



LETTER NO. L-6-10

ERICA M. HAMILTON
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VIA EMAIL

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January 18, 2010

**TERASEN GAS - CPCN
CUSTOMER CARE ENHANCEMENTS EXHIBIT A-
18**

Mr. Tom Loski
Chief Regulatory Officer
Terasen Gas Inc.
16705 Fraser Highway
Surrey, BC V4N 0E8

Dear Mr. Loski:

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

Further to Exhibit A-17, the Panel has determined that an Oral Phase of Argument is required. Due to a conflicting commitment of the Panel Chair, the Oral Phase of Argument can be heard on Monday, February 1, 2010 commencing at 9.00 a.m. subject to comments from Terasen Gas and Intervenor submitted to the Commission by Thursday January 21, 2010. The Panel will issue an agenda for the Oral Phase of Argument prior to its commencement.

Yours truly,

Original signed by:

Erica M. Hamilton

CMcM/yl

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