

# Columbia Gulf Transmission<sup>SM</sup>

A Columbia Energy Group Company

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Mr. Pete Watson, President  
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Pete,

I hope this letter finds yourself and your family well.

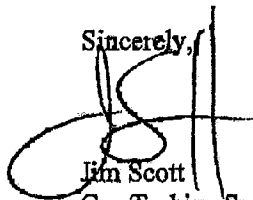
I'm in the process of becoming a naturalized US citizen. It is a laborious process as it should be. One of the requirements is to list all of the trips outside the US since becoming a lawful permanence resident – which in my case was 1968! Anyway, the exercise forced me to go back through my work journal, which I've kept since beginning at Columbia Gulf in 1993. I was surprised to know that we have already been doing business with TransCanada Turbines for over five years since the Test Cell grand opening in August 1999.

I realize you weren't with TCT at the start, but having known you prior, it seemed at the time to be a great fit; and since then it has only proven that to be correct. One of my favorite sayings is "the anticipation of an event tends to be greater than the actual event." TCT was, as you well know, "born out of necessity," intent on listening to the customers needs, and striving to minimize the industries two perpetual hurdles - cost and turn time. Well in this case, at least from CGT's point of view, the anticipation or expectations were exceeded.

TCT has operated as advertised, by working with us to keep cost down by developing additional repair schemes – made up of practicality and a common sense approach. In periods of short notice we've also called on TCT's vast rotatable inventory, for both Avon and LM2500 parts, – in some cases even for an entire unit. This doesn't happen without a concentrated effort by all involved with the can-do / make it happen attitude that I know you brought with you and further trickled down to the TCT team.

In my position I'm all too frequently forced to write correspondences that detail inadequacies an inconsistencies – actions or non-actions that can cause undo and unneeded stress and confusion. Conversely, in this case I'm happy to be able to provide some positive feedback. Please pass along CGT's approval and appreciation for the way TCT operates. I won't list any individuals, as I'd hate to omit anyone who I've dealt with directly – so please share this with your entire staff.

Sincerely,



Jim Scott  
Gas Turbine Specialist