



**LETTER NO. L-9-03**

ROBERT J. PELLATT  
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February 21, 2003

Mr. Scott A. Thomson  
Vice President, Finance and Regulatory Affairs  
BC Gas Utility Ltd.  
16705 Fraser Highway  
Surrey, B.C. V3S 2X7

Dear Mr. Thomson:

Re: BC Gas Utility Ltd.  
Customer Complaint – M. Steen – Multiple Named Accounts

With respect to your December 16, 2002 response to Ms. Steen's complaint concerning multiple names on customer accounts, we wish to advise that the Commission has surveyed other energy utilities in the Province. We have found that B.C. Hydro, Pacific Northern Gas and Aquila Networks Canada (British Columbia) Ltd., allow multiple names on customer accounts and for those named to be responsible for the consumption of energy service while they are living in the residence. We enclose sample copies of multiple account holder bills from B.C. Hydro, Pacific Northern Gas and Aquila Networks. The Commission notes that there are advantages of having more than a single primary account holder for utility services.

Please provide the Commission with BC Gas' evaluation of the cost impact and contract implications that such a change would have on the CustomerWorks contract. A response by March 31, 2003 will be appreciated.

Yours truly,

*Original signed by:*

Robert J. Pellatt

RJP/chm  
Enclosures  
cc: Ms. M. Steen  
11349 – 161<sup>st</sup> Street  
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