

Undertaking No. JTC2.22

To reconcile the [REDACTED] third-party price per call in Exhibit KTC2.1 with the [REDACTED] third-party cost per call in Energy Probe IR no. 4, table to Part (c) under Issue 4.1. P. 108

Response

The total third party costs of \$1,225 for 2012 shown at Energy Probe Issue 4.1 IR #4c) includes costs to answer incoming calls and other services. A breakout is provided below (in \$000s). The third party price per call is [REDACTED]. The total third party costs per call is [REDACTED].

Year	Number of Calls	Price /Unit	Subtotal - Total Cost per Call	Monthly Mail Out/Fax Out Services	Outbound Collection Activity	Contract Value
	(A)	(B)	C= (A)*(B)	D	E	C+D+E
2012	182,755	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	\$1,224.8