



September 25, 2015

Mr. Dennis Dodo
Chief Financial Officer
British Columbia Ferry Services Inc.
Suite 500, 1321 Blanshard Street
Victoria, BC V8W 0B7

Dear Mr. Dodo,

Re: Order 15-01 – Fare Flexibility and Digital Experience Initiative

This letter is to confirm that BC Ferries has fully met condition 1(c) of Order 15-01.

Sincerely,

A handwritten signature in black ink that reads "S. Stoilen".

Sheldon Stoilen
Deputy BC Ferries Commissioner

September 16, 2015

Mr. Gordon Macatee
British Columbia Ferries Commissioner
BC Ferry Commission
PO Box 9279 Stn Prov Gov
Victoria BC V8W 9J7

Dear Mr. Macatee,

Re: Order 15-01 – Fare Flexibility and Digital Experience Initiative (“FFDEI”)

As you are aware, Order 15-01, regarding the FFDEI, included the following condition:

- 1(c) *BC Ferries may commence the procurement process for the Initiative, but must not enter into a binding agreement until it satisfies the commissioners that issues identified in the performance review of the parallel Automated Customer Experience (“ACE”) program, as they relate to the Initiative, have been addressed and that an appropriate, integrated IT program management process is in place.*

It is our belief that this condition has been fully met, the first part having been demonstrated by the results reported May 11, 2015 by PricewaterhouseCoopers (“PwC”) arising from their follow-up review of the ACE program conducted for the British Columbia Ferry Commission (the “Commission”), and the second part having been confirmed by letter dated July 7, 2015 from PwC to the Commission in regard to their review of the inter-program coordination process supporting our various information technology capital projects.

We seek confirmation that the Commission is satisfied that condition 1(c) of Order 15-01 has been fully met.

If you require further information, please do not hesitate to contact me.

Yours truly,



Dennis M. Dodo, MBA, CPA
Chief Financial Officer