

## **DISTRIBUTION AND CUSTOMER SERVICES COSTS**



1 Distribution and customer services costs are composed as follows:

	<b>COSTS OF DISTRIBUTION &amp; CUSTOMER SERVICES</b>			
	<b>(in millions of dollars)</b>			
	<b><i>Financial Period Ending December 31</i></b>			
	<b>Historical Years</b>		<b>Base Year</b>	<b>Forecast Year</b>
	<b>2001</b>	<b>2002</b>	<b>2003</b>	<b>2004</b>
<b>Operating charges</b>	<b>950.6</b>	<b>983.7</b>	<b>971.4</b>	<b>971.4</b>
Direct gross expenses	794.2	843.0	844.6	862.4
Salaries	524.1	574.5	569.9	581.0
Other direct expenses	310.9	316.3	317.0	323.6
Cost recovery	-40.8	-47.8	-42.3	-42.2
Shared work expenses	398.5	391.8	390.5	386.0
Capitalized costs	-254.1	-252.4	-265.8	-271.2
Corporate expenses	35.8	36.4	44.9	45.4
Submitted internal invoicing	-23.8	-35.1	-42.8	-51.2
<b>Exceptional elements</b>	<b>-37.8</b>	<b>-48.2</b>	<b>-49.9</b>	<b>-24.1</b>
Retirement credit	-31.9	-42.3	-44.0	-18.2
Credit of interests connected to governmental refunding	-5.9	-5.9	-5.9	-5.9
<b>Other expenses</b>	<b>547.4</b>	<b>564.5</b>	<b>562.4</b>	<b>563.1</b>
<b>Submitted external invoicing</b>	<b>-70.3</b>	<b>-53.2</b>	<b>-51.3</b>	<b>-52.0</b>
<b>Capital Cost</b>	<b>799.2</b>	<b>736.8</b>	<b>691.1</b>	<b>690.9</b>
<b>COSTS OF DISTRIBUTION AND CUSTOMER SERVICES</b>	<b>2 189.1</b>	<b>2 183.6</b>	<b>2 123.8</b>	<b>2 149.3</b>

2