



LETTER NO. L-5-03

ROBERT J. PELLATT
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January 30, 2003

Mr. John Byl
Woodland Forest Products Ltd.
988 Great Street
Prince George, B.C. V2N 5R7

Dear Mr. Byl:

Re: BC Gas Utility Ltd.
Customer Complaint – Security Deposit Requirements

The Commission has reviewed your recent correspondence and that of BC Gas concerning the Utility's request for a security deposit for Woodland's three Prince George gas accounts. BC Gas indicates that it has applied the security deposit requirement of its Gas Tariff, Terms and Conditions of Service as a result of consistently overdue accounts and disconnection notices.

The Commission can confirm that the security deposit requirements contained in the approved Gas Tariff have been in place since 1988 (as Inland Natural Gas Co. Ltd.) (First Revision of Sheet No. 18) and that BC Gas applies the policy consistently throughout its service territory.

We note from BC Gas' most recent correspondence that you were issued disconnection notices for January 28, 2003 due to non-payment of the gas accounts. As of January 27, 2003, BC Gas confirmed that it had not yet received the \$10,358.04 referred to in your January 23, 2003 letter.

BC Gas has also confirmed that it must receive the requested security deposit of \$29,578.00 or the accounts will be disconnected. We have contacted BC Gas personnel who have advised that they would be willing to accept payment arrangements for the security deposit requirement. BC Gas would also be willing to accept a Letter of Guarantee from your banker as an approved alternative method to secure the accounts. You should contact Ms. Eleanor Jacobs to make these arrangements.

Yours truly,

Original signed by:

Constance M. Smith
for: Robert J. Pellatt

RJP/cms
cc: Mr. Dietz Kellmann (*Via Facsimile*)
Director, Financial Development Services
BC Gas Utility Ltd.