



BRITISH COLUMBIA  
UTILITIES COMMISSION

ORDER  
NUMBER G-40-94

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AN ORDER IN THE MATTER OF the Utilities Commission  
Act, S.B.C. 1980, c. 60, as amended

and

An Application by BC Gas Utility Ltd.

BEFORE: M.K. Jaccard, Chairperson; )  
K.L. Hall, Commissioner; and ) June 16, 1994  
F.C. Leighton, Commission )

O R D E R

**WHEREAS:**


- A. In its September 17, 1993 Decision and Order No. G-82-93 on the BC Gas Utility Ltd. ("BC Gas") Furnace Repair Plan, the Commission determined that gas customers were not being adequately informed about the utility's Safety and Diagnostic Services. The Commission directed BC Gas to provide information to all of its customers on the Safety and Diagnostic Services; and
- B. On April 15, 1994, to accommodate additional customer callouts which BC Gas forecast would result from increased customer awareness, it applied to the Commission for approval to set up a deferral account to record any resulting increased costs ("the Application"); and
- C. The Commission has reviewed the Application and while it believes the proposed notification is appropriate, it is not convinced that the resulting increase in customer callouts will require increases to the BC Gas workforce.

**NOW THEREFORE** the Commission orders as follows:

- 1. The form of notification proposed in the Application is approved.
- 2. The deferral account requested in the Application is denied at this time. The Commission expects BC Gas to make every effort to optimize the use of its workforce to respond to any increase in customer callouts.
- 3. On this basis, the Commission would be prepared to consider deferral account treatment at any time prior to the end of 1995 for those increased costs which BC Gas is able to justify. In the meantime, BC Gas is to file periodic reports with the Commission which document any increase in customer callouts and the associated increased costs.

**DATED** at the City of Vancouver, in the Province of British Columbia, this 17<sup>th</sup> day of June, 1994.

BY ORDER

  
Dr. Mark K. Jaccard  
Chairperson