



December 17, 2004

Alberta Energy and Utilities Board
5th Floor, 640 - 5th Avenue S.W.
Calgary, Alberta
T2P 3G4

Attention: Mr. Chris Burt
Application Officer

Dear Sir:

**RE: ATCO Electric Ltd. 2002 Investment and Contribution Policy Application
No. 1282880 – Response to Board Direction #9**

Pursuant to Decision 2002-082, the Board directed ATCO Electric (AE), on a calendar quarterly basis, to advise the Board of the status of its business practices related to collection of data to monitor investment levels. This response addresses the status of AE's business practices as of the calendar fourth quarter reporting period for 2004. This report is follow-up to the status report submitted to the Board dated September 29, 2004.

The attached work schedule has been amended to reflect the initiatives that have been completed to date. AE has collected and submitted customer information for 2000 to 2003 in the 2004 Phase II Distribution Tariff Application. A business process has also been implemented to facilitate collection of investment and contribution data on a forward going basis.

AE has requested relief from this reporting obligation in its Phase II application. In the meantime, AE will continue reporting the status of its business practices related to collection of data until the Board renders its decision on the Phase II application.

This information is being submitted electronically to all registered intervenors and will be posted on ATCO Electric's website at http://www.atcoelectric.com/B_Regulatory/applications.asp as soon as possible.

Should you have any questions, please contact Satar Parhar at (780) 420-5501 or Nick Palladino at (780) 420-7613.

Sincerely,

Original Signed by Satar Parhar

Satar Parhar, P. Eng
Manager, Electric Pricing

cc: Interested Parties

Attachments

UPDATED DECEMBER 17, 2004

Work Schedule

2004

	Status	October				November				December			
Identify new business process: - Discuss new data requirements with internal staff - Identify data fields per customer class	Complete												
Identify new system requirements (hardware/software): - Define manpower requirements to track data by customer class - Define systems and business process (do we need to develop new tracking system, or is this something that we can work within the existing new extension process)	Complete												
Review existing business functions: - Review staff roles (where best to fit this new requirement within existing compliment) - Review existing tracking systems – what needs to be modified to incorporate changes	Complete												
Identify new work practices: - Identify staff responsibilities on a per service area level - Identify changes to work order process	Complete												
Implement system changes: - Amend work order data base	Complete												
Notify management of the necessary changes to tracking systems and staff responsibilities	Complete												
Training: - Train support staff, ensure familiarization with new business components and methods (across service area) - Train management staff on new methods	Complete												
Compile 2001 investment information: - Review 2001 new extensions (extract data from paper files)	Complete												
Compile 2002 investment information (new extensions and new extensions that have not been entered yet): - Review 2002 new extensions (extract data from paper files)	Complete												
Compile 2003 investment information: - By the next Phase II filing, database will consist of information from 2001 and 2002 and data up to the filing period. Investment information will be entered on a forward-going basis.	Complete												
Compile investment information for 2004 and forward. - Customer investment and contribution information will be collected on an ongoing basis and included in subsequent Phase II applications.	Ongoing												