



LETTER NO. L-96-09

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VIA E-MAIL

October 16, 2009

TERASEN GAS - CPCN CUSTOMER CARE ENHANCEMENTS	EXHIBIT A-10
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TO: Terasen Gas Inc.
Registered Interveners

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

On October 5, 2009 Terasen Gas Inc. ("TGI") responded (Exhibit B-11) to Commission Letter L-87-09 (Exhibit A-9) and identified Information Request ("IR") responses which would fall within the criteria Hansen Technologies ("Hansen") outlined in its written submission (Exhibit C6-3) requesting disclosure of certain confidential IR responses dated September 25, 2009.

TGI indicated that it reviewed the responses filed confidentially against the criteria set out in Hansen's letter, and concluded that none of the responses filed confidentially refer to:

- (a) Hansen and/or Peace;
- (b) The Peace CIS product;
- (c) The existing customer care system in use in respect to Terasen; or
- (d) The scope and quality of services provided to Terasen by Customer Works LP utilising the Peace CIS system.

TGI did, however, identify four confidential responses that relate tangentially to the remaining criterion: "CIS tendering/selection process." TGI noted that the four responses, and their general subject matter, are as follows:

- (a) The responses to BCUC IR No. 1.45.1 and 1.45.2 refer to the services provided to TGI by Micon Consulting in support of the CIS System Integration evaluation process; and
- (b) The responses to BCUC IRs Nos. 1.50.1 and 1.53.3 refer to details of the quotes provided by HCL Axon and Blue Heron.

TGI submits that the responses contain information that is commercially sensitive to Micon Consulting, HCL Axon and Blue Heron and therefore should remain confidential and not be released to Hansen.

The Commission has reviewed the confidential IR responses filed by TGI and agrees with TGI's assessment. Given the commercially sensitive nature of the information provided, the Commission has determined that the four potentially relevant responses identified above should not be released to Hansen.

Yours truly,

Original signed by:

Erica M. Hamilton

CMcM/cms