



May 8, 2007

Ontario Energy Board
P.O. Box 2319
2300 Yonge Street, Suite 2701
Toronto, ON
M4P 1E4

Attention: Mr. Rudra Mukherji, Board Staff

Re: EB-2007-0599 - Union Gas - Invoice Vendor Adjustment Fee Application

Dear Mr. Mukherji:

Per your request, please find attached responses to two interrogatories requesting data pertaining to the Invoice Vendor Adjustment Fee Application.

Yours truly,

[original signed by]

Chris Ripley
Manager, Regulatory Applications

cc C. Smith, Torys
A. Gibbs (Direct Energy)
N. Ruzycki (OES)
V. DeRose (IGUA)

UNION GAS LIMITED

Answer to Interrogatory from
Board Staff

Question:

Using Union's Call Centre data used to monitor and categorize calls, provide the following:

- a. For the years 2006 and 2005, please provide a complete listing of all inbound call categories.
- b. For each call category identified in Question 2(a), please provide the percent share and the volume of these calls.

Response:

<u>Call Distribution</u>	<u>2005</u> <u>No. of Calls</u>	<u>2005</u> <u>%</u>	<u>2006</u> <u>No. of Calls</u>	<u>2006</u> <u>%</u>
Move In/Move Out Calls	263,643	21.74	216,384	19.45
Inbound Collections Calls				
Inbound Collections Calls	420,713	34.69	356,935	32.09
Security Deposit Collections			633	0.06
Security Deposit New			12,954	1.16
Winter Warmth Program			491	0.04
Utility Service Work Calls				
Utility Service Work Calls	80,914	6.67	86,893	7.81
Locates	16,986	1.40		
Union Energy/Separation/Retail Calls			15,256	1.37
General Inquiry Calls				
Bill Redesign – Con			4,181	0.38
Bill Redesign – Pro			185	0.02
Equal Billing / Bank Draft Calls	77,479	6.39	71,463	6.42
Account Maintenance ⁽¹⁾	31,576	2.60	28,448	2.56
Account Adjustment ⁽¹⁾	31,576	2.60	28,448	2.56
Direct Purchase Calls	16,477	1.36	14,218	1.28
General Inquiry Calls	222,081	18.31	231,723	20.83
High Bill Calls	35,155	2.90	27,622	2.48
Rate Rider / Adjustment			437	0.04
Rates Calls	<u>16,214</u>	<u>1.34</u>	<u>16,101</u>	<u>1.45</u>
Total	<u>1,212,815</u>	<u>100.00</u>	<u>1,112,372</u>	<u>100.00</u>

(1) Account Maintenance and Account Adjustment calls tracked as one category. Divided equally for this analysis.

Witness: Jim Laforet
Question: May 4, 2007
Answer: May 8, 2007
Docket: EB-2007-0599

UNION GAS LIMITED

Answer to Interrogatory from
Ontario Energy Savings L.P.

Question:

Please set out in detail, how Union determined that each IVA specific call will cost Union \$6.20 to complete?

Response:

The cost is based on the 2007 plan for Union's contact centre.

Total Planned Calls	1,150,279
Total Planned Hours	172,575
Minutes Per Call ⁽¹⁾	9.00

CSR Payroll	6,438,211
CSR Hours	172,575
Cost Per Minute	0.62

Cost Per CSR Call	5.60
Contact Centre Costs	0.60
Cost Per CSR Call	6.20

⁽¹⁾ Minutes per call includes, pre-call wait, customer talk time, post call time, and non-productive labour (meetings, training, vacation, etc).

Witness: Jim Laforet
Question: May 4 2007
Answer: May 8, 2007
Docket: EB-2007-0599