

**Appendix 7
General and Administrative Expenses - 2019 to 2021**

SCHEDULE 10-1						
General and Administrative Expenses (\$)						
Description	2016 Actual	2017 Actual	2018 Actual	2019 Actual	2020 Forecast	2021 Forecast
Customer Service and Meter Reading	\$ 2,058,663	\$ 1,933,563	\$ 1,929,987	\$ 1,922,752	\$ 2,203,600	\$ 2,266,600
Finance and Accounting	1,393,344	1,367,720	1,382,047	1,392,343	1,472,700	1,523,600
Corporate Communications and Public Affairs	434,713	515,418	563,523	414,198	460,800	531,700
Information Technology	460,060	443,471	653,343	694,990	865,900	822,200
Regulation	743,681	649,891	822,800	1,064,830	949,000	1,066,800
Directors' Fees	242,017	251,962	334,545	365,327	420,100	432,700
General Property - Tax & Maintenance	681,983	637,708	686,281	692,068	733,400	755,400
Corporate Services and Support	2,708,645	2,647,973	2,447,572	2,938,247	4,034,800	4,964,900
Total	\$ 8,723,106	\$ 8,447,706	\$ 8,820,098	\$ 9,484,755	\$ 11,140,300	\$ 12,363,900

SCHEDULE 10-2						
Corporate Services and Support						
Description	2016 Actual	2017 Actual	2018 Actual	2019 Actual	2020 Forecast	2021 Forecast
Employee Future Benefit Costs	\$ (1,397,692)	\$ (1,262,600)	\$ (1,040,988)	\$ (1,087,796)	\$ 87,200	\$ 862,100
Employee Training	21,488	49,887	86,815	(22,926)	25,300	26,100
Human Resources	158,911	161,730	142,315	198,286	187,100	192,300
Insurance	43,871	38,794	38,684	38,999	41,400	42,600
Legal	64,220	74,236	203,546	208,743	224,300	211,500
Corporate Services	3,472,408	3,233,899	2,670,631	3,148,346	2,969,900	3,111,800
Health Safety & Environment	99,462	81,727	104,598	129,373	150,400	154,300
Internal Audit	71,210	82,673	72,276	89,888	97,700	100,600
System Planning & Engineering	174,767	187,627	169,695	235,334	251,500	263,600
Total	\$ 2,708,645	\$ 2,647,973	\$ 2,447,572	\$ 2,938,247	\$ 4,034,800	\$ 4,964,900