



**LETTER NO. L-27-01**

ROBERT J. PELLATT  
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**VIA FACSIMILE**

September 14, 2001

Mr. C.P. Donohue  
Director, Regulatory Affairs & Gas Supply  
Pacific Northern Gas Co. Ltd.  
950 - 1185 West Georgia Street  
Vancouver, B.C. V6E 4E6

Dear Mr. Donohue:

Re: Pacific Northern Gas Ltd.  
Pacific Northern Gas (N.E.) Ltd.  
Residential Customer Complaints Regarding Utility Billings

As a result of the responses you have provided on behalf of PNG West and PNG (N.E.) (collectively "PNG") to the Commission's Information Requests of May 24, 2001 and July 23, 2001 and the responses you have provided directly to customers, which have been copied to us in respect to the above matter, the Commission has decided to conduct no further information requests at this time.

However, the Commission is concerned about the nature and quantity of the complaints and inquiries it has received and will continue to monitor the matter. Therefore, the Commission orders PNG to:

1. By the 10<sup>th</sup> day of each month, provide the Commission with information on:
  - (a) the number of complaints PNG has received in the calendar month directly preceding the reporting due date;
  - (b) the nature, type, or kind of each complaint (i.e. billing estimation, access to Customer Call Centre; bill processing, etc.);
  - (c) the number of disconnection notices issued; and
  - (d) the number of customers actually disconnected.

This information is to be filed with the Commission Secretary.

2. Include a bill message to each PNG residential customer explaining the computer estimating problem and its correction, the hiring of additional staff to assist at the Customer Call Centre, and the location of district offices which have payment drop boxes.

A suggested bill message is as follows:

“Dear Customer: In 2000 PNG experienced a computer estimating error which resulted in the issuance of abnormally low estimated bills over the past winter and spring period. Correction of the computer estimation problem, together with high natural gas prices, resulted in customers receiving larger than anticipated bills in recent months. The computer error has been corrected, and appropriate adjustments have been made to all accounts.

In order to better serve our customers, PNG has hired additional staff to handle calls at its Customer Call Centre. PNG would also like to remind customers that bills may be paid at drop boxes at PNG’s district offices in Burns Lake, Dawson Creek, Fort St. John, Kitimat, Prince Rupert, Smithers, Terrace and Tumbler Ridge.”

Yours truly,

*Original signed by:*

Robert J. Pellatt

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