



ROBERT J. PELLATT
COMMISSION SECRETARY

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VIA FACSIMILE

October 11, 1996

Mr. C.P. Donohue
Manager of Regulatory Affairs
Pacific Northern Gas Ltd.
1400 - 1185 West Georgia Street
Vancouver, B.C.
V6E 4E6

Dear Mr. Donohue:

Re: Pacific Northern Gas (N.E.) Ltd.
Charging for Customer Service Calls - Dawson Creek & Tumbler Ridge

With reference to your September 19, 1996 letter advising the Commission that PNG(N.E.) proposes to begin charging customers for service calls requiring work on equipment we wish to respond as follows:

The Commission accepts the proposal that PNG(N.E.) can begin to charge customers for such services that were normally provided free in the past. Please file the standard charges contained in the filing in approved tariff format.

The Commission requires PNG(N.E.) to maintain sufficient records to report on the number of callouts, type of service being charged, revenue and costs by division for each calendar year commencing immediately.

The provision of the above services and related charges may be reviewed again as part of the hearing into the Retail Market Downstream of the Meters.

Yours truly,

A handwritten signature in black ink, appearing to read "R. Pellatt", written over a horizontal line.

Robert J. Pellatt

RJP/mmc

cc: Kevin Blackman,
Eagle Head Plumbing & Heating

PNG/Cor/CustSrvCalls