

FortisBC Energy Inc. and FortisBC Inc.
Applications for Approval of Multi-Year Performance Based Ratemaking (PBR)
Plans for 2014 through 2018

UNDERTAKING No. 11

HEARING DATE: March 17, 2014

**TRANSCRIPT
REFERENCE:** Volume 6, Page 1162, Lines 5 to 14

REQUESTOR: Mr. Weafer

WITNESS: Mr. Loski

QUESTION: Please file what penalties were in play under the Accenture contract when service quality indicators were not met.

RESPONSE:

Attached are schedules A to E from FEI's (formerly referred to as BC Gas Utility Ltd.) Customer Care Outsourcing Contract with Accenture Business Services for Utilities (ABSU) pertaining to the following services and the associated penalties for not meeting the respective performance targets:

- Schedule A - Customer Contact Services
- Schedule B - Billing Support Services
- Schedule C - Meter Services*
- Schedule D - Credit & Collection Services
- Schedule E - Industrial and Off System Support Services

*As set out in Schedule C, there were no penalties for Meter Services as these services were rolled over from BC Hydro joint reading prior to the Client Services Agreement.

Please note that the performance targets were adjusted from time to time and that there were no penalties for the first 6 months (July to December 2002).

TABLE OF CONTENTS

CLAUSE	PAGE
1. DEFINITIONS	1
2. SCOPE OF SERVICES	1
3. SERVICE GUIDELINES	4
4. REPORTS.....	6
5. CUSTOMER ISSUE MANAGEMENT	7
6. PRICING.....	7
7. PERFORMANCE MEASURES, DEFICIENCY CURE PERIODS AND PENALTIES	8

1. DEFINITIONS

Capitalized terms that are contained in this Schedule and are not defined herein shall have the respective meanings set out in Clause 1 of the Client Services Agreement.

2. SCOPE OF SERVICES

2.1. CustomerWorks agrees to provide BC Gas with the following Customer Contact Services for all BC Gas' accounts in accordance with the policies and procedures outlined in the Protocol and as set out below with the exception of Services specifically defined in Schedule E, Industrial and Off System Support Services. Generally, Billing Support Services. The scope of Services and level of performance documented in this Services Schedule is intended to be consistent with the level of service BC Gas currently provides to its customers.

2.2. Generally, CustomerWorks will provide all Customer contact services ("Customer Contact Services") related to:

- (a) **Emergency Service Call Handling.** Emergency service call handling components of the Customer Contact Services include activities involved in responding to emergency order requests and creating a work order for dispatch by BC Gas. Specific information regarding the nature of the emergency will be collected and input in the Customer Systems and advice will be provided to the caller to ensure their safety until BC Gas' inspector arrives;
- (b) **Billing Inquiries.** The billing inquiry component of the Customer Contact Services include activities involved in responding to inquiries regarding BC Gas' Customer accounts including:

Schedule "A"
Customer Contact Services

- (i) updating of Customer information in the Customer Information System ("CIS") and related systems;
 - (ii) investigation and correction of billing or payment errors;
 - (iii) issuing special meter reading and meter service requests;
 - (iv) explaining rate changes; and
 - (v) recording Customer meter readings;
- (c) **Payment/Billing Programs.** The payment/billing program component of the Customer Contact Services shall include activities involved in initiating, canceling and responding to inquiries for billing programs such as the equal payment plan ("EPP"), and pre-authorized payment plan ("PPP");
- (d) **Customer Move Orders.** The Customer move order component of the Customer Contact Services shall include activities involved in:
- (i) creating a new account; and/or
 - (ii) finalizing an existing account at the Customer's request.
- (e) **Customer Complaints.** The Customer complaint component of the Customer Contact Services shall include activities involved in responding to and documenting Customer complaints;
- (f) **Customer Education.** The Customer education component of the Customer Contact Services shall include activities involved in responding to questions regarding gas safety, deregulation, gas utilization, energy efficiency, demand side management programs, rate changes, or any other pertinent information. CustomerWorks shall respond through live interaction with the Customer or through the use of the interactive voice response ("IVR") and brochure mailings;
- (g) **Gas Service Line and Meter Requests.** The gas line service and meter request component of Customer Contact Services shall include activities involved in responding to Customers' requests for:

- (i) new gas service line (including meter set); and
- (ii) requests to abandon existing gas service line and/or meter set.

CustomerWorks will issue the order in the Customer Information Systems ("CIS") for dispatch by BC Gas in accordance with the Protocol. This activity includes the collection of Customer information for input into the CIS which is forwarded to BC Gas' operations support group as required;

- (h) **Key Account Handling.** Select Customer groups may require special handling. For example, the builder call component of the Customer Contact Services shall include activities involved in issuing orders for setting a meter, pre-inspections, new service unlocks, and installation of new services; and
- (i) **Interactive Voice Response.** CustomerWorks shall maintain and operate the IVR system in accordance with the requirements specified by BC Gas in the Protocol.

2.3. Customer Contact

CustomerWorks shall provide Customer Contact Services in response to all Customer contact issues including:

- (a) telephone calls to contact Customer Contact Service centres which will be handled by:
 - (i) IVR; or
 - (ii) a Customer service representative;
- (b) e-mail and other electronic correspondence; and
- (c) written and faxed correspondence.

2.4. CustomerWorks' Responsibilities

CustomerWorks will:

- (a) perform the Customer Contact Services with sufficient and adequately trained staff in accordance with mutually agreeable policies and practices and sufficient to meet the service levels, all of which are set out in this Schedule and the Protocol;

- (b) support and maintain BC Gas specific call pathing options within the call centre environment, to be changed from time to time as directed by BC Gas in accordance with the Protocol;
- (c) consult with BC Gas through BC Gas' co-ordinator or the co-ordinator's designate on matters related to the Services;
- (d) ensure that adequate and appropriate systems, Customer contact technology and equipment are available to meet the Performance Measures;
- (e) provide a priority service for emergency telephone calls from BC Gas' Customer's to ensure the performance measure for emergency calls is met. Emergency service orders will be issued in accordance with the Protocol;
- (f) provide appropriate and timely support through expert personnel and/or technology as required for special campaigns and Customer education programs;
- (g) consult with BC Gas prior to enacting any changes to the service levels resulting from unusual or emergency situations whenever practical to do so. In the event a decision needs to be made by CustomerWorks immediately, CustomerWorks will communicate to BC Gas as soon as reasonably possible and in any event within twenty-four (24) hours; and
- (h) provide access to BC Gas for monitoring purposes on request.

3. SERVICE GUIDELINES

3.1. Service Levels

CustomerWorks will:

- (a) record and update accurately all Customer, premise and account information in the CIS;
- (b) provide quality call handling, through internal measures, as defined in the Protocol in accordance with Section 4.3 below;
- (c) maintain existing BC Gas call back metrics of 80% of Customers not calling back more than once per month;
- (d) complete all post call processing in a timely fashion;

Schedule "A" Customer Contact Services

- (e) from January 1, 2002 to June 30, 2002 CustomerWorks will maintain the emergency service order queue during the period Monday - Friday, 7:00 am - 6:00 pm Pacific Standard Time ("PST"). For all other times CustomerWorks will transfer calls to BC Gas Emergency Dispatch or as otherwise set out in the Protocol;
- (f) from January 1, 2002 to June 30, 2002 CustomerWorks will maintain the non-emergency service order queues during the period Monday - Friday 7:00 am - 6:00 pm PST;
- (g) beginning July 1, 2002 CustomerWorks will maintain the emergency service order queue 7 days per week for 24 hours per day ("7 x 24"). Emergency calls will be handled in BC during the call centre hours outlined in Section 3.1(f) above;
- (h) beginning July 1, 2002 CustomerWorks will maintain the non-emergency service order queues during the period Monday - Friday 7:00 am - 8:00 pm and Saturday 9:00 am - 5:00 pm PST;
- (i) obtain and maintain Performance Measures described in Section 6.3 below;
- (j) will use best efforts to resolve all calls at the first point of contact. The established contact escalation process set out in the Protocol will ensure that calls referred to BC Gas staff will be a last resort, except where BC Gas determines that specific calls should be referred to a special subject matter expert or sales representative within BC Gas;
- (k) send literature and correspondence related to Customer Contact Services provided by BC Gas or CustomerWorks to the Customer. This includes maintaining form letters and an inventory of BC Gas literature available for distribution to Customers. Provide four (4) business day turnaround on all requests for in-stock literature prior to July 1, 2002 and two (2) business day turnaround thereafter; and
- (l) notify BC Gas of any changes to CustomerWorks' procedures or policies in the provision of Customer Contact Services, and obtain BC Gas agreement prior to such changes, where such changes will impact Customer service, BC Gas' operations or BC Gas' systems, in accordance with the Scope Change procedures set out in the Client Services Agreement.

3.2. BC Gas' Responsibilities

BC Gas will:

Schedule "A" Customer Contact Services

- (a) provide all necessary Data, schedules, Activity Forecasts, special forms or other information to CustomerWorks in accordance with the Protocol;
- (b) consult with CustomerWorks through CustomerWorks' Account Manager or his designate on matters related to the Services;
- (c) ensure the accuracy, legibility, completeness and timeliness of all information supplied to CustomerWorks at the commencement of the Client Services Agreement;
- (d) permit CustomerWorks' employees and agents, as may be authorized by CustomerWorks, access to BC Gas' Data at such times and for such purposes as is necessary to allow CustomerWorks to perform its obligations under this Schedule;
- (e) as reasonably required, provide information in addition to that specified herein as CustomerWorks may occasionally require in performing the Services;
- (f) provide CustomerWorks with a minimum of two (2) hours notice of it's intent to monitor call centre activity to ensure resource availability; and
- (g) notify CustomerWorks of any changes to BC Gas' procedures which impact the provision of Services through the change control process outlined in Clause 15 of the Client Services Agreement prior to such changes, where such changes will impact CustomerWorks' operations.

3.3. Policies and Practices

3.3.1 CustomerWorks shall deliver the Customer Contact Services in accordance with the Protocol.

3.3.2 BC Gas will:

- (a) retain final approval rights for scripts, training materials and other materials for any Customer communications including approval of delivery method or channel;
- (b) retain the right to monitor call quality.

4. REPORTS

CustomerWorks shall provide all management reports to BC Gas in accordance with the Protocol which may be amended, from time to time.

5. CUSTOMER ISSUE MANAGEMENT

CustomerWorks and BC Gas shall work together to resolve Customer issues in a timely manner. All Customer issues and resolutions will be tracked and reported in accordance with the Protocol. Customer issues shall be resolved as follows:

- (a) all issues raised by Customers directly to the attention of CustomerWorks shall be resolved within five (5) Business Days or in a time frame agreed to with the Customer. Any issues requiring escalation to BC Gas for final resolution will be forwarded to a person appointed by the BC Gas Administrator within BC Gas as soon as reasonably possible;
- (b) all issues raised by Customers directly to BC Gas or the British Columbia Utilities Commission regarding Services provided by CustomerWorks shall be forwarded to a single contact person as designated by the CustomerWorks Account Manager. Depending on the nature of the issue CustomerWorks will be asked to:
 - (i) respond directly to the complainant, either verbally or in writing as soon as reasonably possible, or
 - (ii) provide a draft response in writing to BC Gas;

All issues shall be resolved or responded to within five (5) Business Days of receipt from BC Gas or in a time frame agreed to with BC Gas or BC Gas Customer.

- (c) all correspondence sent directly to BC Gas Customers by CustomerWorks shall be on BC Gas letterhead; and
- (d) all issues and resolutions in items a) and b) shall be tracked and reported monthly to the BC Gas Administrator.

6. PRICING

6.1. CustomerWorks will provide the Services described in this Schedule for five (5) years at the fixed fees (the "Base Fees") shown in the following table:

Schedule "A"
Customer Contact Services

Base Fees/Year					
	2002 Base Fee	2003 Base Fee	2004 Base Fee	2005 Base Fee	2006 Base Fee
Customer Contact Services	\$13,745,180	\$16,857,047	\$16,857,047	\$16,857,047	\$16,857,047

The Base Fees will be adjusted monthly in January 2003 to reflect changes to the number of Customers as defined in Section 8 of the Client Services Agreement.

7. PERFORMANCE MEASURES, DEFICIENCY CURE PERIODS AND PENALTIES

- 7.1. The following table outlines the Performance Measures for all Customer Contact Services. CustomerWorks shall not be responsible for, nor shall BC Gas be entitled to any remedies for failure to meet Performance Measures to the extent that such failure was caused by the failure of BC Gas to meet the requirements of Section 3.2.
- 7.2. The Performance Measures shall be reviewed from time to time and may be revised upon mutual agreement of both parties. Notwithstanding the above, Performance Measures will be reviewed annually and may be revised upon mutual agreement of both parties on the anniversary date of the Client Services Agreement.

Schedule "A"
Customer Contact Services

7.3. Customer Contact Service

Service	Performance Measure	Deficiency Period	Cure Period	Penalty
General/Billing Inquiry	75/30*	1 month	1 month	\$25,000/ month
Emergency	65/30*	1 month	1 month	\$50,000/ month
	95/30*	1 month	1 month	\$25,000/ month
Other Inquiries – email, web, fax, mail, etc.	70/30*	1 month	1 month	\$50,000/ month
	98% Response in four (4) Business Days for the period of January 1, 2002 to June 30, 2002. Respond in two (2) Business Days for the period of July 2002 to the end of the term of this Agreement	2 consecutive months	1 month	\$10,000/ month
Call Quality	95% based on current format	2 consecutive months	1 month	\$25,000/ month
All Trunks Busy	99% availability	1 month	1 month	\$25,000/ month
Total Inbound Access	Abandon below 40%	2 consecutive months	1 month	\$25,000/ month

“Cure Period” shall mean the time allotted to CustomerWorks to resolve or rectify the deficiency.

Schedule "A" Customer Contact Services

"Penalty" shall mean that amount charged to CustomerWorks at the time the deficiency is identified and shall apply for each month the deficiency occurs including the Cure Period. Failure to meet Performance Measures for more than 2 consecutive months will result in repetitive doubling of the monthly penalty until the deficiency is resolved or rectified.

* General / billing inquiry and emergency telephone service levels are the percentage of service calls answered or abandoned in 30 seconds or less.

If the actual call volumes exceed the Activity Forecast in any month by greater than 10%, neither a deficiency nor a penalty will be charged to CustomerWorks. Activity Forecasts will be reviewed and revised monthly in accordance with the Protocol.

Table Of Contents

Clause	Page
1. DEFINITIONS.....	1
2. SCOPE OF SERVICES.....	1
3. SERVICE GUIDELINES	5
4. REPORTS.....	11
5. CUSTOMER ISSUE MANAGEMENT	11
6. PRICING.....	12
7. PERFORMANCE MEASURES, DEFICIENCY CURE PERIODS AND PENALTIES.....	12

1. DEFINITIONS

Capitalized terms that are contained in this Schedule and are not defined herein shall have the respective meanings set out in Clause 1 of the Client Services Agreement.

2. SCOPE OF SERVICES

2.1 General

CustomerWorks agrees to provide BC Gas with the following Billing Support Services for all BC Gas' accounts in accordance with the policies and procedures outlined in the Protocol and as set out below. The scope of Services and level of performance documented in this Services Schedule is intended to be consistent with the level of Service BC Gas currently provides to its Customers.

CustomerWorks shall provide all billing support services ("Billing Support Services") required by BC Gas for the entire "meter to cash" process with the exception of Services specifically defined in Schedule E, Industrial and Off System Support Services. Generally, Billing Support Services shall include:

- (a) billing;
- (b) payment processing;
- (c) payment transfer to BC Gas;
- (d) Customer accounting;
- (e) information and interpretation of Data and processes in response to BC Gas staff inquiries; and
- (f) systems support.

2.2 Billing

CustomerWorks shall provide billing for metered and unmetered products and services for all Customers of BC Gas in adherence to the Tariff and in accordance with the Protocol. The Billing Support Services shall be supported by the Customer Information System ("CIS") and shall include the following:

- (a) preparing meter reading and billing schedules to support monthly billing in accordance with the Protocol;

Schedule "B"
Billing Support Services

- (b) sending and receiving meter reading Data and managing exceptions;
- (c) providing support for meter readers;
- (d) calculating Customer bills by:
 - (i) calculating usage conversion factors and usage including estimated usage;
 - (ii) reviewing and resolving reading and premise exceptions which have stopped during the billing process;
 - (iii) reviewing and resolving billing exceptions, including, but not limited to, switched and non-registering meters;
 - (iv) applying the appropriate tariff and rate schedules;
 - (v) calculating and applying the applicable taxes and franchise fees;
 - (vi) applying appropriate special charges including application fees and calculating and applying late payment charges;
 - (vii) calculating and applying security deposits to Customer accounts;
 - (viii) applying appropriate adjustments and producing corrected bills as required;
 - (ix) calculating and revising equal payment plan installments and periodically reconciling to actual gas used charges and taxes;
 - (x) applying charges for unmetered products and services including:
 - A. a standing periodic charge;
 - B. a one-time charge; and
 - (xi) calculating the balance due on bills and aging arrears balances;
- (e) producing and distributing the bill including:
 - (i) formatting, printing and delivering the bill. Delivery methods may include:
 - A. mail;
 - B. electronic presentment;

- (ii) selective insertion of return envelopes and up to 5 different BC Gas brochures per billing workday and per Company;
- (iii) selective printing of messages on the bill;
- (iv) sending bill to the Customer and paying any associated costs such as postage, bill stock and envelopes; and
- (v) consolidating the invoices for a number of meter premises or meters to be billed and paid by a single Customer.

Bill presentation will be in a form similar to that attached hereto in Appendix "B2", unless a change is requested or approved by BC Gas;

- (g) calculating and reporting charges and taxes for BC Gas owned premises;
- (h) coordinating the meter dispute process;
- (i) maintaining premises information and verifying accuracy of CIS taxation jurisdiction boundary information by comparing to BC Gas records;
- (j) initiating fieldwork requests for work related to billing exceptions and meter identification; and
- (k) calculating fees due to municipalities and forwarding information to BC Gas for cheque production and distribution.

2.3 Payment Processing

The bill payment processing aspect of the Billing Support Services shall include the following:

- (a) Payment Processing
 - (i) processing payments received on Customer accounts;
 - (ii) processing returned payments and any associated charges;
 - (iii) administering BC Gas' payment options including pre-authorized payment; and
 - (iv) investigating payment problems, processing adjustments and verifying and processing refunds;

- (b) Payment Options

CustomerWorks shall provide the following options for the payment or collection of accounts receivable and shall manage the

relationship with all external service providers in accordance with Protocol:

- (i) mail payment;
- (ii) drop box payment;
- (iii) payment agency payment;
- (iv) pre-authorized payment;
- (v) telephone payment;
- (vi) internet payment;
- (vii) financial institution payment; and
- (viii) collection agency payment;

2.4 Payment Transfer to BC Gas

The payment transfer aspect of the Billing Support Services provided by CustomerWorks shall include:

- (a) daily electronic transfer of all payments collected on BC Gas' behalf and Customer payments returned; and
- (b) reports on payment transfer in accordance with the Protocol.

2.5 Customer Accounting

The Customer accounting aspect of the Billing Support Services provided by CustomerWorks shall include the updating of accounting records related to Customer billing and payments, and specifically shall include:

- (a) allocating charges, payments and adjustments to the appropriate accounting codes of BC Gas; and
- (b) reporting accounting code totals to BC Gas.

2.6 Information and Interpretation of Data and Processes in Response to BC Gas Staff Inquiries

CustomerWorks shall provide information and interpretation services to BC Gas staff, which shall include, but is not limited to:

- (a) Tariff application;
- (b) billing Data and processes;
- (c) payment Data and processes;
- (d) meter reading Data and processes; and

- (e) collection Data and processes;

2.7 Systems Support

CustomerWorks shall provide support for the Customer Systems used to provide billing, Customer contact, credit and collection, meter reading and other Client Services to BC Gas. This aspect of the Billing Support Services shall include the following:

- (a) providing expert support on the Customer Systems as defined in the Protocol;
- (b) operating and maintaining the Customer Systems, including:
 - (i) system administration activities required to support BC Gas' operational access to Customer information during normal business hours;
 - (ii) communication of or training related to system or process changes or system availability;
 - (iii) regular review of BC Gas' Customer database to ensure optimum online performance; and
 - (iv) investigating, documenting, prioritizing and facilitating the resolution of system defects;
- (c) acting as the expert knowledge source in directing work to maintain, repair or enhance the Customer Systems used and work jointly with BC Gas on the integration of new applications or technology required by BC Gas;
- (d) managing system parameters, including tables of products and services, and chargeable rates for those products and services;
- (e) complying with and implementing changes required by regulatory agencies, including from time to time updating rate tables and implementing new billing requirements; and
- (f) supporting all reporting requirements necessary for CustomerWorks or BC Gas in the delivery of the Billing Support Services and providing BC Gas with ad hoc and special reports and Data extracts as required from BC Gas' Data in the Customer Systems.

3. SERVICE GUIDELINES

3.1 Service Responsibilities

CustomerWorks will:

- (a) perform the Billing Support Services as defined herein with sufficient staff levels and in accordance with the Protocol;
- (b) consult with BC Gas through the BC Gas Administrator or his designate on matters related to the contracted Services;
- (c) comply promptly with BC Gas' requests for billing modifications due to regulatory agency directives;
- (d) inform BC Gas in a timely manner of any problems that will affect the delivery of the Services;
- (e) notify BC Gas of any changes to CustomerWorks' procedures or policies in the provision of Billing Support Services, and obtain BC Gas agreement prior to such changes, where such changes will impact Customer service, BC Gas' operations or BC Gas' systems, in accordance with the Scope Change procedures set out in the Client Services Agreement;
- (f) obtain BC Gas' prior written consent for any changes to the Customer Systems when the change will impact Customer service or BC Gas' operations; and
- (g) provide Billing Support Services using stable, supportable technical platforms for billing related applications, versioned from time to time to reflect core application upgrades. Where required electronic interfaces linking these systems to BC Gas will be maintained and supported by CustomerWorks. Specific systems and interfaces are further described in the Protocol.

3.2 Service Levels

3.2.1. CustomerWorks will:

- (a) control the execution of batch processes, billing processes, interface files, message based services, and report jobs each business day as scheduled or required;
- (b) print and distribute reports to BC Gas each business day as scheduled or required and as outlined in the Protocol;
- (c) calculate Customer account balances accurately;
- (d) print and mail invoices to Customers each Business Day as scheduled or required ensuring that alternative facilities are available in the case of hardware failure;
- (e) process all payments received accurately and in a timely fashion;

Schedule "B"
Billing Support Services

- (f) process all payments received before 12:00 pm PST within the same business day of receipt and credit the related payments to BC Gas' bank account;
- (g) process all refunds within four (4) business days of receipt of request by the Customer;
- (h) report all receivables and other transactions to the appropriate BC Gas accounting code accurately and in accordance with the Protocol, and support reconciliation analyses as required;
- (i) ensure that the number of days from billing to delivery to Canada Post will be no more than two (2) business days;
- (j) apply all payments received to BC Gas' current or overdue receivables;
- (k) provide 24 hour x 7 day support for all Customer Systems;
- (l) provide during regular Customer contact hours complete CIS on-line availability at least 95% of the time and limited or complete functionality at least 99% of the time as measured by the system administrator;
- (m) provide meter reading support coverage for the hours listed in the Protocol;
- (n) provide staff coverage for all other Billing Support areas from at least 8 am to 4 pm PST for outgoing and incoming calls with Customers, Customer contact center and BC Gas staff. Any incoming calls after 4 pm PST will at minimum be recorded by voice mail and returned the next Business Day;
- (o) respond to Customer Systems emergency situations within two (2) hours of being informed of the emergency, inform BC Gas of any situations that will affect provision of the Services for a period lasting longer than one (1) hour, including an estimate of how long the problem will last;
- (p) respond to BC Gas' request for information on existing processes, Systems or Customer complaints within two (2) Business Days;
- (q) provide adequate expert resources in a timely fashion, to design and implement Customer System or CustomerWorks process changes required by BC Gas due to regulatory or government direction, new product or service requirements, or other business requirements, based on a schedule and budget agreed to by both parties;

- (r) respond to requests for Customer System modifications and other special requests within ten (10) Business Days with an estimate of the time to delivery and expected cost;
- (s) consult with BC Gas when setting priorities in relation to other Customer System work requests;
- (t) upon request by BC Gas selectively print bill messages or include with Customer bills the return envelope and up to five other inserts per Company each billing work day by the date requested by BC Gas and in accordance with the Protocol; and
- (u) maintain an archival of billing and consumption information as required to support audit compliance with taxation authorities, regulatory requirements and to support Customer requests.

3.2.2. BC Gas will:

- (a) provide all necessary Data, rate and price schedules, activity forecasts, or other materials to CustomerWorks' key contact in the format requested, on schedule or in a timely fashion to enable CustomerWorks to provide the Billing Support Services in accordance with the Protocol;
- (b) consult with CustomerWorks through CustomerWorks' Account Manager or designate on matters related to the Billing Support Services;
- (c) ensure the accuracy, legibility, completeness and timeliness of rate and price schedules, forecasts or other material including Customer communication on an ongoing basis;
- (d) permit CustomerWorks' employees and agents as may be authorized by CustomerWorks, access to BC Gas' Data at such times and for such purposes as is necessary to allow CustomerWorks to perform its obligations under the Client Services Agreement;
- (e) as reasonably required provide information in addition to that specified in the Client Services Agreement as CustomerWorks may occasionally require in performing the Billing Support Services and as specified in the Protocol;
- (f) work with CustomerWorks to establish a forecast of annual system development activity and provide adequate lead time for any Customer System changes required and submit to CustomerWorks a scope change as specified in the Client Services Agreement;

- (g) attempt to print and deliver bill inserts five (5) Business Days prior to the insertion start date to CustomerWorks or a third party location identified by CustomerWorks. In the event the 5 day requirement cannot be met, CustomerWorks will insert on schedule as long as the inserts are received the day before the insertion is scheduled. If they are not received the day before, a revised schedule will be negotiated between the parties;
- (h) provide notice of content for new bill messages and specifications for new stuffers in accordance with the Protocol; and
- (i) notify CustomerWorks of any changes to BC Gas' procedures which impact the provision of Services through the scope change process outlined in Clause 15 of the Client Services Agreement prior to such changes, where such changes will impact CustomerWorks' operations.

3.3 Performance Measures

Section 7 sets out the service Performance Measures for the Billing Support Services. CustomerWorks shall not be responsible for, nor shall BC Gas be entitled to any remedies for failure to meet Billing Support Service levels to the extent that such failure was caused by the failure of BC Gas to meet the requirements of Section 3.2.2.

Where there are Billing Support Services performed currently, but no existing performance standards are recorded it is agreed by both parties that as soon as standards can be measured (with consideration given to industry standards) and validated by the Client Committee, they will be incorporated into this Schedule.

The service levels and measures shall be reviewed from time to time and may be revised upon mutual agreement of both parties. Subject to the above, Performance Measures will be reviewed annually and may be revised upon mutual agreement of both parties on the anniversary date of the Schedule.

3.4 Planning and Budgeting

CustomerWorks shall be responsible for all planning and budgeting of its Billing Support Services provided pursuant to this Schedule. CustomerWorks shall work in cooperation with BC Gas to forecast activities pursuant to this schedule.

3.5 Billing Support Services Infrastructure and Support

CustomerWorks shall provide any and all Billing Support Services infrastructure and support in order to provide Billing Support Services to BC Gas. All infrastructure and support costs, including maintenance costs, are to be provided at CustomerWorks' expense. Such infrastructure and support shall include:

(a) Software and Hardware

CustomerWorks shall provide all software and hardware required for its day to day operation in its provision of the Billing Support Services.

(b) Buildings and Equipment

CustomerWorks shall provide all space and equipment including transportation requirements required for its day to day operations in its provisions of the Billing Support Services.

3.6 Title to and Ownership of Data

BC Gas shall retain title to, and ownership of, any and all Data regarding Customers and any derivatives to this Data, that is collected, generated, compiled or stored by CustomerWorks while conducting the Billing Support Services whether such Data is in paper, electronic or any other form. Copies of such Data shall be provided to BC Gas upon request.

3.7 BC Gas Bills

In accordance with and in the spirit of Clause 4.14 of the Client Services Agreement, CustomerWorks shall endeavor to reduce the cost of BC Gas' bills by identifying parties to BC Gas who potentially would share bill space. BC Gas may, in its sole and absolute discretion, elect to participate in bill sharing proposals as submitted and shall be party to any negotiations with potential proponents where issues of shared bill space are concerned.

3.8 Emergency Response and Contingency Plans

CustomerWorks shall have the unfettered authority to respond immediately to Billing Support Service problems and shall have full responsibility to maintain and test a contingency plan for the supply of Billing Support Services to BC Gas that ensures the uninterrupted supply of such Billing Support Services to BC Gas. CustomerWorks shall ensure that the level and type of response provided to BC Gas in the event of an emergency is equal to the level and type of response provided to BC Gas' Customers prior to the Effective Date of the Client Services Agreement. CustomerWorks shall maintain disaster recovery plans and options for BC

Gas equivalent to those maintained by BC Gas for its Customers prior to the Effective Date of the Client Services Agreement.

3.9 Approval Process for Changes Affecting Customers

Changes to Billing Support Services shall be made in accordance with the scope change process in the Client Services Agreement.

4. REPORTS

CustomerWorks shall provide to BC Gas, management and financial reports related to Billing Support Services in accordance with the Protocol.

5. CUSTOMER ISSUE MANAGEMENT

CustomerWorks and BC Gas shall work together to resolve Customer issues in a timely manner. All Customer issues and resolutions will be tracked and reported in accordance with the Protocol. Customer issues shall be resolved as follows:

- (a) all issues raised by Customers directly to the attention of CustomerWorks shall be resolved within five (5) Business Days or in a time frame agreed to with the Customer. Any issues requiring escalation to BC Gas for final resolution will be forwarded to a person appointed by the BC Gas Administrator within BC Gas as soon as reasonably possible;
- (b) all issues raised by Customers directly to BC Gas or the British Columbia Utilities Commission regarding services provided by CustomerWorks shall be forwarded to a single contact person as designated by the CustomerWorks Account Manager. Depending on the nature of the issue CustomerWorks will be asked to:
 - (i) respond directly to the complainant, either verbally or in writing as soon as reasonably possible, or
 - (ii) provide a draft response in writing to BC Gas;

All issues shall be resolved or responded to within 5 Business Days of receipt from BC Gas or in a time frame agreed to with BC Gas or BC Gas Customer.

- (c) all correspondence sent directly to BC Gas Customers by CustomerWorks shall be under BC Gas letterhead; and
- (d) all issues and resolutions in items a) and b) shall be tracked and reported monthly to the BC Gas Administrator.

6. PRICING

6.1 CustomerWorks will provide the Services described in this Schedule for five (5) years at the fixed fees (the "Base Fees") shown in the following table:

	2002 Base Fee	2003 Base Fee	2004 Base Fee	2005 Base Fee	2006 Base Fee
Billing Support Services	\$14,897,575	\$17,622,210	\$17,622,210	\$17,622,210	\$17,622,210

The Base Fees will be adjusted monthly beginning in January 2003 to reflect changes to the number of Customers as defined in the Client Services Agreement.

6.2 Customer Systems work done as a result of requests from BC Gas for a scope change, excluding changes to existing rate schedule prices and to system tables, and for ad hoc and special reports and Data extracts in excess of 600 hours per year will be charged based on the fees contained in the Professional Services Schedule attached hereto as Appendix "B1"; and

6.3 Incremental costs incurred by CustomerWorks due to errors made by CustomerWorks which are not recovered in the Base Fees outlined herein will not be billed to BC Gas. Incremental costs incurred by CustomerWorks due to an error made by BC Gas will be billed based on the fees set out in Appendix "B1" attached hereto. Such incremental charges are subject to prior mutual agreement as determined by the Client Committee.

7. PERFORMANCE MEASURES, DEFICIENCY CURE PERIODS AND PENALTIES

7.1 CustomerWorks will provide BC Gas with a summary of CustomerWorks' performance of the measures in Section 7 within ten (10) Business Days of the month-end. Any under performance by CustomerWorks will be addressed and improvement realised by the end of month after the performance failure was reported.

7.2 Key Contacts

CustomerWorks

For questions regarding billing issues, the CustomerWorks Manager of Billing Services will be the key contact or as described in the Protocol.

For questions regarding system outages or other system problems, and the status of special projects including rate changes, the key contact will be the CustomerWorks Manager of Billing Services or a designate or as described in the Protocol.

For problems with delivery on Performance Measures or Services not meeting client expectations, the CustomerWorks Account Manager will provide the key contact. The CustomerWorks Account Manager will undertake to resolve the problems as expeditiously as possible.

For new Services, special requests, or changes to existing Services the CustomerWorks Account Manager will be the key contact or as described in Protocol.

BC Gas

For questions regarding Billing Support Services the key contact will be the BC Gas Administrator or as described in the Protocol.

- 7.3 Performance Measure deficiencies will be brought to the attention of CustomerWorks and appropriate measures will be implemented to correct the performance issues. The following chart outlines the Deficiency Period, Cure Period and Penalty for non-performance for the key Billing Support measures:

Billing Support Services

Service	Performance Measure	Deficiency Period	Cure Period	Penalty
Accuracy	99.9% of bills accurate based upon input data	1 month	1 month	\$25,000/ month
Timeliness	95% of bills delivered to Canada Post within two (2) business days of the date that the statement file is created.	1 month	1 month	\$25,000/ month
Completion	95% of Customers billed within two (2) business days of the scheduled billing date	1 month	1 month	\$25,000/ month

"Penalty" shall mean that amount charged to CustomerWorks at the time the deficiency is identified and shall apply each month the deficiency occurs including the cure period. Failure to meet the Performance Measure for more than two (2) consecutive months will result in repetitive doubling of the monthly penalty until the deficiency is resolved or rectified.

Appendix "B1" Professional Services Schedule

Hourly charge out rates for system personnel performing Scope Change work or work over 600 hours per year on ad hoc and special reports and Data extracts for BC Gas shall be as follows:

Senior Project Manager	\$150
Senior Consultant	\$100
Intermediate Consultant	\$85
Junior Consultant	\$70

Appendix "B1"

Professional Services Schedule

Appendix “B2”

Bill Format

TABLE OF CONTENTS

CLAUSES	PAGE
1. DEFINITIONS	1
2. SCOPE OF SERVICES	2
3. SERVICE GUIDELINES	6
4. CUSTOMER ISSUE MANAGEMENT AND REPORTS.....	10
5. PRICING.....	11
6. PERFORMANCE MEASURES, DEFICIENCY CURE PERIODS AND PENALTIES	11

1. DEFINITIONS

Capitalized terms which are contained in this Schedule and are not defined herein shall have the respective meanings set out in Clause 1 of the Client Services Agreement.

- 1.1 **"Hydro"** shall mean British Columbia Hydro and Power Authority.
- 1.2 **"Interior"** shall mean BC Gas' distribution network including premises located outside the Lower Mainland, and includes the Inland, Columbia, Fort Nelson and Squamish service areas.
- 1.3 **"Lower Mainland"** shall mean BC Gas' distribution network for all premises located in Greater Vancouver and the Fraser Valley and excluding premises defined as being located in the Interior.
- 1.4 **"Meter Reading Services"** shall mean management of meter reading activities for gas meters, back-office duties, certain meter order work, and management of the meter reading hardware and software including electronic or automated meter reading applications.
- 1.5 **"Meter Services"** shall include but are not limited to meter reading, surveys, route management, fieldwork initiation of meter lock-offs, meter unlocks, orders for appliance relights, meter investigations, meter identifications, high bill complaints as well as meter order completion processing for meter sets and premises located in BC Gas' service areas. For the Lower Mainland the Meter Services shall include fieldwork activities related to meter lock-offs and high bill complaints.
- 1.6 **"Off-Site Meter Reading (OMR)"** shall mean meter reading requiring the use of an upgraded Hand Held Terminal (HHT) to download data from a special Encoder Receiver Transmitter (ERT) equipped meter. These meter locations may be identified by BC Gas for special Customer requests, difficult access, and /or safety concerns.
- 1.7 **"Special Meter Reading"** shall mean a meter reading requiring a special visit to a premises outside of the regular meter reading routine, such as when a Customer moves or disputes a bill.
- 1.8 **"Special Survey Questions"** shall mean a special request by BC Gas for additional Data to be collected in conjunction with obtaining the routine meter readings. Such Data is usually collected by means of the HHT. This Data will be collected to identify and report specific information about BC Gas' metering facilities. Examples would include, but are not limited to,

gas odours, condition of protection posts, sunken risers or strained piping, specific gas code violations, types of regulating equipment on site, meter sets buried in snow or ice, general hazards, etc.

2. SCOPE OF SERVICES

2.1 General Description of Services

- (a) CustomerWorks agrees to provide BC Gas with the following Meter Services for all BC Gas' accounts in accordance with the policies and procedures outlined in the Protocol and as set out below. The scope of Services and level of performance documented in this Services Schedule is intended to be consistent with the level of Service BC Gas currently provides to its Customers.
- (b) CustomerWorks shall provide Meter Services to BC Gas under the Client Services Agreement which services shall include the capture of meter Data and meter reading Data required by BC Gas in order to support BC Gas' operational requirements as well as premise and Customer Data related to the installation of new services and meter order completion. This information includes, but is not limited to premise information, meter locations, access instructions, no read conditions and service order initiation and order closing details.
- (c) The Meter Services will be supported using stable, supportable technical platforms for meter related applications, versioned from time to time to reflect core application upgrades. Where required electronic interfaces linking these systems to BC Gas will be maintained and supported by CustomerWorks.
- (d) New premise and service order completion information will be provided by BC Gas to CustomerWorks in accordance with the schedule set out in the Protocol.
- (e) Meter reading frequency will be generally based on a bi-monthly basis subject to the special read requirements listed in the Meter Services section of the Protocol.
- (f) All work will be performed in a professional manner in accordance with the Meter Services section of the Protocol.

2.2 Specific Services

2.2.1 Meter Reading Services shall include:

- (a) Regular Reads

Schedule "C" Meter Services

- (i) activity forecasts will be specified in the Meter Services section of the Protocol;
 - (ii) Lower Mainland reads will be synchronized to be performed in the same scheduled month as Hydro's electric meter reads; and
 - (iii) other operational Data will be captured and / or updated at the time of reading to support BC Gas' operational requirements as identified in the Meter Services section of the Protocol;
- (b) Pick-Up / Partial Reads
- (i) Pick-Up/Partial Reads are based on specific inclusion parameters as specified in the Meter Services section of the Protocol and generate read requests in non-read months;
 - (ii) inclusion parameters are subject to change from time to time in accordance with the Meter Services section of the Protocol; and
 - (iii) activity forecasts for pick-up reads will be specified in the Meter Services section of the Protocol;
- (c) Special / Final / AMR Check Reads will be provided by CustomerWorks for the Lower Mainland service area only. The responsibility for special / final /check reads for the Interior service area will remain with BC Gas
- (i) special /final / AMR check reads are requests that require a special visit to a premises outside of the regular meter reading schedule;
 - (ii) read requests will be supported outside the standard meter reading application as specified in the Meter Services section of the Protocol; and
 - (iii) activity forecasts for pick-up reads will be specified in the Meter Services section of the Protocol;
- (d) Surveys
- (i) Surveys will be requested by BC Gas for the capture of specific information at the time of reading to be entered into

the handheld device in accordance with the Meter Services section of the Protocol;

- (ii) Data captured will be reported and forwarded to BC Gas for analysis; and
- (iii) for the Lower Mainland survey requests will be limited to one complete meter survey per year or up to 535,000 individual meter requests for the Meter Reading and Related Services Agreement dated December 14, 2001;

(e) Route Management

Route Management to support meter reading route efficiency including opportunities for joint meter reading synergies with other utilities; and

(f) Operational Reporting as specified in the Meter Services section of the Protocol;

2.2.2 Meter order processing services shall include:

(a) Meter Lock Off/ Read Meter shall apply for the Lower Mainland service area only. The responsibility for meter lock offs in the Interior will remain with BC Gas:

- (i) meter lock offs will be generated based on operational requirements in accordance with the Meter Services section of the Protocol; and
- (ii) activity forecasts for meter lock offs will be specified in the Meter Services section of the Protocol;

(b) Meter order processing:

- (i) meter order processing will include the initiation of fieldwork as well as the data capture associated with completion of fieldwork related to BC Gas' Customer requests, internal operational requests and collection activities excluding fieldwork requiring Customer appointment scheduling related to BC Gas' meter exchange programs. Such orders will include, but are not limited to alterations to meter sets, pressure changes, additional meter(s), meter removals and relocation of meter sets as specified in the Meter Services section of the Protocol; and

Schedule "C"
Meter Services

- (ii) the effective date for Services associated with the Data capture related to fieldwork completion will be July 1, 2002;
- (c) High bill investigations:
 - (i) high bill investigations include analyzing consumption history, reviewing billing factors and, if required initiating a field order to validate the current meter reading;
 - (ii) validation of meter readings will be performed by CustomerWorks for Lower Mainland Customers, Interior fieldwork will be performed by BC Gas;
 - (iii) high bill investigation field orders will be processed in accordance with the Meter Services section of the Protocol; and
 - (iv) activity forecasts for high bill investigations will be specified in the Meter Services section of the Protocol;
- (d) Initiate Meter investigations
 - (i) initiate meter investigations will include, but are not limited to initiating fieldwork for AMR equipment checks, meter disputes, switched meters, non-registering meters, stopped meters, noisy meters and general customer complaints pertaining to meter sets;
 - (ii) fieldwork associated with meter investigations will be performed by BC Gas'; and
 - (iii) activity forecasts for meter investigations will be specified in the Meter Services Protocol;
- (e) Initiate Meter identification:
 - (i) initiate meter identification will be performed by CustomerWorks and will include, but is not limited to the initiation of fieldwork to determine which meter(s) serve which premise(s), whether new or existing meters as specified in the Meter Services section of the Protocol;
 - (ii) fieldwork associated with meter identifications will be performed by BC Gas'; and

- (iii) activity forecasts for meter identifications will be specified in the Meter Services section of the section of the Protocol.

3. SERVICE GUIDELINES

3.1 CustomerWorks will:

- (a) provide Meter Services in a manner that meets the same or similar standards of service as experienced by BC Gas' Customers prior to the execution of this Agreement and in accordance to Meter Services section of the Protocol;
- (b) prepare monthly reading and billing schedules;
- (c) maintain all meter reading inclusion criteria, estimating factors, meter location codes, no read codes, access codes and service order codes;
- (d) manage the initiation and completion of Customer related fieldwork;
- (e) ensure compliance with policies and procedures applicable to industry standards and specific BC Gas standards as identified in the Meter Services section of the Protocol;
- (f) support new meter services technologies and enhanced metering services;
- (g) provide meter systems support including:
 - (i) activities involved in ensuring that the meter systems are operating efficiently;
 - (ii) resolving technical problems;
 - (iii) maintaining related third party software;
 - (iv) managing server security and archiving specifications; and
- (h) manage the capture of Customer, premise, meter and access information required for BC Gas' operational purposes; and
- (i) maintain keys to premises held by CustomerWorks for the purpose of providing meter services in a secure and locked location when not being used for the purposes of providing the services specified in this Agreement. Authorized BC Gas personnel will be provided access to keys for operational purposes as required; and

- (j) notify BC Gas of any changes to CustomerWorks' procedures or, policies in the provision of Meter Services, and obtain BC Gas agreement prior to such changes, where such changes will impact Customer service, BC Gas' operations or BC Gas' systems, in accordance with the scope change procedures set out in the Client Services Agreement.

3.2 BC Gas will:

- (a) consult with CustomerWorks through CustomerWorks' Account Manager or his designate on matters related to the Services;
- (b) ensure the accuracy, legibility, completeness and timeliness of all information supplied to CustomerWorks at the commencement of the Client Services Agreement;
- (c) permit CustomerWorks' employees and agents, as may be authorized by CustomerWorks, access to BC Gas' Data at such times and for such purposes as is necessary to allow CustomerWorks to perform its obligations under this Schedule;
- (d) as reasonably required provide information in addition to that specified herein as CustomerWorks may occasionally require in performing the Services;
- (e) respond promptly to requests for Customer service fieldwork for activities related to meter lockoffs in the interior, meter unlocks and relights, meter investigations and high bill investigations; and
- (f) notify CustomerWorks of any changes to BC Gas' procedures which impact the provision of Services through the change control process outlined in the Client Services Agreement prior to such changes, where such changes will impact CustomerWorks' operations.

3.3 Performance Measures for Meter Services

3.3.1 Regular Reads - Pick Up/ Partial Reads

- (a) Accuracy
 - (i) This measure is calculated as the number of correct regular and pick up reads captured by CustomerWorks divided by the total number of regular and pick up reads requested on a monthly basis stated as a percentage.
 - (ii) Statistical reporting summarizing the total number of correct regular reads and correct pick up reads as a percentage of

the total number of regular and the total number of pick up reads requested will be provided by CustomerWorks.

(b) Completion

- (i) This measure is captured at a meter reading route level and identifies the number of actual regular meter reads and pick up meter reads captured / transferred as a percentage of regular and pick up reads requested stated as a percentage on a monthly basis.
- (ii) Statistical reporting summarising the total number of regular meter reads and the total number of pick up reads captured/transferred as a percentage of total number of regular and the total number of pick up reads requested will be provided by CustomerWorks.

(c) Timeliness

- (i) This measure is calculated as the number of regular and pick up meter reads captured/transferred on or before the scheduled meter reading date divided by the number of regular meter reads and pick up meter reads requested on or before the scheduled meter reading date stated as a percentage on a monthly basis.
- (ii) Statistical reporting summarising the total number of regular meter reads and the total number of pick up reads captured/transferred as a percentage of the total number of regular meter reads and the total number of pick up reads requested on or before the scheduled meter reading date will be provided by CustomerWorks.

3.3.2 Special/Final/AMR Check Reads

(a) Accuracy

- (i) This measure is calculated as the number of correct special, final or check reads captured by CustomerWorks divided by the total number of special, final or check reads requested on a monthly basis stated as a percentage.
- (ii) Statistical reporting summarizing the total number of correct special/final and AMR check reads captured as a percentage

of the total number of special/final/AMR check reads requested will be provided by CustomerWorks.

- (b) Completion
 - (i) This measure identifies the number of actual special, final and check reads completed on or before the required date as a percentage of special, final and check reads requested on a monthly basis stated as a percentage.
 - (ii) Statistical reporting summarising the total number of special, final and check reads completed as a percentage of total number of special, final and check reads requested will be provided by CustomerWorks.
- (c) Timeliness
 - (i) Special and check reads
 - A. This measure is calculated as the number of special and check read requests completed divided by the number of special and check reads requested within two business days of the date of request.
 - (ii) Final reads
 - A. This measure is calculated as the number of final reads completed divided by the number of final reads requested on the working date specified in the request or the immediately preceding working day if the date requested is a weekend or holiday. This measure assumes that the read request is made at least two working days prior to the required date.
 - B. Statistical reporting summarising the total number of special, final and check reads completed as a percentage of total number of special, final and check reads requested will be monitored by CustomerWorks.

3.3.3 Meter Order Processing

- (a) Customer initiated orders will be sent to BC Gas immediately upon completion of the initiation process as specified in the Meter Services section of the Protocol.

- (b) Fieldwork closing will be processed within the timeframe supported by the automated interface. If an interface is not available fieldwork closing will be processed within two (2) business days of field completion.
- (c) Policies and procedures related to meter order processing are outlined in the Meter Services section of the Protocol.

3.4 Relation of Meter Services to Other Services

CustomerWorks shall use reasonable efforts to achieve a balance between Meter Reading Services with other BC Gas Operations Departments as follows:

- (a) maintenance of systems and processes supporting interfaces between CustomerWorks and BC Gas Operations as described in the Meter Reading section of the Protocol;
- (b) co-ordination of future initiatives to promote new technologies in the area of meter processing;
- (c) promotion of value added services that align with industry standards as a Meter Services provider; and
- (d) coordination with BC Gas of the provision of timely access to meters where a Customer key is required.

4. CUSTOMER ISSUE MANAGEMENT AND REPORTS

4.1 Reports

CustomerWorks shall provide to BC Gas, management and financial reports related to Meter Services in accordance with the Protocol.

4.2 Customer Issue Management

CustomerWorks and BC Gas shall work together to resolve Customer issues in a timely manner. All Customer issues and resolutions will be tracked and reported in accordance with the Protocol. Customer issues shall be resolved as follows:

- (a) all issues raised by Customers directly to the attention of CustomerWorks shall be resolved within five (5) Business Days or in a time frame agreed to with the Customer. Any issues requiring escalation to BC Gas for final resolution will be forwarded to a person appointed by the BC Gas Administrator within BC Gas as soon as reasonably possible;

Schedule "C"
Meter Services

- (b) all issues raised by Customers directly to BC Gas or the British Columbia Utilities Commission regarding services provided by CustomerWorks shall be forwarded to a single contact person as designated by the CustomerWorks Account Manager. Depending on the nature of the issue CustomerWorks will be asked to:
 - (i) respond directly to the complainant, either verbally or in writing as soon as reasonably possible; or
 - (ii) provide a draft response in writing to BC Gas;

All issues shall be resolved or responded to within five (5) Business Days of receipt from BC Gas or in a time frame agreed to with BC Gas or BC Gas Customer.

- (c) all correspondence sent directly to BC Gas Customers by CustomerWorks shall be under BC Gas letterhead; and
- (d) all issues and resolutions in items a) and b) shall be tracked and reported monthly to the BC Gas Administrator.

CustomerWorks and BC Gas shall work together to resolve Customer issues related to meter services in a timely manner and in accordance to the protocol.

5. PRICING

CustomerWorks shall provide the Services described in this Schedule for five years at the fixed fees ("Base Fees") shown in the following table:

	2002 Base Fee	2003 Base Fee	2004 Base Fee	2005 Base Fee	2006 Base Fee
Meter Services	\$4,804,187	\$5,063,309	\$5,063,309	\$5,063,309	\$5,063,309

The Base Fees will be adjusted monthly beginning in January 2003 to reflect changes to the number of Customers as defined in the Client Services Agreement.

6. PERFORMANCE MEASURES, DEFICIENCY CURE PERIODS AND PENALTIES

6.1 The following table outlines the Performance Measures for all Meter Services. CustomerWorks shall not be responsible for, nor shall BC Gas be entitled to any remedies for failure to meet Performance Measures to the

Schedule "C" Meter Services

extent that such failure was caused by the failure of BC Gas to meet the requirements of Section 3.2 of this Schedule.

- 6.2 The Performance Measures shall be reviewed from time to time and may be revised upon mutual agreement of both parties. Notwithstanding the above, Performance Measures will be reviewed annually and may be revised upon mutual agreement of both parties on the anniversary date of the Client Services Agreement.

Service	Performance Measure	Deficiency Period	Cure Period	Penalty
Accuracy - Regular and Pick Up Reads	99%	1 month	1 month	
Completion - Regular and Pick Up Reads	98%	1 month	1 month	
Timeliness - Regular and Pick Up Reads	96%	1 month	1 month	
Accuracy - Special, Final and Check Reads	99%	1 month	1 month	
Completion - Special, Final and Check Reads	98%	1 month	1 month	
Timeliness - Special, Final and Check Reads	96%	1 month	1 month	

"Cure Period" shall mean the time allotted to CustomerWorks to resolve or rectify the deficiency.

Specific penalties in this area are reflected in the Billing Support Services Schedule of the Client Services Agreement. Penalties will be charged based on billing services being accurate, timely and complete as identified in Schedule "B".

Table Of Contents

Clause	Page
1. DEFINITIONS.....	1
2. SCOPE OF SERVICES.....	1
3. SERVICE GUIDELINES	3
4. REPORTS.....	5
5. CUSTOMER ISSUE MANAGEMENT	5
6. PRICING.....	6
7. PERFORMANCE MEASURES, DEFICIENCY CURE PERIODS AND PENALTIES...	6

1. DEFINITIONS

Capitalized terms which are contained in this Schedule and are not defined herein shall have the respective meanings set out in Clause 1 of the Client Services Agreement.

2. SCOPE OF SERVICES

2.1 CustomerWorks agrees to provide BC Gas with the following Credit and Collection Services in accordance with the policies and procedures outlined in Section 3 below and as specifically set out in the Protocol for all of BC Gas' accounts excluding the Customers specifically addressed in Schedule "E", Industrial and Off System Support Services. The scope of Services and level of performance documented in this Services Schedule is intended to be consistent with the level of Service BC Gas currently provides to its Customers.

Generally, Credit and Collection Services shall include:

(a) **Collection Management Service.**

The collection management Services component of the Credit and Collection will include:

- (i) producing and reviewing automated arrears summaries for current and finalized Customer accounts;
- (ii) performing outbound collection services for overdue accounts;
- (iii) responding to inbound Customer collection enquiries;
- (iv) negotiating and monitoring payment arrangements;
- (v) reporting collection performance, arrears status and bad debt statistics;
- (vi) skip tracing services;
- (vii) initiating fieldwork for service terminations for non-payment through BC Gas' Distribution Operations;
- (viii) handling special payment arrangements such as bankruptcies and large dollar debit adjustments;
- (ix) managing external referrals and the relationship with external collection agents; and
- (x) managing of bad debts.

- (b) **Credit Approval Service.** The credit approval component of Credit and Collection Services include activities involved in providing a credit designation based on a review of the Customer's gas account history, for the purpose of determining whether a security deposit is required;
- (c) **Credit Monitoring.** The credit monitoring component of Credit and Collection Services include activities involved in periodically reviewing Customer's credit information, for the purpose of monitoring the Customer's credit standing;
- (d) **Security Deposit Administration.** The security deposit administration component of Credit and Collection Services include activities involved in administering a Customer security deposit program including calculating interest, issuing refunds, and issuing tax receipts in accordance with the Protocol; and
- (e) **Administration of Other Security.** CustomerWorks will administer the activities involved in obtaining letters of credit in lieu of security deposits for large volume Customers including annually reviewing Customer credit activity and arranging for the replacement of expiring letters as required.

2.2 CustomerWorks' Responsibilities

CustomerWorks will:

- (a) perform the Credit and Collection Services as defined herein in accordance with the Protocol; and
- (b) consult with BC Gas through BC Gas' Administrator or his designate on matters related to the Credit and Collection Services.

2.3 Customer Contact

CustomerWorks shall provide Credit and Collection Services in response to all Customer contact including:

- (a) telephone calls related to Credit and Collections , which will be handled by:
 - (i) integrated voice response ("IVR"); or
 - (ii) a Customer service representative;
- (b) e-mail and other electronic correspondence; and
- (c) written and faxed correspondence.

3. SERVICE GUIDELINES

3.1 Volume of Work

Activity forecasts for Credit and Collection Services activities will be specified in the Protocol.

3.2 Standards of Service:

CustomerWorks will:

- (a) manage the current and finalized overdue accounts to sustain optimal overdue and uncollectable balances for BC Gas' receivables in accordance with the service levels outlined in this Schedule and further described in the Protocol;
- (b) accurately calculate Customer credit ratings and administer security deposits and letters of credit on behalf of BC Gas;
- (c) manage collection agencies to achieve the success rate of collections in accordance with the Performance Measure defined in this Schedule and the Protocol;
- (d) arrange service terminations for non-payment and reconnections as required, in accordance with the Protocol; and
- (e) use commercially reasonable efforts to achieve an efficient exchange of information between Credit and Collection Services and outside service providers and to BC Gas Operations as set out in the Protocol.

3.3 BC Gas' Responsibilities

BC Gas will:

- (a) provide all necessary Data, sales and Customer forecasts, or other information to CustomerWorks in the format requested, on schedule or in a timely fashion to enable CustomerWorks to provide the Services; and
- (b) consult with CustomerWorks through CustomerWorks's Account Manager or his designate on matters related to the Services;
- (c) ensure the accuracy, legibility, completeness and timeliness of all information supplied to CustomerWorks at the commencement of the Client Services Agreement;

- (d) as reasonably required provide information in addition to that specified herein as CustomerWorks may occasionally require in performing the Credit and Collection Services; and
- (e) prepare annual bad debt write-off forecasts and analyses jointly with CustomerWorks.

3.4 Service Levels

3.4.1. CustomerWorks shall perform Credit and Collections Services as set out below and in accordance with the Protocol:

- (a) maintain collections hours of operation as set out in the Protocol;
- (b) respond to inbound inquiries such that:
 - (i) 65% of calls are answered in 30 seconds; and
 - (ii) written, fax or e-mail responses to Customer are made within four (4) Business Days;
- (c) manage current accounts receivable such that the current aging percentages in each aging category measured at the end of each calendar month do not exceed

	% of revenue
Over 31 days	40%
Over 61 days	20%
Over 91 days	10%
Over 120 days	7%

The percentages set out above are preliminary and will be finalized at the end of the first year of the Term.

- (d) manage finalized accounts receivable such that the aging percentages in each category measured at the end of each calendar month do not exceed

	% of revenue
Over 31 days	85%
Over 61 days	66%
Over 91 days	52%

Schedule "D"
Credit & Collection Services

- (d) all issues and resolutions in items a) and b) shall be tracked and reported monthly to the BC Gas Administrator.

6. PRICING

CustomerWorks shall provide the Services described in this Schedule and the Protocol for five (5) years at the fixed fees ("Base Fees") shown in the following table:

	2002	2003	2004	2005	2006
	Base Fee	Base Fee	Base Fee	Base Fee	Base Fee
Credit and Collection Services	\$1,710,110	\$2,045,062	\$2,045,062	\$2,045,062	\$2,045,062

The Base Fees will be adjusted monthly beginning in January 2003 to reflect changes to the number of Customers as defined in the Client Services Agreement.

7. PERFORMANCE MEASURES, DEFICIENCY CURE PERIODS AND PENALTIES

- 7.1 The following table outlines the Service Performance Measures for all Credit and Collection Services. CustomerWorks shall not be responsible for, nor shall BC Gas be entitled to any remedies for failure to meet the Performance Measures to the extent that such failure was caused by the failure of BC Gas to meet the requirements of Section 3.3 above.
- 7.2 The Performance Measures shall be reviewed from time to time and may be revised upon mutual agreement of both parties. Notwithstanding the above, Performance Measures will be reviewed annually and may be revised upon mutual agreement of both parties on the anniversary date of the Client Services Agreement.

Schedule "D"
Credit & Collection Services

7.3 Credit and Collection Services

Service	Performance Measure	Deficiency Period	Cure Period	Penalty
Inbound Collection Inquiries	65/30	1 month	1 month	\$25,000/month
Current Arrears Aging See note 1 below.	Current levels are reflected in Section 3.4.1(c)	1 month	1 month	\$25,000/month
Finalized Arrears Aging See note 1 below	Current levels are reflected in Section 3.4.1 (d)	1 month	1 month	\$25,000/month
Call Quality	95% based on current format	2 consecutive months	1 month	\$25,000/month

Note 1: The Performance Measures related to current arrears aging and finalized arrears aging will be monitored and defined at the end of the first year of the Term. Neither a Deficiency Period or Penalty will be applied to CustomerWorks in the first year of the Term.

"Cure Period" shall mean the time allotted to CustomerWorks to resolve or rectify the deficiency.

"Penalty" shall mean that amount charged to CustomerWorks at the time the deficiency is identified and shall apply for each month the deficiency occurs including the Cure Period. Failure to meet Performance Measures for more than 2 consecutive months will result in repetitive doubling of the monthly Penalty until the deficiency is resolved or rectified.

Schedule "E"
Industrial and Off System Support Services

TABLE OF CONTENTS

CLAUSE	PAGE
1. DEFINITIONS	1
2. SCOPE OF SERVICES	1
3. SERVICE GUIDELINES	5
4. REPORTS.....	9
5. CUSTOMER ISSUE MANAGEMENT	10
6. PRICING.....	10
7. PERFORMANCE MEASURES, DEFICIENCY CURE PERIODS AND PENALTIES	11

1. DEFINITIONS

Capitalized terms that are contained in this Schedule and are not defined herein shall have the respective meanings set out in Clause 1 of the Client Services Agreement.

1.1. "Industrial Services" shall mean the industrial Customer marketing department of BC Gas Utility Ltd.

2. SCOPE OF SERVICES

2.1. CustomerWorks agrees to provide BC Gas with the following Industrial and Off System Support Services for all BC Gas' large volume accounts in accordance with the policies and procedures outlined in the Protocol and as set out below. The scope of Services and level of performance documented in this Service Schedule is intended to be consistent with the level of Service BC Gas currently provides to its Customers.

Industrial and Off System Customers will include all large volume Customers including all transportation service, seasonal, off system and pipeline customers. Specific rate classes will include but are not limited to rates 4, 5, 6, 7, 10, 13, 14, 22, 23, 25, 27, 30 and 40 in addition to off system and pipeline contractual arrangements which are subject to negotiated terms and prices.

2.2. General

CustomerWorks will provide Industrial and Off System Support Services required by BC Gas related to:

- (a) account management and billing;
- (b) payment processing;
- (c) payment transfer to BC Gas;
- (d) inquiry handling;
- (e) Customer accounting and early stage collections in accordance with the Protocol;
- (f) information and interpretation of Data and processes in response to BC Gas staff inquiries; and
- (g) systems support.

2.3. Account Management and Billing Services

Account management includes the activities involved in establishing Customer information for the purposes of billing including entering contract information and entering and maintaining Customer contact information. Billing services will include importing usage from internal utility systems, calculating charges, applying applicable taxes and delivering statements to customers in a timely manner. CustomerWorks shall provide account management and billing Services for Industrial and Off System Customers including:

- (a) establishing and maintaining Customer , contract and Tariff Data in the CIS system;
- (b) accepting time-of-use volume and usage information from other systems and using the Data for billing;
- (c) managing Tariff rates and parameters and override prices for specific Customers as determined by the Customer contract;
- (d) applying negotiated prices either as specified in the tariff or as provided by Industrial Services at BC Gas;
- (e) calculating and applying the applicable taxes and franchise fees and maintaining Customer and premise tax exemption information;
- (f) applying appropriate special charges including application fees and calculating and applying late payment charges;
- (g) calculating and applying security deposit requests and refunds including accrued interest;
- (h) administering letters of credit including facilitating renewals;
- (i) applying charges for unmetered products and services including:
 - (i) a standing periodic charge
 - (ii) a one-time charge
 - (iii) other special charges as may be required;
- (j) calculating the balance due on billing and aging arrears balances;
- (k) producing and distributing Customer statements including:
 - (i) formatting, printing and delivering the bill. Delivery methods may include:
 - A. mail;
 - B. fax;
 - C. electronic presentment;

Schedule "E"
Industrial and Off System Support Services

- (ii) selective insertion of up to five different brochures in each statement;
 - (iii) selective printing of messages on the bill; and
 - (iv) sending bills to Customers and paying any associated costs including but not limited to printing, postage, bill stock and envelopes; and
- (l) aggregating Customer consumption across meters and premises as required and consolidating invoices for Customers with multiple premises onto a single statement

2.4. Payment Processing and Payment Transfer to BC Gas

2.4.1 The payment processing services of the Industrial and Off System Support Services shall include the following:

- (a) processing payments received on Customer accounts;
- (b) processing returned payments and any associated charges;
- (c) administering BC Gas' payment options including pre-authorized payment requests and withdrawals;
- (d) administering pre-payment plan for credit risk Customers;
- (e) facilitating the transfer of payment information for large industrial customers paying through wire transfer directly to BC Gas; and
- (f) investigating payment problems, processing adjustments and verifying and processing refunds.

2.4.2 The payment transfer aspect of the Industrial and Off System Support Services shall include:

- (a) daily electronic transfer of all payments received on behalf of BC Gas; and
- (b) reports on payments transferred.

2.5. Inquiry Handling

The inquiry component of the Industrial and Off System Support Services shall include activities involved in responding to inquiries regarding BC Gas' Industrial and Off System Customer accounts as follows:

- (a) updating Customer and contract information in the CIS;
- (b) investigating and correcting billing, contract or payment errors;
- (c) initiating fieldwork;
- (d) explaining rate calculations and changes; and

- (e) transferring calls as appropriate to the BC Gas marketing group responsible to managing the Customer relationship.

2.6. Customer Accounting and Collections

The Customer accounting aspect of the Industrial and Off System Support Services provided by CustomerWorks shall include the updating of accounting records related to Customer billing and payments. The collections component shall be performed in accordance with the Protocol. The Customer accounting and collections activities shall include:

- (a) billing for payment security;
- (b) managing Customer letters of credit;
- (c) monitoring and actioning overdue balances;
- (d) performing outbound collections including sending notices; and
- (e) initiating fieldwork disconnections and reconnections.

2.7. Information and Interpretation of Data and Processes in Response to BC Gas Staff Inquiries

CustomerWorks shall provide information and interpretation services to BC Gas staff which shall include but is not limited to:

- (a) Tariff application;
- (b) billing data and processes;
- (c) payment data and processes; and
- (d) credit and collections data and processes.

2.8. Systems Support

CustomerWorks shall provide support for the Customer Systems used to provide Industrial and Off System Support Services to BC Gas. This aspect of the Industrial and Off System Support Services shall include the following:

- (a) providing expert support on the Customer Systems related to Industrial and Off System Customers;
- (b) operating and maintaining the Customer Systems, including:
 - (i) Customer Systems administration activities required to support BC Gas' operational access to Customer information during normal business hours; and

Schedule "E"
Industrial and Off System Support Services

- (ii) communication of or training related to Customer Systems or process changes or Customer Systems availability;
- (c) acting as the expert knowledge source in directing work to maintain, repair or enhance the Customer Systems used and work jointly with BC Gas on the integration of new applications, modifications or technology required by BC Gas;
- (d) managing system parameters, including specific contract overrides and predetermined charges received from an external source;
- (e) complying with and implementing changes required by regulatory agencies, including from time to time updating rate tables and implementing new billing requirements; and
- (f) supporting all reporting requirements necessary for CustomerWorks or BC Gas in the delivery of the Billing Support Services and providing BC Gas with ad hoc and special reports and Data extracts as required from BC Gas' Data in the Customer Systems.

3. SERVICE GUIDELINES

3.1. CustomerWorks' Responsibilities

CustomerWorks will:

- (a) perform the Industrial and Off System Support Services with sufficient and adequately trained staff in accordance with mutually agreeable policies and practices, all of which are set out in this Schedule and the Protocol;
- (b) consult with BC Gas through BC Gas' co-ordinator or the co-ordinator's designate on matters related to the Industrial and Off System Support Services;
- (c) ensure that adequate and appropriate systems and interfaces are available to meet the Performance Measures;
- (d) comply with BC Gas' requests for billing modifications due to regulatory agency directives;
- (e) answer billing, payment and collections inquiries with specialized representatives skilled and knowledgeable with respect to Industrial and Off System Customer accounts and in accordance with the Protocol;
- (f) provide appropriate and timely support through expert personnel and/or technology as required for special inquiries and Customer information extracts;

Schedule "E"
Industrial and Off System Support Services

- (g) inform BC Gas in a timely manner of any problems that will affect the delivery of the Industrial and Off System Support Services;
- (h) notify BC Gas of any changes to CustomerWorks' procedures in the provision of Services and obtain BC Gas' agreement prior to such changes, where such changes will impact BC Gas' operations; and
- (i) consult with BC Gas prior to enacting any changes to the Service levels.

3.2. BC Gas' Responsibilities

BC Gas will:

- (a) provide all necessary Data, schedules, Activity Forecasts, special forms or other information to CustomerWorks in accordance with the Protocol;
- (b) consult with CustomerWorks through CustomerWorks' Account Manager or his designate on matters related to the Services;
- (c) permit CustomerWorks' employees and agents, as may be authorized by CustomerWorks, access to BC Gas' Data at such times and for such purposes as is necessary to allow CustomerWorks to perform its obligations under this Schedule;
- (d) provide information in addition to that specified herein as CustomerWorks may reasonably and occasionally require in performing the Industrial and Off System Support Services;
- (e) provide sufficient notice of regulatory and rate changes as outlined in the Protocol;
- (f) provide notice of content for new bill messages and specifications for new stuffers in accordance with the Protocol; and
- (g) will notify CustomerWorks of any changes to BC Gas' procedures which impact the provision of Services through the change control process outlined in Clause 15 of the Client Services Agreement prior to such changes, where such changes will impact CustomerWorks' operations.

3.3. Service Levels

CustomerWorks will:

- (a) perform the Industrial and Off System Support Services with sufficient and adequately trained staff sufficient to meet the service levels, all of which are set out in this Schedule and the Protocol;
- (b) accurately record and update all Customer, contract, premise and account information in the Customer Systems;

Schedule "E"
Industrial and Off System Support Services

- (c) control the execution of batch processes, billing processes, interface files, message based services, and report jobs each business day as scheduled or required;
- (d) print and distribute reports to BC Gas each business day as scheduled or required;
- (e) calculate Customer account balances accurately;
- (f) deliver invoices to Customers each Business Day through the determined bill delivery mechanism as scheduled or required;
- (g) process all payments received before 12:00 pm PST within the same business day as the day of receipt;
- (h) process all refunds within four (4) Business Days of receipt of request by the Customer;
- (i) post all receivables, Tariff components and other transactions to the appropriate BC Gas accounting code accurately and in a timely fashion, and provide reconciliation assistance as required and as outlined in the Protocol;
- (j) ensure that the number of days from billing to delivery will be no more than two (2) Business Days;
- (k) provide staff coverage for all Industrial and Off System Support areas from at least 8 am to 4 pm PST for outgoing and incoming calls with Customers and authorized BC Gas staff. Any incoming calls after 4 pm PST will at minimum be recorded by voice mail and returned the next Business Day;
- (l) respond to BC Gas' request for information on existing processes, Systems or Customer complaints within two (2) Business Days and for individual Customer data extracts within five (5) Business Days;
- (m) provide adequate expert resources in a timely fashion, to design and implement Customer System or process changes required by BC Gas due to regulatory or government direction, new Tariff or service requirements, or other business requirements, based on a schedule and budget agreed to by both parties;
- (n) respond to requests for structured data extracts related to groups of Customers within seven (7) Business Days;
- (o) respond to requests for Customer System modifications and other special requests within ten (10) Business Days with an assessment of the time and expected cost;
- (p) upon request by BC Gas selectively print bill messages or include with Customer bills up to five other inserts per Company each

Schedule "E"
Industrial and Off System Support Services

billing work day by the date requested by BC Gas and in accordance with the Protocol;

- (q) maintain Service levels described herein;
- (r) manage the distribution of other billing or collections Customer correspondence related to Industrial and Off System Customers provided by CustomerWorks to the Customer;
- (s) follow the collection timeline established in the Protocol subject to acceleration for individual Customers at the direction of BC Gas; and
- (t) maintain an archival of billing and consumption information as required to support audit compliance with taxation authorities, regulatory requirements and a minimum of five years of consumption history to support Customer requests.

3.4. Policies and Practices

3.4.1 CustomerWorks shall deliver the Industrial and Off System Support Services in accordance with the Protocol.

3.4.2 BC Gas will:

- (a) retain final approval rights for scripts, training materials and other materials for any Customer communications; and
- (b) retain the right to monitor call and bill quality.

CustomerWorks will notify BC Gas of any changes to CustomerWorks' procedures in the provision of Services and obtain BC Gas' agreement prior to such changes, where such changes will impact BC Gas' operations.

3.5. Performance Measures

CustomerWorks shall provide the Industrial and Off System Support Services in accordance with the Service levels described herein which at a minimum shall meet BC Gas' Service levels for the same or similar Industrial and Off System Support Services provided by BC Gas prior to the completion of the transition of the Industrial and Off System Support Services to CustomerWorks.

Section 3.3 sets out the Service level measures for the Industrial and Off System Support Services. CustomerWorks shall not be responsible for, nor shall BC Gas be entitled to any remedies for failure to meet Industrial and Off System Support Service levels to the extent that such failure was caused by the failure of BC Gas to meet the requirements of Section 3.2.

Where there are Industrial and Off System Support Services performed currently, but no existing Performance Measures are recorded it is agreed that as soon as standards can be measured (with consideration given to industry standards) and validated by the Client Services Committee, they will be incorporated into this Schedule.

The service levels and measures shall be reviewed from time to time and may be revised upon mutual agreement of both parties. Subject to the above, Performance Measures will be reviewed annually and may be revised upon mutual agreement of both parties on the anniversary date of the Schedule.

3.6. Planning and Budgeting

CustomerWorks shall be responsible for all planning and budgeting of its Billing Support Services provided pursuant to this Schedule.

3.7. Industrial and Off System Support Services Infrastructure and Support

CustomerWorks shall provide any and all Industrial and Off System Support Services infrastructure and support in order to provide Industrial and Off System Support Services to BC Gas. All infrastructure and support costs, including maintenance costs, are to be provided at CustomerWorks' expense. Such infrastructure and support shall include:

(a) Software and Hardware

CustomerWorks shall provide all software and hardware required for its day to day operation in its provision of the Industrial and Off System Support Services.

(b) Buildings and Equipment

CustomerWorks shall provide all space and equipment including transportation requirements required for its day to day operations in its provisions of the Industrial and Off System Support Services.

(c) Approval Process for Changes Affecting Customers

Changes to Industrial and Off System Support Services shall be made in accordance with the scope change process in the Client Services Agreement.

4. REPORTS

CustomerWorks shall provide to BC Gas, management and financial reports related to Billing Support Services in accordance with the Protocol.

5. CUSTOMER ISSUE MANAGEMENT

CustomerWorks and BC Gas shall work together to resolve Customer issues in a timely manner. All Customer issues and resolutions will be tracked and reported in accordance with the Protocol. Customer issues shall be resolved as follows:

- (a) all issues raised by Customers directly to the attention of CustomerWorks shall be resolved within five (5) Business Days or in a time frame agreed to with the Customer. Any issues requiring escalation to BC Gas for final resolution will be forwarded to a person appointed by the BC Gas Administrator within BC Gas as soon as reasonably possible;
- (b) all issues raised by Customers directly to BC Gas or the British Columbia Utilities Commission regarding services provided by CustomerWorks shall be forwarded to a single contact person as designated by the CustomerWorks Account Manager. Depending on the nature of the issue CustomerWorks will be asked to:
 - (i) respond directly to the complainant, either verbally or in writing as soon as reasonably possible; or
 - (ii) provide a draft response in writing to BC Gas.

All issues shall be resolved or responded to within five (5) Business Days of receipt from BC Gas or in a time frame agreed to with BC Gas or BC Gas Customer.

- (c) all correspondence sent directly to BC Gas Customers by CustomerWorks shall be under BC Gas letterhead; and
- (d) all issues and resolutions in items (a) and (b) shall be tracked and reported monthly to BC Gas.

6. PRICING

6.1. CustomerWorks will provide the Services described in this Schedule for five (5) years at the fixed fees ("Base Fees") set out in the following table:

	2002 Base Fee	2003 Base Fee	2004 Base Fee	2005 Base Fee	2006 Base Fee
Industrial and Off System Support	\$354,968	\$404,667	\$404,667	\$404,667	\$404,667

Schedule "E"
Industrial and Off System Support Services

The Base Fees will be adjusted to reflect changes to the number of Customers as defined in the Client Services Agreement. Additionally:

- (a) Base Fees will include 300 hours per year for ad hoc and special reports and Data extracts specifically related to supporting Industrial and Off System Customer requests;
- (b) Customer Systems work done as a result of requests from BC Gas for a scope change, excluding changes to existing rate schedule prices and to system tables, and for ad hoc and special reports and Data extracts in excess of 300 hours per year will be charged based on the fees contained in the Professional Services Schedule attached hereto as Appendix "E1"; and
- (c) incremental costs incurred by CustomerWorks due to material errors made by CustomerWorks which are not recovered in the fees outlined herein will not be billed to BC Gas. Incremental costs incurred by CustomerWorks due to material errors made by BC Gas will be billed based on the fees set out in Appendix "E1" attached hereto. Such incremental charges are subject to prior mutual agreement as determined by the Client Committee.

6.2. All Base Fees will be billed monthly.

7. PERFORMANCE MEASURES, DEFICIENCY CURE PERIODS AND PENALTIES

- 7.1. The following table outlines the Performance Measures for all Industrial and Off System Support Services. CustomerWorks shall not be responsible for, nor shall BC Gas be entitled to any remedies for failure to meet Performance Measures to the extent that such failure was caused by the failure of BC Gas to meet the requirements of Section 3.2.
- 7.2. The Performance Measures shall be reviewed from time to time and may be revised upon mutual agreement of both parties. Notwithstanding the above, Performance Measures will be reviewed annually and may be revised upon mutual agreement of both parties on the anniversary date of the Client Services Agreement.
- 7.3. CustomerWorks will provide BC Gas with a summary of CustomerWorks' performance of the measures in Section 7 within ten (10) Business Days of the month-end.

7.4. Key Contacts

CustomerWorks

For questions regarding billing issues, the Manager of Billing Services , or as otherwise identified in the Protocol, will be the key contact.

For questions regarding system outages or other system problems, and the status of special projects including rate changes, the key contact will be the Manager of Billing Services or a designate or as described in the Protocol.

For problems with delivery on performance measures or Industrial and Off System Support Services not meeting client expectations, the CustomerWorks Account Manager will provide the key contact. The CustomerWorks Account Manager will undertake to resolve the problems as expeditiously as possible.

For new services, special requests, or changes to existing Industrial Off System Support Services the CustomerWorks Account Manager or as otherwise designated in the Protocol will be the key contact.

BC Gas

For questions regarding Industrial and Off System Support Services the key contact will be the Administrator or as described in the Protocol.

- 7.5. Performance deficiencies will be brought to the attention of CustomerWorks and appropriate measures will be implemented to correct the performance issues. The following chart outlines the Deficiency Period, Cure Period and Penalty for non-performance for the key Industrial and Off System Support Services measures:

Industrial and Off System Support Services

Service	Performance Measure	Deficiency Period	Cure Period	Penalty
Accuracy	99.5% of bills accurate based upon input data.	1 month	1 month	\$10,000/ month
Timeliness	95.0% of bills delivered by the method specified within two (2) Business Days of the date the billing file is	1 month	1 month	\$10,000/ month

Schedule "E"
Industrial and Off System Support Services

	created.			
Completion	95.0% of bills generated within two (2) Business Days of the receipt of all necessary billing information.	1 month	1 month	\$10,000/ month
Collections	Provide to BC Gas a monthly summary of Customers in arrears two (2) Business Days after all billing is completed for the month.	1 month	1 month	\$5,000/month
Collections	Customers with an arrears balance greater than \$1000 will be contacted by CustomerWorks regarding their overdue balance within 21 days of the due date.	1 month	1 month	\$5,000/month
Collections	Monthly collection status meetings will be held within five (5) Business Days of the monthly summary of customers in arrears being provided to BC Gas unless the meeting is delayed by BC Gas request.	1 month	1 month	\$2,500/month

“Penalty” shall mean that amount charged to CustomerWorks at the time the deficiency is identified and shall apply each month the deficiency occurs including the cure period. Failure to meet the Performance Measures for more than two (2) consecutive months will result in repetitive doubling of the monthly penalty until the deficiency is resolved or rectified.

Appendix "E1"
Professional Services Schedule

Hourly charge out rates for system personnel performing Scope Change work or work over 600 hours per year on ad hoc and special reports and Data extracts for BC Gas shall be as follows:

Senior Project Manager	\$150
Senior Consultant	\$100
Intermediate Consultant	\$85
Junior Consultant	\$70