Enbridge Gas Compendium for Direct Examination of Panel 12 (Integration Capital)

	Item
1.	EB-2022-0200 – Exhibit 1, Tab 9, Schedule 1 – Table 6 (capital spend)
2.	EB-2018-0305 – UG AMP – Page 124 – summary of TIS spend
3.	EB-2018-0305 – UG AMP – Page 278 – service suite business case
4.	EB-2018-0305 – UG AMP – Page 178 – banner business case

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Tab 9
Schedule 1
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A listing of the integration capital expenditures and descriptions is provided at Attachment 1. The CIS investments are included in Customer Care and the AWS investments are noted in Distribution Operations.   /u

Table 6
Integration CapEx Investments Schedule

Line No.	Particulars ($ millions)	2019 Actual	2020 Actual	2021 Actual	2022 Actual	2023 Bridge Year	Total	
		(a)	(b)	(c)	(d)	(e)	(f)	
	CapEx							
1	Business Development & Regulatory		0.6	2.0			2.6	
2	Customer Care	6.7	27.7	32.0	0.8		67.3	/u
3	Distribution Operations	11.3	7.1	19.0	19.8	17.0	74.2	/u
4	Energy Services	3.6	3.7	8.0	5.6	3.0	23.9	/u
5	Engineering & STO		0.2	2.0	0.3		2.5	/u
6	Overheads	7.6	11.0				18.6	
7	Total Annual CapEx	29.1	50.4	63.0	26.5	20.0	189.0	/u
8	Net Book Value (included in rate base forecast)						119.0	/u

Notes:
(1)   Distribution Ops: Work Mgmt. phases utility work, construction, meters, customer attachment   /u
(2)   CapEx is reflective of year spent   /u
(3)   Overheads are included at the project level starting in 2021   /u
(4)   Associated impact of NBV reflected in the 2024 Test Year revenue requirement is $28 million   /u

45. As noted, the largest investments in capital were driven by technology investments to align pillar applications, which started in 2019. Upon initiation, these projects assessed the current systems in place against business needs, the evolving technology landscape and security requirements, as well as evolving customer

5.4.8.3.4   **Summary of Technology and Information Services (TIS) Maintenance Capital Projects**

Table 5.4.8.3.4.1 : TIS 10-Year Forecast of Capital (all $ in millions)

Project/ Program/ Portfolio	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	10 Year Total
Key Applications											
Banner	2.0	3.5	2.1	2.1	2.3	12.1	32.1	37.3	27.1	2.1	**122.6**
CARE	0.1	6.1	11.2	10.2	9.2	0.2	0.2	0.2	0.2	0.2	**37.6**
CARS	0.1	0.3	7.2	7.4	7.4	2.0	2.3	0.3	0.4	0.8	**27.9**
ConTrax	11.6	0.1	0.4	0.3	0.1	2.4	0.1	0.1	0.1	2.4	**17.5**
Corrosion		1.5	2.3	0.3		0.2	0.3	0.3		0.2	**4.9**
GIS		1.5	0.8	6.0	6.1	6.0	0.6	0.3	0.3	0.8	**22.2**
Meters & Measurement		3.9	1.6	0.6	0.2	0.2	0.4	0.1	0.1	0.4	**7.5**
SCADA	1.0	1.0	1.0	1.0	1.1	2.1	4.2	2.0	1.0	1.0	**15.4**
Service Suite	3.8	0.5	1.0	0.5	0.5	2.5	0.5	0.5	0.5	3.0	**13.3**
Applications - Other	1.5	4.3	3.7	2.9	5.0	2.5	2.1	3.5	2.8	4.5	**32.7**
Hardware	6.3	7.4	4.6	4.6	5.7	8.2	7.6	5.8	5.9	9.3	**65.5**
IT Technologies	1.4	1.1	1.4	1.1	1.3	1.2	1.2	1.4	1.2	1.0	**12.1**
IT Total	**27.8**	**31.3**	**37.1**	**36.7**	**38.7**	**39.5**	**51.4**	**51.6**	**39.6**	**25.4**	**379.1**

Applications

Changes to TIS Applications are categorized into the following three types:

- **Enhancements** – Small to medium sized projects to add functionality and/or adapt the application to new business requirements.

- **Upgrades** – Primarily focused on applications that leverage vendor software. Regular version upgrades are required in order to maintain vendor support.

- **Lifecycle Projects** – Medium to large projects where the entire system is replaced with either a new in-house developed application or different vendor supplied software. COTS (Commercial-off-the Shelf) or vendor supplied applications are typically life cycled every 10 to 15 years to maintain support. In-house custom develop applications tend to have a longer life span and undergo a lifecycle replacement every 20 to 25 years.

The majority of the proposed TIS capital is for life cycling existing applications. Given there are 16 key applications and lifecycle projects typically take three to four years to implement, there will need to always be two to three active medium to large application

10.8 Service Suite Application Project (AMP ID 841, 2284)

The Service Suite application provides Work Management functionality to the majority of our Distribution Operations field workforce at Union. Planning and Dispatch Centres in London, Burlington, and North Bay manage the work for approximately 430 Utility Services Representatives (USRs) and dispatch this work through a cellular network to Panasonic Toughpads that are docked in each USR's vehicle. It is also a key technology for managing and dispatching Emergency Service orders 24 hours a day. The solution has significant interfaces with our CIS system (Banner) and Payroll system (SAP) via our time reporting and crewing application (WARP). The Service Suite application has been used at Union for the past 20 years with the last major upgrade occurring in 2007. The current version of Service Suite is 8.1.3. and is anticipated to be out of support with the vendor in 2020. This version is also dependent on aging technologies such as Windows 7 that present vendor support issues for the environment.

10.8.1 Scope

The focus of this project is to upgrade the aging Service Suite application to a newer version of the product and extend the life of the system. This is intended to be a technical upgrade with minimal new functionality added. Changes to the interfaces and reporting environment will also be minimized and only touched were needed as part of the upgrade or where objects could be retired.

10.8.2 Expenditures

The total expenditure for the Service Suite upgrade project is $7 million. The plan is to complete the upgrade in 2019 and in subsequent years, incur other expenditures to enhance the solution to meet business needs.

10.8.3 Resources

The resources on the project will be a mix of internal IT resources, functional area resources, and resources from the software vendor. As the project plans are developed, the appropriate resources will be identified and engaged as required.

10.8.4 Leave to Construct

Not applicable

1.10 Banner Application Project 2019 (AMP ID 2274)

Asset Category: TIS

Banner Enlogix customer information system is a Vertex SAAS offering for 1.4 million non-contract general use customers that was implemented across Union in 2000. Banner's core purpose is billing and the system transacts revenue in excess of ~$1.5B annually. Banner is the system of record for: Customer, Premises, Account, Service and Meter information and all related processes.

In addition to the Core CIS functions within the Banner Application, there are several other associated applications Vertex provides such as our MyAccount application, which is a customer self-serve web portal for transacting and viewing Banner billed information. Some examples include viewing bill images, consumption history, sign up/remove EBP Equal Billing Plan (EBP) and Auto Payment Plan (APP).

A copy of the code is maintained in escrow.

1.10.1 Scope

The investment in enhancements is to ensure accurate billing services are provided to the customers in Banner and meet regulatory and legislative requirements.

1.10.2 Expenditures

The total capital expenditure for the project is $122 million.

In 2019 and 2020, a $2.5 million enhancement to the online component referred to as MyAccount is required for compliance with the Accessibilities for Ontarians with Disabilities Act (AODA).

From 2019 to 2023, funding of $9 million is required to remain compliant and implement enhancements to the system to ensure it continues to meet the business needs. Some of this work includes expected changes to the Customer Service Standards from the Ontario Energy Board (OEB) and changes to support the Energy Water Reporting and Benchmark (EWRB) regulation.

During 2024 through to 2027, the application will undergo a major life cycle replacement as the current version and underlying technologies will be over 20 years old.

1.10.3 Resources

The resourcing plans for this project are consistent with the historical expenditures. As the project plans are developed, the appropriate resources will be identified and implemented as required.

1.10.4 Leave to Construct

Not applicable.