



LETTER NO. L-87-09

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Log No. 30779

VIA E-MAIL

October 2, 2009

TERASEN GAS - CPCN

CUSTOMER CARE ENHANCEMENTS

EXHIBIT A-9

TO: Terasen Gas Inc.
Registered Interveners

Re: Terasen Gas Inc.
Project No. 3698561/Order G-68-09
Application for a Certificate of Public Convenience and Necessity
for the Customer Care Enhancement Project
Insourcing of Customer Care Services and
Implementation of a New Customer Information System

On September 25, 2009 the Commission received a written submission (Exhibit C6-2) from Hansen Technologies ("Hansen"), a non-ratepayer Intervenor, pursuant to Letter L-38-09, requesting that any responses that Terasen Gas Inc. ("TGI") files in confidence also be copied to Hansen on a confidential basis to the extent that they refer to: Hansen and or Peace (the company); the Peace CIS product; the CIS tendering/selection process; the existing customer care system in use in respect of Terasen; and the scope and quality of service provided to Terasen by CustomerWorks LP utilizing the Peace CIS system.

TGI replied on September 28, 2009 (Exhibit B-6) that it expects that most of the Information Request ("IR") responses will be non-confidential but it is unable to say conclusively at this time. TGI noted that there may be confidential information regarding Hansen's competitors in the IR responses and has requested that the Commission not rule on Hansen's request before the Commission has access to the specific IR responses that meet the criteria outlined by Hansen.

The Commission approves TGI's request to file with the Commission on Wednesday, October 7, 2009 a letter identifying what IR's would fall within the criteria that Hansen has outlined, including information regarding why responses were filed confidentially (if any), and any concerns TGI may have in providing access to any particular responses to Hansen. Interveners wishing to comment should make submissions to the Commission by Tuesday, October 13, 2009. Should TGI wish to reply to Intervener submissions (if any) it should do so by Thursday, October 15, 2009.

Yours truly,

Original signed by:

Erica M. Hamilton

CMcM/cms