

Q. Operating Costs by Breakdown: 2010 to 2014F - Exhibit 2

Please provide a detailed cost breakdown of the heading “Miscellaneous” for 2010 Actual to 2014 Forecast and identify if its composition changes during these years and if so, what those changes are.

A. Table 1 shows a breakdown of the Company’s forecast Miscellaneous operating costs for 2010 to 2014F.

Table 1
Forecast Miscellaneous Costs
2010 to 2014F
(\$000s)

Description	2010	2011	2012F	2013F	2014F
Books, Mags & Subscriptions	58	45	41	40	41
Cafeteria & Lunchroom Supplies	92	97	96	97	99
Computer/Technology Purchase Plan	50	37	52	50	51
Customer Satisfaction Surveys	31	24	31	78	80
Damage Claims	143	141	162	150	153
Employee Assistance Program	182	172	176	177	180
Energy Conservation Program	163	102	138	226	311
Other	363	254	263	205	209
Promotional Items	33	32	35	36	37
Share Purchase Plan	200	226	235	245	250
Total	1,315	1,130	1,229	1,304	1,411

Changes in the Company’s Miscellaneous costs over this 5-year period primarily reflect the impact of inflation. The only material change in the composition of forecast Miscellaneous costs is related to the planned expansion of customer energy conservation programs.¹

¹ See the Five-Year Conservation Plan: 2012 - 2016 filed in *Volume 2 Exhibits and Supporting Materials*, Tab 1.