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October 22, 2009

TERASEN GAS - CPCN

CUSTOMER CARE ENHANCEMENTS

EXHIBIT A-12

Mr. Andrew Hansen
Chief Executive Officer
Hansen Technologies
(Peace Software Canada Inc)
12 Alpine Avenue
Toronto, Ontario M6P 3R7

Dear Mr. Hansen:

Re: Terasen Gas Inc.
Project No. 3698561/Order G-68-09
Application for a Certificate of Public Convenience and Necessity
for the Customer Care Enhancement Project
Insourcing of Customer Care Services and
Implementation of a New Customer Information System

Further to your October 13, 2009 filing of Evidence with respect to the above noted Application, enclosed please find Commission Information Request No. 1. Hansen Technologies is to reply to this Information Request by November 6, 2009 in accordance with the Commission's Document Filing Protocols dated May 16, 2005.

Yours truly,

Original signed by:

Erica M. Hamilton

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Enclosure

cc: Registered Intervenors
(TGI-CPCN-CCP-RI)

BRITISH COLUMBIA UTILITIES COMMISSION
Commission Information Request No. 1 to Hansen Technologies
Terasen Gas Inc. ("TGI" "the Company")
Application for a Certificate of Public Convenience and Necessity ("CPCN")
for the Customer Care and Enhancement Project ("the Project")

- 1.0 **Reference:** **CIS SOFTWARE ALTERNATIVES**
 Exhibit C6-4, p. 1, pars. 2-3
 Insourcing Alternative – Peace

"A thorough assessment of the Peace product set, including more recent versions of the Peace CIS, shows that these requirements can be met via the transition of and upgrade of the existing Peace CIS solution and hence making unnecessary the expensive and risky alternative of introducing a new CIS product replacement at this time.

The CIS solution currently in use for Terasen, Version 8.04, was released by Peace over 5 years ago. Both the more recent Peace 8.09 and Peace X versions feature significant enhancements that address key Terasen requirements."

- 1.1 Given the stated significant difference between Peace Version 8.04 and Peace Version "X", and the required work for upgrade and configuration, why would this be a lower risk solution for Terasen than implementing SAP or Oracle?
- 1.2 Would Peace Version "X" require changes to the existing interfaces between Terasen systems and the CWLP Peace Version 8.04?
- 1.3 Would implementing Peace Version "X" at Terasen require a different technology support base (IT staff and hardware) than currently in place at Terasen?

- 2.0 **Reference:** **CIS SOFTWARE ALTERNATIVES**
 Exhibit C6-4, p. 3, par. 2, line 1
 Exhibit C6-4, p. 3, par. 5, lines 5-7
 Insourcing Alternative – Peace

"The current Peace X version features a fully updated Service Oriented Architecture"

"Peace 8.09 features an improved API architecture for B2B billing and payments transactions, but Peace X further enhances this capability through a service-oriented architecture."

A review of the www.hsnitech.com website and an internet search for "Hansen Peace CIS Version X" did not provide any Peace CIS Version "X" product information.

- 2.1 Please confirm that Peace Version "X" is a fully functioning product.
- 2.2 Please confirm when the first version of Peace "X" was first released for commercial use.

- 2.3 How many version upgrades have been made to Peace “X”, and when was the most recent version of Peace “X” released for commercial use.
- 2.4 Please confirm how many entities, world-wide, use Peace Version “X” on a commercial basis.
- 2.5 Please confirm how many entities with at least 900,000 customers are using Peace Version “X” on a commercial basis.

3.0 **Reference:** CIS SOFTWARE ALTERNATIVES
Exhibit C6-4, p. 4, par. 4, lines 1-4
Insourcing Alternative – Peace

“[I]n the event that Terasen do shift to an in house process utilising an upgraded Peace CIS solution, we reaffirm our commitment stated above to transition those rights to use the existing Peace CIS product for no incremental licence cost.”

- 3.1 Please confirm the offer by Hansen is to provide Peace Version 8.04 to Terasen Gas for no incremental license cost.
- 3.2 Please confirm the incremental cost for Terasen Gas to license Peace Version “X”.
- 3.3 Please confirm the annual maintenance fee that would apply to Terasen Gas for Peace Version “X”.
- 3.4 Please confirm if there would be any extra initial or upgrade license fee or annual maintenance fee for use by Terasen Gas to service TGVI, TGW and/or any or the other Terasen Inc. entities.

4.0 **Reference:** CIS SOFTWARE ALTERNATIVES
Exhibit C6-4, p. 4, par. 6, lines 1-2
Insourcing Alternative – Peace

“We reiterate our previously stated willingness to work with Terasen to prepare a costing for the in house transition of and upgrade to the Peace CIS solution.”

HCL Axon/SAP and Blue Heron/Oracle both provided Terasen with detailed cost estimates to install/configure/upgrade their CIS software.

- 4.1 Based on Hansen’s experience with other entities of comparable size to Terasen, what is the estimated cost range to install Peace Version “X” at Terasen Gas, with the necessary upgrades/configuration to provide the functionality required by Terasen?