



IN THE MATTER OF
the Utilities Commission Act, R.S.B.C. 1996, Chapter 473

and

An Application by BC Gas Utility Ltd.
for the Disposition of Property and
Approval of Customer Care Agreements

BEFORE: P. Ostergaard, Chair)
K.L. Hall, Commissioner) January 10, 2002
N.F. Nicholls, Commissioner)

O R D E R

WHEREAS:

- A. On December 21 2001, BC Gas Utility Ltd. ("BC Gas") applied to the British Columbia Utilities Commission ("the Commission") for approval for the disposition of its partially-completed Program Mercury and other customer care related assets to BC Gas Inc., pursuant to an Asset Transfer Agreement; and
- B. BC Gas Inc. would transfer those assets to a limited partnership between itself and Enbridge Inc. ("CustomerWorks"), which would perform customer care services including call handling, billing, metering, payment processing, and credit and collection; and
- C. BC Gas also requests approval of two agreements with CustomerWorks: a Client Services Agreement for the provision of customer care services, and a Shared Services Agreement for the provision of corporate support services; and
- D. BC Gas seeks such approvals effective December 31, 2001 but states that, pending any Commission determination, it will complete only those parts of the transaction that can be unwound; and
- E. Prior to the Application, the Commission obtained the services of Douglas Louth Associates Inc. to carry out a formal review of BC Gas' plans, and to assist the Utility with negotiation, drafting and finalization of the Agreements; and
- F. On January 8, 2002, Douglas Louth Associates Inc. provided its Report on the review; and

G. The Commission has reviewed the Application and the Report and finds that the scheduling of a Workshop and written public hearing is required.

NOW THEREFORE the Commission orders as follows:

1. The Commission will hold a Workshop on the Customer Care Application on Tuesday, January 29, 2002, commencing at 9:00 a.m. in the BC Gas meeting facilities, BC Gas Centre, 1111 West Georgia Street, Vancouver, B.C.
2. BC Gas will arrange for publication of the Notice of Workshop and Written Public Hearing, attached as Appendix A to this Order, as soon as possible in the Vancouver Sun and Province and in the appropriate local news publications in the service areas of the Utility, so as to provide adequate notice to the public.
3. At the Workshop, BC Gas is to provide participants with a detailed review of the Customer Care Application and Douglas Louth Associates Inc. will make a presentation on its Report.
4. A copy of this Order and Notice is to be faxed by BC Gas to all parties who received a copy of the Customer Care Application from BC Gas and to those parties registered in the 2002 Revenue Requirements proceeding.
5. Intervenor and Interested Parties should inform the Commission in writing, by Monday, January 28, 2002 of their intention to become Intervenor or Interested Parties, and/or attend the Workshop.

DATED at the City of Vancouver, in the Province of British Columbia, this *10th* day of January 2002.

BY ORDER

Original signed by:

Peter Ostergaard
Chair

Attachment



NOTICE OF WORKSHOP AND WRITTEN PUBLIC HEARING

BC GAS UTILITY LTD.

Application for Disposition of Property and
Approval of Customer Care Agreements

Date: Tuesday, January 29, 2002
Time: 9:00 a.m.
Location: BC Gas Meeting Facilities
BC Gas Centre
1111 West Georgia Street
Vancouver, B.C.

THE APPLICATION

BC Gas Utility Ltd. ("BC Gas") has applied to the British Columbia Utilities Commission ("the Commission") for approval for the disposition of its partially completed customer information system (Program Mercury) and other customer care related assets to BC Gas Inc. pursuant to an Asset Transfer Agreement. BC Gas Inc. would transfer those assets to a limited partnership with Enbridge Inc. ("CustomerWorks"), which would perform customer care services including call handling, billing, metering, payment processing, and credit and collection.

BC Gas also requests approval of two agreements with CustomerWorks: a Client Services Agreement for the provision of customer care services, and a Shared Services Agreement for the provision of corporate support services.

The Commission wishes to ensure that affected parties have an opportunity to understand the Customer Care Application and its implications for customer rates.

THE REGULATORY PROCESS

The Commission will hold a Workshop at the BC Gas offices in Vancouver on Tuesday, January 29, 2002. BC Gas is to provide participants with a detailed review of the Customer Care Application and Douglas Louth Associates Inc., who carried out a formal review of BC Gas' plans on behalf of the Commission, will present its Report.

REGISTERING TO PARTICIPATE

Persons who expect to attend the Workshop and actively participate in the written hearing process should register as Intervenor with the Commission. Intervenor will receive copies of the Application, all correspondence and filed documents.

Persons not expecting to actively participate should register with the Commission as Interested Parties and will receive a copy of the Application's summary, all Orders issued, as well as the Commission's Decision. Intervenor and Interested Parties should inform the Commission Secretary, in writing, by Monday, January 28, 2002 of their intentions.

INFORMATION REQUESTS

Intervenor requesting additional information from BC Gas should submit their requests to BC Gas, with a copy to the Commission Secretary and other Intervenor, by Friday, February 8, 2002. BC Gas must respond to these information requests by Friday, February 15, 2002.

INTERVENOR SUBMISSIONS

Intervenor must file copies of their submissions concerning the Customer Care Application with the Commission Secretary and BC Gas by Friday, February 22, 2002.

REPLY

BC Gas must reply to the written submissions by Tuesday, February 26, 2002. The Commission will make its determination after this date.

PUBLIC INSPECTION OF THE APPLICATION

The Application is available for inspection at the following locations:

BC Gas Utility Ltd.

12th Floor, 1111 West Georgia Street
Vancouver, B.C. V6E 4M4
Telephone: (604) 443-6500

B.C. Utilities Commission

Sixth Floor, 900 Howe Street
Vancouver, B.C. V6Z 2N3
Telephone: (604) 660-4700

FURTHER INFORMATION

If you intend to participate and are uncertain how to proceed, please contact Mr. Robert J. Pellatt, Commission Secretary or Mr. Barry McKinlay, Manager, Rates and Finance, as follows:

Telephone: (604) 660-4700
Facsimile: (604) 660-1102

B.C. Toll Free: 1-800-663-1385
E-mail: commission.secretary@bcuc.com