



LETTER NO. L-83-09

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VIA EMAIL

September 23, 2009

TERASEN GAS - CPCN
CUSTOMER CARE ENHANCEMENTS EXHIBIT A-8

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

The Panel has considered Terasen Gas' proposal that confidential material be made available to intervenor ratepayer groups regarding transition costs subject to parties executing the standard undertakings of confidentiality (T2:64-67). The Panel has also considered the position of CEC (T2:69), BCOAPO (T2:74), CustomerWorks (T2:77-78) and COPE (T2:85). The Commission accepts Terasen Gas' proposal that Terasen Gas provide the confidential material as proposed to intervenor ratepayer groups. If any intervenor non-ratepayer groups also wish to have access to this confidential material then they should make a written submission to the Commission. Terasen Gas and intervenor ratepayer groups have the opportunity to file reply comments to the written submission of the intervenor non-ratepayer groups.

Yours truly,

Original signed by:

Erica M. Hamilton

PWN/cms