

**In reference to Schedule “B”, page 70 of 82, Customer Service System Study:**

**Q. Please advise as to the cost of maintaining the system over the last five years.**

**A.** Table 1 shows the costs associated with the maintenance of the CSS for the years 1997 to 2001. These costs were incurred in connection with production support problems, database maintenance, minor maintenance, after-hours support and related supervision.

<b>Table 1</b>	
<b>CSS Maintenance Costs</b>	
<b>1997</b>	\$228,000
<b>1998</b>	\$296,000
<b>1999</b>	\$219,000
<b>2000</b>	\$237,000
<b>2001</b>	\$282,000

The increase in costs in 1998 was a result of additional support required following the completion of the major technical upgrade to the CSS completed in June of that year.