

**BRITISH COLUMBIA  
UTILITIES COMMISSION**

**ORDER  
NUMBER G-140-08**

SIXTH FLOOR, 900 HOWE STREET, BOX 250  
VANCOUVER, B.C. V6Z 2N3 CANADA  
web site: <http://www.bcuc.com>

TELEPHONE: (604) 660-4700  
BC TOLL FREE: 1-800-663-1385  
FACSIMILE: (604) 660-1102



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

**and**

**Terasen Gas Inc. Application for CUSTOMER CHOICE Program Enhancements  
and Additional Customer Education Funding**

**BEFORE:** P.E. Vivian, Commissioner  
A.A. Rhodes, Commissioner September 25, 2008

**O R D E R**

**WHEREAS:**

- A. On July 18, 2008, Terasen Gas Inc. ("Terasen Gas") filed with the B.C. Utilities Commission ("Commission") the Customer Choice Post Implementation Review Report and Application for Program Enhancements and Additional Customer Education Funding ("Report and Application"); and
- B. The Commission issued Order G-113-08 on July 29, 2008 that established the Regulatory Timetable for a written hearing process; and
- C. The Report and Application, section 7, pages 96 to 110 included a description of enhancements identified as Release 1 and Release 2. Release 1, which was requested by Commission staff, includes enhancements to the Gateway to Energy Marketers system ("GEM") disputes functionality by improving the display of disputes information and is estimated to cost \$14,600. Release 2, which is projected to cost \$859,700, relates mainly to testing to support the Energy CIS version upgrade by Customer Works LP; and
- D. Terasen Gas filed a letter with the Commission on August 8, 2008 that requested the Commission complete a review and provide approval for the enhancements grouped into Release 1 and Release 2 no later than October 1, 2008; and
- E. The registered intervenors did not oppose the approval of Release 1 and Release 2 and the Commission finds that approval would be in the public interest.

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**NOW THEREFORE** the Commission approves the implementation of Release 1 and Release 2 at the projected expenditures of \$14,600 and \$859,700 respectively. Terasen Gas is directed to file a report by March 31, 2009 that compares actual to budget costs and confirms that all recorded costs relate to the Customer Choice Program.

**DATED** at the City of Vancouver, in the Province of British Columbia, this 25<sup>th</sup> day of September 2008.

BY ORDER

*Original signed by*

A.A. Rhodes  
Commissioner