

**Q. Operating Costs by Function - Exhibit 1****Please provide a breakdown of Customer Services 2010 to 2014 (f).****A.** Table 1 provides a breakdown of the operating costs for the Customer Services function for 2010 to 2014F.

**Table 1**  
**Customer Service Costs**  
**2010 to 2014F**  
**(\$000s)**

	<u><b>2010</b></u>	<u><b>2011</b></u>	<u><b>2012F</b></u>	<u><b>2013F</b></u>	<u><b>2014F</b></u>
Labour	6,902	7,026	7,210	7,449	7,665
Other	2,046	2,067	2,097	2,164	2,208
<b>Total</b>	<b>8,948</b>	<b>9,093</b>	<b>9,307</b>	<b>9,613</b>	<b>9,873</b>