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August 12, 2011

VIA COURIER

Ms. Kirsten Walli
Board Secretary
Ontario Energy Board
2300 Yonge Street, 27th Floor
Toronto, ON M4P 1E4

Dear Ms. Walli:

Re: Enbridge Gas Distribution Inc. ("Enbridge")
Enbridge Customer Care and Customer Information System Costs
Board Filed Number: EB-2011-0226

In addition to the evidence filed on June 20, 2011 for the above noted proceeding, enclosed please find the following corrected exhibit:

- Exhibit A, Tab 2, Schedule 2, page 1

The correction is only for the purpose of adjusting the descriptions in each of columns A through D to exclude the indicator A behind each fiscal year. None of the remaining descriptions or data in the Exhibit have been affected or changed.

The evidence has been filed through the Board's Regulatory Electronic Submission System (RESS) and will be available on the Enbridge website at www.enbridgegas.com/ratecase.

Two paper copies being forwarded to the Board via courier.

If you have any questions, please contact the undersigned.

Yours truly,

A handwritten signature in blue ink that reads "Bonnie Jean Adams".

Bonnie Jean Adams
Regulatory Coordinator

"2013 Template"

Customer Care and CIS Settlement Template - through 2018

#	Category of Cost	A	B	C	D	E	F	G
		2007	2008	2009	2010	2011	2012	2007-2012
CIS Related Categories								
1	Old CIS Licence Fee							\$28,900,000
2	Old CIS Hosting and Support	\$14,200,000	\$9,800,000	\$4,900,000	\$0	\$0	\$0	
2a	Incumbent (CWLP) CIS Services being provided from January to March 2007							
3	New CIS Capital Cost @ Board Approved 36% Equity	\$0		\$950,000	(\$5,260,000)	\$25,890,000	\$24,910,000	\$46,490,000
4	New CIS Hosting and Support	\$0	\$0	\$4,350,000	\$8,700,000	\$8,700,000	\$8,700,000	\$30,450,000
5	CIS Backoffice (EGD Staffing)	\$1,000,000	\$1,030,000	\$2,000,000	\$2,060,000	\$2,121,800	\$2,185,454	\$10,397,254
6	SAP Licence Fees	\$0	\$0	\$1,113,500	\$2,227,000	\$2,227,000	\$2,227,000	\$7,794,500
7	SAP Modifications	\$0	\$0	\$1,000,000	\$1,000,000	\$0	\$0	\$2,000,000

Customer Care Related Categories						
8	Incumbent (CWLP) Customer Care Services being provided from - January to March 2007	\$16,900,000	\$0	\$0	\$0	\$0
9	Customer Care Transition Service Provider Contract Cost - ABSU April, 2007 to Sept. 30, 2008	\$0	\$0	\$0	\$0	\$0
10	New Service Provider Contract Cost	\$47,803,098	\$66,069,140	\$67,251,948	\$68,885,212	\$
10a	ACN MTP & Collection Agency costs	-	-	-	-	-
10b	MET	-	-	-	-	-
10c	Postage	-	-	-	-	-
11	Customer Care Licences	\$1,400,000	\$1,400,000	\$1,400,000	\$1,400,000	\$8,400,000
12	Customer Care Backoffice (EGD staffing)	\$3,100,000	\$3,193,000	\$3,288,790	\$3,387,454	\$3,593,750
13	Customer Care Procurement Costs	-	980,000	980,000	980,000	980,000
14	Transition Costs - Consultants and ISP	\$0	\$0	\$0	\$0	\$0
15	Transition Costs - EGD Staffing					

16	Total CIS & Customer Care	\$84,403,098	\$82,472,140	\$87,234,238	\$83,379,666	\$115,539,309	\$116,538,292	\$569,566,743
17	Number of Customers	1,831,283	1,878,004	1,925,563	1,973,575	2,021,588	2,069,600	11,699,613
Total Customer Care Only		69,203,098	71,642,140	72,920,738	74,652,666	76,600,509	78,515,838	443,534,989
Customer Care Only Cost/Customer		37.79	38.15	37.87	37.83	37.89	37.94	
Cust Care only Cost/Customer Annual Change %			1%	-1%	0%	0%	0%	

H 2013P	I 2014P	J 2015P	K 2016P	L 2017P	M 2018P	N 2013-2018 Total
	\$0	\$0	\$0	\$0	\$0	\$0
\$25,420,000	\$24,380,000	\$23,320,000	\$22,320,000	\$21,310,000	\$20,260,000	\$137,010,000
\$7,781,559	\$7,995,552	\$8,237,417	\$8,486,599	\$8,743,318	\$9,007,804	\$50,252,248
\$2,858,763	\$2,947,385	\$3,047,891	\$3,151,824	\$3,259,301	\$3,370,443	\$18,635,607
\$2,296,274	\$2,378,940	\$2,471,957	\$2,568,610	\$2,669,043	\$2,773,402	\$15,158,226
\$0	\$0	\$0	\$0	\$0	\$0	\$0
\$38,356,596	\$37,701,876	\$37,077,264	\$36,527,033	\$35,981,662	\$35,411,649	\$221,056,081

	\$0	\$0	\$0	\$0	\$0	\$0
	\$0	\$0	\$0	\$0	\$0	\$0
\$74,670,566	\$77,937,876	\$81,276,823	\$84,469,914	\$87,763,976	\$92,188,004	\$498,307,159
48,606,388.47	50,778,999.25	52,238,204.51	53,785,231.25	55,378,239.92	58,108,383.93	\$318,594,447
\$10,491,888	\$10,824,366	\$11,301,277	\$11,802,274	\$12,323,179	\$12,841,088	\$69,584,071
\$15,573,290	\$16,634,511	\$17,737,341	\$18,882,409	\$20,082,557	\$21,238,533	\$110,126,641
\$1,411,985	\$1,462,816	\$1,520,013	\$1,579,445	\$1,641,201	\$1,705,372	\$9,320,833
\$4,516,754	\$4,656,774	\$4,815,570	\$4,979,781	\$5,149,591	\$5,325,192	\$29,443,662
\$0	\$0	\$0	\$0	\$0	\$0	\$0
\$0	\$0	\$0	\$0	\$0	\$0	\$0

\$118,955,902	\$121,759,343	\$124,689,670	\$127,556,172	\$130,536,430	\$134,630,218	\$758,127,734
2,059,959	2,100,317	2,142,191	2,185,464	2,229,173	2,269,074	12,986,178
80,599,306	84,057,466	87,612,405	91,029,139	94,554,768	99,218,569	537,071,654
39.13	40.02	40.90	41.65	42.42	43.73	
3%	2%	2%	2%	2%	3%	