	0.00				·						
<del></del>	00.00	99.00			\$ 1,525.44	4 &	5	÷-	101	t	₩.	•

Appendix 1 Table 3 - revised Page 17 of 26

Dollars (\$000s)

Units

ATCO Gas 2006 FORECAST IT VOLUMES and COST

		3	_		2006			3	S In It	500	-	
SERVICE DESCRIPTION	Total	O&M	Other	Capital	Rates	Total		O&M		Other		Capital
vicrowave (Dedicated) If in Grande Prairie VPN - Remote Branch	52.90 12.00	52.90 12.00			\$ 1,426.88 \$ 2,295.48	<b>ക</b> ക	75	<del>ው</del>	75 28 \$		φ φ	4 1
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												
Call Centre Seat Call Centre Seat Call Centre Set Call Centre Set Call Centre Set Call Centre Set Call Centre Supervisor Centres Set Set Conferencing Lease w/ Support Video Conferencing Lease w/ Support Video Conferencing Lease w/ Support Video Conferencing Support Voice AlN Auto Activation Fee Voice AlN Redirect Line Charge Voice Feature - Call Recording Voice Feature - Call Recording Voice Feature - SC User Voice Feature - SC User Voice Feature - Visual Call Waiting Voice Feature - Visual Call Waiting Voice Feature - Visual Call Waiting Voice Feature - Voice Mail Basic Voice Feature - Voice Mail Basic Voice Feature - Voice Mail Basic Voice Feature - Voice Mail Basic Voice Feature - Voice Mail Desktop Voice Feature - Voice Mail Desktop Voice Feature - Voice Mail Desktop Voice Feature - Voice Mail Call Waiting	144.00 252.00 12.00 30.00 1,176.00 408.00 96.00 24.00 1,572.00 1,572.00 1,512.00 1,896.00 24.00 24.00 24.00 1,896.00 1,896.00	110.79 193.88 9.23 240.05 12.00 904.79 313.91 73.86 18.47 36.93 18.47 1,209.47 1,163.30 39.00 1,458.74 18.47 18.47 18.47 18.47 18.47 18.47 18.47 18.47	33.21 58.12 2.77 71.95 71.95 22.14 94.09 22.14 5.53 11.07 5.53 362.53 362.53 362.53 348.70 117.77 348.70 119.00 437.26 5.53 5.53 5.53 362.53		23.85 27.05 4.64 4.64 4.64 24.00 594.36 8.25 8.25 8.25 8.45 8.26 8.26 8.26 8.26 8.26 8.26 8.26 8.26 8.26 8.26 8.26 8.26 8.26 8.26 8.26 8.26 8.26 8.27 8.26 8.27 8.26 8.26 8.26 8.26 8.26 8.26 8.26 8.26 8.26 8.26 8.26 8.26 8.27 8	**************************************	87	өөөөөөөөөөөөөөөөөөөөөөөөөөөөөөөөөөөөө			'd' d' L' п' д' д д' ' д д' ' д д' ' д д' ' д д д' ' д	
Workstation B & W Printer High Volume B & W Printer Low Volume B & W Printer Medium Volume B & W Printer Medium Volume Colour Printer High Volume Colour Printer Maximum Volume	11,028.00 384.00 240.00 1,584.00 240.00 108.00	259.49 162.18 1,070.38 72.98 24.33	2,543.28 124.51 77.82 513.62 77.82 35.02 11.67		# <i>F F</i>		182 7 4 7 7 1 3 6	э <b>оо</b>	2, 2, 2, 2, 4 2, 2, 2, 2, 4 3, 3, 4, 4, 4, 4, 4, 4, 4, 4, 4, 4, 4, 4, 4,	0.00.00.10.10.10		

Appendix 1
Table 3 - revised
Page 18 of 26

ALCO Gas 2006 FORECAST IT VOLUMES and COST		
	AICO Gas	2006 FORECAST IT VOLUMES and COST

									(2224) 2 min 2				
SERVICE DESCRIPTION	Total	O&M	Other	Capital	ZUU6 Rates		Total		O&M	Other	<u>.</u>	Capital	
Colour Printer Medium Volume Express Request Service Fee Hardware Install Manuel & Affichance Loberts	72.00	48.65	23.35		\$ 52.	\$ 00.2		€9	က	es-	-		
Latora William More Adult of the Latora Latora My Operating Lease Laptop NW Slim Operating Lease Laptop Support High actor Common Lease Laptop Support High	1,848.00	1,248.78	599.22		\$ \$ 190	148.20 \$ 190.25 \$	273		184	os os	68 -	சுச	
Laptop Support Medium	96.00	64.87	31.13						41	↔	9	.•	
Process Control Laptop No Support	564.00	543.30 381.12	260.70 182.88			130.08 \$			- 49 	<del>и</del> и	\$ £		
Monitor- 17 inch	396.00	267.60	128.40						ις.	<del></del>	. ~	. 69	
Monitor-21 inch Monitor LCD - 17 inch	24.00 9 919 96	16.22 6 703 36	3 246 60			8.32			,	<del>⇔</del>	, 2	· •> •	
Monitor LCD - 19 inch	623.00	420.99	202.01						8 4	a 63	77	Э 69	
Monitor LCD - 20 inch PC HON Operating I ease	192.00	129.74	62.26						က	69	7	· •	
PC HM Operating Lease - High Performance	244.80	165.42	79.38			30.16 \$			ιO	<b>↔</b> 4	7	· •>•	
PC Support High	10,164.00	6,868.27	3.295.73						629	9 69	278	 	
PC Support Medium	48.00	32.44	15.56		_				9	• •	, ო	· • •	
Process Control No Support Printer	744.00	502.75	241.25		_	64.75			83	€9-	40		
Support High Volume Printer	6,408.00	4,330.17	2,077.83		_				478	₩	229	· •	
Support Low Volume Printer Support Medium Volume Software	2,952.00	1,994.80	957.20		_				274	€9	132	· •	
Integration/Pkging Labour Software	108.00	72.98	35.02						-	69	~	· •	
Sign up Fee	492.00	332.47	159.53						26	↔	13	· •>	
Software Support Labour	240.00	162.18	77.82			20.80			က န	<del>63</del> 6	7 8	· •>•	
Terminal Privy Operating Lease Terminal Server Service Terminal Server Service 4 Port Workstation		200	, , , , , , , , , , , , , , , , , , ,				2		0	<del>^</del>	8	→	
Move/Add/Change Workstation Move/Add/Change-Emergency Voice Install, Move, Add, Change-Emergency													
	12.00	12.00			\$ 172	172.00 \$	7	€9	2	↔	,		
					-	· · · · · · · · · · · · · · · · · · ·							
Variable Rate											1.000		
<u>Additional Application Fees</u>													
Additional Project Expenses Software Irenses					Variable		7	e		6	**************************************		
Software Licenses - DFSS					valian L		\$16	4238	•	9		- - •	3 9
nardware 3 rd Party Vendor Labour I- TEK Labour		h			Variable		\$ 273	₩ .	1	<b>6</b> 3	ı	The state of the s	273
Other					Variable		\$ 41	€9	1	₩.	•	€9	14
Additional Services Software Licenses Hardware				_									

Appendix 1 Table 3 - revised Page 19 of 26

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		Units			2006			Dollars	Dollars (\$000s)			
SERVICE DESCRIPTION	Total	O&M	Other	Capital	Rates	Total		O&M	0	Other	Capital	
3rd Party Vendor Labour I. TEK Labour Other- Service Requests					Variable	↔	\$88	289	<del></del>	ı	₩	t.
Additional Services - XP Conversion Cost					,		-					
Travel Expenses												
Distributed Apps Distributed Application Services Distributed Application Services - DFSS Hosting & Support Disaster Recovery					Variable Variable Variable Variable	တတ္ တ	3,038 \$ 1,306 \$ 87 \$ \$	3,038 84, 1,306	9 <b>4</b> 9 6	TOTAL THE STATE OF	<b>4</b> 4 4	
Labour Contractors External Contractor Sub- Contractor Charges					Variable							
Mainframe NVS Form Type /1000												
Network Misc. Charges					Variable	↔	ω		\$	<del></del>	<del>63</del>	,
WAN Megastream and other Dedicated					Variable	↔	29		29	t	↔	
Specified Expense Training Directs												·
Volce Dedicated OPX Dedicated DPX Dedicated Tie Line Long Distance Direct Remote Centre Voice Network Access Reptax Service L/D Telecom Circuit Fees Telecom Fees Telus Aircard Telus Airtime Video Conferencing	4,908.00	4,908.00			Variable variable Variable	<b> </b>	545 545 8 79		21 4 7 7 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9	36 126 22	<b></b>	1 1
Workstation Cashier Printer - Utilities Colour Printer High Volume - Utilities Hardware Non-Std Hardware Mthly Fee Software												

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ATCO Gas 2006 FORECAST IT VOLUMES and COST

		Units						Dollars (\$000s)	(\$00c		
SERVICE DESCRIPTION	Total	O&M	Other	Capital	2006 Rates	T	Total	M&C	Other		Capital
Misc. Hardware	The second secon				Variable	<del>69</del>	77 \$	52	€9	25 \$	, and and
Xerox Lease Xerox Service Xerox Xerox PST			-								
Total						8	19,139 \$	14, 026 \$		1,563 \$	3.550
As Filed - 2005/2007 GRA						69	18.751 \$	13 880 \$		563 \$	3 308
Decision 2006-004 adjustments							<del>69</del>	(2,795) \$		+ <del>6</del> 9	(264)
Placeholders - 2005/2007 GRA Decision 2006-004							₩	11,085 \$		1,563 \$	3,044
Placeholders - (GUA) Compliance Phase II Part B						↔	388	146	69-	↔	242 2
Total Placeholders						69	19,139 \$	11231	8.	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.

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SERVICE

Units	Total O&M Other Capital F	1,688.00 1,333.09 334.91	804.00 642.57 161.43	32	13,8.	### State   Maint on Lic Purchase   516.00   412.39   103.61   \$  Acct Vipdate License/Maint Rental   230,000.00   183,819.13   46,180.87   \$  Acct Update Maint on Lic Purcha   0.00   0.00   0.00    Ananagement Maint on Lic Purchase   0.00   0.00   0.00    Ananagement Ananagement Maint on Lic Purchase   0.00   0.00   0.00   0.00    Ananagement Maint on Lic Purchase   0.00   0.00   0.00   0.00    Ananagement Maint on Lic Purchase   0.00   0.00   0.00   0.00    Ananagement Maint on Lic Purchase   0.00   0.00   0.00   0.00    Ananagement Maint on Lic Purchase   0.00   0.00   0.00   0.00    Ananagement Maint on Lic Purchase   0.00    Ananagement Maint on Lic Purchase   0.00   0.00    Ananagement Maint on Lic Purchase	ng Update License/Maint Rental ng Update Maint. on Lic Purchase 636.00 508.30 127.70 \$  ASD Disk Storage	sting - Intranet Hosting Fee 504.00 402.80 101.20 \$ ting - Intranet Hosting Fee FTP site 504.00 1,958.87 492.13 \$ ting - Secure Web Site 2,451.00 1,958.87 492.13	4,189.00 1,500.00 1,500.00
******	Z00/ Rates To	15.04	21.54	56.26 \$	0.96	22.44 0.04 \$	11.93	32.00 65.00 \$	139.39 139.39
	Total	 \$ 72	\$	221	13 13 48 88	10 \$	ω	159	584
Dollars (\$000s)	O&M	20	14	177	10 10	0 8	Ø	13	58 <b>4</b> 209
(\$00c	Other	ιΩ <del>Θ</del>	ო <del>თ</del>	<del>\$</del>	& & & 4	& & 0 0	& 7	\$ 32 \$	, , Ф
	Capital	φ	ω	₩	 சு சு	. ·	۰ ↔	, , <del>,</del>	φ φ

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> ATCO Gas 2007 FORECAST IT VOLUMES and COST

SERVICE DESCRIPTION

	Capital		•	,	1	1		,	•	,	,	,	1	•					1		,	ı		,		•	ı		. ,	r	
		69			_					φ ,			 69	69		o 6		u)	ь		- <del>\$</del>	- <del>\$</del>			→ <i>4</i>		<del></del>				<u> </u>
)0s)	Other				-													•	i i												
.s (\$0		+	4		-	200	_						 63			3 5 4 64	-	49	<b>↔</b>			2			43 6	-	45		20 20 8 8		
Dollars (\$000s)	O&M	96	824		23	37	Z	••	(T)	N	26		9	o	•	4 1~					421	202	•	4	. 4	•	4	,	≃ ₩	7	
		1	↔										4		~~~~	A 6A		(A)	69		<del>4</del>	69		 	- 65		₩.		A 69		
	Total	ŀ	824	15	238	373	546	2	ဗ္ဗ	25	265	16	63	96	2	80					480	230	24	43	43	}	45	7	80	78	
			↔		- 1	翮						69	€9		6	<del>, ,</del>	Service .	63	w		↔	₩.		69	₩.	•	69	6	<del>ያ</del>	69	
	2007 Rates				11.36						<del></del>	3.41	\$ 1,509.81	\$ 2,113.73	0 73	15.07		0.55	3.15		59.49	16.47	35.47	\$ 4,193.90	\$ 3.589.93		\$ 1,062.52	0000	\$ 1,386.46	\$ 2,295.48	
		€9-	↔	49	₩ (	n	↔ (	<b>3</b>	<b>69</b>	49	↔	↔			<del></del>	9 69	- Bi				↔	€9 (	₩	 		-					
	Capital				STEEDING STATESTON OF STATESTON	Wall Conformation														Andria											
	ē				COLOR COMMA	THE STATE OF									616 97	647.89	Section 2				990.98	1,709.55	83.93								
	Other				Nathana	STATE OF																•									
Units		2.00	5.00	2.00	5.00	07-1	0 0	30.0	4 10.00	2,258.00	9.	2.00	 42.00	5.60	4 411 03	2.11		210.00	210.00		5.02	2.45	0.0	 0.20	2.00	0.0	0.00	0.00	53.60	5.00	
	O&M	65,922.00	56,50	1,272.00	20,905.00	02.100,00	4,79	1,77,00		2,25	2,25	4,51	4	4	441	4,632.11		21	2		7,085.02	12,222.45	00	ų <del>.</del>	<del>,-</del>		4		oυ	<del>-</del>	
		65,922.00	05.00	1,272.00	20,905.00	9 6	37,343.00 1,772.00	0.00	3 6	2,258.00	27.00	15.00	 42.00	9.60	28.00	5,280.00	0	210.00	210.00		8,076.00	13,932.00	3	 10.20	12.00	0.00	0.00	0.00	53.60	12.00	
	Total	65,97	56,5	Z 2	20,9 20,8	27.0	ر بر بر	-	1 0	2,2	2,2;	4,5	•	•	5.0	5,28		N	2		8,07	13,93	ō	, -	•		• .	4	. ••	-	

Rental

WAN

10 Mb Ethernet - Remote
10Mb Ethernet - Local - 3 YR
112K Virtual WAN
256K Virtual WAN
4 Wire Loop
4 Wire Loop High Speed
572K Virtual WAN Bick
Virtual WAN Microwave
(Dedicated) T1 in
Grande Prairie VPN -

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ATCO Gas 2007 FORECAST IT VOLUMES and COST

SERVICE DESCRIPTION Desktop Monthly Short Term Rental Laptop Day Rental Laptop Weekly Rental Laptop Weekly Rental Printer Weekly Rental Training Rm setup fee - per std wls Training Rm setup fee - specialty S/W	Training Room Daily Rental
SERVICE Desktop I Laptop M Laptop M Laptop W Printer W Training I	Training F

Call Centre Set Call Centre Supervisor Voice Call Centre Seat Centres Set ISDN Circuit lodem Line

Recorded Announcement
Recorded Announcement Route Video
Conferencing Lease w/ Support Video
Conferencing Support Voice Allv Auto
Activation Fee Voice Allv Redirect Line
Charge Voice Feature - Call Park
Voice Feature - Call Recording
Voice Feature - SC Manager
Voice Feature - SC Manager
Voice Feature - SC Wanager

voice Feature - Voice Mail Desktop Voice Feature-VM Extra Time (10min inc) Voice Install, Move, Add, Change voice Feature - Visual Call Waiting voice Feature - Voice Mail Basic oice Line Charge oice Set Charge

Solour Printer High Volume Solour Printer Maximum Volume clour Printer Medium Volume

fardware Install/Move/Add/Change Labour aptop H/W Operating Lease aptop H/W Slim Operating Lease xpress Request Service Fee

Capital өөөө**өөөөө** Other Dollars (\$000s) <del>••••••••</del> 29 55 55 6 8 8 8 8 08M \*\*\* **66 66 69 69 69 69 69 69 69 ~ ~ ~ ~ ~ ~ ~ ~ ~ ~** 21 2 21 18 18 - 25 25 438 438 Total **₩** 30.28 51.92 73.55 179.98 54.08 13 2.38 2.38 1.19 9.19 9.19 3.89 5.48 5.702 70.26 24.80 28.13 4.82 24.96 618.13 27.02 8.59 37.16 883.23 280.31 3.24 12.98 154. 197. 2007 Rates Capital 2,087.31 123.11 352.55 120.31 444.88 5.60 5.60 83.94 3,777.31 2,602.14 124.48 77.80 513.49 77.80 35.01 11.67 23.34 0.00 274.20 95.13 22.38 5.60 11.19 5.60 5.60 Other 6,864,69 404.89 1,159.45 395.69 1,463.12 18.40 18.40 276.06 8,557.86 259.52 162.20 1,070.51 162.20 72.99 24.33 48.66 0.00 110.42 193.24 9.20 239.25 12.00 901.80 312.87 73.62 18.40 36.81 18.40 18.40 18.40 O&M 8,952.00 1,512.00 516.00 1,908.00 24.00 24.00 360.00 16,200.00 144.00 252.00 12.00 17.00 1,176.00 408.00 24.00 24.00 24.00 27.00 1,572.00 384.00 240.00 1,584.00 240.00 108.00 36.00 72.00 0.00 ,848.00 Total

Workstation B & W Printer High Volume B & W Printer Low Volume B & W Printer Medium Volume B & W Printer Medium Volume w/duplex

EUB Order U2007-111

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	COST
	and C
	MES
	IT VOLUM
200	RECAST
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Units

ATCO Gas 2007 FORECAST IT VOLUMES and COST

iversion Cost	 es es - DFSS				dicated		Volce Dedicated OPX Dedicated The 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	Workstation Cashier Printer - Utilities Calour Printer High Volume - Utilities Hardware Non-Std Hardware Mthly Fee Software - XP related
							4, 908.00	
							3,763.62	
							1,144.38	
	Variable Variable Variable Variable			Variable	Variable		Variable Variable Variable	
	***			Θ	<b>↔</b> .		<i>ଊ</i> ୫	6
	 ,325 502 90 \$ 90 \$			<del>У</del>	30		157 567 \$ \$ \$	. ç
	 3,325 502 502 1,359 90 8			∞	30		435 4 435 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8	e C
	1 1 1 1			<del>-</del>	•		36 132 20	7.0
	 <b>မောမာ</b>			φ.	φ.		юю ю	e
		Cost       Variable     \$ 3.325     \$ 3.325     \$ -       Variable     \$ 502     \$ 502     \$ -       Variable     \$ 1,359     \$ 1,359     \$ -       Variable     \$ 90     \$ 90     \$ -	Variable \$ 3,325 \$ - \$  Variable \$ 1,359 \$ - \$  Variable \$ 90 \$ - \$  Variable \$ 90 \$ - \$	Variable \$ 3,325 \$ 5.25 \$ 5.25 \$ 7.25 \$ 7.325 \$ 7.325 \$ 7.355	Variable \$ 3,325 \$ 3,325 \$ 1,359 \$ 1,359 \$ 1,369 \$ 1,3	Variable       \$ 3,325       \$ 3,325       \$ - \$ 502       \$ 502       \$ - \$ 502       \$ - \$ 502       \$ - \$ 502       \$ - \$ 502       \$ - \$ 502       \$ - \$ 502       \$ - \$ 502 <td< td=""><td>Variable \$ 3,325 \$ 3,325 \$ \$ . Variable \$</td><td>Variable S 3,325 S - 5 S - 5 S Variable S - 1,359 S - 1,</td></td<>	Variable \$ 3,325 \$ 3,325 \$ \$ . Variable \$	Variable S 3,325 S - 5 S - 5 S Variable S - 1,359 S - 1,

Appendix 1 Table 3 - revised Page 26 of 26

ATCO Gas 2007 FORECAST IT VOLUMES and COST

(483) 4,670 4,670 4,187 4,187 Capital 1.643 \$ 1,643 1,643 1,643 Other Dollars (\$000s) 14,080 \$ (2,762) \$ 11,318 876 12.194 14,956 O&M 20,393 21,269 21,269 876 Total ₩ Rates Capital Other Units O&M 2007 Total Placeholders - 200512007 GRA Decision 2006-004 Placeholders - (GUA) Compliance Phase II Part B Decision 2006-004 adjustments SERVICE DESCRIPTION Total Placeholders Xerox Lease Xerox Service Xerox Xerox PST As Filed Total

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

A	TC	0	EI	ec	tric	
^^	^^	~~	^-	17	VOL	LIBRE

2003-2007 IT VOLUMES				-		
	Actua			Forecast 2006	2007	
SERVICE DESCRIPTION	2003 Total	<b>2004</b> Total	2005 Total	Total	Total	
SERVICE DESCRIPTION	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 98.97	
Discrete Mfg Read Maint. on Lic Purchase		24.00	97.03	97.03 58.12	98.97 59.28	
Discrete Mfg Update Maint. on Lic Purch		17.00 17.00	58.12 68.73	68.73	70.10	
Financials Read Maint, on License Purch		17.00	00.73	00.70	, 0, 10	
FinancialsAppl. Host & Storage Financials Update License/Maint Rental	3.00	(8.00)				
Financials Update Maint, on Lic Purchase	3.00	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	238,680.00 948.49	
Project Acct Read Maint. on Lic Purchase		230.00	929.89	929.89	940.49	
Project Acct Update License/Maint Rental	2.00	(2.00) 290.00	991.42	991.42	1,011.25	
Project Acct Update Maint, on Lic Purcha		49.00	228.00	228.00	232.56	
Project Management Maint on Lic Purchase		8.00	32.34	32.34	32.99	
Purchasing Read Maint. on Lic Purchase Purchasing Update License/Maint Rental	1.00	(1.00)	02.01			
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	ļ			
Web Hosting - Secure Web Site	12.00	7.00				
Labour					E 100.00	
Analyst 1	826.00	2,424.72	1,338.24 3,686.59	5,006.26 13, 791.27	5,106.39 14,067.10	
Analyst 2	3,391.39 5,912.79	5,911.43 6,084.04	6,918.19	17,695.98	18, 049.90	
Analyst 3	4,937.33	10,185.39	5,730.76	19,433.75	19, 822.43	
Analyst 4 Analyst 1 - XP related	102.05	10,100.00	2,. 22,, 2		•	
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	0.40.00	0.447.00	2 406 24	
Project Manager	893.50	1,605.00	913.66	3,417.98	3,486.34	
Mainfunna						
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	597.99 628.60	
MVS HSM Tape Gigabyte Months	558.66	1,369.93	616.20	616.27 490.74	500.55	
MVS Print Pages	1,626.24	1,394.04	496.20 5.001.48	5,011.34	5,111.57	
MVS Tape Gigabyte Months	5,599.09	5,667.57	5,001.40	5,011.54	5, 111.51	
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		400.00	400.00	
Long Term Archive - 1st Month	25.22	12.77	180.00	180.00 96.00	183.60 97.92	
Network Connectivity	65.00	99.00	96.00	90.00	31.34	

Appendix 1 Table 4 Page 2 of 20

ATCO Electric 2003-2007 IT VOLUMES	ł		ſ		Table 4 Page 2 of 20
2003-2007 11 VOLUMES	Actual			Forecast	
SERVICE DESCRIPTION	<b>2003</b> 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	40.00	40.00	40.04
VPN-Remote Client w/ split tunnelling Wireless Service - Leased	5.00 19.00	12.00 19.00	12.00 36.00	12.00 36.00	12.24 36.72
Wireless Service - Leased Wireless Service - Owned	10.00	19.00	30,00	30.00	30.72
Wireless Service Connect	27.00	95.00	84.00	84.00	85.68
Xerox Network Connectivity	27.00	46.00	64.00	84.00	65.06
WAN			ĺ		
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 84.00	32.93 85.68
56K Virtual WAN T1 in Grande Prairie	158.48 12.00	76.47 12.00	84.00 14.16	14.16	14.44
	12.00	12.00	14.10	14.10	17.44
Rental		,			
Laptop Day Rental	2.00	E 00			
Laptop Weekly Rental  Laptop Monthly Rental	4.00 1.00	5.00 9.00			
Training Rm setup fee - per std Ms	7.00	18.00			
Training Room Daily Rental	7.55	9.00			
Voice					
Modem Line	994.00	944.00	756.00	756.00	771.12
PBX Trunk Port	24.00	24.00	500.00	504.00	544.00
Voice Feature - Call Park Voice Feature - Line Appearance	482.00 1,579.00	447.00 1,963.00	528,00 1,824.00	504.00 1,824.00	514.08 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	F 264 46	E 242 46	E 217 42
Voice Line Charge Voice Set Charge	5,205.00 4,481.00	5,408.00 4,676.00	5,264.16 4,439.16	5,213.16 4,381.56	5,317.42 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 Colour Printer Maximum Volume	79.00	116.00	120.00	120.00	122.40
Express Request Service Fee	15.00	34.00 89.50	24.00	24.00	24.48
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		637.00	708.00	684.00	697.68
	353.00		100.00		
Monitor LCD - 15 inch Monitor LCD -17 inch	12.00 268.00	9.00 552.00	654.00	654.00	667.08

Appendix 1 Table 4 Page 3 of 20

ATCO Electric

2003-2007 IT VOLUMES	1								
			tual	~~~	г	2007	Forecast	1	2007
SERVICE DESCRIPTION		2003 Total		2004 Total		2005 Total	2006 Total		2007 Total
Monitor LCD -20 inch		49.00		112.00	<u></u>	168.00	142.56	+	145.41
PC H/W Operating Lease		6,398.00		6,557.00		6,274.56	6,259.56	1	6,384.75
PC H/W Operating Lease - High Performance	l	0,000.00	ĺ	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	į	239.00		215.00	1	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	1	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	1	48.96
Terminal Server Service 1 Port		132.00		132.00		156.00	144.00	1	146.88
Terminal Server Service 20 Port		12.00		12.00		12.00	12.00	ł.	12.24
Terminal Server Service 4 Port	į	72.00		72.00		84.00	84.00		85.68
Terminal Server Service 8 Port		12.00		12.00		12.00	12.00	ł	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	s	206			-				
Hardware					-				
3 rd Party Vendor Labour	\$	128	\$	151	and the same of th				
I-TEK Labour			*						
Other	\$	3	\$	19					
Additional Services									
Software Licenses	\$	-	\$	921	<b>\$</b>	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	S 16	\$	16
Additional Services - XP Conversion Cost	\$	465	\$	469					
Travel Expenses	\$	3	\$	4					
Distributed Apps				-					
Distributed Application Services	\$	678	\$	1,323	s	1,820			\$
Hosting & Support			\$	247	\$	862			898
Disaster Recovery							\$ 170	\$	173
Labour						4 4			
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	s	36	\$ . 37	\$	38
Specified Expense									
Ohoomoa muhamaa	\$				1	1		1	

Appendix 1 Table 4 Page 4 of 20

ATCO Electric 2003-2007 IT VOLUMES

2003-2007 IT VOLUMES						
	Actual					
	1	2003	2004			
SERVICE DESCRIPTION	Ţ	otal	Total			
Voice						
Dedicated OPX Long Distance Direct	\$	110\$	118			
Telecom Circuit Fees	\$	33 \$				
Telecom Fees	\$	122 \$	14			
Workstation						
Cashier Printer - Utilities	\$	2				
Colour Printer High Volume - Utilities	\$	24 \$	16			
Hardware		134 \$	106			
Non-Std Hardware Mthly Fee	\$	22 \$	18			
Software	\$	877	388			
Xerox						
Lease Xerox	\$	249 \$	290			
Service Xerox	\$	85 \$	87			

Forecast 2005 Total			2006 Total		
S \$	157 12	\$ \$		160 12	\$ \$
S S \$ S	21 36 13 49	S \$ \$		22 36 13 50	\$ \$ \$
S	401	\$		410	\$

<sup>\* 2007</sup> 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 Appendix 1
Table 4 - revised
Page 5 of 20

	Actua		*	Forecast	
SERVICE DESCRIPTION	2003 Total	2004 Total	2005	2006	2007
			Total	Total	Total
Fixed Rate (Units)					
Distributed Apps Discoverer License/Maint Rental	1.00	-1.00			
Discoverer Maint, on License Purchase	1.00	383.00	1,668.00	1,668.00	1,668.0
Discrete Mfg Read Maint. on Lic Purchase		143.00	1,000.00	1,000.00	1,000.0
Discrete Mfg Update Maint. on Lic Purch		343.00			
Financials Read Maint. on License Purch		34.00	804.00	804.00	804.0
Financials Appl. Host & Storage		0.00	804.00	804.00	004.0
Financials Update License/Maint Rental	6.00	-6.00			
Financials Update Maint. on Lic Purchase		295.00	3,924.00	3,924.00	3,924.0
Financials Update Support & Admin		0.00	0.00	0.00	0.0
Expense Maintenance on License Purchase		2,688.00	13,812.00	13, 812.00	13, 812.0
Procurement 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	4.00 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	2,201.00	3,033.30	374.30	223.30	
Analyst 3	6,122.57	8,708.24	6,040.30	220,00	A 44 A 4.
Analyst 3 - DFSS	335.20	45 24 25 25 25 25 25 25 25 25 25 25 25 25 25	514.50	446.60	
Analyst 4	9,685.77	12, 239.94	8,907.00	410.00	
Analyst 4 - DFSS	1,367.50	1,036.60	2,343.10	385.70	
Analyst 1 - XP related	200.50	1,000.00	2,040.10	303.70	SHEAT OF THE SECTION
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	DESIGNATION OF ST
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		1,00	120.00	
Inhancement Hours			5,396.00	4,859.00	4,189.00
flaintenance Hours			1,750.00	1,750.00	1,500.00
lended Rate			3,636.98	22, 750.46	27,788.00

Appendix 1 Table 4 - revised

ATCO Gas

4 Wire Loop

4 Wire Loop High Speed

Microwave (Dedicated)

T1 in Grande Prairie

VPN - Remote Branch

512K Virtual WAN

56K Virtual WAN

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	A	ctual	14	Forecast	
19 F	2003	2004	2005	2006	2007
SERVICE DESCRIPTION	Total	Total	Total	Total	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.
· · · · · · · · · · · · · · · · · · ·	74,154.59	76, 345.93	71,612.00	66, 853.00	56,505.
MVS (Batch) CPU Minutes	1,199.63	1,203.80	1,222.00	1,247.00	1,272.
MVS (CICS) CPU Minutes	4,058.76	4,064.94	5,642.00	13, 903.00	20,905.
MVS (DB2) CPU Minutes	4,038.70	4,004.54	0,042.00	5,930.20	35,581.
MVS (DB2) CPU Minutes - DFSS	00.750.74	44 424 44	44 767 00	45, 071.00	37,345.
MVS (IMS) CPU Minutes	66,758.71	41, 424.44	44, 767.00 2,368.24	2,178.60	1,772.
MVS (TSO) CPU Minutes	3,020.66	2,799.12 565.39	523.84	487.37	410.
MVS DASD Gigabyte Months	502.90		525.04	407.57	710.
MVS HSM Tape Gigabyte Months	810.22	729.65	2 672 00	2 505 00	2,258.
MVS Print Forms		2 25 4 22	2,672.00	2,505.00	2,250. 2,257.
MVS Print Pages	5,204.28	3,651.28	2,674.00	2,505.00	
MVS Tape Gigabyte Months	6,252.37	6,447.87	5,192.59	4,655.62	4,515.
Network Access					40
ADSL Light	41.53	72.27	42.00	42.00	42.
ADSL Unlimited	40.05	51.18	45.60	45.60	45.
ADSL Unlimited w/ Terminal Capability	2.00	0.00	0.00	0.00	0.
Email Service	12,066.00	11, 650.00	4,800.00	4,908.00	5,028.
Internet Access	4,241.00	5,248.00	4,980.00	5,100.00	5,280.
Long Term Archive		2,551.58			attentaie_te
Long Term Archive - DFSS				35.00	210.
Long Term Archive - 1st Month		589.64			
Long Term Archive - 1st Month - DFSS				35.00	210.
Network Connectivity	53.00	84.00			
Remote Access Service	648.00	347.00			
Rightfax Service		110.00	and the same of th		
Server Storage	5,348.94	6,475.64	7,356.00	7,704.00	8,076.
Telus Aircard		2,664.00	Table Control of the		
UserID Sery w/ no ATCO Domain usage	=	7.00	1		
UserID Services	14,451.00	14, 959.00	13, 644.00	13, 740.00	13,932.
VPN - Remote Client	1,563.00	1,796.00	684.00	684.00	684.
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		19	
Wireless Service Connect	38.00	132.00			
WAN				and the second s	
10 Mb Ethernet - Remote	4.14	4.14	10.20	10.20	10.
10Mb Ethernet - Local - 3 YR		5.00	12.00	12.00	12.
112K Virtual WAN	8.40	0.00	0.00	0.00	0.
256K Virtual WAN	1.75	0.00	0.00	0.00	0.
4 Miles I com	42.00	32.00	42 00	42.00	42.

42.00

0.00

6.00

83.84

27.60

12.00

32.00

9.00

0.75

19.75

38.00

12.00

2.00

42.00

0.00

0.00

66.00

41.30

12.00

42.00

0.00

0.00

66.00

52.90

12.00

42.00

0.00

0.00

66.00

53.60

12.00

ATCO Gas 2003-2007 IT VOLUMES Appendix 1 Table 4 - revised Page 7 of 20

	Actual			Forecast	
	2003	2004	2005	2006	2007
SERVICE DESCRIPTION	Total	Total	Total	Total	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	300.00	300.00	000.00
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 Fight	639.00	749.00	96.00 792.00	96.00 804.00	96.00 804.00
Laptop Support Low	424.00	370.00	792.00 564.00	564.00	
	424.00	370.00	1	i	564.00 396.00
Process Control Laptop No Support	24.22	7.00	395.90	396.00	- 1
Monitor - 15 inch or less	21.00	7.00	24.00	24.00	24.00

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#### ATCO Gas 2003-2007 IT VOLUMES

			Act	tual	Forecast						
		2003	10.	2004	 2005		2006		2007		
SERVICE DESCRIPTION	<b>-</b>   .	Total		Total	Total		Total		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	1	2,986.00	2,952.00	1	2,952.00		2,952.00		
Process Control No Support		•		·	107.97	i	108.00		108.00		
Printer Support High Volume		369.00		382.00	468.00		492.00		492.00		
Printer Support Low Volume	10	266.00	i	273.00	240.00		240.00		240.00		
Printer Support Medium Volume		1,830.00		1,843.00	1,656.00	ł .	1,656.00		1,656.00		
Software Integration/Pkging Labour		407.50	1	186.50	•						
Software Signup Fee		432.00	1	517.00							
Software Support Labour		348.00	1	290.50							
Terminal H/W Operating Lease		335.00	1	36.00							
Terminal Server Service		3.00	1	42.00							
Terminal Server Service 4 Port		12.00	1	12.00	12.00		12.00		12.00		
Workstation Move/Add/Change		271.50	l l	31.50							
Workstation Move/Add/Change-Emergency		25.00	1	1.00							
Trontotation mover tage and general											
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	1 4	7	\$ 302	\$	273	\$	818		
3 rd Party Vendor Labour	\$	- 11	\$	65	\$ 647						
I-TEK Labour			ļ								
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							1				
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		

Forecast

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#### ATCO Gas 2003-2007 IT VOLUMES

			tual	
		003		2004
SERVICE DESCRIPTION	T	otal		Total
Labour		40		
Contractors	\$	18	\$	33
External Contractor	\$	120	\$	514
Sub-Contractor Charges	\$	4	\$	2
Mainframe				
MVS Form Type /1000	\$	59	\$	47
Network Access				
Misc. Charges				
WAN		•		
Megastream and other Dedicated	\$	77	\$	23
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
Telus Aircard				
Telus Airtime				
Video Conferencing	\$	9	\$	12
Other		i		
Workstation		ļ		
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				
Xerox				
Lease Xerox	\$	306	\$	321
Service Xerox	\$	90	\$	121
Xerox PST	\$		\$	

2005 Total	2006 Total	20 To
\$ 31		
\$ 7	\$ 8	\$
\$ 26	\$ 29	\$
\$ 138 524	\$ 151 545	\$
\$ 96	\$ 97	\$
\$ 95	\$ 77	\$ ٠

ATCO Pipelines 2003-2007 IT VOLUMES Appendix 1 Table 4 Page 10 of 20

Discription		Ac	tual		Forecast	
Distributed Apps		2003	2004	t .		
Discributed Apps	SERVICE DESCRIPTION	Total	Total	Total	Total	Total
Discributed Apps						
Discoverer Application Hosting   0.00	Fixed Rate (Units)					
Discoverer Application Hosting   0.00	District Association					
Discoverer License/Maint Rental   1.00		0.00	0.00	0.00	0.00	0.00
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   0.00   Discrete Mig Read Maint. on Lic Purchase   0.00   0.00   0.00   0.00   0.00   Discrete Mig Update Maint. on Lic Purch   0.00   0.00   0.00   0.00   0.00   Discrete Mig Update Maint. on Lic Purch   0.00   0.00   0.00   0.00   0.00   0.00   Discrete Mig Duph (1.00   1.00   0.00   0.00   0.00   0.00   0.00   0.00   0.00   Discrete Mig Update Maint. on License Purch   0.00				l ·		
Discoverer Support & Admin   0.00			1			174.04
Discrete Mig Read Maint. on Lic Purchase   0.00			0.00	0.00	0.00	0.00
Discrete M <sup>®</sup> Q Update Maint. on Lic Purch         0.00         0.00         0.00         0.00         0.00         0.00         0.00         0.00         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	0.00
Financials Appl. Host & Storage	3	0.00	0.00	0.00	0.00	0.00
Financials Read Maint. on License Purch Financials Read Maint. on License Purch Financials Read Maint. on License Purch Financials Read Maint. on License Purch Financials Read Maint. on License Purchase Financials Read Support & Admin Financials Update Application Hosting Financials Update Application Hosting Financials Update Lepine-Remain Rental Financials Update Lepine-Remain Rental Financials Update Lepine-Remain Rental Financials Update Lepine-Remain Rental Financials Update Support & Admin Financials Update Lepine-Remain Rental Financials Update Maint. on Lic Purchase Financials Update Support & Admin Financials Update Support & Admin Financials Update Support & Admin Financials Update Support & Admin Fixpense License-Maint Rental Financials Update Support & Admin Fixpense License-Maint Rental Fixpe	<del>-</del> •	0.00	3.00	3.06	3.12	3.18
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Financials Read Support & Admin O.00 O.00 O.00 O.00 O.00 O.00 O.00 O.0	Financials Read Maint. on License Purch	0.00	0.00	0.00	I	
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Expense Application Hosting   0.00	• • • •	l .			1	
iExpense License/Maint Rental         0.00			1		I .	
Expense Maintenance on License Purchase   0.00   282.00   287.64   293.39   299.26	•		I .			
Procurement Appl. Host & Storage   0.00	•		1			
Procurement License/Maint Rental   0.00	•					
Interest   Interest					1	
Microstation         131.00         210.00         214.20         218.48         222.85           Mobile Supply Chain Maint on Lic Purchase         0.00				1	1	
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Project Acct Update Support & Admin         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 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 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 Support & Admin         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			,	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 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         0.00           Tutor License/Maint Rental         0.00         0.00         0.00         0.00         0.00         0.00         0.00           OFIN - Local Disk Storage         0.00         58.05         59.21         60			0.00	0.00	0.00	0.00
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 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         0.00           Tutor License/Maint Rental         0.00         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			1	83.64	85.31	87.02
Purchasing Read Appl. Host & Storage         0.00		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 Support & Admin         0.00		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	0.00
Purchasing Update License/Maint Rental         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         0.00           Tutor License/Maint Rental         0.00         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	•	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         0.00           Tutor License/Maint Rental         0.00         0.00         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	Purchasing Update Appl. Host & Storage	0.00	0.00	t .	ŧ	
Purchasing Update Support & Admin         0.00	Purchasing Update License/Maint Rental	0.00	0.00			
Tutor License/Maint Rental         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	Purchasing Update Maint. on Lic Purchase	0.00	26.00		<b>}</b>	
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	Purchasing Update Support & Admin	0.00			l .	!
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	Tutor License/Maint Rental	0.00	1	•		
Web Hosting - Intranet Hosting Fee         24.00         24.00         24.48         24.97         25.47	OFIN - Local Disk Storage	0.00		l .	J	
Veb Hosting - Initiation Hosting Co	OFIN - DASD Disk Storage	0.00	1			
Web Heating Introducting Eco ETD site 0.72 0.78 0.80 0.81 0.83			1	f		i i
The first of the f	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	Web Hosting - Secure Web Site	0.00	0.00	0.00	0.00	0.00

Appendix 1 Table 4

#### **ATCO Pipelines**

2003-2007 IT VOLUMES

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2003-2007 IT VOLUMES	2003	2004	2005	2006	2007
SERVICE DESCRIPTION	Total	Total	Total	Total	Total
Labour	1000	1044			
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			2.00	0.00	0.00
ADSL Light ADSL Unlimited	0.00 3.60	0.00 12.00	0.00 12.24	0.00 12.48	0.00 12.73
ADSL Unlimited  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
					1

#### **ATCO Pipelines**

2003-2007 IT VOLUMES

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2003-2007 IT VOLUMES					
	2003	2004	2005	2006	2007
SERVICE DESCRIPTION	Total	Total	Total	Total	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 Conferncing - 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
Video Conferencing Lease wl 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	70.00	70.00	70 44	74.01	76.41
B & W Printer High Volume	72.00	72.00	73.44	74.91	70.41

#### **ATCO Pipelines**

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2003-2007 IT VOLUMES	2003	2004	2005	2006	2007
SERVICE DESCRIPTION	2003 Total	Total	Total	Z006 Total	Total
B & W Printer Low Volume	46.00	36.00	36.72	37.45	38.20
B & W Printer Low Volume 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	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	a00	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 0.00
Printer Weekly Rental	0.00	0.00	0.00	0.00 89.47	91.26
Software Integration/Pkging Labour	116.50 133.00	86.00 164.00	87.72 167.28	170.63	174.04
Software Sign up Fee	119.00	49.00	49.98	50.98	52.00
Software Support Labour	0.00	0.00	0.00	0.00	0.00
Terminal H/W Operating Lease Terminal Server Service	12.00	55.00	56.10	57.22	58.37
Terminal Server Service Terminal Server Service 1 Port	0.00	0.00	0.00	0.00	0.00
Terminal Server Service 1 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
	3.00	3.00	2.00	2.00	1
Variable Rate (\$000s)					
Additional Application Fees	\$ 5	\$ 5	\$ 5 \$	5 5	\$ 5
   Additional Project Expenses					

Appendix 1

Table 4 ATCO Pipelines Page 14 of 20 2003-2007 IT VOLUMES Forecast **Actual** 2007 2003 2004 2005 2006 **Total** Total Total Total Total SERVICE DESCRIPTION Software Licenses \$ 73 75 \$ 76 \$ 78 \$ \$ Hardware 3 rd Party Vendor Labour I-TEK Labour (5) \$ (6) \$ (6)(16)\$ (5)\$ \$ 11 \$ \$ 11 Other \$ \$ 11 11 Additional Services \$ 203 \$ 207 \$ 211 Software Licenses \$ 199 \$ Hardware 3 rd Party Vendor Labour I-TEK Labour Other \$ 150 \$ 153 \$ 156 \$ 30 \$ 147 339 Additional Services - XP Conversion Cost \$ \$ \$ \$ \$ Travel Expenses Distributed Apps \$ 420 Distributed Application Services \$ 290 \$ 396 404 \$ 412 \$ Labour Contractors External Contractor 160 \$ 164 26 \$ 154 \$ 157 \$ Sub-Contractor Charges \$ \$ \$ \$ Mainframe 3 \$ 4 MVS Form Type /1000 \$ \$ 3 \$ 3 \$ **Network Access** \$ 9 \$ 7 \$ 7 \$ \$ 8 Network Service 7 WAN \$ \$ 1 Megastream and other Dedicated \$ 13 \$ 1 \$ 1 Specified Expense Training Directs Voice Dedicated OPX Dedicated Tie Line Long Distance Direct \$ \$ 8 6 Remote Centre Voice Network Access \$ \$ 8 \$ \$ 8 \$ 8 Rightfax Service LID Telecom Circuit Fees 6 \$ 6 \$ 6 \$ \$ 3 6 \$ Telecom Fees \$ 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 \$ 22 \$ 15 \$ 15 \$ 15 \$ 15 \$ Non-Std Hardware Mthly Fee Software 132 \$ \$ 150 \$ 127 \$ 129 \$ 135

ATCO Pipelines 2003-2007 IT VOLUMES Appendix 1 Table 4 Page 15 of 20

		Act	ual				Fore	cast	 
	f	2003	2	004	2	005	20	006	2007
SERVICE DESCRIPTION		Total	Т	otal	T	otal	To	otal	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 Appendix 1 Table 4 - revised Page 16 of 20

•	Actua			Forecast	
SERVICE DESCRIPTION	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 LicenselMaint 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 LicenselMaint 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	ļ.		, and the state of		
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
1	1	I I	' 1		•
Maintenance Hours Blended Rate	0.00 0.00	0.00 0.00	1,750.00 3,636.98	1,750.00 22, 750.46	1,500.00

Appendix 1 Table 4 - revised Page 17 of 20

ATCO Utilities 2003-2007 IT VOLUMES

	Actual			Forecast	
	2003	2004	2005	2006	2007
SERVICE DESCRIPTION	Total	Total	Total	Total	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 will 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 Internet Access	38,970.00	40, 300.00	55,165.32	55,681.14	56,816.61
Instant Messaging	11,620.00 0.00	13,325.00 6.00	13, 247.76	13,400.88	13,746.90
Long Term Archive	0.00	2,666.51	6.12 0.00	6.24 0.00	6.37 0.00
Long Term Archive - DFSS	0.00	2,000.31		35.00	210.00
Long Term Archive - 1st Month	List is possible, as a possible of Hole			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 wl 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 wl split tunnelling Wireless Service - Leased	5.00	14.00	12.00	12.00	12.24
Wireless Service - Dwned	77.00	38.00	36.00	36.00	36.72
Wireless Service Connect	22.00 65.00	12.00 232.00	0.00 89.10	0.00 89.20	0.00 90.99
Xerox Network Connectivity	0.00	46.00	0.00	0.00	0.00
,				0.00	5,55
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 512K Virtual WAN	0.00 6.00	9.00 0.75	0.00	0.00	0.00
56K Virtual WAN	242.32	0.75 96.22	0.00 150.00	0.00 150.00	0.00 151.68
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
,	1				3.00

Appendix 1 Table 4 - revised Page 18 of 20

ATCO Utilities 2003-2007 IT VOLUMES

	Actual			Forecast	
	2003	2004	2005	2006	2007
SERVICE DESCRIPTION	Total	Total	Total	Total	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	_	E70.00	ا د دخم	000.04	692.97
B & W Printer High Volume	563.00	578.00	673.44	686.91 553.45	559.72
B & W Printer Low Volume	560.00	536.00	552.72	1	2,835.58
B & W Printer Medium Volume	3,185.00	2,457.00	2,806.98	2,811.04	503.83
B & W Printer Medium Volume w/duplex	135.00	827.00	497.82	498.66	250.56
Colour Printer High Volume	148.00	214.00	235.38	247.77	60.48
Colour Printer Maximum Volume	27.00	49.00	60.00	60.00	72.00
Colour Printer Medium Volume	48.00	48.00	72.00	72.00	
Express Request Service Fee	0.00	237.50	28.56	29.13 319.56	29.71 325.95
Hardware Install/Move/Add/Change Labour	1,337.25	2,042.00	330.08	1	
Laptop H/W Operating Lease	5,387.00	5,287.00	5,593.74	5,616.69	5,692.07 85.44
Laptop H/W Slim Operating Lease	52.00	25.00	84.00	84.00	
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 43.67
Monitor- 15 inch or less	111.00	30.00	43.14	43.28	45.07

Appendix 1 Table 4 - revised Page 19 of 20

ATCO Utilities 2003-2007 IT VOLUMES

		Δ	ctua	ni				F	orecast		
		2003		2004	T	200	5	Τ	2006		2007
SERVICE DESCRIPTION		Total		Total		Tot			Total		Total
Monitor- 17 inch		20,909.0	0	20,727.0	0	19	9, 999.4	4	20, 098.3	8	20,397.95
Monitor- 19 inch		50.0	-	48.0			84.0	1	72.0	1	73.44
Monitor-21 inch		857.0	- 1	1,390.0	0		1,505.9		1,460.9		1,489.74
Monitor LCD - 15 inch		12.0	- 1	9.0	1		0.0	1	0.0		0.00
Monitor LCD - 17 inch		319.0	-	803.0			892.9	2	893.8	1	907.90
Monitor LCD - 19 inch		0.0	- 1	288.0	1		247.2	þ	291.0	5	339.97
Monitor LCD - 20 inch		104.0		273.0			199.6	7	174.8	1	178.31
PC HIW Operating Lease		18,463.0	- 1	19, 060.0	o	1	8,645.9	)	18,834.1	7	19,115.57
PC H/W Operating Lease - High Performance		24.0		13.0			60.2	4	60.4	В	60.73
PC Support High		2,877.0	0	2,957.0	0	;	3,272.5	3	3,236.2	5	3,286.10
PC Support Low		9,114.0	0	9,123.0	0		8,522.5	3	8,722.9	6	8,877.26
PC Support Medium		6,107.0	0	6,874.0	0	(	6,638.10	þ	6,649.6	<b>3</b>	6,723.62
Process Control No Support		0.0	0	0.0	0		107.97	7	108.0	o l	108.00
Printer Support High Volume		957.0	0	988.0	0		1,089.06	3	1,115.10	3	1,127.62
Printer Support Low Volume	ľ	551.0	0	524.0	0		540.72	2	541.4	5	547.48
Printer Support Medium Volume		3,363.0		3,360.0	0	;	3,171.78	3	3,176.6	3	3,207.07
Software Integration Pkging Labour		720.0	1	527.0	0		159.72	2	148.4	7	151.44
Software Signup Fee		1,108.0	1	1,344.0	כ		340.78	3	326.63	3	333.16
Software Support Labour		666.0		663.0			171.48	3	156.48	3	159.61
Terminal H/W Operating Lease		405.0	)	38.00	כ		0.00	)	0.00	)	0.00
Terminal Server Service		32.00	1	178.00	1		104.10	1	105.22	2	107.33
Terminal Server Service 1 Port		132,00		132.00	1		156.00	1	144.00		146.88
Terminal Server Service 20 Port		12.00	1	12.00	1		12.00		12.00	1	12.24
Terminal Server Service 4 Port		84.00	)	84.00	1		96.00		96.00	)	97.68
Terminal Server Service 8 Port		12.00	1	12.00	1		12.00	1	12.00	1	12.24
Workstation Move/Add/Change		548.50	1	62.50	1		83.16	1	76.32	2	77.85
Workstation Move/Add/Change-Emergency		38.50		1.00	)		0.00		0.00		0.00
Variable Rate (\$000s)	_							ļ.			
Additional Application Fees	\$	7	\$	7	\$		5	\$	5	\$	5
Additional Project Expenses											
Software Licenses	\$	530	\$	401			427		176		178
Software Licenses - DFSS					\$		19		16	C. BOOK AND	
Hardware	\$	159		7	\$		302	'	273	1	818
3 rd Party Vendor Labour	\$	139	1 '	216	1 .		647			\$	-
I-TEN Labour	\$	(16)		(5)	\$		(5)	\$	(6)	\$	(6)
Other	\$	23	\$	54	\$		31	\$	52	\$	11
Additional Services Software Licenses	\$	17	•	2 674			200				200
	1	17	ł	2,671	١.		290	Ψ	293	<b>Þ</b>	299
Hardware	\$		\$	25	\$		-	\$		\$	-
3 rd Party Vendor Labour	\$	27	1	108	1 .		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

		Act	ual				F	orecast		
		2003		2004		2005		2006		2007
SERVICE DESCRIPTION		Total		Total		Total		Total		Total
Labour				-						
Contractors	\$	77	\$	95	\$	31	\$		\$	
External Contractor	\$	267		1,184	\$	157	\$	160	\$	164
Sub-Contractor Charges	s	5		3	\$		\$	-	\$	
Sub-Contractor Charges	•	· ·	*	. ]	•					
Mainframe										
MVS Form Type 11000	\$	86	\$	70	\$	8	\$	8	\$	8
Network Access	\$		\$		\$	7	\$	8	\$	9
Misc. Charges		42	1 '	11	\$	7	\$	7	\$	;
Network Service	\$	13	\$	1 1	Φ	,	Ψ	,	*	·
WAN										
Megastream and other Dedicated	\$	95	\$	29	\$	63	\$	67	\$	69
Specified Expense										
Training Directs	\$	1	\$	4	\$		\$	-	\$	
Voice										
Dedicated OPX	\$	4	\$	4	\$		\$		\$	
Dedicated Tie Line	\$	2	\$	4	\$	-	\$	-	\$	
Long Distance Direct	\$	166	\$	167	\$	166	\$	169	\$	17:
Remote Centre Voice Network Access	\$	92	\$	99	\$	8	\$	8	\$	
Rightfax Service LID	\$	-	\$	1	\$	-	\$		\$	
Telecom Circuit Fees	\$	75	\$	94	\$	18	\$	18	\$	1
Telecom Fees	\$	207	\$	124	\$	138	\$	151	\$	15
Telus Aircard	\$		\$	4	\$	524	\$	545	\$	56
Telus Airtime	\$	-	\$	4	\$	-	\$	-	\$	
Video Conferencing	\$	g	\$	12	\$	-	\$	-	\$	
Other	\$	-	\$	-	\$	96	\$	97	\$	8
Workstation Cashier Printer - Utilities	\$	2	\$		\$	-	\$	-	\$	
Cashier Printer - Othities Colour Printer High Volume - Utilities	\$	29	1 '	19	\$	21	\$	22	\$	2
Colour Printer High Volume - Otilities Colour Printer Non-Std High Volume	\$	2		2	\$	2	\$	2	\$	
	\$	1,275		493	\$	50	\$	51	\$	5
Hardware	\$	29	1	26	\$	13	\$	13	\$	1
Non-Std Hardware Mthly Fee	\$	2,410		1,294	\$	178	\$	182		18
Software VD related	\$	2,410		1,234	\$		\$	.52	\$	
Software - XP related	\$	O.	\$	]	\$	95	\$	77	\$	8
Misc. Hardware	Φ	•	Ψ	]	, ψ	55	•		•	
Xerox								477		48
Lease Xerox	\$	618		676	\$	466	\$	477	\$	
Service Xerox	\$	192		230	\$	22	\$	23	\$	2
Xerox PST	\$	-	\$	-	\$	13	\$	-	\$	

ATCO UTILITIES	Table
☐ Services - Terms of Reference	Page 1 of 1
Out of Scope Items - Not Subject to True Up	

Out of Sc	cope Items - I	of Scope Items - Not Subject to True Up	o 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 Software - XP related	465,120.00	469,404.00				
XP Project Total	709,064.00	469,404.00	0.00	0.00	0.00	

# ATCO Pipelines None

<sup>\*</sup> 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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#### SAFETYPOLICY

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.

EUB Order U2007-111

### **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.
- 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 (H,S, SOUR GAS)

 $H_2S$  is a **toxic**, clear, colorless **flammable** gas that often smells like rotten eggs. Never enter any buildings or facilities that have signs indicating  $H_2S$  may be present unless you are trained in recognized  $H_2S$  Alive or  $H_2S$  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 H,S.

### 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.



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.

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.

EUB Order U2007-111

#### **General Housekeeping**

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

- 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 breech of contract.

If the company believes there is any reason to suspect a contravention or 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 ProtectionIf a worker's exposure to noise exceeds the limits in OH&S, Noise Regulations, then appropriate CSA approved hearing protection must be used.

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.



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

A life jacket or PFD that meets regulatory standards must be worn in a Flotation Device boat or if there is danger of drowning due to a fall or other event.

for ATV Users

Head Protection 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.



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.

#### H<sub>2</sub>S Station

A Company-owned gas handling facility in which the station piping may contain harmful concentrations of H<sub>2</sub>S gas. In addition to the signs found at a standard station, the facility will be visually identified as an H<sub>2</sub>S 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.



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.



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.



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 H<sub>2</sub>S Station



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 H<sub>2</sub>S 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 H<sub>2</sub>S is required.

If the gas stream is known to contain levels of H<sub>2</sub>S above 15 ppm, entry to the station is considered Emergency Entry and must only be carried out by authorized H<sub>2</sub>S emergency response personnel.

- Workers must notify the Control Centre before approaching an H,S station to:
  - determine the H<sub>2</sub>S 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 H<sub>2</sub>S level is rising, Control Centre personnel must disallow normal station entry.
- (2) H<sub>2</sub>S 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.



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 H<sub>2</sub>S 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.



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

Operating Voltage of Overhead Powerlines Persons and Between Conductors Safe Limits of Approach for Persons and Equipment

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

- 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**

- 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 noncumbustible 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	0
В	FLAMMABLE AND COMBUSTII	BLE (1)
С	OXIDIZING	<b>(</b>
D	POISONOUS AND INFECTIOUS	
	MANEDIATE, SERIOUS TOKIC EFFECTS OTHER TOXIC EFFECTS	HAZARDOUS INFECTIOUS MATERIAL
E	CORROSIVE	
F	DANGEROUSLY REACTIVE	R

#### **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

EUB Order U2007-111

Diameter of Rope (Inches)	Number of Clips	Distance Between Clips
1/4 - 3/8	3	21/4"
$\frac{7}{10} - \frac{5}{6}$	3	35/4"
$\frac{1}{3}\frac{1}{4} - \frac{1}{1}\frac{1}{8}$	4	63/4 "
$1\frac{1}{4} - 1\frac{1}{2}$	5	9"
15/4 - 15/4	6	101/2"
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

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- 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.

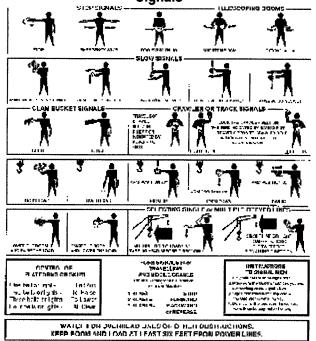
- When rigging a load, ensure the rigger and operator both know the weight of the load and the lifting capacity of the hoisting equipment for radius and angles of the lift.
- Always use reasonably over-rated rigging and hoisting equipment.

#### 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 noninsulating 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.



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.
- 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.



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.

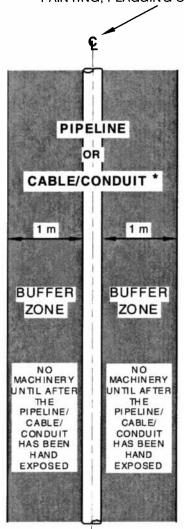
Mechanical excavating equipment shall be operated so that small layers of spoil are removed in sequence. The bucket shall be kept parallel to the bottom of the excavation so that the teeth are not protruding below it. The operator and spotter shall observe the excavation at all times for movement (i.e., 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 Facilites (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:

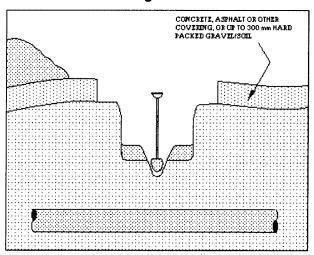
#### **Dig Laterally**

Delted June 01/2001

#### 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



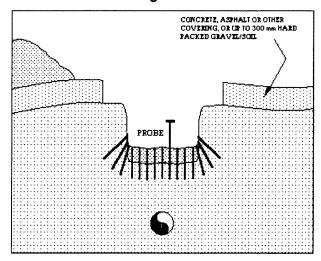
#### **Probe and Excavate**

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)

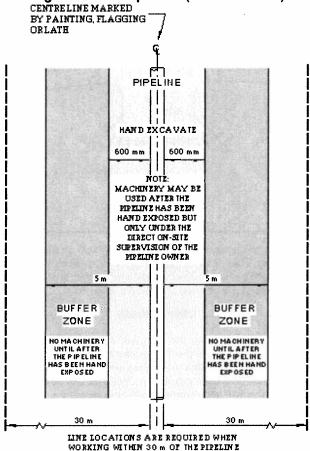
All high pressure pipelines are protected by a controlled area. Excavation work cannot occur within a controlled area until the location of the pipeline is surface-marked by the owner/operator of the facility. Once the surface location is marked, mechanical excavation is permitted to within 5 m of the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

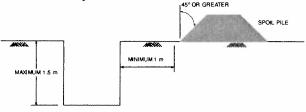


Figure 11
Back-sloped Disturbance in "Soft, Sandy or Loose" Soils



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

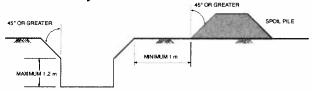


Figure 11
Sloped Disturbance in
"Likely to Crack or Crumble" Soils



### **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
- (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 truckmounted 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:

- 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 facilites 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.	yesno
Emergency Preparedness Emergency procedures specific to the work are in place, and workers are aware of their responsibilities and can perform the procedures.	yesno
Employee Training/Orientation  New employees are properly oriented to the job.  Employees are trained in job procedures and have the appropriate legislated certifications, such as	yesno
First Aid and WHMIS.  The ATCO Gas Contractor Health and Safety Handbook has been reviewed with employees.  Documentation on employee training is available.	yesno
Accident Investigation Accidents and serious near miss incidents are reported formally and investigated promptly.	yesno
Safety Communication  The contractor employs a formal means of communicating safety information and employees participate (e.g., safety tailgate meetings).	yesno
Hazard Identification, Assessment and Control Site-specific hazards are assessed prior to commencing work, and reassessed if the scope of the work changes.	yesno
Control measures are in place to mitigate hazards.	yesno
Worksite inspections are conducted on a regular basis.	yesno
Safe Work Policies and Procedures	
Codes of practice, safe work policies and procedures are documented.	yesno
Employees are aware of codes of practice, policies and procedures.	yesno

### **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

handbook, as it pertains to the job being performed, will be communicated to all contract employees.

(Print Name Clearly and Initial Next to Name)

contract supervisor will ensure that the contents of this

Contractor Supervisor/Superintendent