



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

and

An Application by BC Gas Utility Ltd.
Tariff Changes to Support the Migration of Lower Mainland Customers
to CustomerWorks Customer Information Systems

BEFORE: P. Ostergaard, Chair)
K.L. Hall, Commissioner) June 20, 2002
N.F. Nicholls, Commissioner)

O R D E R

WHEREAS:

- A. The Commission, by Order No. C-7-99, approved a Certificate of Public Convenience and Necessity for BC Gas Utility Ltd. ("BC Gas") approving Program Mercury, its Customer Information Systems project. Commission Order No. G-29-02 approved for BC Gas the transfer of Program Mercury and other customer care related assets, to BC Gas Inc. and then to CustomerWorks Limited Partnership; and
- B. On May 22, 2002, BC Gas filed an Application for approval of tariff changes required to support Phase II, the movement of its Lower Mainland customers from the British Columbia Hydro and Power Authority ("B.C. Hydro") billing system to the CustomerWorks system ("the Application"). The changes will affect residential, small commercial and, to a lesser extent, large commercial customers; and
- C. The more significant tariff changes relate to practices as used by B.C. Hydro in billing BC Gas' Lower Mainland customers that will be discontinued and/or replaced:
 - 1. Bi-monthly billing will become monthly billing;
 - 2. Pay As You Go Billing will be discontinued; and
 - 3. The Pre-authorized Payment Plan with Discount will be discontinued.
- D. In addition, payment by credit card will be discontinued and a new bill format will replace the existing combined B.C. Hydro/BC Gas bill; and

- E. The change-over is scheduled to take place over the June 29 through July 1, 2002 weekend (“the migration event”); and
- F. The Commission finds that the tariff changes as set out in the Application are necessary to serve the public interest.

NOW THEREFORE the Commission orders as follows:

1. The Commission approves for BC Gas the proposed tariff changes effective with the full completion of the Lower Mainland customer migration event.
2. BC Gas is to file amended General Terms and Conditions of Service and Tariff Sheets as approved by this Order.
3. BC Gas is to review its customer communications plan with Commission staff in advance of implementation.

DATED at the City of Vancouver, in the Province of British Columbia, this 24th day of June 2002.

BY ORDER

Original signed by:

Peter Ostergaard
Chair