

Enbridge Gas New Brunswick
Forecast Statement of Income
Years ending December 31,
(in thousands of dollars)

	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Revenue										
Operating Revenue (Note 9)										
Gas distribution	\$ 42,373	\$ 59,929	\$ 72,504	\$ 79,249	\$ 84,095	\$ 88,047	\$ 81,076	\$ 83,177	\$ 83,105	\$ 84,620
Miscellaneous	276	285	310	325	339	364	378	392	404	431
Allowance for Funds Used During Construction	71	49	55	69	72	69	59	61	62	65
	42,721	60,264	72,869	79,643	84,506	88,480	81,513	83,630	83,571	85,116
Installation Services										
Revenue	8,403	7,789	8,531	8,306	8,066	7,794	8,688	8,390	8,524	8,411
Cost of goods sold	(7,142)	(6,495)	(7,064)	(6,780)	(6,509)	(6,242)	(6,959)	(6,666)	(6,763)	(6,666)
	1,261	1,294	1,467	1,526	1,557	1,552	1,729	1,724	1,761	1,745
Total Revenue	43,982	61,558	74,336	81,169	86,063	90,032	83,242	85,354	85,332	86,861
Expenses										
Operating Expenses										
Operating and maintenance expenses (Note 10)	6,576	10,237	14,054	22,820	22,597	22,781	18,880	19,297	19,714	20,190
Bad debt expense	179	299	360	392	415	435	417	430	451	448
Amortization of Property, Plant and Equipment	5,987	6,590	7,196	7,614	7,953	8,359	8,858	9,323	9,736	10,097
Municipal and Other Taxes	1,139	1,204	1,259	1,349	1,433	1,497	1,556	1,606	1,662	1,713
Interest on Amounts Due to Associates & Affiliates and Other Interest	13,135	13,739	14,081	14,110	14,042	13,258	16,153	17,491	16,725	17,699
Amortization of Deferred Development Costs	2,799	2,962	3,169	3,248	3,244	3,239	8,320	8,320	8,320	8,283
Total Expenses	29,815	35,031	40,119	49,532	49,684	49,569	54,183	56,467	56,609	58,429
Income before Regulatory Deferral, Return on Rate Base and Tax	14,167	26,527	34,216	31,637	36,379	40,462	29,059	28,887	28,724	28,432
Regulatory Deferral	12,230	1,018	(5,728)	(2,938)	(4,860)	(2,360)	-	-	-	-
Income before Tax	\$ 26,396	\$ 27,545	\$ 28,489	\$ 28,700	\$ 31,519	\$ 38,103	\$ 29,059	\$ 28,887	\$ 28,724	\$ 28,432
Tax	-	-	-	-	(2,840)	(9,456)	(8,008)	(8,013)	(8,051)	(7,983)
Regulated Return on Equity	\$ 26,396	\$ 27,545	\$ 28,489	\$ 28,700	\$ 28,679	\$ 28,646	\$ 21,051	\$ 20,874	\$ 20,673	\$ 20,449

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Notes to Forecast Regulatory Financial Results

As at December 31,
(thousands of dollars)

Note 1 Property, Plant & Equipment

Cost	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
General Plant										
Computer Hardware	\$ 683	\$ 761	\$ 873	\$ 896	\$ 843	\$ 758	\$ 769	\$ 1,014	\$ 986	\$ 1,156
Computer Software	2,422	2,912	3,034	2,927	2,996	3,043	3,529	3,296	3,451	3,200
Tools and Work Equipment	746	769	791	815	838	868	893	918	944	915
Office Furniture and Equipment	488	495	503	506	514	517	525	529	538	542
Transportation Equipment	926	1,375	1,879	1,879	1,879	2,816	2,881	2,961	3,258	2,787
Leasehold Improvements	853	834	786	545	441	374	380	381	389	390
Distribution Plant										
Land	533	533	533	533	533	533	533	533	533	533
Distribution Mains	104,999	110,682	117,193	125,368	133,670	141,145	148,211	155,120	162,615	169,960
Street Services	46,206	51,574	56,443	60,373	64,127	67,811	72,126	76,284	80,223	84,146
Meters and Regulators	15,840	18,424	19,523	20,365	21,133	21,863	22,742	23,570	24,328	25,071
Stations	11,264	11,307	11,353	11,431	11,513	11,556	11,604	11,653	11,704	11,757
Total Cost	\$ 184,959	\$ 199,665	\$ 212,910	\$ 225,637	\$ 238,486	\$ 251,281	\$ 264,191	\$ 276,259	\$ 288,967	\$ 300,456
Accumulated Amortization										
General Plant										
Computer Hardware	\$ 601	\$ 611	\$ 636	\$ 726	\$ 707	\$ 615	\$ 641	\$ 682	\$ 742	\$ 860
Computer Software	1,618	1,917	2,164	2,069	1,977	2,118	2,231	2,221	2,433	2,072
Tools and Work Equipment	219	259	301	343	387	432	479	527	576	571
Office Furniture and Equipment	109	131	155	178	202	225	249	274	298	323
Transportation Equipment	181	303	506	742	977	1,271	1,442	1,357	1,475	1,382
Leasehold Improvements	284	330	378	206	132	75	47	57	69	79
Distribution Plant										
Land	-	-	-	-	-	-	-	-	-	-
Distribution Mains	13,524	16,140	18,904	21,848	24,992	28,329	31,843	35,528	39,388	43,430
Street Services	7,396	9,279	11,359	13,609	16,006	18,546	21,240	24,097	27,110	30,274
Meters and Regulators	2,919	3,582	4,317	5,088	5,891	6,722	7,584	8,479	9,405	10,359
Stations	2,872	3,353	3,836	4,322	4,811	5,303	5,797	6,293	6,791	7,292
Total Accumulated Amortization	\$ 29,722	\$ 35,906	\$ 42,557	\$ 49,131	\$ 56,081	\$ 63,636	\$ 71,554	\$ 79,514	\$ 88,288	\$ 96,641
Net Book Value										
General Plant										
Computer Hardware	\$ 81	\$ 150	\$ 237	\$ 169	\$ 136	\$ 143	\$ 127	\$ 332	\$ 244	\$ 296
Computer Software	804	994	869	858	1,019	925	1,299	1,075	1,018	1,128
Tools and Work Equipment	527	509	491	471	451	436	414	391	368	345
Office Furniture and Equipment	379	364	349	328	312	291	276	255	240	218
Transportation Equipment	745	1,072	1,372	1,137	902	1,545	1,439	1,605	1,783	1,405
Leasehold Improvements	569	504	408	339	309	299	333	325	320	311
Distribution Plant										
Land	533	533	533	533	533	533	533	533	533	533
Distribution Mains	91,474	94,542	98,289	103,520	108,678	112,815	116,367	119,592	123,227	126,531
Street Services	38,810	42,295	45,084	46,764	48,121	49,265	50,885	52,187	53,114	53,872
Meters and Regulators	12,921	14,842	15,206	15,276	15,242	15,141	15,158	15,090	14,923	14,711
Stations	8,392	7,954	7,517	7,110	6,702	6,253	5,807	5,361	4,913	4,465
Total Net Book Value	\$ 155,236	\$ 163,759	\$ 170,353	\$ 176,507	\$ 182,404	\$ 187,645	\$ 192,637	\$ 196,745	\$ 200,679	\$ 203,815

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Note 2 Deferred Development Costs - Net

	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Franchise fee, at cost	\$ 1,500	\$ 1,500	\$ 1,500	\$ 1,500	\$ 1,500	\$ 1,500	\$ 1,500	\$ 1,500	\$ 1,500	\$ 1,500
Accumulated amortization	(863)	(938)	(1,013)	(1,088)	(1,163)	(1,238)	(1,313)	(1,388)	(1,463)	(1,500)
Net	637	562	487	412	337	262	187	112	37	-
Deferred carrying costs, at cost	2,034	2,034	2,034	2,034	2,034	2,034	2,034	2,034	2,034	2,034
Accumulated amortization	(1,595)	(1,738)	(1,856)	(1,930)	(1,980)	(2,006)	(2,006)	(2,006)	(2,006)	(2,019)
Net	439	296	178	104	54	28	28	28	28	15
Total deferred development costs, net	\$ 1,076	\$ 858	\$ 664	\$ 515	\$ 390	\$ 290	\$ 215	\$ 140	\$ 65	\$ 15

Note 3 Development O&M Capitalized Costs - Net

	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Development O&M capitalized costs	\$ 118,169	\$ 128,551	\$ 136,552	\$ 137,371	\$ 138,180	\$ 139,009	\$ 139,009	\$ 139,009	\$ 139,009	\$ 139,009
Accumulated amortization	(19,306)	(22,051)	(25,025)	(28,125)	(31,244)	(34,384)	(37,535)	(40,687)	(43,838)	(46,990)
Total development O&M capitalized costs, net	\$ 98,862	\$ 106,500	\$ 111,527	\$ 109,246	\$ 106,936	\$ 104,625	\$ 101,474	\$ 98,322	\$ 95,171	\$ 92,019

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Note 4 Non-Ratebase Assets

	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Cash, & Short Term Investments	\$ 6,552	\$ -	\$ 629	\$ 637	\$ 675	\$ 656	\$ 642	\$ 620	\$ 598	\$ 576
Accounts Receivable	17,604	19,428	13,469	13,776	13,974	14,144	13,858	13,946	13,943	14,008
Inventory	3,694	3,585	3,501	3,425	3,425	3,425	3,425	3,425	3,425	3,425
	<u>\$27,850</u>	<u>\$23,013</u>	<u>\$17,599</u>	<u>\$17,837</u>	<u>\$18,073</u>	<u>\$18,224</u>	<u>\$17,925</u>	<u>\$17,991</u>	<u>\$17,966</u>	<u>\$18,008</u>

Note 5 Long-term Advances from Associates and Affiliates

	Issue Date	Maturity Date	EGNB Regulated Cost of Debt	Amount										
				2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	
Promissory Note	6-Feb-01	6-Feb-11	7.33%	\$ 6,150	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Promissory Note	28-Jun-02	29-Jun-12	7.08%	6,000	6,000	-	-	-	-	-	-	-	-	-
Promissory Note	23-Dec-02	24-Dec-12	7.50%	7,500	7,500	-	-	-	-	-	-	-	-	-
Promissory Note	26-Jun-03	27-Jun-13	6.62%	13,000	13,000	13,000	-	-	-	-	-	-	-	-
Promissory Note	30-Dec-03	30-Dec-13	6.34%	14,000	14,000	14,000	-	-	-	-	-	-	-	-
Promissory Note	23-Mar-04	24-Mar-14	6.33%	14,000	14,000	14,000	14,000	-	-	-	-	-	-	-
Promissory Note	30-Nov-04	28-Nov-14	6.69%	21,000	21,000	21,000	21,000	-	-	-	-	-	-	-
Promissory Note	30-Mar-05	30-Mar-15	6.04%	6,000	6,000	6,000	6,000	6,000	-	-	-	-	-	-
Promissory Note	28-Dec-05	28-Dec-15	5.59%	14,000	14,000	14,000	14,000	14,000	-	-	-	-	-	-
Promissory Note	19-Dec-06	19-Dec-16	5.82%	21,000	21,000	21,000	21,000	21,000	21,000	-	-	-	-	-
Promissory Note	20-Dec-07	20-Dec-17	6.54%	29,000	29,000	29,000	29,000	29,000	29,000	29,000	-	-	-	-
Promissory Note	19-Dec-08	19-Dec-13	7.85%	15,000	15,000	15,000	-	-	-	-	-	-	-	-
Promissory Note	25-Jun-09	25-Jun-14	5.37%	25,000	25,000	25,000	25,000	-	-	-	-	-	-	-
Promissory Note	9-Dec-09	9-Dec-19	5.63%	21,000	21,000	21,000	21,000	21,000	21,000	21,000	21,000	18,215	-	-
Promissory Note	9-Dec-11	9-Dec-21	6.16%	-	15,235	15,235	15,235	15,235	15,235	15,235	15,235	15,235	15,235	15,235
Promissory Note	8-Dec-12	9-Dec-22	6.99%	-	-	18,289	18,289	18,289	18,289	18,289	18,289	18,289	18,289	18,289
Promissory Note	9-Dec-13	9-Dec-23	6.79%	-	-	-	42,485	42,485	42,485	42,485	42,485	42,485	42,485	42,485
Promissory Note	9-Dec-14	8-Dec-24	6.95%	-	-	-	-	59,366	59,366	59,366	59,366	59,366	59,366	59,366
Promissory Note	9-Dec-15	9-Dec-25	6.95%	-	-	-	-	-	19,990	19,990	19,990	19,990	19,990	19,990
Promissory Note	8-Dec-16	9-Dec-26	6.95%	-	-	-	-	-	-	64,081	64,081	64,081	64,081	64,081
Promissory Note	9-Dec-17	9-Dec-27	6.95%	-	-	-	-	-	-	-	-	26,150	26,150	26,150
Promissory Note	9-Dec-19	9-Dec-29	6.95%	-	-	-	-	-	-	-	-	-	-	14,960
				<u>\$ 212,650</u>	<u>\$ 221,735</u>	<u>\$ 226,524</u>	<u>\$ 227,009</u>	<u>\$ 226,374</u>	<u>\$ 226,364</u>	<u>\$ 269,445</u>	<u>\$ 266,595</u>	<u>\$ 263,810</u>	<u>\$ 260,555</u>	
			Weighted cost of capital for regulatory purposes	6.32%	6.30%	6.27%	6.27%	6.24%	5.90%	6.01%	6.56%	6.34%	6.78%	

Filed: June 7, 2010

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Note 6 Non-Ratebase Liabilities

	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Short Term Indebtedness	\$ -	\$ 2,395	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Accounts Payable	15,909	16,246	14,864	15,006	14,980	15,233	15,080	15,444	15,629	15,718
Long Term Deferred Post Employment Liabilities	2,305	2,305	2,305	2,305	2,305	2,305	2,305	2,305	2,305	2,305
	<u>\$18,214</u>	<u>\$20,945</u>	<u>\$17,168</u>	<u>\$17,311</u>	<u>\$17,285</u>	<u>\$17,539</u>	<u>\$17,384</u>	<u>\$17,749</u>	<u>\$17,934</u>	<u>\$18,023</u>

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Note 7 Rate Base for Regulatory Purposes

	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Property, plant & equipment										
Cost	\$ 184,959	\$ 199,664	\$ 212,910	\$ 225,637	\$ 238,486	\$ 251,281	\$ 264,191	\$ 276,259	\$ 288,969	\$ 300,456
Accumulated amortization	(29,722)	(35,906)	(42,557)	(49,131)	(56,081)	(63,636)	(71,554)	(79,514)	(88,288)	(96,641)
Total property, plant & equipment	155,236	163,758	170,353	176,506	182,404	187,645	192,637	196,745	200,681	203,815
Deferred charges										
Franchise fee, at cost	1,500	1,500	1,500	1,500	1,500	1,500	1,500	1,500	1,500	1,500
Accumulated amortization	(863)	(938)	(1,013)	(1,088)	(1,163)	(1,238)	(1,313)	(1,388)	(1,463)	(1,500)
Net	637	562	487	412	337	262	187	112	37	-
Development O&M capitalized costs	118,169	128,551	136,552	137,371	138,180	139,009	139,009	139,009	139,009	139,009
Accumulated amortization	(19,307)	(22,051)	(25,025)	(28,125)	(31,244)	(34,384)	(37,535)	(40,687)	(43,838)	(46,990)
Net	98,862	106,500	111,527	109,246	106,936	104,625	101,474	98,322	95,171	92,019
Deferred carrying costs, at cost	2,034	2,034	2,034	2,034	2,034	2,034	2,034	2,034	2,034	2,034
Accumulated amortization	(1,595)	(1,738)	(1,856)	(1,930)	(1,980)	(2,006)	(2,006)	(2,006)	(2,006)	(2,019)
Net	439	296	178	104	54	28	28	28	28	15
Deferral account	167,678	168,696	162,969	160,031	155,171	152,812	152,812	152,812	152,812	152,812
Accumulated amortization	-	-	-	-	-	-	(5,094)	(10,187)	(15,281)	(20,375)
Net	167,678	168,696	162,969	160,031	155,171	152,812	147,718	142,624	137,531	132,437
Total deferred charges	267,616	276,054	275,160	269,793	262,498	257,726	249,406	241,086	232,766	224,471
Term deposit	2,956	2,956	2,956	2,956	2,956	2,956	2,956	2,956	2,956	2,956
Working capital allowance	1,439	766	690	602	543	524	524	524	524	524
Total rate base	\$ 427,248	\$ 443,534	\$ 449,158	\$ 449,856	\$ 448,400	\$ 448,851	\$ 445,523	\$ 441,310	\$ 436,927	\$ 431,765
Average rate base	\$ 409,644	\$ 431,559	\$ 446,308	\$ 449,463	\$ 449,099	\$ 448,617	\$ 447,188	\$ 443,418	\$ 439,119	\$ 434,346

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	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Capital structure										
Long-term debt	\$212,650	\$221,735	\$226,524	\$227,009	\$226,374	\$226,364	\$269,445	\$266,595	\$263,810	\$260,555
Equity	224,565	224,873	225,176	225,796	225,338	225,475	178,944	177,244	175,594	173,617
Total	<u>\$437,215</u>	<u>\$446,608</u>	<u>\$451,700</u>	<u>\$452,804</u>	<u>\$451,712</u>	<u>\$451,839</u>	<u>\$448,389</u>	<u>\$443,838</u>	<u>\$439,404</u>	<u>\$434,172</u>
Capital structure percentage										
Long-term debt	48.64%	49.65%	50.15%	50.13%	50.11%	50.10%	60.09%	60.07%	60.04%	60.01%
Equity	51.36%	50.35%	49.85%	49.87%	49.89%	49.90%	39.91%	39.93%	39.96%	39.99%
Total	<u>100.00%</u>	<u>100.00%</u>	<u>100.00%</u>	<u>100.00%</u>	<u>100.00%</u>	<u>100.00%</u>	<u>100.00%</u>	<u>100.00%</u>	<u>100.00%</u>	<u>100.00%</u>
Capital structure average percentage for regulatory purposes										
Long-term debt	50.00%	50.00%	50.00%	50.00%	50.00%	50.00%	60.00%	60.00%	60.00%	60.00%
Equity	50.00%	50.00%	50.00%	50.00%	50.00%	50.00%	40.00%	40.00%	40.00%	40.00%
Total	<u>100.00%</u>	<u>100.00%</u>	<u>100.00%</u>	<u>100.00%</u>	<u>100.00%</u>	<u>100.00%</u>	<u>100.00%</u>	<u>100.00%</u>	<u>100.00%</u>	<u>100.00%</u>
Weighted cost of capital for regulatory purposes										
Long-term debt	3.16%	3.15%	3.14%	3.13%	3.12%	2.95%	3.61%	3.94%	3.80%	4.07%
Equity	6.50%	6.38%	6.38%	6.38%	6.38%	6.38%	4.70%	4.70%	4.70%	4.70%
Total	<u>9.66%</u>	<u>9.52%</u>	<u>9.51%</u>	<u>9.51%</u>	<u>9.50%</u>	<u>9.33%</u>	<u>8.31%</u>	<u>8.64%</u>	<u>8.50%</u>	<u>8.77%</u>

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Note 9 **Operating Revenue**

a. Gas Distribution

	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Cumulative Customers										
Small general service (SGSRE)	2,353	2,742	3,151	3,566	3,964	4,342	4,757	5,153	5,532	5,898
Small general service (SGSRO)	5,253	5,521	5,804	6,085	6,363	6,624	6,872	7,106	7,330	7,542
Small general service (SGSC)	1,756	1,905	2,069	2,211	2,333	2,440	2,559	2,666	2,760	2,847
General service (GS)	1,389	1,538	1,702	1,844	1,966	2,073	2,192	2,299	2,393	2,480
Contract general service (CGS)	299	327	356	382	405	426	449	467	484	500
Contract large general service (CLGS-LFO)	27	27	27	27	27	27	27	27	27	27
Contract large general service (CLGS-HFO)	8	8	8	8	8	8	8	8	8	8
Contract large volume off peak (CLVOPS)	0	0	0	0	0	0	0	0	0	0
Off peak service (OPS)	14	14	14	14	14	14	14	14	14	14
Total Cumulative Customers	11,099	12,082	13,131	14,137	15,080	15,954	16,878	17,740	18,548	19,316
Throughput (TJ's)										
Small general service (SGSRE)	198,773	246,316	301,529	347,304	392,624	435,931	479,948	525,361	568,756	610,388
Small general service (SGSRO)	368,409	411,052	447,926	480,159	512,116	543,017	572,189	599,832	626,089	651,009
Small general service (SGSC)	309,284	359,793	395,839	426,619	453,321	476,600	499,364	522,404	543,060	560,776
General service (GS)	1,046,042	1,222,376	1,380,128	1,520,510	1,641,986	1,747,577	1,850,696	1,954,992	2,048,187	2,129,952
Contract general service (CGS)	1,126,138	1,273,961	1,382,788	1,475,220	1,557,811	1,632,050	1,705,695	1,775,613	1,835,043	1,889,658
Contract large general service (CLGS-LFO)	1,523,026	1,629,205	1,629,205	1,629,205	1,629,205	1,629,205	1,629,205	1,629,205	1,629,205	1,629,205
Contract large general service (CLGS-HFO)	1,044,048	1,058,038	1,058,038	1,058,038	1,058,038	1,058,038	1,058,038	1,058,038	1,058,038	1,058,038
Contract large volume off peak (CLVOPS)	0	0	0	0	0	0	0	0	0	0
Off peak service (OPS)	3,913	3,870	3,870	3,870	3,870	3,870	3,870	3,870	3,870	3,870
Total Throughput	5,619,633	6,204,612	6,599,322	6,940,924	7,248,972	7,526,288	7,799,005	8,069,315	8,312,249	8,532,897

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Note 9 Operating Revenue (continued)**a. Gas Distribution (continued)**

	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Rates (in dollars)										
Small general service (SGSRE)	\$ 8.3846	\$ 9.5660	\$ 9.7675	\$10.1063	\$10.6685	\$10.9241	TBD	TBD	TBD	TBD
Small general service (SGSRO)	10.7106	12.2340	12.6346	13.0058	13.2499	13.2094	TBD	TBD	TBD	TBD
Small general service (SGSC)	11.5142	13.2038	13.6069	13.9802	14.2252	14.1858	TBD	TBD	TBD	TBD
General service (GS)	12.4158	14.0964	14.5177	14.9056	15.1573	15.1257	TBD	TBD	TBD	TBD
Contract general service (CGS)	11.8155	13.4485	13.8694	14.2572	14.5087	14.4771	TBD	TBD	TBD	TBD
Contract large general service (CLGS-LFO)	6.4324	8.7786	10.5411	10.8233	10.8146	10.8143	TBD	TBD	TBD	TBD
Contract large general service (CLGS-HFO)	0.6357	1.8818	1.4046	1.3128	0.4683	0.3511	TBD	TBD	TBD	TBD
Contract large volume off peak (CLVOPS)	8.8616	10.0864	10.4021	10.6929	10.8815	10.8578	TBD	TBD	TBD	TBD
Off peak service (OPS)	9.3119	10.5723	10.8883	11.1792	11.3680	11.3443	TBD	TBD	TBD	TBD
Revenue										
Small general service (SGSRE)	\$ 2,020	\$ 2,739	\$ 3,517	\$ 4,161	\$ 4,918	\$ 5,566	TBD	TBD	TBD	TBD
Small general service (SGSRO)	4,723	5,783	6,746	7,386	7,980	8,419	TBD	TBD	TBD	TBD
Small general service (SGSC)	3,521	4,830	5,772	6,379	6,889	7,224	TBD	TBD	TBD	TBD
General service (GS)	11,625	16,690	20,349	23,006	25,256	26,823	TBD	TBD	TBD	TBD
Contract general service (CGS)	12,168	17,076	20,015	21,947	23,585	24,673	TBD	TBD	TBD	TBD
Contract large general service (CLGS-LFO)	7,555	10,997	14,224	14,585	14,574	14,573	TBD	TBD	TBD	TBD
Contract large general service (CLGS-HFO)	723	1,772	1,837	1,740	847	723	TBD	TBD	TBD	TBD
Contract large volume off peak (CLVOPS)	-	-	-	-	-	-	TBD	TBD	TBD	TBD
Off peak service (OPS)	37	43	44	45	46	46	TBD	TBD	TBD	TBD
Total Revenue	\$ 42,373	\$ 59,929	\$ 72,504	\$ 79,249	\$ 84,095	\$ 88,047	\$ 81,076	\$ 83,177	\$ 83,105	\$ 84,620

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Note 9 **Operating Revenue (continued)**

b. Miscellaneous

	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Agent billing and collection	\$ 147	\$ 173	\$ 198	\$ 213	\$ 227	\$ 252	\$ 266	\$ 280	\$ 292	\$ 319
Other miscellaneous revenue	129	112	112	112	112	112	112	112	112	112
Total miscellaneous	\$ 276	\$ 285	\$ 310	\$ 325	\$ 339	\$ 364	\$ 378	\$ 392	\$ 404	\$ 431

Details of Agent Billing and Collection Revenue

(in dollars)

	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Agent Billing and Collection										
Small general service (SGS)	\$ 111,482	\$ 131,939	\$ 150,405	\$ 161,843	\$ 172,739	\$ 192,073	\$ 203,285	\$ 213,854	\$ 223,851	\$ 245,059
General service (GS)	21,037	24,606	28,665	31,036	33,073	36,602	38,688	40,564	42,212	45,924
Contract general service (CGS)	13,001	14,752	16,806	18,020	19,093	21,077	22,205	23,087	23,920	25,940
Agent Billing										
Contract large general service (CLGS-LFO)	1,244	1,327	1,327	1,327	1,327	1,393	1,393	1,393	1,393	1,463
Contract large general service (CLGS-HFO)	288	302	302	302	302	318	318	318	318	333
Contract large volume service (CLVOPS)	-	-	-	-	-	-	-	-	-	-
Off peak service (OPS)	420	441	441	441	441	463	463	463	463	486
Total agent billing and collection revenue	\$ 147,472	\$ 173,366	\$ 197,946	\$ 212,968	\$ 226,975	\$ 251,927	\$ 266,352	\$ 279,678	\$ 292,156	\$ 319,205

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Note 10 Operating and Maintenance Expenses

	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Corporate management	\$ 1,062	\$ 1,164	\$ 1,208	\$ 1,245	\$ 1,284	\$ 1,324	\$ 1,366	\$ 1,409	\$ 1,453	\$ 1,498
Corporate administration	1,086	1,112	1,135	1,158	1,181	1,204	1,228	1,253	1,278	1,304
Financial reporting	753	790	816	841	868	895	923	952	982	1,013
Information technology	969	1,038	1,040	1,105	1,102	1,156	1,190	1,224	1,245	1,321
Regulatory & upstream	1,312	1,343	1,112	868	749	1,004	843	861	879	898
Sales & marketing	9,274	9,220	9,758	9,351	8,896	8,492	4,504	4,533	4,573	4,625
Distribution & maintenance	6,012	6,329	6,473	6,648	6,836	7,034	7,046	7,276	7,503	7,721
Customer care	1,301	1,353	1,345	1,432	1,510	1,554	1,600	1,640	1,681	1,723
Human resources	2,010	2,062	2,121	2,153	2,196	2,235	2,279	2,325	2,366	2,413
Gas transportation and related activities	1,163	1,150	1,201	1,225	1,249	1,274	1,300	1,326	1,352	1,379
Total	24,943	25,561	26,209	26,026	25,870	26,172	22,278	22,798	23,312	23,896
Capitalized to:										
Property, plant & equipment	5,400	4,942	4,154	2,387	2,465	2,562	3,398	3,501	3,598	3,706
Development O&M capitalized costs	12,967	10,382	8,001	819	809	829	-	-	-	-
Total capitalized	18,368	15,324	12,155	3,206	3,274	3,391	3,398	3,501	3,598	3,706
Total	\$ 6,576	\$ 10,237	\$ 14,054	\$ 22,820	\$ 22,597	\$ 22,781	\$ 18,880	\$ 19,297	\$ 19,714	\$ 20,190