



LETTER NO. L-24-07

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Log No. 18151

VIA E-MAIL

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March 14, 2007

Mr. Scott Thomson
Vice President, Finance and Regulatory Affairs
Terasen Gas Inc.
16705 Fraser Highway
Surrey, B.C. V4N 0E8

Dear Mr. Thomson:

Re: Terasen Gas Inc. ("TGI")
Third Party Damage to TGI Distribution System
Line Hit – Seymour Place, North Vancouver

Thank you for the Report dated March 3, 2007 that you provided regarding the subject line hit. The Report has been of considerable assistance to the Commission, but the following further clarification and information about TGI's plans will be helpful as well.

- 1.0 As nearly as can be determined, when (at what time) on Wednesday, February 22, 2007 was the line hit, when was the hit reported to TGI, when did TGI staff first arrive on site and when did the first qualified Customer Service Technician ("Technician") arrive on site?
- 2.0 Further to page 2 of the Report, when was the damaged pipe shut-in and depressured (made safe), when was the repair of the damage completed and when was the line purged and restored to normal operating pressure?
- 3.0 Noting that 50 customers (12 percent) were not relit by Thursday, the day after the hit occurred, please identify the number of Technicians that were assigned to this work on Thursday, how late they worked that evening and the latest time that a customer could request a relight on Thursday evening and have it provided that same evening.
- 4.0 The Report at page 4 states that TGI used all available staff, including 20 Technicians and excluding only four Technicians in the Lower Mainland who were not called off of their scheduled duties. This indicates a fairly heavy commitment of available TGI resources to respond to an incident that TGI describes as "large by Terasen Gas standards but not out of the ordinary." Please explain why TGI believes its current complement of qualified response personnel is adequate. Further, please identify the resources that TGI would have available to respond to a more widespread incident, including gas contractors and support from other regions and utilities, and the criteria TGI uses to determine whether to call on such assistance.

5.0 The Report states that the concerns raised by customers relate mainly to customer communications. TGI states that it is evaluating improvements in the following areas, to ensure that information about future damage incidents is communicated to affected parties in a clear and effective manner:

- call centre notification and functions, particularly with respect to updated information about when service is likely to be restored,
- establishing notification on the TGI website and the related messaging,
- notification of media for communication of updated information to the public, and
- a prepared notice of explanation that would be left for each customer when service is shut off.

Please provide an update on the actions that TGI has taken or plans to take in each of these areas to improve its customer communications.

The Commission requests that TGI respond to this letter by April 30, 2007.

Yours truly,

Original signed by

Robert J. Pellatt

JBW/rt