


MADE at the City of Calgary, in the Province of Alberta, on 31st day of August 2006.	 ALBERTA ENERGY AND UTILITIES BOARD
ATCO Electric Ltd., ATCO Gas and ATCO Pipelines Master Services Agreements and Benchmark Extension	Application No. 1454339 and 1470351

1 BACKGROUND AND DETAILS OF THE APPLICATION

On July 14, 2006, ATCO Electric (AE), ATCO Gas (AG) and ATCO Pipelines (AP) (collectively ATCO) applied to the Alberta Energy and Utilities Board (the Board or EUB) on behalf of the Collaborative Process Committee (CPC)¹ for approval of the Terms of Reference (TOR) for the Benchmarking of Customer Care and Billing (CC&B) Services (the CC&B TOR) which ATCO receives from ATCO I-Tek Business Services Ltd (ITBS) (the Application). In the Application, the CPC also requested that the Board approve an extension to the period covered by the benchmarking to include 2007 for both the Information Technology (IT) and Customer Care and Billing Services Master Service Agreements (MSAs).²

Notice with respect to the Application was e-mailed on July 21, 2006, to all parties on the distribution lists of the most recent AE General Tariff Application (GTA), AG General Rate Application (GRA) and AP GRA. In the Notice, the Board indicated that in filing an intervention a party was expected to indicate its support of, or opposition to, the Application.

The Board received comments from First Nations (ABCOM), the Alberta Urban Municipalities Association (AUMA), the Office of the Utilities Consumer Advocate (UCA) and The City of Calgary (Calgary). ABCOM, AUMA and Calgary each indicated that they were active and continuing participants in the CPC and supported the Application. AUMA indicated that it expected to continue to coordinate its efforts with the various members of FIRM Customers³

¹ Interested parties represented on the CPC included the Alberta Association of Municipal Districts and Counties (AAMD&C), the Alberta Federation of REA's Ltd. (AFREA's), Alberta Irrigation Projects Association (AIPA), the Consumer's Coalition of Alberta (CCA), the Public Institutional Consumers of Alberta (PICA), 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 In Order U2005-376, dated October 7, 2005, the Board approved the period to be covered by the benchmarking as the years 2003 – 2006 inclusive for the Information Technology and CC&B MSAs.

³ FIRM Customers are comprised of AUMA, AIPA, AAMD&C, CCA, AFREA's and PICA.

(Electric) and the North Core Customers⁴ (Gas) in the same manner as it has done in the past. The UCA indicated that it did not object to the Application.

The Collaborative Benchmarking Process is expected to result in values that will be used to finalize the revenue requirements for the three ATCO utilities. The TOR provide the necessary information to engage a consultant who will establish benchmark prices for IT and CC&B services provided to ATCO.

In a previous application which resulted in Decision 2004-057,⁵ dated July 13, 2004, ATCO Utilities filed a proposed IT benchmarking TOR (the IT TOR) and a request for proposal document (the IT RFP) on behalf of the CPC. In Decision 2004-057, the IT RFP was accepted for information and the IT TOR was approved as filed, subject to the development of the CC&B terms of reference (CC&B TOR) and request for proposal (CC&B RFP) or to subsequent changes, if any, related to outstanding items. The Decision noted that the CPC would be turning its attention to developing the CC&B TOR and CC&B RFP. The Decision also noted that the CPC agreed to wait until completion of CC&B TOR and CC&B RFP before issuing the IT RFP. The CPC planned to issue the IT RFP and CC&B RFP together.

In the Application the CPC requested approval of the CC&B TOR and approval of the period covered by the benchmarking of both the IT and CC&B MSAs to include the year 2007 (i.e. 2003-2007 inclusive).

The CPC indicated that extending the period covered by the benchmarking of both IT and CC&B services would reduce regulatory lag and also result in a cost effective method to deal with 2007 placeholder values contained in the ATCO Gas 2005/2007 GRA.

The CPC indicated that, in developing the CC&B TOR, it reviewed Decisions 2005-037⁶ and 2005-039⁷ to ensure compliance with those Decisions.

The benchmark of CC&B Services will cover the prices of ITBS services to ATCO for three periods:

- From January 1, 2003 to May 31, 2004 when ATCO performed the gas and electricity regulated retail functions.
- From May 31, 2004 to September 30, 2004, the regulated retail transition period immediately after ATCO's regulated retail functions were transferred to Direct Energy.
- From October 1, 2004 through 2007, the period in which ATCO provides only distribution service for gas and electric customers.

⁴ North Core Customers are comprised of PICA, AAMD&C, AUMA, CCA, Canadian Forest Products & Ainsworth Lumber Co. Ltd., the City of Edmonton, Federation of Alberta Gas Co-ops Ltd, Gas Alberta Inc. and Aboriginal Communities.

⁵ Decision 2004-057 - ATCO Utilities Benchmarking Terms of Reference Pursuant to Decisions 2003-073 & 2004-026 ATCO I-Tek Master Services Agreement Module (Application 1347599), dated July 13, 2004

⁶ Decision 2005-037 – ATCO Electric Ltd. 2003/2004 General Tariff Application, Impact of the Retail Transfer and ITBS Volume Forecast (Application No. 1355435), dated April 29, 2005

⁷ Decision 2005-039 – ATCO Gas 2003/2004 GRA – Impact of the Retail Transfer and ITBS Volume Forecast (Application No. 1355457), dated May 3, 2005

The following table outlines the periods involved, together with the MSAs and Statements of Work (SOWs) for the ITBS benchmarking:

Table of ITBS Agreements

Period		AG and AE Terminology	AG MSA with ITBS	AE MSA with ITBS
Start	End			
2003-01-01	2004-05-31	Pre-Retail	1999 ASL MSA ⁸ + SOW #PB005 ⁹	1999 ASL MSA ¹⁰ + SOW #PB005 ¹¹
2004-06-01	2004-09-30	Continuing Retail	2004 ITBS MSA ¹² + SOW #P8843 ¹³	2004 ITBS MSA ¹⁴ + SOW #P8893 ¹⁵
2004-06-01	2007-12-31	Distribution (Post-Retail)	2004 ITBS MSA ¹⁶ + SOW #PD00223 ¹⁷ + SOW #PD00311 ¹⁸ + SOW #PD00311 Phase II ¹⁹	2004 ITBS MSA ²⁰ + SOW #PD00223 ²¹ + SOW #PD00340 ²²

The CPC indicated that, upon approval by the Board of the applied for TOR and extension of the time period of the benchmarking project to include 2007, the inputs to the Collaborative Benchmarking Project will be substantially complete. The other inputs that have been completed in other processes are as follows:

- 1) The MSAs and SOWs for Information Technology and Customer Care Services were approved for the purposes of the ATCO Benchmarking Initiative on October 7, 2005 in

⁸ Application 1355457 Calgary IR Attachment 1999 AG - Singlepoint MSA, September 10, 2004

⁹ Application 1355457 Attachment 1

¹⁰ Application 1355435 Calgary Revised IRs Sept 14, 04 (D'Arcy & Deacon) 1999 MSA between AE and ATCO Singlepoint

¹¹ Application 1355435 CAL-AE-1 (a) and CAL-AE-2 (b) Attachments

¹² Application 1355457 Attachment 8

¹³ Application 1355457 Attachments 8 & 5

¹⁴ Application 1355435 Attachment 2

¹⁵ Application 1355435 Attachments 2 & 5

¹⁶ Application 1355457 Attachment 8

¹⁷ Application 1398892 Appendix 2

¹⁸ Application 1398892 Appendix 2

¹⁹ Application 1398892 Appendix 2

²⁰ Application 1355435 Attachment 2

²¹ Application 1398892 Appendix 2

²² Application 1398892 Appendix 2

Order U2005-376. The Information Technology MSAs for the period 2003/2004 were approved on July 13, 2004 in Decision 2004-055.²³

- 2) Volumes for the Collaborative Benchmarking Project are contained in the following regulatory processes:
 - 2003/2004 - ATCO Utilities Joint Benchmarking Filing (Application No. 1454339)
 - 2005/2006 - ATCO Gas GRA (Application No. 1400690)
- ATCO Electric GTA (Application No. 1399997)
 - 2007 - ATCO Gas GRA (Application No. 1400690)
- Initially, 2007 Volumes for AE will be based on 2006 Volumes approved in Decision 2006-024²⁴ plus a 2 percent growth factor. These volumes will be replaced with AE's 2007 GTA forecast once it is filed with the EUB.
- 3) The IT TOR were approved subject to subsequent changes, if any, related to the outstanding items, or the development of the CC&B TOR on July 13, 2004 in Decision 2004-057.

The CPC indicated that, upon approval by the Board of both the TOR for CC&B services, and the extension to 2007, the following tasks will be required to be completed before the actual benchmarking exercise can commence:

- 1) Submission by the CPC and subsequent approval of the Board of an updated IT TOR based on a Board approved CC&B TOR.
- 2) Submission of a CC&B RFP document by the CPC to the EUB for information purposes.
- 3) Submission of a recommended benchmarking consultant(s) to the EUB for approval.

2 VIEWS OF THE BOARD

The Collaborative Process

The Board notes that the CPC consists of all interveners who had expressed interest in the Collaborative Benchmarking Process, ATCO and Board staff observers.

Board staff observed that all parties appeared to treat each other fairly and had the opportunity to contribute to the CPC process when desired. It was also noted that that Collaborative Benchmarking Process has involved concessions on the part of all parties. Accordingly, the Board considers that the process has been fair to all parties and conducted in good faith.

²³ Decision 2004-055 – ATCO Utilities Second Compliance Filings Pursuant to Decisions 2003-073 & 2004-026 - ATCO I-Tek Master Services Agreement Module (Application 1319530 & 1319698), dated July 13, 2004

²⁴ Decision 2006-024 – ATCO Electric Ltd. General Tariff Application (Application 1399997), dated March 17, 2006

Customer Care and Billing Services

The Board notes that the CPC's proposed CC&B TOR is based upon the previously approved IT TOR and is a result of a series of compromises between ATCO and other CPC participants. The Board also notes that the CPC indicated that the CC&B TOR are in accordance with Decisions 2005-037 and 2005-039 and that the volumes from the ATCO Utilities Joint Benchmarking Filing (Application No. 1454339) should be used in the benchmarking for 2003 and 2004.

Given the uncontested nature of the Application and extent of intervener participation in the Collaborative Benchmarking Process, the Board has substantial comfort that the Application is in the public interest and should be approved. The Board continues to believe that the attempt by ATCO and intervening parties to work in collaboration to resolve the matter of determining a benchmark for IT and CC&B services is beneficial to all parties. The Board considers that the Application reflects the collaborative efforts of the CPC to arrive at a TOR for CC&B services.

Therefore, the Board accepts the use of the 2003 and 2004 volumes provided in Application No. 1454339 as set out in the Application and that the CC&B TOR is in compliance with Decisions 2005-037 and 2005-039.

Accordingly, the Board approves the TOR for the benchmarking of CC&B from ITBS in Attachment 1 of this Order.

Benchmarking Extension

The Board agrees with the CPC that a benchmarking period of 2003-2007, appears to be cost effective and of assistance in dealing with 2007 placeholder values contained in the ATCO Gas 2005/2007 GRA.

Accordingly, the Board approves 2003 to 2007 as the period to be covered by the benchmarking for both the IT and CC&B MSAs.

Intent to File Future IT TOR Approval Application

The Board notes that the CPC is proposing to submit for approval by the Board, an updated IT TOR based upon the CC&B TOR the Board has approved in this Order.

The Board notes that although the IT TOR previously approved in Decision 2004-057 was not finalized, only minor refinements were expected to be required.²⁵ The Board notes that the CPC has been involved in the development of both the IT and CC&B TOR and that there has been extensive work and time invested. Consequently, the Board considers that, if changes to the IT TOR are restricted to 'minor refinements' as determined by the CPC, then the IT TOR should be filed with the Board for information purposes only, at the time the CC&B RFP is filed.

²⁵ "The Board also considers that the remaining matter, related to the completion of the CC&B Terms of Reference, should be restricted to 'minor refinements' as submitted by the Committee. Therefore, the Board approves the IT Terms of Reference, as filed. The Board also directs the ATCO Utilities, on behalf of the Committee, to submit the 'final' IT Terms of Reference for information as soon as they are completed." Decision 2004-057, p. 2

3 ORDER

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

- (1) The Terms of Reference for the Benchmarking of Customer Care and Billing Services from ATCO I-Tek Business Services (in Attachment 1 of this Order) is approved.
- (2) The period covered by the Customer Care and Billing Terms of Reference shall include the years 2003, 2004, 2005, 2006 and 2007.
- (3) Information Technology Terms of Reference as approved in Decision 2004-057 shall be amended as necessary to include the period from 2003-2007 and to reflect Attachment 1 of this Order.

END OF DOCUMENT

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

TABLE OF CONTENTS

1.0 INTRODUCTION 1

2.0 APPROACH TO SELECTING A CONSULTANT 7

3.0 EXPECTED TERMS OF REFERENCE..... 7

3.1 Objectives..... 7

3.1.1 To perform price benchmarking activities that:..... 7

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

**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..... 10**

3.2 In Scope 10

3.2.1 Services 10

3.2.2 Volumes 11

3.2.3 Benchmarking Considerations 12

3.3 Out of Scope Services 13

3.3.1 Meter Reading 13

3.4 Approach 13

3.4.1 Objectivity and Independence 13

3.4.2 Project Charter, Management, and Plan 14

3.4.3 Data Collection..... 15

3.4.4 Interviews 15

3.4.5 Analysis 15

3.4.6 Documentation, Reports and Meetings 16

3.5 Deliverables..... 16

3.6 Payment Terms 17

3.7 Consultant Role 17

3.7.1 Project Manager 17

3.7.2 Project Resources 17

4.0 CONSULTANT QUALIFICATIONS 18

4.1	Selection Criteria	19
5.0	COMMITTEE	20
6.0	DEFINITIONS	21

1 **1.0 INTRODUCTION**

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

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

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

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

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

¹ Decision 2000-09, page 157

² See definition of ATCO Utilities in Section 6.0

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

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

3 Based on the above Directive number 13, ATCO Gas and ATCO Electric
4 proposed a collaborative process involving the Board, the ATCO Utilities, and
5 Intervenors. The Board was informed that such a process was initiated⁵ The
6 Board approved the use of a collaborative process, noting the eventual results of
7 the process would be considered in ATCO Utilities tariff applications.⁶ All
8 interested parties have had input to the collaborative process and accepted that it
9 should not favour any one party. Parties formed a Collaborative Process
10 Committee (“Committee”) to administer this process. This Committee
11 recommended a process to the Board.⁷ The Board approved the scope of the
12 process.⁸

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

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

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

⁴ Decision 2002-069, page 100

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

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

⁷ ATCO letter to Board summarizing positions of parties dated December 17, 2002

⁸ Board letter to B. Bale and interested parties dated December 20, 2002.

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

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

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

21
22 In Decision 2005-037, the Board outlined the periods involved as a result of the
23 Retail Transfer and ITBS Volume proceedings:

⁹ 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

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

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

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

¹⁰ 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 ITBS and IT. AP has placeholders in its revenue requirements for each of the years 2003 through 2004 for costs from IT.

¹¹ Decision 2006-04

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

3

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

6

Table of ITBS Agreements

7

Period		AG and AE Terminology	AG MSA with ITBS	AE MSA with ITBS
Start	End			
2003-01-01	2004-05-31	Pre-Retail	1999 ASL MSA ¹² + SOW #PB005 ¹³	1999 ASL MSA ¹⁴ + SOW #PB005 ¹⁵
2004-06-01	2004-09-30	Continuing Retail	2004 ITBS MSA ¹⁶ + SOW #P8843 ¹⁷	2004 ITBS MSA ¹⁸ + SOW #P8893 ¹⁹
2004-06-01	2007-12-31	Distribution (Post-Retail)	2004 ITBS MSA ²⁰ + SOW #PD00223 ²¹ + SOW #PD00311 ²² + SOW	2004 ITBS MSA ²⁴ + SOW #PD00223 ²⁵ + SOW #PD00340 ²⁶

¹² Application 1355457 Calgary IR Attachment 1999 AG - Singlepoint MSA, September 10, 2004

¹³ Application 1355457 Attachment 1

¹⁴ 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

¹⁶ Application 1355457 Attachment 8

¹⁷ Application 1355457 Attachments 8 & 5

¹⁸ Application 1355435 Attachment 2

¹⁹ Application 1355435 Attachments 2 & 5

			#PD00311 Phase II ²³	
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1 Using the foregoing table, the above documents will be collectively referred to as
2 the MSAs.

3

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

6 1. The Committee will issue a Request for Proposal (“RFP”) to elicit
7 submissions from potential consultants to benchmark the CC&B services
8 offered in the MSAs.

9 2. Based on the submissions the Committee will select a Consultant and
10 make recommendations on the selection to the AEUB.

11 3. The Consultant will execute a benchmark study utilizing its methodology.
12 There will be regular update meetings between the Consultant and the
13 Committee during the benchmark study.

14 4. The Consultant will present all deliverables of the benchmarking study to
15 the Committee.

16 5. The Consultant will present the benchmarking study to the Board.

²⁰ Application 1355457 Attachment 8

²¹ Application 1398892 Appendix 2

²² Application 1398892 Appendix 2

²³ Application 1398892 Appendix 2

²⁴ Application 1355435 Attachment 2

²⁵ Application 1398892 Appendix 2

²⁶ Application 1398892 Appendix 2

1 **2.0 APPROACH TO SELECTING A CONSULTANT**

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

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

12 **3.0 EXPECTED TERMS OF REFERENCE**

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

16 **3.1 Objectives**

17 The project objectives are:

18 **3.1.1 To perform price benchmarking activities that:**

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

²⁷ For reference to MSAs and SOWs, see Table of ITBS Agreements in Section 1.0 which were submitted under application 1398892 and as approved by the Board in Order U2005-376.

²⁸ See Section 3.2.2 for specific volumes.

1 individually priced at FMV, taking into consideration the terms
2 and conditions in the MSAs.

3 • Render an opinion as to whether the MSAs, as a whole, are at
4 FMV, taking into consideration the terms and conditions in the
5 MSAs.

6 • Provide an assessment of ITBS's service delivery and potential
7 best practices taking into consideration the services contained
8 in the MSAs, contract terms and conditions, service levels and
9 FMV.

10 • Will require the Consultant to complete a separate Information
11 Technology MSA benchmark (see Benchmarking of IT Services
12 Terms of Reference) and require the Consultant to make an
13 assessment of whether the awarding of both IT and CC&B
14 contracts to one supplier (i.e. ATCO I-Tek) will result in a
15 change to the estimated FMV determined on a "stand alone"
16 basis and determine the dollar impact.

17 **3.1.2 To include the following in the consultant's benchmarking**
18 **activities:**

19 • Ensure the benchmarking process is transparent.

20 • Assess whether the service levels specified in the MSAs are
21 non-standard and whether or not they can be benchmarked.

22 • Provide clear evidence as to the price reduction, price
23 adjustment or price impact accruing to the ATCO Utilities owing
24 to any service levels provided for in the MSAs that are
25 determined by the benchmarker to be non-standard and,
26 therefore, problematic with respect to the determination of FMV,

1 particularly those which may be lower than ordinary service
2 levels.

3 • Specifically identify which elements of the MSAs are non-
4 standard or unusual and to report on how these non-standard
5 elements compare to industry norms.

6 • Clearly provide a value for any appropriate price discount or
7 adjustment arising from each non-standard clause, and to
8 comment on whether or not (or to what extent) a confident
9 estimate of such discount or adjustment can be quantified.

10 • Itemize all recommended adjustments to prices and to express
11 the degree of confidence the benchmarker has as to the
12 accuracy of each specific adjustment (i.e. benchmarker to
13 provide the number of data points relied upon, the statistics of
14 the data points for each of before and after Normalization (the
15 high, the low, the quartiles, the mean, the standard deviation,
16 etc.)

17 • Provide all non-confidential documentation supporting a price
18 discount or adjustment arising from each non-standard clause
19 or non-FMV price.

20 • Comment on the use of gainsharing provisions in outsourcing
21 agreements and specifically indicate whether the terms and
22 conditions of the MSAs are unusual with respect to gainsharing
23 and if so, what adjustment, if any, to FMV was applied in the
24 benchmarker's result.

25 • Comment on the use of penalty provisions in outsourcing
26 agreements and specifically indicate whether the terms and
27 conditions of the MSAs are unusual with respect to penalties

1 and if so, what adjustment, if any, to FMV was applied in the
2 benchmarker’s result.

3 • Determine whether the ATCO Electric emergency and power
4 outage call centre services would be more logically and
5 economically included in the overall call volumes or offered at a
6 fixed rate per month.

7 • ATCO will provide the volumes of street and sentinel lights and
8 the number of bills for each so that they are identified separately
9 from the volumes of “other” non-metered sites so that the
10 Benchmarker can determine fair market value for street and
11 sentinel lights.

12 • Produce a report which is transparent in that the benchmarker
13 expresses a degree of confidence relating to all opinions on
14 price range, FMV or the like contained in its report.

15 **3.1.3 To be independent and objective of any of the parties in the**
16 **Committee and to satisfy the Committee as a whole that such**
17 **was the case with respect to the findings in the benchmarking**
18 **project.**

19 **3.2 In Scope**

20 In scope services are those services which will be considered by the
21 benchmarker in both ITBS and the comparator group.

22 **3.2.1 Services**

23 The services are those outlined in the applicable MSAs , which are:

- 1 • Billing services²⁹;
- 2 • Printing services;
- 3 • Customer assistance (call centre) services;
- 4 • Emergency and outage services;
- 5 • Credit management services ;
- 6 • Additional services; and
- 7 • Time and material project services.

8 3.2.2 Volumes

- 9 • Volumes will be specified in the categories as described in the
- 10 MSAs and SOWs, as well as related and relevant decisions³⁰.
- 11 • Actual and forecast volumes will be used as directed by the
- 12 Board in its Decisions. A summary table of volumes has been
- 13 included in Appendix 1. The table below indicates AEUB
- 14 processes dealing with volumes.

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

²⁹ Includes related services such as remittance processing, batch and online computer system processing, and break/fix system maintenance as defined in the MSAs

³⁰ Decisions 2002-069, 2003-071, 2003-072, 2003-073, 2004-026, 2004-055, 2005-037, 2005-039, 2006-04, 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.

- 1 **3.2.3 Benchmarking Considerations**
- 2 • The directives in the related and relevant decisions³¹
- 3 • The size of the utilities;
- 4 • The nature and complexity of services provided;
- 5 • The terms and conditions in the MSAs; and
- 6 • The restructured Alberta regulatory environment.
- 7 • CIS ownership costs are capitalized by, and reside in, the ATCO
- 8 Utilities and not ITBS. These costs include services associated

³¹ Decisions 2002-069, 2003-071, 2003-072, 2003-073, 2004-026, 2004-055, 2005-037, 2005-039, 2006-04, 2006-024, 2006-015, 2006-016, and Order 2005-376

1 with the development, implementation and enhancement of the
2 CIS application used for the delivery of CC&B services.

- 3 • ITBS pays Third Party³² pass through expenses on behalf of the
4 ATCO Utilities. Examples may include long distance phone
5 charges, postage, envelopes and paper, telephone translation
6 services, collection agency fees.

7 **3.3 Out of Scope Services**

8 Out of scope services are those services which will not be considered by
9 the benchmarker in either ITBS or the comparator group (i.e. not part of
10 the estimate of FMV).

11 .

12 **3.3.1 Meter Reading**

13 Services associated with meter reading are the responsibilities of
14 the ATCO Utilities and not ITBS.

16 **3.4 Approach**

17 **3.4.1 Objectivity and Independence**

- 18 • The Consultant must use processes and deliver results that are
19 independent and objective.
- 20 • The Consultant must communicate openly and favour no one
21 individual or party represented on the Committee.

³² See definition in Section 6.0

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

6 **3.4.2 Project Charter, Management, and Plan**

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

1 **3.4.3 Data Collection**

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

8 **3.4.4 Interviews**

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

19 **3.4.5 Analysis**

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

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

3 **3.4.6 Documentation, Reports and Meetings**

- 4 • The Consultant will provide summary documentation and
5 reports in line with the deliverables of the project to all members
6 of the Committee in electronic format, or alternatively in hard
7 copy, if electronic format is not available.

- 8 • The Consultant will meet regularly with all members of the
9 Committee or the Committee's designated representative to
10 review benchmark project status and deal with any other
11 matters the Consultant or the Committee deems necessary to
12 satisfy the objectives of this engagement. It is expected that the
13 Consultant will require sign-off by the Committee at key
14 milestones in the project plan. If the Committee finds that the
15 Consultant is not meeting the objectives as identified in Section
16 3.1, and the Committee is unable to resolve the matter with the
17 Consultant, then the Committee will inform the Board as soon
18 as practicable, and if necessary, will seek a ruling from the
19 Board.

- 20 • The Consultant will present final findings and conclusions to the
21 Committee.

22 **3.5 Deliverables**

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

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

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

- 3 • The Committee, and
4 • The AEUB.

5 **3.6 Payment Terms**

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

- 9 • 10% payable on completion of the Project Charter Plan.
10 • 40% payable upon the completion of the Data Analysis.
11 • 50% payable upon the presentation of the Final Report to the Board.

12 **3.7 Consultant Role**

13 **3.7.1 Project Manager**

- 14 • The Project Manager will lead the project and have extensive
15 knowledge and experience with CC&B outsourcing practices
16 including outsourcing in the Utility industry. The Project
17 Manager will be responsible for the overall relationship with the
18 Committee, the Board, the ATCO Utilities, and Intervenors. The
19 Project Manager will be responsible for customer satisfaction
20 and quality control of the benchmarking. The Consultant's staff
21 will testify before the Board as required.

22 **3.7.2 Project Resources**

- 1 • The project resources will have extensive practical experience
2 in conducting benchmark studies of the nature described in this
3 Terms of Reference and RFP, will be subject area experts for
4 CC&B services and will have considerable experience analyzing
5 collected data and assimilating benchmark models.

6 **4.0 CONSULTANT QUALIFICATIONS**

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

- 8 • Will be an independent third party who is a recognized and reputable industry
9 expert in price benchmarking and also has a practice or third party
10 arrangement to provide CC&B and IT services price benchmarking that is
11 agreeable to the Committee.
- 12 • Will implement a benchmarking methodology that the Committee agrees will
13 provide an estimated FMV for each MSA service and in aggregate (as a
14 whole).
- 15 • Will supply at least three (3) references where the Consultant (and/or through
16 third party arrangement) has successfully completed benchmarking prices of
17 similar outsourced CC&B services.
- 18 • Maintains or could develop a comprehensive repository (database) of CC&B
19 outsourced services pricing including representative service prices for at least
20 ten (10) North American companies of similar size and customer mix to the
21 ATCO Utilities, including utilities that perform billing in a restructured
22 regulatory environment.
- 23 • Will have benchmarking customer and outsource data that is current and less
24 than 18 months old.

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

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

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

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

- 8 • Will have the capability to deliver an Information Technology Outsourcing
9 estimated FMV benchmark.

10 **4.1 Selection Criteria**

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

1 **5.0 COMMITTEE**

2 The List of Committee Members is as follows:

3	<u>Name</u>	<u>email address</u>
4	Brian Bale	brian.bale@atcogas.com
5	Bob Bruggeman	rlbregconsult@connect.ab.ca
6	Bill Follett	bill.follett@edmonton.ca
7	Jim Graves	jim@gec.ca
8	Dave Jones	dave.jones@atcoelectric.com
9	Dan Macnamara	dmacnamara@shaw.ca
10	Greg Matwichuk	mgm@stephenjohnsonca.com
11	Jim Stephens	jim@streamlinecanada.com

12

13 The Board’s observer in this process is Laurie Bayda: laurie.bayda@gov.ab.ca.

14 The Committee may also call on and request the services of other advisors to
15 assist it in this process.

1 **6.0 DEFINITIONS**

2 AE: ATCO Electric Ltd.

3 AEUB or Board: Alberta Energy and Utilities Board.

4 AG: ATCO Gas, an operating name of ATCO Gas and
5 Pipelines Ltd.

6 ATCO I-Tek: Effective January 1, 2004, ATCO I-Tek Inc. is an
7 incorporated subsidiary of CUL. ATCO I-Tek includes
8 its subsidiary ATCO I-Tek Business Services Ltd.

9 ATCO Utilities: AE and AG regulated utilities.

10 BPO: Business Process Outsourcing

11 Committee: Benchmarking Collaborative Process Committee,
12 which, subject to direction of the Board, will provide
13 exclusive directions to the Consultant for the purpose
14 of satisfying the Benchmarking study, as described
15 herein.

16 Consultant: Party selected by Committee to execute and present
17 the Benchmarking study, as described herein.

18 CC&B: Customer Care and Billing

19 CUL: Canadian Utilities Limited, a subsidiary of ATCO Ltd.

20 FMV: An estimate of Fair Market Value as defined by the
21 Consultant.

22 IT: Information Technology.

1	ITBS:	ATCO I-Tek Business Services Ltd., previously ATCO
2		Singlepoint.
3	ITO:	Information Technology outsourcing.
4	MSA:	Master Services Agreement
5	MSAs:	The collective documents as shown in Table of ITBS
6		Agreements in Section 1.0.
7	Normalization:	The process used by the benchmark consultant to
8		ensure comparability between the subject to be
9		benchmarked and the sample comparators in the
10		reference group.
11	Regulated Legislation:	The regulated utilities have their rates and services
12		regulated by the AEUB pursuant to various statutes in
13		Alberta, including the <i>Public Utilities Board Act</i> , the
14		<i>Alberta Energy and Utilities Board Act</i> , the <i>Electric</i>
15		<i>Utilities Act</i> , and the <i>Gas Utilities Act</i> .
16	Regulated Utilities:	Enterprises, which typically maintain monopoly
17		franchises, provide services to customers within their
18		franchises and whose rates are regulated by a
19		government appointed regulator.
20	RFP:	Request for Proposal.
21	Service Level:	Service level refers to the target performance of the
22		specified service requirement.
23	Singlepoint:	ATCO Singlepoint Ltd., the predecessor to ATCO I-
24		Tek Business Services Ltd. The name change
25		became effective February 15, 2002.

- 1 SOW: Statement of Work
- 2 Third Party: An arm's length third party, i.e. not an affiliate of any
- 3 party to the I-Tek IT MSAs or ITBS CC&B MSAs.

APPENDIX 1

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

ATCO Gas Utility	Volumes			Jan-May Unit Rate	Jun-Dec Unit Rate	Dollars		
	Jan-May	Jun-Dec	Total			As Filed \$000's	Decision 2006-004 Adjust. - 11.1%	Placeholder \$000's
Call Centre Services								
Call Centre and Support Hours								
Non Complex	33,616	48,028	81,644	\$ 44.97	\$ 45.96	\$ 3,719	\$ (413)	\$ 3,306
Standard Complex	40	58	98	\$ 44.97	\$ 45.96	\$ 4	\$ -	\$ 4
Ultra Complex	-	-	-			\$ -	\$ -	\$ -
Total	33,656	48,086	81,742			\$ 3,723	\$ (413)	\$ 3,310
Credit Centre Hours								
Non Complex	-	-	-			\$ -	\$ -	\$ -
Standard Complex	-	-	-			\$ -	\$ -	\$ -
Ultra Complex	-	-	-			\$ -	\$ -	\$ -
Total	-	-	-			\$ -	\$ -	\$ -
Front Counter Hours (Walk in Service)								
Non Complex	-	-	-			\$ -	\$ -	\$ -
Standard Complex	-	-	-			\$ -	\$ -	\$ -
Ultra Complex	-	-	-			\$ -	\$ -	\$ -
Total	-	-	-			\$ -	\$ -	\$ -
Supervision								
Non Complex	2,803	4,005	6,808	\$ 56.21	\$ 57.45	\$ 388	\$ (43)	\$ 345
Standard Complex	3	5	8	\$ 56.21	\$ 57.45	\$ -	\$ -	\$ -
Ultra Complex	-	-	-			\$ -	\$ -	\$ -
Total	2,806	4,010	6,816			\$ 388	\$ (43)	\$ 345
Training								
Non Complex	451	644	1,096	\$ 35.77	\$ 36.56	\$ 40	\$ (4)	\$ 36
Standard Complex	1	1	1	\$ 35.77	\$ 36.56	\$ -	\$ -	\$ -
Ultra Complex	-	-	-			\$ -	\$ -	\$ -
Total	452	645	1,097			\$ 40	\$ (4)	\$ 36
Front Counter Facility								
Non Complex	-	-	-			\$ -	\$ -	\$ -
Standard Complex	-	-	-			\$ -	\$ -	\$ -
Ultra Complex	-	-	-			\$ -	\$ -	\$ -
Total	-	-	-			\$ -	\$ -	\$ -

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

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

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

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

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

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

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

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

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

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

ATCO Gas
2003-2007 I-Tek Business Services Volumes

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

ATCO Gas
2003-2007 I-Tek Business Services Volumes

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

ATCO Gas
2003-2007 I-Tek Business Services Volumes

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

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

ATCO Electric
2003-2007 I-Tek Business Services Volumes

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

ATCO Electric
2003-2007 I-Tek Business Services Volumes

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

ATCO Electric
2003-2007 I-Tek Business Services Volumes

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

The relative weighting is based on historical experience.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

ATCO Electric

2005 FORECAST IT VOLUMES and COST

Service Description	Units					2005 Rates	Dollars (\$000s)					
	O&M	Capital			Total		O&M	Capital			Total \$	
		ES&G	Direct	Subtotal				ES&G	Direct	Subtotal		
Service Category												
Update Licenses	1,515.94	860.06		860.06	2,376.00	\$ 50.02	\$ 76	\$ 43	\$ -	\$ 43	\$ 119	
Read Licenses	719.69	408.31		408.31	1,128.00	\$ 19.14	\$ 14	\$ 8	\$ -	\$ 8	\$ 22	
Discoverer Licenses	1,094.85	621.15		621.15	1,716.00	\$ 13.37	\$ 15	\$ 8	\$ -	\$ 8	\$ 23	
Project Management Licenses	145.47	82.53		82.53	228.00	\$ 10.61	\$ 2	\$ 1	\$ -	\$ 1	\$ 3	
Order Management Licenses	176.09	99.91		99.91	276.00	\$ 19.95	\$ 4	\$ 2	\$ -	\$ 2	\$ 6	
iProcurement - per line	33,687.64	19,112.36		19,112.36	52,800.00	\$ 0.89	\$ 30	\$ 17	\$ -	\$ 17	\$ 47	
iExpense - per report	3,797.52	2,154.48		2,154.48	5,952.00	\$ 0.85	\$ 3	\$ 2	\$ -	\$ 2	\$ 5	
Order Management -per line	149,297.49	84,702.51		84,702.51	234,000.00	\$ 0.04	\$ 6	\$ 3	\$ -	\$ 3	\$ 9	
OFIN - Local Disk Storage	334.96	190.04		190.04	525.00	\$ 32.00	\$ 11	\$ 6	\$ -	\$ 6	\$ 17	
OFIN - DASD Disk Storage	1,499.36	850.64		850.64	2,350.00	\$ 65.00	\$ 97	\$ 55	\$ -	\$ 55	\$ 152	
							\$ 258	\$ 145	\$ -	\$ 145	\$ 403	
Labour												
Analyst 1	-	-	1,338.24	1,338.24	1,338.24	\$ 86.52	\$ -	\$ -	\$ 116	\$ 116	\$ 116	
Analyst 2	-	-	3,686.59	3,686.59	3,686.59	\$ 99.37	\$ -	\$ -	\$ 366	\$ 366	\$ 366	
Analyst 3	2,854.86	65.40	3,997.93	4,063.33	6,918.19	\$ 114.56	\$ 327	\$ 7	\$ 458	\$ 465	\$ 792	
Analyst 4	726.20	4.80	4,999.76	5,004.56	5,730.76	\$ 128.61	\$ 93	\$ 1	\$ 643	\$ 644	\$ 737	
Consultant	-	-	2,228.33	2,228.33	2,228.33	\$ 142.63	\$ -	\$ -	\$ 318	\$ 318	\$ 318	
Premium Labour	-	-	-	-	-	\$ 142.86	\$ -	\$ -	\$ -	\$ -	\$ -	
Project Manager	-	-	913.66	913.66	913.66	\$ 170.68	\$ -	\$ -	\$ 156	\$ 156	\$ 156	
							\$ 420	\$ 8	\$ 2,057	\$ 2,065	\$ 2,485	
Mainframe Processing												
Mainframe Print Configuration	-	-	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
ADABAS CPU Minutes	3,476.33	493.99		493.99	3,970.32	\$ 13.47	\$ 47	\$ 7	\$ -	\$ 7	\$ 54	
BATCH CPU Minutes	15,316.57	398.04		398.04	15,714.61	\$ 13.47	\$ 206	\$ 5	\$ -	\$ 5	\$ 211	
CICS CPU Minutes	5,325.94	566.00		566.00	5,891.94	\$ 10.50	\$ 56	\$ 6	\$ -	\$ 6	\$ 62	
DB2 CPU Minutes	6,229.96	1,034.24		1,034.24	7,264.20	\$ 10.50	\$ 65	\$ 11	\$ -	\$ 11	\$ 76	
IMS CPU Minutes	164.40	24.58		24.58	188.98	\$ 13.47	\$ 2	\$ -	\$ -	\$ -	\$ 2	
TSO CPU Minutes	1,204.06	258.41		258.41	1,462.47	\$ 10.50	\$ 13	\$ 3	\$ -	\$ 3	\$ 16	
MVS DASD Gigabyte Months	579.67	4.77		4.77	584.44	\$ 73.00	\$ 42	\$ -	\$ -	\$ -	\$ 42	
MVS HSM Tape Gigabyte Months	609.86	6.34		6.34	616.20	\$ 3.15	\$ 2	\$ -	\$ -	\$ -	\$ 2	
MVS Print Pages	485.37	10.83		10.83	496.20	\$ 108.27	\$ 53	\$ 1	\$ -	\$ 1	\$ 54	
MVS HSM Tape Gigabyte Months	4,998.86	2.62		2.62	5,001.48	\$ 3.15	\$ 16	\$ -	\$ -	\$ -	\$ 16	
							\$ 502	\$ 33	\$ -	\$ 33	\$ 535	
Network Access												
ADSL Light	180.36	69.96		69.96	250.32	\$ 1,395.90	\$ 252	\$ 98	\$ -	\$ 98	\$ 350	
ADSL Unlimited	45.07	18.99		18.99	64.06	\$ 1,954.26	\$ 88	\$ 37	\$ -	\$ 37	\$ 125	
Distributed Archive Tape	21.12	3.00		3.00	24.12	\$ 3.15	\$ -	\$ -	\$ -	\$ -	\$ -	
E-Mail Service	26,265.12	11,796.96		11,796.96	38,062.08	\$ 4.50	\$ 118	\$ 53	\$ -	\$ 53	\$ 171	
Internet Access	4,292.88	1,718.64		1,718.64	6,011.52	\$ 13.91	\$ 60	\$ 24	\$ -	\$ 24	\$ 84	
Long Term Archive	-	-		-	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Long Term Archive - 1st Month	176.40	3.60		3.60	180.00	\$ 3.15	\$ 1	\$ -	\$ -	\$ -	\$ 1	
Network Connectivity	41.40	54.60		54.60	96.00	\$ 35.35	\$ 1	\$ 2	\$ -	\$ 2	\$ 3	
Remote Access Service (RAS)	966.00	246.00		246.00	1,212.00	\$ 23.27	\$ 22	\$ 6	\$ -	\$ 6	\$ 28	
Rightfax Service	380.40	147.60		147.60	528.00	\$ 21.55	\$ 8	\$ 3	\$ -	\$ 3	\$ 11	
File Server Storage (gigabytes)	8,445.84	2,741.16		2,741.16	11,187.00	\$ 55.00	\$ 465	\$ 151	\$ -	\$ 151	\$ 616	
Substation	24.00	-		-	24.00	\$ 398.09	\$ 10	\$ -	\$ -	\$ -	\$ 10	
User ID Services	7,917.60	3,490.92		3,490.92	11,408.52	\$ 15.21	\$ 120	\$ 53	\$ -	\$ 53	\$ 173	
VPN - Remote Client	596.16	345.84		345.84	942.00	\$ 32.79	\$ 20	\$ 11	\$ -	\$ 11	\$ 31	
VPN - Firewall	-	-		-	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	

ATCO Electric

2005 FORECAST IT VOLUMES and COST

Service Description	Units					2005 Rates	Dollars (\$000s)				
	O&M	Capital			Total		O&M	Capital			Total \$
		ES&G	Direct	Subtotal				ES&G	Direct	Subtotal	
VPN - Remote Client with Split Tunnelling	-	12.00	-	12.00	12.00	\$ -	\$ -	\$ 1	\$ -	\$ 1	\$ 1
Wireless Service - Leased	36.00	-	-	-	36.00	\$ 76.95	\$ 3	\$ -	\$ -	\$ -	\$ 3
Wireless Service - Owned	-	-	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Wireless Blackberry Service Connectivity	84.00	-	-	-	84.00	\$ 31.27	\$ 3	\$ -	\$ -	\$ -	\$ 3
XP Project	5,821.08	2,150.52	-	2,150.52	7,971.60	\$ 51.00	\$ 297	\$ 110	\$ -	\$ 110	\$ 407
							\$ 1,468	\$ 549	\$ -	\$ 549	\$ 2,017
WAN											
10 Mb Ethernet - Remote	18.14	7.42	-	7.42	25.56	\$ 3,877.50	\$ 70	\$ 29	\$ -	\$ 29	\$ 99
256k Virtual WAN	8.40	3.60	-	3.60	12.00	\$ 2,758.67	\$ 23	\$ 10	\$ -	\$ 10	\$ 33
4 Wire Loop	27.24	5.04	-	5.04	32.28	\$ 981.39	\$ 27	\$ 5	\$ -	\$ 5	\$ 32
56k Virtual WAN	58.80	25.20	-	25.20	84.00	\$ 1,466.77	\$ 86	\$ 37	\$ -	\$ 37	\$ 123
T1 in Grande Prairie	9.96	4.20	-	4.20	14.16	\$ 2,295.48	\$ 23	\$ 10	\$ -	\$ 10	\$ 33
							\$ 229	\$ 91	\$ -	\$ 91	\$ 320
Rental											
Laptop Weekly Rental	-	-	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Laptop Monthly Rental	-	-	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Training Room Daily Rental	-	-	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Training Room Set Up Fee	-	-	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Voice											
Modem Line	638.04	117.96	-	117.96	756.00	\$ 24.98	\$ 16	\$ 3	\$ -	\$ 3	\$ 19
PBX Trunk Port	-	-	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Voice Feature - Call Park	397.20	130.80	-	130.80	528.00	\$ 2.20	\$ 1	\$ -	\$ -	\$ -	\$ 1
Voice Feature - Line Appearance	1,721.52	102.48	-	102.48	1,824.00	\$ 2.20	\$ 4	\$ -	\$ -	\$ -	\$ 4
Voice Feature - Speed Call Manager	127.92	40.08	-	40.08	168.00	\$ 2.20	\$ -	\$ -	\$ -	\$ -	\$ -
Voice Feature - Speed Call User	632.40	195.60	-	195.60	828.00	\$ 1.10	\$ 1	\$ -	\$ -	\$ -	\$ 1
Voice Feature - Visual Call Waiting	52.80	19.20	-	19.20	72.00	\$ 1.10	\$ -	\$ -	\$ -	\$ -	\$ -
Voice Feature - Voice Mail Basic	2,333.16	1,094.04	-	1,094.04	3,427.20	\$ 8.50	\$ 20	\$ 9	\$ -	\$ 9	\$ 29
Voice Feature - Voice Mail Remote Notify	12.00	-	-	-	12.00	\$ 3.00	\$ -	\$ -	\$ -	\$ -	\$ -
Voice Install/Move/Add/Change Labour	26.88	15.12	-	15.12	42.00	\$ 64.96	\$ 2	\$ 1	\$ -	\$ 1	\$ 3
Workstation Install/Move/Add/Change Emergency	-	-	-	-	-	\$ 123.18	\$ -	\$ -	\$ -	\$ -	\$ -
Voice Line Charge	3,624.12	1,640.04	-	1,640.04	5,264.16	\$ 24.98	\$ 91	\$ 41	\$ -	\$ 41	\$ 132
Voice Set Charge	3,024.72	1,414.44	-	1,414.44	4,439.16	\$ 15.89	\$ 48	\$ 22	\$ -	\$ 22	\$ 70
							\$ 183	\$ 76	\$ -	\$ 76	\$ 259
Workstation											
High Volume Black and White Printer	170.28	57.72	-	57.72	228.00	\$ 100.00	\$ 17	\$ 6	\$ -	\$ 6	\$ 23
Low Volume Black and White Printer	191.52	84.48	-	84.48	276.00	\$ 28.00	\$ 5	\$ 2	\$ -	\$ 2	\$ 7
Medium Volume Black and White Printer	801.60	218.40	-	218.40	1,020.00	\$ 48.00	\$ 38	\$ 10	\$ -	\$ 10	\$ 48
Medium Volume Black and White Printer with Duplex	152.88	63.12	-	63.12	216.00	\$ 68.00	\$ 10	\$ 4	\$ -	\$ 4	\$ 14
High Volume Colour Printer	79.80	40.20	-	40.20	120.00	\$ 120.00	\$ 10	\$ 5	\$ -	\$ 5	\$ 15
Maximum Volume Colour Printer	20.40	3.60	-	3.60	24.00	\$ 160.00	\$ 3	\$ 1	\$ -	\$ 1	\$ 4
Express Request Service Fee	-	-	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Hardware Install/Move/Add/Change Labour	85.91	70.26	-	70.26	156.17	\$ 114.29	\$ 10	\$ 8	\$ -	\$ 8	\$ 18
Laptop Hardware Operating Leases	2,306.52	903.48	-	903.48	3,210.00	\$ 142.50	\$ 329	\$ 129	\$ -	\$ 129	\$ 458
Laptop Hardware Slim Operating Leases	61.20	10.80	-	10.80	72.00	\$ 182.93	\$ 11	\$ 2	\$ -	\$ 2	\$ 13
Laptop Support High	1,279.56	376.44	-	376.44	1,656.00	\$ 198.41	\$ 254	\$ 75	\$ -	\$ 75	\$ 329
Laptop Support Low	419.76	144.24	-	144.24	564.00	\$ 125.08	\$ 53	\$ 18	\$ -	\$ 18	\$ 71
Laptop Support Medium	651.60	446.40	-	446.40	1,098.00	\$ 161.27	\$ 105	\$ 72	\$ -	\$ 72	\$ 177
Monitors 15 inch or Smaller	12.00	-	-	-	12.00	\$ 8.24	\$ -	\$ -	\$ -	\$ -	\$ -

ATCO Electric
2005 FORECAST IT VOLUMES and COST

Service Description	Units					2005 Rates	Dollars (\$000s)				
	O&M	Capital			Total		O&M	Capital			Total \$
		ES&G	Direct	Subtotal				ES&G	Direct	Subtotal	
Monitor CRT - 17 inch	5,080.56	2,682.00		2,682.00	7,762.56	\$ 8.00	\$ 41	\$ 21	\$ -	\$ 21	\$ 62
Monitor CRT - 19 inch	76.80	7.20		7.20	84.00	\$ 32.00	\$ 2	\$ -	\$ -	\$ -	\$ 2
Monitor CRT - 21 inch	438.48	269.52		269.52	708.00	\$ 32.00	\$ 14	\$ 9	\$ -	\$ 9	\$ 23
Monitor LCD - 15 inch	-	-		-	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Monitor LCD - 17 inch	499.92	154.08		154.08	654.00	\$ 24.00	\$ 12	\$ 4	\$ -	\$ 4	\$ 16
Monitor LCD - 19 inch	12.00	-		-	12.00	\$ 29.00	\$ -	\$ -	\$ -	\$ -	\$ -
Monitor LCD - 20 inch	159.36	8.64		8.64	168.00	\$ 42.00	\$ 7	\$ -	\$ -	\$ -	\$ 7
PC Hardware Operating Lease	4,092.60	2,181.96		2,181.96	6,274.56	\$ 81.12	\$ 332	\$ 177	\$ -	\$ 177	\$ 509
PC Hardware Operating Lease - High Performance	-	-		-	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
PC Support High	1,489.20	881.76		881.76	2,370.96	\$ 158.41	\$ 236	\$ 140	\$ -	\$ 140	\$ 376
PC Support Low	938.40	337.20		337.20	1,275.60	\$ 106.03	\$ 99	\$ 36	\$ -	\$ 36	\$ 135
PC Support Medium	1,672.20	835.80		835.80	2,508.00	\$ 132.22	\$ 221	\$ 111	\$ -	\$ 111	\$ 332
Printer Support - High	337.08	178.92		178.92	516.00	\$ 76.37	\$ 26	\$ 14	\$ -	\$ 14	\$ 40
Printer Support - Low	172.32	91.68		91.68	264.00	\$ 20.00	\$ 3	\$ 2	\$ -	\$ 2	\$ 5
Printer Support - Medium	992.88	279.12		279.12	1,272.00	\$ 65.00	\$ 65	\$ 18	\$ -	\$ 18	\$ 83
Software Integration/Packaging Labour	53.15	18.85		18.85	72.00	\$ 114.29	\$ 6	\$ 2	\$ -	\$ 2	\$ 8
Software Signup Fee	143.99	29.51		29.51	173.50	\$ 115.00	\$ 17	\$ 3	\$ -	\$ 3	\$ 20
Software Support Labour	90.59	30.91		30.91	121.50	\$ 114.29	\$ 10	\$ 4	\$ -	\$ 4	\$ 14
Terminal Hardware Operating Lease	-	-		-	-	\$ 17.45	\$ -	\$ -	\$ -	\$ -	\$ -
Terminal Server Service	48.00	-		-	48.00	\$ 37.22	\$ 2	\$ -	\$ -	\$ -	\$ 2
Terminal Server Service 1 Port	134.40	21.60		21.60	156.00	\$ 117.88	\$ 16	\$ 3	\$ -	\$ 3	\$ 19
Terminal Server Service 20 Port	12.00	-		-	12.00	\$ 253.33	\$ 3	\$ -	\$ -	\$ -	\$ 3
Terminal Server Service 4 Port	69.60	14.40		14.40	84.00	\$ 165.44	\$ 12	\$ 2	\$ -	\$ 2	\$ 14
Terminal Server Service 8 Port	12.00	-		-	12.00	\$ 193.36	\$ 2	\$ -	\$ -	\$ -	\$ 2
Workstation Install/Move/Add/Change Labour	44.03	30.97		30.97	75.00	\$ 61.42	\$ 3	\$ 2	\$ -	\$ 2	\$ 5
Workstation Install/Move/Add/Change Emergency	-	-		-	-	\$ 123.18	\$ -	\$ -	\$ -	\$ -	\$ -
							\$ 1,974	\$ 880	\$ -	\$ 880	\$ 2,854
Variable Rate											
Additional Project Expenses	-	-		-	-	Variable	\$ -	\$ -	\$ -	\$ -	\$ -
Additional Services											
Software Licenses	-	-		-	-	Variable	\$ 37	\$ 50	\$ -	\$ 50	\$ 87
Third Party Vendor Labour	-	-		-	-	Variable	\$ 169	\$ 71	\$ -	\$ 71	\$ 240
I-Tek Labour	-	-		-	-	Variable	\$ 211	\$ 17	\$ -	\$ 17	\$ 228
Other	-	-		-	-	Variable	\$ 10	\$ 6	\$ -	\$ 6	\$ 16
Travel Expenses	-	-		-	-	Variable	\$ -	\$ -	\$ -	\$ -	\$ -
Distributed Apps											
Distributed Application Support Costs	-	-		-	-	Variable	\$ 1,468	\$ 352	\$ -	\$ 352	\$ 1,820
Oracle Financials	-	-		-	-	Variable	\$ 550	\$ 312	\$ -	\$ 312	\$ 862
Disaster Recovery	-	-		-	-	Variable	\$ -	\$ -	\$ -	\$ -	\$ -
Labour											
Sub-Contractor Charges	-	-		-	-	Variable	\$ -	\$ -	\$ -	\$ -	\$ -
Mainframe											
MVS Form Type/1000	-	-		-	-	Variable	\$ 4	\$ -	\$ -	\$ -	\$ 4

ATCO Electric
2005 FORECAST IT VOLUMES and COST

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

ATCO Electric
2006 FORECAST IT VOLUMES and COST

Service Description	Units					2006 Rates	Dollars (\$000s)				
	O&M	Capital			Total		O&M	Capital			Total \$
		ES&G	Direct	Subtotal				ES&G	Direct	Subtotal	
Service Category											
Update Licenses	1,515.94	860.06	860.06	2,376.00	\$ 51.12	\$ 77	\$ 44	\$ 44	\$ 121		
Read Licenses	719.69	408.31	408.31	1,128.00	\$ 19.56	\$ 14	\$ 8	\$ 8	\$ 22		
Discoverer Licenses	1,094.85	621.15	621.15	1,716.00	\$ 13.66	\$ 15	\$ 8	\$ 8	\$ 23		
Project Management Licenses	145.47	82.53	82.53	228.00	\$ 10.84	\$ 2	\$ 1	\$ 1	\$ 3		
Order Management Licenses	176.09	99.91	99.91	276.00	\$ 20.39	\$ 4	\$ 2	\$ 2	\$ 6		
iProcurement - per line	33,687.64	19,112.36	19,112.36	52,800.00	\$ 0.91	\$ 31	\$ 17	\$ 17	\$ 48		
iExpense - per report	3,797.52	2,154.48	2,154.48	5,952.00	\$ 0.87	\$ 3	\$ 2	\$ 2	\$ 5		
Order Management -per line	149,297.49	84,702.51	84,702.51	234,000.00	\$ 0.04	\$ 6	\$ 3	\$ 3	\$ 9		
OFIN - Local Disk Storage	411.53	233.47	233.47	645.00	\$ 32.00	\$ 13	\$ 7	\$ 7	\$ 20		
OFIN - DASD Disk Storage	1,837.51	1,042.49	1,042.49	2,880.00	\$ 65.00	\$ 119	\$ 68	\$ 68	\$ 187		
						\$ 284	\$ 160	\$ -	\$ 85	\$ 369	
Labour											
Analyst 1	-	-	5,006.26	5,006.26	\$ 88.42	\$ -	\$ -	\$ 443	\$ 443	\$ 443	
Analyst 2	-	-	13,791.27	13,791.27	\$ 101.55	\$ -	\$ -	\$ 1,401	\$ 1,401	\$ 1,401	
Analyst 3	2,722.00	18.00	14,955.98	14,973.98	\$ 117.08	\$ 319	\$ 2	\$ 1,751	\$ 2,072		
Analyst 4	725.20	4.80	18,703.75	18,708.55	\$ 131.44	\$ 95	\$ 1	\$ 2,458	\$ 2,554		
Consultant	-	-	8,336.04	8,336.04	\$ 145.77	\$ -	\$ -	\$ 1,215	\$ 1,215	\$ 1,215	
Premium Labour	-	-	-	-	\$ 146.00	\$ -	\$ -	\$ -	\$ -	\$ -	
Project Manager	-	-	3,417.98	3,417.98	\$ 174.43	\$ -	\$ -	\$ 596	\$ 596	\$ 596	
						\$ 414	\$ 3	\$ 7,864	\$ 7,867	\$ 8,281	
Mainframe Processing											
Mainframe Print Configuration	-	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
ADABAS CPU Minutes	2,622.96	89.74	89.74	2,712.70	\$ 13.77	\$ 36	\$ 1	\$ 1	\$ 37		
BATCH CPU Minutes	15,303.69	362.04	362.04	15,665.73	\$ 13.77	\$ 211	\$ 5	\$ 5	\$ 216		
CICS CPU Minutes	5,388.94	566.00	566.00	5,954.94	\$ 10.73	\$ 58	\$ 6	\$ 6	\$ 64		
DB2 CPU Minutes	6,366.99	1,034.24	1,034.24	7,401.23	\$ 10.73	\$ 68	\$ 11	\$ 11	\$ 79		
IMS CPU Minutes	165.31	24.58	24.58	189.89	\$ 13.77	\$ 2	\$ -	\$ -	\$ 2		
TSO CPU Minutes	1,184.55	258.01	258.01	1,442.56	\$ 10.73	\$ 13	\$ 3	\$ 3	\$ 16		
MVS DASD Gigabyte Months	583.65	2.61	2.61	586.26	\$ 74.61	\$ 44	\$ -	\$ -	\$ 44		
MVS HSM Tape Gigabyte Months	609.91	6.36	6.36	616.27	\$ 3.22	\$ 2	\$ -	\$ -	\$ 2		
MVS Print Pages	483.51	7.23	7.23	490.74	\$ 110.65	\$ 54	\$ 1	\$ 1	\$ 55		
MVS HSM Tape Gigabyte Months	5,008.72	2.62	2.62	5,011.34	\$ 3.22	\$ 16	\$ -	\$ -	\$ 16		
						\$ 504	\$ 27	\$ -	\$ 27	\$ 531	
Network Access											
ADSL Light	180.36	69.96	69.96	250.32	\$ 1,426.61	\$ 257	\$ 100	\$ 100	\$ 357		
ADSL Unlimited	36.67	15.39	15.39	52.06	\$ 1,997.25	\$ 73	\$ 31	\$ 31	\$ 104		
Distributed Archive Tape	21.12	3.00	3.00	24.12	\$ 3.22	\$ -	\$ -	\$ -	\$ -		
E-Mail Service	26,378.88	11,844.96	11,844.96	38,223.84	\$ 4.60	\$ 121	\$ 54	\$ 54	\$ 175		
Internet Access	4,268.88	1,730.64	1,730.64	5,999.52	\$ 14.22	\$ 61	\$ 25	\$ 25	\$ 86		
Long Term Archive	-	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -		
Long Term Archive - 1st Month	176.40	3.60	3.60	180.00	\$ 3.22	\$ 1	\$ -	\$ -	\$ 1		
Network Connectivity	41.40	54.60	54.60	96.00	\$ 36.13	\$ 1	\$ 2	\$ 2	\$ 3		
Remote Access Service (RAS)	966.00	234.00	234.00	1,200.00	\$ 23.78	\$ 23	\$ 6	\$ 6	\$ 29		
Rightfax Service	380.40	147.60	147.60	528.00	\$ 22.02	\$ 8	\$ 3	\$ 3	\$ 11		
File Server Storage (gigabytes)	8,358.84	2,777.16	2,777.16	11,136.00	\$ 56.21	\$ 470	\$ 156	\$ 156	\$ 626		
Substation	24.00	-	-	24.00	\$ 406.85	\$ 10	\$ -	\$ -	\$ 10		
User ID Services	7,890.60	3,490.92	3,490.92	11,381.52	\$ 15.54	\$ 123	\$ 54	\$ 54	\$ 177		
VPN - Remote Client	604.56	361.44	361.44	966.00	\$ 33.51	\$ 20	\$ 12	\$ 12	\$ 32		
VPN - Firewall	-	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -		

ATCO Electric

2006 FORECAST IT VOLUMES and COST

Service Description	Units					Dollars (\$000s)					
	O&M	Capital			Total	2006 Rates	O&M	Capital			Total \$
		ES&G	Direct	Subtotal				ES&G	Direct	Subtotal	
VPN - Remote Client with Split Tunnelling	-	12.00	-	12.00	12.00	\$ -	\$ -	\$ 1	\$ -	\$ 1	\$ 1
Wireless Service - Leased	36.00	-	-	-	36.00	\$ 78.64	\$ 3	\$ -	\$ -	\$ -	\$ 3
Wireless Service - Owned	-	-	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Wireless Blackberry Service Connectivity	84.00	-	-	-	84.00	\$ 31.96	\$ 3	\$ -	\$ -	\$ -	\$ 3
XP Project	-	-	-	-	-	\$ 51.00	\$ -	\$ -	\$ -	\$ -	\$ -
							\$ 1,174	\$ 444	\$ -	\$ 444	\$ 1,618
WAN											
10 Mb Ethernet - Remote	18.14	7.42	-	7.42	25.56	\$ 3,962.81	\$ 72	\$ 29	\$ -	\$ 29	\$ 101
256k Virtual WAN	8.40	3.60	-	3.60	12.00	\$ 2,819.36	\$ 24	\$ 10	\$ -	\$ 10	\$ 34
4 Wire Loop	27.24	5.04	-	5.04	32.28	\$ 1,002.98	\$ 27	\$ 5	\$ -	\$ 5	\$ 32
56k Virtual WAN	58.80	25.20	-	25.20	84.00	\$ 1,499.04	\$ 88	\$ 38	\$ -	\$ 38	\$ 126
T1 in Grande Prairie	9.96	4.20	-	4.20	14.16	\$ 2,345.98	\$ 23	\$ 10	\$ -	\$ 10	\$ 33
							\$ 234	\$ 92	\$ -	\$ 92	\$ 326
Rental											
Laptop Weekly Rental	-	-	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Laptop Monthly Rental	-	-	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Training Room Daily Rental	-	-	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Training Room Set Up Fee	-	-	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Voice											
Modem Line	638.04	117.96	-	117.96	756.00	\$ 25.53	\$ 16	\$ 3	\$ -	\$ 3	\$ 19
PBX Trunk Port	-	-	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Voice Feature - Call Park	373.20	130.80	-	130.80	504.00	\$ 2.25	\$ 1	\$ -	\$ -	\$ -	\$ 1
Voice Feature - Line Appearance	1,721.52	102.48	-	102.48	1,824.00	\$ 2.25	\$ 4	\$ -	\$ -	\$ -	\$ 4
Voice Feature - Speed Call Manager	127.92	40.08	-	40.08	168.00	\$ 2.25	\$ -	\$ -	\$ -	\$ -	\$ -
Voice Feature - Speed Call User	620.40	195.60	-	195.60	816.00	\$ 1.12	\$ 1	\$ -	\$ -	\$ -	\$ 1
Voice Feature - Visual Call Waiting	52.80	19.20	-	19.20	72.00	\$ 1.12	\$ -	\$ -	\$ -	\$ -	\$ -
Voice Feature - Voice Mail Basic	2,297.16	1,094.04	-	1,094.04	3,391.20	\$ 8.69	\$ 20	\$ 10	\$ -	\$ 10	\$ 30
Voice Feature - Voice Mail Remote Notify	12.00	-	-	-	12.00	\$ 3.07	\$ -	\$ -	\$ -	\$ -	\$ -
Voice Install/Move/Add/Change Labour	25.88	15.12	-	15.12	41.00	\$ 66.39	\$ 2	\$ 1	\$ -	\$ 1	\$ 3
Workstation Install/Move/Add/Change Emergency	-	-	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Voice Line Charge	3,561.12	1,652.04	-	1,652.04	5,213.16	\$ 25.53	\$ 91	\$ 42	\$ -	\$ 42	\$ 133
Voice Set Charge	2,958.72	1,422.84	-	1,422.84	4,381.56	\$ 16.24	\$ 48	\$ 23	\$ -	\$ 23	\$ 71
							\$ 183	\$ 79	\$ -	\$ 79	\$ 262
Workstation											
High Volume Black and White Printer	170.28	57.72	-	57.72	228.00	\$ 102.20	\$ 17	\$ 6	\$ -	\$ 6	\$ 23
Low Volume Black and White Printer	191.52	84.48	-	84.48	276.00	\$ 28.62	\$ 5	\$ 2	\$ -	\$ 2	\$ 7
Medium Volume Black and White Printer	801.60	218.40	-	218.40	1,020.00	\$ 49.06	\$ 39	\$ 11	\$ -	\$ 11	\$ 50
Medium Volume Black and White Printer with Duplex	152.88	63.12	-	63.12	216.00	\$ 69.50	\$ 11	\$ 4	\$ -	\$ 4	\$ 15
High Volume Colour Printer	79.80	40.20	-	40.20	120.00	\$ 122.64	\$ 10	\$ 5	\$ -	\$ 5	\$ 15
Maximum Volume Colour Printer	20.40	3.60	-	3.60	24.00	\$ 163.52	\$ 3	\$ 1	\$ -	\$ 1	\$ 4
Express Request Service Fee	-	-	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Hardware Install/Move/Add/Change Labour	83.81	58.36	-	58.36	142.17	\$ 116.81	\$ 10	\$ 7	\$ -	\$ 7	\$ 17
Laptop Hardware Operating Leases	2,290.92	919.08	-	919.08	3,210.00	\$ 145.64	\$ 334	\$ 134	\$ -	\$ 134	\$ 468
Laptop Hardware Slim Operating Leases	61.20	10.80	-	10.80	72.00	\$ 186.95	\$ 11	\$ 2	\$ -	\$ 2	\$ 13
Laptop Support High	1,275.96	380.04	-	380.04	1,656.00	\$ 202.78	\$ 259	\$ 77	\$ -	\$ 77	\$ 336
Laptop Support Low	407.76	144.24	-	144.24	552.00	\$ 127.83	\$ 52	\$ 18	\$ -	\$ 18	\$ 70
Laptop Support Medium	651.60	446.40	-	446.40	1,098.00	\$ 164.82	\$ 107	\$ 74	\$ -	\$ 74	\$ 181
Monitors 15 inch or Smaller	12.00	-	-	-	12.00	\$ 8.42	\$ -	\$ -	\$ -	\$ -	\$ -

ATCO Electric
2006 FORECAST IT VOLUMES and COST

Service Description	Units					Dollars (\$000s)					
	O&M	Capital			Total	2006 Rates	O&M	Capital			Total \$
		ES&G	Direct	Subtotal				ES&G	Direct	Subtotal	
Monitor CRT - 17 inch	5,053.56	2,682.00		2,682.00	7,735.56	\$ 8.18	\$ 41	\$ 22		\$ 22	\$ 63
Monitor CRT - 19 inch	64.80	7.20		7.20	72.00	\$ 32.70	\$ 2	\$ -		\$ -	\$ 2
Monitor CRT - 21 inch	438.48	245.52		245.52	684.00	\$ 32.70	\$ 14	\$ 8		\$ 8	\$ 22
Monitor LCD - 15 inch	-	-		-	-	\$ -	\$ -	\$ -		\$ -	\$ -
Monitor LCD - 17 inch	499.92	154.08		154.08	654.00	\$ 24.53	\$ 12	\$ 4		\$ 4	\$ 16
Monitor LCD - 19 inch	24.00	1.44		1.44	25.44	\$ 42.92	\$ 1	\$ -		\$ -	\$ 1
Monitor LCD - 20 inch	135.36	7.20		7.20	142.56	\$ 42.92	\$ 6	\$ -		\$ -	\$ 6
PC Hardware Operating Lease	4,081.20	2,178.36		2,178.36	6,259.56	\$ 82.90	\$ 338	\$ 181		\$ 181	\$ 519
PC Hardware Operating Lease - High Performance	-	-		-	-	\$ -	\$ -	\$ -		\$ -	\$ -
PC Support High	1,477.80	878.16		878.16	2,355.96	\$ 161.90	\$ 239	\$ 142		\$ 142	\$ 381
PC Support Low	938.40	337.20		337.20	1,275.60	\$ 108.36	\$ 102	\$ 37		\$ 37	\$ 139
PC Support Medium	1,672.20	823.80		823.80	2,496.00	\$ 135.13	\$ 226	\$ 111		\$ 111	\$ 337
Printer Support - High	337.08	178.92		178.92	516.00	\$ 78.05	\$ 26	\$ 14		\$ 14	\$ 40
Printer Support - Low	172.32	91.68		91.68	264.00	\$ 20.44	\$ 4	\$ 2		\$ 2	\$ 6
Printer Support - Medium	992.88	279.12		279.12	1,272.00	\$ 66.43	\$ 66	\$ 19		\$ 19	\$ 85
Software Integration/Packaging Labour	40.15	18.85		18.85	59.00	\$ 116.81	\$ 5	\$ 2		\$ 2	\$ 7
Software Signup Fee	126.49	29.51		29.51	156.00	\$ 117.53	\$ 15	\$ 3		\$ 3	\$ 18
Software Support Labour	75.19	30.31		30.31	105.50	\$ 116.81	\$ 9	\$ 4		\$ 4	\$ 13
Terminal Hardware Operating Lease	-	-		-	-	\$ 17.83	\$ -	\$ -		\$ -	\$ -
Terminal Server Service	48.00	-		-	48.00	\$ 38.04	\$ 2	\$ -		\$ -	\$ 2
Terminal Server Service 1 Port	126.00	18.00		18.00	144.00	\$ 120.47	\$ 15	\$ 2		\$ 2	\$ 17
Terminal Server Service 20 Port	12.00	-		-	12.00	\$ 258.90	\$ 3	\$ -		\$ -	\$ 3
Terminal Server Service 4 Port	69.60	14.40		14.40	84.00	\$ 169.08	\$ 12	\$ 2		\$ 2	\$ 14
Terminal Server Service 8 Port	12.00	-		-	12.00	\$ 197.61	\$ 2	\$ -		\$ -	\$ 2
Workstation Install/Move/Add/Change Labour	40.63	27.37		27.37	68.00	\$ 62.77	\$ 3	\$ 2		\$ 2	\$ 5
Workstation Install/Move/Add/Change Emergency	-	-		-	-	\$ -	\$ -	\$ -		\$ -	\$ -
							\$ 2,001	\$ 896	\$ -	\$ 896	\$ 2,897
Variable Rate											
Additional Project Expenses	-	-		-	-	Variable	\$ -	\$ -		\$ -	\$ -
Additional Services											
Software Licenses	-	-		-	-	Variable	\$ 38	\$ 48		\$ 48	\$ 86
Third Party Vendor Labour	-	-		-	-	Variable	\$ 184	\$ 99		\$ 99	\$ 283
I-Tek Labour	-	-		-	-	Variable	\$ 201	\$ 13		\$ 13	\$ 214
Other	-	-		-	-	Variable	\$ 10	\$ 5		\$ 5	\$ 15
Travel Expenses	-	-		-	-	Variable	\$ -	\$ -		\$ -	\$ -
Distributed Apps											
Distributed Application Support Costs	-	-		-	-	Variable	\$ 1,564	\$ 397		\$ 397	\$ 1,961
Oracle Financials	-	-		-	-	Variable	\$ 562	\$ 319		\$ 319	\$ 881
Disaster Recovery	-	-		-	-	Variable	\$ 170	\$ -		\$ -	\$ 170
Labour											
Sub-Contractor Charges	-	-		-	-	Variable	\$ -	\$ -		\$ -	\$ -
Mainframe											
MVS Form Type/1000	-	-		-	-	Variable	\$ 5	\$ -		\$ -	\$ 5

ATCO Electric
2006 FORECAST IT VOLUMES and COST

Service Description	Units					2006 Rates	Dollars (\$000s)				
	O&M	ES&G	Capital Direct	Subtotal	Total		O&M	ES&G	Capital Direct	Subtotal	Total \$
Network											
Megastream and Other Dedicated - WAN	-	-	-	-	-	Variable	\$ 37	\$ -	\$ -	\$ -	\$ 37
Specified Expense											
Training Directs	-	-	-	-	-	Variable	\$ -	\$ -	\$ -	\$ -	\$ -
Voice											
Dedicated OPX	-	-	-	-	-	Variable	\$ -	\$ -	\$ -	\$ -	\$ -
Long Distance Direct	-	-	-	-	-	Variable	\$ 150	\$ 10	\$ 10	\$ 160	\$ 160
Telecom Circuit Fees	-	-	-	-	-	Variable	\$ 12	\$ -	\$ -	\$ -	\$ 12
Telecom Fees	-	-	-	-	-	Variable	\$ -	\$ -	\$ -	\$ -	\$ -
Workstation											
Cashier Printer	-	-	-	-	-	Variable	\$ -	\$ -	\$ -	\$ -	\$ -
High Volume Colour Printer - Utilities	54.00	78.00	-	78.00	132.00	Variable	\$ 9	\$ 13	\$ 13	\$ 22	\$ 22
Hardware Service Requests	-	-	-	-	-	Variable	\$ 30	\$ 6	\$ 6	\$ 36	\$ 36
Non Standard Hardware	-	-	-	-	-	Variable	\$ -	\$ 13	\$ 13	\$ 13	\$ 13
Software	-	-	-	-	-	Variable	\$ 7	\$ 43	\$ 43	\$ 50	\$ 50
Xerox											
Xerox Leases	-	-	-	-	-	Variable	\$ 374	\$ 36	\$ 36	\$ 410	\$ 410
TOTAL I-TEK COSTS							\$ 8,147	\$ 2,703	\$ 7,864	\$ 10,567	\$ 18,714

ATCO Gas
2005 FORECAST IT VOLUMES and COST

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

ATCO Gas

2005 FORECAST IT VOLUMES and COST

SERVICE DESCRIPTION	Units				2005 Rates	Dollars (\$000s)			
	Total	O&M	Other	Capital		Total	O&M	Other	Capital
Project Manager - XP related									
Enhancement Hours	5,396.00	5,396.00			\$ 128.87	\$ 696	\$ 696	\$ -	\$ -
Maintenance Hours	1,750.00	1,750.00			\$ 128.87	\$ 227	\$ 227	\$ -	\$ -
Blended Rate	3,636.98	3,636.98			\$ 128.87	\$ 469	\$ 469	\$ -	\$ -
Mainframe									
Mainframe Print Configuration									
MVS (ADABAS) CPU Minutes	82,285.30	82,285.30			\$ 13.47	\$ 1,109	\$ 1,109	\$ -	\$ -
MVS (Batch) CPU Minutes	71,612.00	71,612.00			\$ 13.47	\$ 966	\$ 966	\$ -	\$ -
MVS (CICS) CPU Minutes	1,222.00	1,222.00			\$ 10.50	\$ 13	\$ 13	\$ -	\$ -
MVS (DB2) CPU Minutes	5,642.00	5,642.00			\$ 10.50	\$ 59	\$ 59	\$ -	\$ -
MVS (IMS) CPU Minutes	44,767.00	44,767.00			\$ 13.47	\$ 604	\$ 604	\$ -	\$ -
MVS (TSO) CPU Minutes	2,368.24	2,368.24			\$ 10.50	\$ 25	\$ 25	\$ -	\$ -
MVS DASD Gigabyte Months	523.84	523.84			\$ 73.00	\$ 38	\$ 38	\$ -	\$ -
MVS Print Forms	2,672.00	2,672.00			\$ 9.88	\$ 26	\$ 26	\$ -	\$ -
MVS Print Pages	2,674.00	2,674.00			\$ 108.27	\$ 291	\$ 291	\$ -	\$ -
MVS Tape Gigabyte Months	5,192.59	5,192.59			\$ 3.15	\$ 16	\$ 16	\$ -	\$ -
Network Access									
ADSL Light	42.00	42.00			\$ 1,395.90	\$ 59	\$ 59	\$ -	\$ -
ADSL Unlimited	45.60	45.60			\$ 1,954.26	\$ 89	\$ 89	\$ -	\$ -
ADSL Unlimited w/ Terminal Capability									
Email Service	4,800.00	4,208.74	591.26	-	\$ 9.00	\$ 43	\$ 38	\$ 5	\$ -
Internet Access	4,980.00	4,366.57	613.43	-	\$ 13.93	\$ 69	\$ 61	\$ 8	\$ -
Long Term Archive									
Long Term Archive - 1st Month									
Network Connectivity									
Remote Access Service									
Rightfax Service									
Server Storage	7,356.00	6,449.90	906.10	-	\$ 55.00	\$ 406	\$ 356	\$ 50	\$ -
Telus Aircard									
UserID Serv w/ no ATCO Domain usage									
UserID Services	13,644.00	11,963.35	1,680.65	-	\$ 15.23	\$ 208	\$ 182	\$ 26	\$ -
VPN - Remote Client (RAS)	684.00	599.75	84.25	-	\$ 32.79	\$ 22	\$ 20	\$ 2	\$ -
VPN-Remote Client w/ split tunnelling									
Wireless Service - Leased									
Wireless Service - Owned									
Wireless Service Connect									
WAN									
10 Mb Ethernet - Remote	10.20	10.20			\$ 3,877.50	\$ 40	\$ 40	\$ -	\$ -
10Mb Ethernet - Local - 3 YR	12.00	12.00			\$ 3,319.09	\$ 40	\$ 40	\$ -	\$ -
112K Virtual WAN									
256K Virtual WAN									
4 Wire Loop	42.00	42.00			\$ 982.36	\$ 41	\$ 41	\$ -	\$ -
4 Wire Loop High Speed									
512K Virtual WAN									
56K Virtual WAN	66.00	66.00			\$ 1,466.77	\$ 97	\$ 97	\$ -	\$ -
Microwave (Dedicated)	41.30	41.30			\$ 1,372.00	\$ 56	\$ 56	\$ -	\$ -
T1 in Grande Prairie	12.00	12.00			\$ 2,295.48	\$ 28	\$ 28	\$ -	\$ -

ATCO Gas

2005 FORECAST IT VOLUMES and COST

SERVICE DESCRIPTION	Units				2005 Rates	Dollars (\$000s)			
	Total	O&M	Other	Capital		Total	O&M	Other	Capital
VPN - Remote Branch									
Rental									
Desktop Monthly Short Term Rental									
Laptop Day Rental									
Laptop Monthly Rental									
Laptop Weekly Rental									
Printer Weekly Rental									
Training Rm setup fee - per std w/s									
Training Rm setup fee - specialty S/W									
Training Room Daily Rental									
Voice									
Call Centre Seat	144.00	111.67	32.33		\$ 22.93	\$ 3	\$ 2	\$ 1	\$ -
Call Centre Set	252.00	195.41	56.59		\$ 26.01	\$ 7	\$ 6	\$ 1	\$ -
Call Centre Supervisor	12.00	9.31	2.69		\$ 4.46	\$ -	\$ -	\$ -	\$ -
Centrex Set	312.00	241.94	70.06		\$ 23.08	\$ 7	\$ 5	\$ 2	\$ -
ISDN Circuit	12.00	12.00			\$ 571.50	\$ 7	\$ 7	\$ -	\$ -
Modem Line	1,212.00	939.85	272.15		\$ 24.98	\$ 30	\$ 23	\$ 7	\$ -
Recorded Announcement	408.00	316.39	91.61		\$ 7.94	\$ 3	\$ 3	\$ -	\$ -
Recorded Announcement Route	96.00	74.44	21.56		\$ 34.36	\$ 3	\$ 3	\$ -	\$ -
Video Conferencing Lease w/ Support	36.00	27.92	8.08		\$ 816.60	\$ 29	\$ 23	\$ 6	\$ -
Video Conferencing Support	48.00	37.22	10.78		\$ 259.16	\$ 12	\$ 9	\$ 3	\$ -
Voice AIN Auto Activation Fee	24.00	18.61	5.39		\$ 3.00	\$ -	\$ -	\$ -	\$ -
Voice AIN Redirect Line Charge	24.00	18.61	5.39		\$ 12.00	\$ -	\$ -	\$ -	\$ -
Voice Feature - Call Park	1,572.00	1,219.02	352.98		\$ 2.20	\$ 3	\$ 2	\$ 1	\$ -
Voice Feature - Call Recording		0.00	0.00						
Voice Feature - Line Appearance	8,904.00	6,904.65	1,999.35		\$ 2.20	\$ 20	\$ 16	\$ 4	\$ -
Voice Feature - SC Manager	528.00	409.44	118.56		\$ 2.20	\$ 1	\$ 1	\$ -	\$ -
Voice Feature - SC User	1,536.00	1,191.10	344.90		\$ 1.10	\$ 2	\$ 1	\$ 1	\$ -
Voice Feature - Visual Call Waiting	516.00	400.13	115.87		\$ 1.10	\$ 1	\$ 1	\$ -	\$ -
Voice Feature - Voice Mail Basic	1,884.00	1,460.96	423.04		\$ 8.50	\$ 16	\$ 12	\$ 4	\$ -
Voice Feature - Voice Mail Desktop	24.00	18.61	5.39		\$ 3.60	\$ -	\$ -	\$ -	\$ -
Voice Feature -VM Extra Time (10min inc)	24.00	18.61	5.39		\$ 5.07	\$ -	\$ -	\$ -	\$ -
Voice Install, Move, Add, Change	360.00	279.16	80.84		\$ 64.96	\$ 23	\$ 18	\$ 5	\$ -
Voice Line Charge	15,757.00	12,218.85	3,538.15		\$ 24.98	\$ 394	\$ 306	\$ 88	\$ -
Voice Set Charge	10,777.00	8,357.08	2,419.92		\$ 15.89	\$ 171	\$ 133	\$ 38	\$ -
Workstation									
B & W Printer High Volume	372.00	252.57	119.43		\$ 100.00	\$ 37	\$ 25	\$ 12	\$ -
B & W Printer Low Volume	240.00	162.95	77.05		\$ 28.00	\$ 7	\$ 5	\$ 2	\$ -
B & W Printer Medium Volume	1,584.00	1,075.44	508.56		\$ 48.00	\$ 76	\$ 52	\$ 24	\$ -
B & W Printer Medium Volume w/duplex	240.00	162.95	77.05		\$ 68.00	\$ 16	\$ 11	\$ 5	\$ -
Colour Printer High Volume	96.00	65.18	30.82		\$ 120.00	\$ 12	\$ 8	\$ 4	\$ -
Colour Printer Maximum Volume	36.00	24.44	11.56		\$ 166.40	\$ 6	\$ 4	\$ 2	\$ -
Colour Printer Medium Volume	72.00	48.88	23.12		\$ 50.00	\$ 4	\$ 3	\$ 1	\$ -

ATCO Gas

2005 FORECAST IT VOLUMES and COST

SERVICE DESCRIPTION	Units				2005 Rates	Dollars (\$000s)			
	Total	O&M	Other	Capital		Total	O&M	Other	Capital
Express Request Service Fee									
Hardware Install/Move/Add/Change Labour									
Laptop H/W Operating Lease	1,836.00	1,246.54	589.46		\$ 142.50	\$ 262	\$ 178	\$ 84	\$ -
Laptop H/W Slim Operating Lease	12.00	8.15	3.85		\$ 182.93	\$ 2	\$ 1	\$ 1	\$ -
Laptop Support High	96.00	65.18	30.82		\$ 198.41	\$ 19	\$ 13	\$ 6	\$ -
Laptop Support Low	792.00	537.72	254.28		\$ 125.08	\$ 99	\$ 67	\$ 32	\$ -
Laptop Support Medium	564.00	382.92	181.08		\$ 161.27	\$ 91	\$ 62	\$ 29	\$ -
Process Control Laptop No Support	395.90	268.79	127.11		\$ 17.83	\$ 7	\$ 5	\$ 2	\$ -
Monitor - 15 inch or less	24.00	16.29	7.71		\$ 8.00	\$ -	\$ -	\$ -	\$ -
Monitor - 17 inch	9,841.92	6,682.09	3,159.83		\$ 8.00	\$ 79	\$ 54	\$ 25	\$ -
Monitor - 21 inch	647.00	439.28	207.72		\$ 32.00	\$ 21	\$ 14	\$ 7	\$ -
Monitor LCD - 17 inch	192.00	130.36	61.64		\$ 24.00	\$ 5	\$ 4	\$ 1	\$ -
Monitor LCD - 19 inch	214.80	145.84	68.96		\$ 29.00	\$ 6	\$ 4	\$ 2	\$ -
Monitor LCD - 20 inch	0.00	0.00	0.00		\$ 42.00	\$ -	\$ -	\$ -	\$ -
PC H/W Operating Lease	10,008.00	6,794.85	3,213.15		\$ 81.12	\$ 811	\$ 551	\$ 260	\$ -
PC H/W Operating Lease - High Performance	48.00	32.59	15.41		\$ 183.50	\$ 9	\$ 6	\$ 3	\$ -
PC Support High	768.00	521.43	246.57		\$ 158.41	\$ 122	\$ 83	\$ 39	\$ -
PC Support Low	6,228.00	4,228.45	1,999.55		\$ 106.03	\$ 660	\$ 448	\$ 212	\$ -
PC Support Medium	2,952.00	2,004.24	947.76		\$ 132.22	\$ 390	\$ 265	\$ 125	\$ -
Process Control No Support	107.97	73.31	34.66		\$ 17.83	\$ 2	\$ 1	\$ 1	\$ -
Printer Support High Volume	468.00	317.74	150.26		\$ 76.37	\$ 36	\$ 24	\$ 12	\$ -
Printer Support Low Volume	240.00	162.95	77.05		\$ 20.00	\$ 5	\$ 3	\$ 2	\$ -
Printer Support Medium Volume	1,656.00	1,124.33	531.67		\$ 65.00	\$ 108	\$ 73	\$ 35	\$ -
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	\$ 2	\$ 2	\$ -	\$ -
Workstation Move/Add/Change									
Workstation Move/Add/Change-Emergency									
Voice Install,Move,Add,Change-Emergency									
Variable Rate									
Additional Application Fees									
Additional Project Expenses									
Software Licenses					Variable	\$ 352	\$ -	\$ -	\$ 352
Software Licenses - DFSS					Variable	\$ 19	\$ -	\$ -	\$ 19
Hardware					Variable	\$ 302	\$ -	\$ -	\$ 302
3 rd Party Vendor Labour					Variable	\$ 647	\$ -	\$ -	\$ 647
I-TEK Labour									
Other					Variable	\$ 20	\$ -	\$ -	\$ 20
Additional Services									
Software Licenses									
Hardware									
3 rd Party Vendor Labour									
I-TEK Labour									

ATCO Gas
2005 FORECAST IT VOLUMES and COST

SERVICE DESCRIPTION	Units				2005 Rates	Dollars (\$000s)			
	Total	O&M	Other	Capital		Total	O&M	Other	Capital
Other - Service Requests					Variable	\$ 300	\$ 300	\$ -	\$ -
Additional Services - XP Conversion Cost					Variable	\$ 506	\$ 506	\$ -	\$ -
Travel Expenses									
Distributed Apps									
Distributed Application Services					Variable	\$ 2,658	\$ 2,658	\$ -	\$ -
Hosting & Support					Variable	\$ 1,257	\$ 1,257	\$ -	\$ -
Disaster Recovery					Variable	\$ 83	\$ 83	\$ -	\$ -
Labour									
Contractors					Variable	\$ 31			\$ 31
External Contractor									
Sub-Contractor Charges									
Mainframe									
MVS Form Type /1000									
Network									
Misc. Charges					Variable	\$ 7	\$ 6	\$ 1	\$ -
WAN									
Megastream and other Dedicated					Variable	\$ 26	\$ 26	\$ -	\$ -
Specified Expense									
Training Directs									
Voice									
Dedicated OPX									
Dedicated Tie Line									
Long Distance Direct									
Remote Centre Voice Network Access									
Rightfax Service L/D									
Telecom Circuit Fees									
Telecom Fees					Variable	\$ 138	\$ 107	\$ 31	\$ -
Telus Aircard	4,908.00	4,908.00			Variable	\$ 524	\$ 406	\$ 118	\$ -
Telus Airtime									
Video Conferencing									
Other					Variable	\$ 96	\$ 75	\$ 21	\$ -
Workstation									
Cashier Printer - Utilities									
Colour Printer High Volume - Utilities									
Hardware									
Non-Std Hardware Mthly Fee									
Software									
Software - XP related									
Misc. Hardware					Variable	\$ 95	\$ 64	\$ 31	\$ -

ATCO Gas
 2005 FORECAST IT VOLUMES and COST

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

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

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

ATCO Gas
2006 FORECAST IT VOLUMES and COST

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

ATCO Gas

2006 FORECAST IT VOLUMES and COST

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

ATCO Gas

2006 FORECAST IT VOLUMES and COST

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

ATCO Gas

2006 FORECAST IT VOLUMES and COST

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

ATCO Gas
2006 FORECAST IT VOLUMES and COST

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

ATCO Gas
2006 FORECAST IT VOLUMES and COST

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

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

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

ATCO Gas
2007 FORECAST IT VOLUMES and COST

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

ATCO Gas

2007 FORECAST IT VOLUMES and COST

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

ATCO Gas

2007 FORECAST IT VOLUMES and COST

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

ATCO Gas

2007 FORECAST IT VOLUMES and COST

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

ATCO Gas
2007 FORECAST IT VOLUMES and COST

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

ATCO Gas
2007 FORECAST IT VOLUMES and COST

SERVICE DESCRIPTION	Units				2007 Rates	Dollars (\$000s)			
	Total	O&M	Other	Capital		Total	O&M	Other	Capital
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

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

ATCO Electric
2003-2007 IT VOLUMES

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

ATCO Electric
2003-2007 IT VOLUMES

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

ATCO Electric
2003-2007 IT VOLUMES

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

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

ATCO Gas
2003-2007 IT VOLUMES

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

ATCO Gas
2003-2007 IT VOLUMES

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

ATCO Gas
2003-2007 IT VOLUMES

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

ATCO Gas
2003-2007 IT VOLUMES

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

ATCO Gas
2003-2007 IT VOLUMES

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

**ATCO Pipelines
2003-2007 IT VOLUMES**

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

**ATCO Pipelines
2003-2007 IT VOLUMES**

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

ATCO Pipelines
2003-2007 IT VOLUMES

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

**ATCO Pipelines
2003-2007 IT VOLUMES**

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

ATCO Pipelines
2003-2007 IT VOLUMES

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

ATCO Pipelines
 2003-2007 IT VOLUMES

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

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

ATCO Utilities
2003-2007 IT VOLUMES

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

ATCO Utilities
2003-2007 IT VOLUMES

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

ATCO Utilities
2003-2007 IT VOLUMES

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

ATCO Utilities
2003-2007 IT VOLUMES

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

ATCO Utilities
2003-2007 IT VOLUMES

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

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

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

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