

2008 Service Level Agreement Services Used

Service Level Agreement:	Units provided under SLA	Rate	2008 Total
Dispatch Services			
Complaints/Enquiries	3	\$ 2.96	\$ 8.88
Follow up on calls	38	5.25	199.50
Locates	8,174	3.15	25,215.34
Main Damage	3,556	1.05	3,625.00
Permits	1	108.10	108.10
Report Preparation Hourly	30	63.00	1,895.04
Service Calls	1,916	5.25	9,802.59
Service Damage	14	5.25	72.39
	<u>13,732</u>		<u>\$ 40,926.84</u>
Engineering & Operations Services			
Engineering Monthly Fee	9	\$ 1,412.50	\$ 10,550.00
Handling meter history records	116,198	0.01	1,161.98
Handling meter reading for metrotek account	442	17.57	7,699.64
Meter accreditation inspection	1,021	6.50	6,636.50
Meter inventory reconciliation	89	100.00	8,900.00
Notification of EHS-related regulatory changes	1	40.00	40.00
Operations Field Time	70	136.00	9,520.00
Operations Field Time - O/T	80	135.00	10,732.50
Plant charge per meter transferred to affiliate	1,123	32.00	10,108.85
Repair charge per meter transferred to affiliate	99	32.00	3,168.00
Technical Engineering Policies	8	1,662.50	9,772.31
Truck - Utility Fitter	138	24.46	3,375.48
Operations Field Time - Straight Time	143	71.00	9,971.40
Inspectors - (Grade 005) (hourly rate)	65	115.00	7,475.00
Consulting - Senior Manager/Director (hourly rate) A	86	250.00	21,563.75
Consulting - Senior Manager/Director (hourly rate) B	54	249.94	13,437.40
Project Leader - Dew Point Test (hourly rate) A	13	125.00	1,625.00
Consulting - Senior Manager/Director (hourly rate) A	23	250.00	5,750.00
Inspectors - (Grade 005) (hourly rate) A	78	112.48	8,773.44
Inspectors - (Grade 005) (hourly rate) B	71	115.00	8,165.00
Operations Field Time - Straight Time A	96	71.86	6,898.56
	<u>119,906</u>		<u>\$ 165,324.81</u>
Environment, Health & Safety Services			
EVAP Administration	945	\$ 3.96	\$ 3,742.20
Notification of EHS-related regulatory changes	10	40.00	400.00
WSIB Administration	945	2.49	2,353.05
WSIB/EVAP	1,503	6.59	9,904.77
	<u>3,403</u>		<u>\$ 16,400.02</u>
Fleet and Equipment Services			
Vehicle Fuel	11	\$ 34,901.37	\$ 323,097.23
Vehicle Repairs & Leases	11	50,666.94	371,469.28
	<u>22</u>		<u>694,566.51</u>
Gas Control, Nominations, Reconciliation & Reporting			
Operation Gas Services	11	\$ 12,919.67	\$ 140,868.47
	<u>11</u>		<u>\$ 140,868.47</u>

Human Resources Consulting

Mar-Dec'07 Fiscal 2007	1	N/A	\$	21,000.00
Payroll/Pension Administration	598	7,066.50		17,546.18
HR Services	1	N/A		31,142.16
Benefit Administration	740	7.14		5,283.60
Benefit Charges	3	N/A		404,221.93
Employee Records Maintenance	740	1.07		791.80
Service Awards	1	N/A		2,581.65
	<u>2,084</u>		\$	<u>482,567.32</u>

IT Infrastructure Services

Desktop Services: Desktops/Laptops	1,709	\$	141.92	\$	205,036.04
Desktop Services: Intel Servers	114		141.92		13,768.16
DR Hosting Services 1 Rack in VPC Data Centre	6		1,091.00		6,546.00
Firewall Hardware	3		500.00		1,500.00
Software	196	N/A			35,441.19
Network Services	41		3,415.00		62,909.97
S/W TRF	9		1,998.36		4,106.05
	<u>2,078</u>			\$	<u>329,307.41</u>

Legal Services

Law Clerk A	16	\$	90.00	\$	1,431.00
Law Clerk B	22		85.00		1,861.50
Senior Legal Counsel A	22		210.00		4,641.00
Senior Legal Counsel B	13		180.00		2,286.00
Vice President, Gas Distribution Law and Deputy General Counsel A	35		250.00		8,742.50
Vice President, Gas Distribution Law and Deputy General Counsel B	10		225.00		2,340.00
	<u>118</u>			\$	<u>21,302.00</u>

Planning & Economic Services

Market Analyst/Financial Analyst (hourly rate) C	11	\$	95.00	\$	1,045.00
Market Analyst/Financial Analyst (hourly rate) B	30		172.00		5,160.00
	<u>41</u>			\$	<u>6,205.00</u>

Purchasing Management Services

Brokerage Fee	1	\$	98.00	\$	98.00
Pipe	7	N/A			151,924.85
Kit / Field Kit	200		14.61		2,879.00
	<u>208</u>			\$	<u>154,901.85</u>

Regulatory Consulting Services

Consulting - Manager/Senior Analyst A	1	\$	230.00	\$	230.00
Consulting - Manager/Senior Analyst B	18		180.00		3,240.00
Consulting - Supervisor & Analyst A	3		180.00		540.00
Consulting - Supervisor & Analyst B	5		140.00		700.00
	<u>27</u>			\$	<u>4,710.00</u>

Risk Management Services

Risk Mgmt Charges	2	N/A		\$	4,953.42
	<u>2</u>			\$	<u>4,953.42</u>

Taxation Services

Tax Services	5	\$	4,830.00	\$	21,895.00
	<u>5</u>			\$	<u>21,895.00</u>

Total	<u>141,637</u>			\$	<u>2,083,928.65</u>
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2009 Service Level Agreement Services Used

Service Level Agreement:	Units provided under SLA	Rate	2009 Total
Dispatch Services			
Follow up on calls	49	\$ 5.40	\$ 262.07
Locates	6,561	5.40	22,326.30
Main Damage	1,589	1.07	1,681.89
Report Preparation Hourly	25	64.45	1,590.80
Service Calls	1,826	5.40	9,817.50
Service Check	1	2.15	2.15
Service Damage	72	5.40	380.10
	<u>10,122</u>		<u>\$ 36,060.81</u>
Engineering & Operations Services			
Adjustment	2	\$ 32.33	64.65
Engineering Monthly Fee	10	1,442.16	14,302.96
Handling meter history records	96,512	0.01	965.12
Handling meter reading for metrotek account	260	17.97	4,655.56
Inspectors - (Grade 005) (hourly rate)	56	117.42	6,575.52
Leak Survey - Utility Vehicles	126	24.97	3,146.22
Meter accreditation inspection	587	8.50	4,427.50
Meter inventory reconciliation	23	102.30	2,289.05
Operations Field Time - Overtime	133	137.84	18,332.72
Project Leader (Grade 006) (hourly rate)	119	127.63	15,187.97
Repair charge per meter transferred to affiliate	621	185.00	22,421.74
Consulting - Senior Manager/Director (hourly rate) A	52	250.00	13,068.75
Project Leader (Grade 006) (hourly rate) A	88	127.63	11,231.44
Operations Field Time - Straight Time A	80	127.63	10,210.40
Operations Field Time - Straight Time B	224	71.47	16,009.28
Project/Program Manager	128	57.00	7,274.91
	<u>99,020</u>		<u>\$ 150,163.79</u>
Environment, Health & Safety Services			
Disability Management	5	\$ 60.00	\$ 300.00
Notification of EHS-related regulatory changes	9	41.00	361.00
WSIB/EVAP	1,242	6.74	8,206.08
	<u>1,256</u>		<u>\$ 8,867.08</u>
Fleet and Equipment Services			
Vehicle Fuel	13	\$ 25,933.86	\$ 287,276.32
Vehicle Repairs & Leases	13	28,683.30	297,019.74
	<u>26</u>		<u>\$ 584,296.06</u>
Gas Control, Nominations, Reconciliation & Reporting			
Operation Gas Services	12	\$ 13,994.24	\$ 163,333.94
	<u>12</u>		<u>\$ 163,333.94</u>
Human Resources Consulting			
Payroll/Pension Administration	1,175	\$ 8,769.72	\$ 20,078.38
Benefit Charges	5	N/A	221,213.16
Employee Records Maintenance	1,136	1.09	1,218.22
Benefit Administration	448	7.14	3,198.72
Service Awards	1	N/A	1,475.50
	<u>2,765</u>		<u>\$ 247,183.98</u>

IT Infrastructure Services

Desktop Services: Desktops/Laptops	1,446	\$ 121.47	\$ 175,645.62
Desktop Services: Intel Servers	88	121.47	10,689.36
DR Hosting Services 1 Rack in VPC Data Centre	11	1,091.00	12,001.00
Software	129	N/A	271,955.49
Network Services	21	4,096.25	39,613.35
	<u>1,695</u>		<u>\$ 509,904.82</u>

Planning & Economics Services

Market Analyst/Financial Analyst (hourly rate) A	<u>7</u>	\$ 120.00	\$ 840.00
	<u>7</u>		<u>\$ 840.00</u>

Purchasing Management Services

Pipe	<u>27,311</u>	N/A	\$ 661,266.74
	<u>27,311</u>		<u>\$ 661,266.74</u>

Regulatory Consulting Services

Consulting - Manager/Senior Analyst (hourly rate) A	<u>1</u>	\$ 184.14	\$ 184.14
	<u>1</u>		<u>\$ 184.14</u>

Risk Management Services

Risk Mgmt Charges	<u>2</u>	N/A	\$ 9,083.00
	<u>2</u>		<u>\$ 9,083.00</u>

Taxation Services

Tax Services	<u>6</u>	\$ 4,943.00	\$ 24,602.00
	<u>6</u>		<u>\$ 24,602.00</u>

Total	<u><u>142,224</u></u>		<u><u>\$ 2,395,786.36</u></u>
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