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**BRITISH COLUMBIA
UTILITIES COMMISSION**

**ORDER
NUMBER A-12-10**

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

and

**An Application by Terasen Gas Inc.
for Customer Choice Program System Enhancement
to Add Enrolment Availability Details on Customer Bills**

BEFORE: L.F. Kelsey, Commissioner
D.A. Cote, Commissioner

July 9, 2010

O R D E R

WHEREAS:

- A. On June 24, 2010, Terasen Gas Inc. (Terasen Gas) applied to the British Columbia Utilities Commission (Commission) for approval to implement a system enhancement required to facilitate the display of the next available Consumer Agreement enrolment date on customer bills (the Application); and
- B. The cost to implement the system enhancement is estimated at \$31,000; and
- C. Terasen Gas proposes to allocate the costs for the system enhancement between the Residential Commodity Unbundling Operating and Maintenance (O&M) Deferral Account and the Commercial Commodity Unbundling Operating and Maintenance (O&M) Deferral Account, on the basis of the number of eligible Residential and Commercial customers; and
- D. Terasen Gas states that the proposed system enhancement will help mitigate poaching activity, eliminate the associated back office billing corrections, and help ensure the computer systems that support Customer Choice run as efficiently as possible; and
- E. The Commission notes that the Application benefits the Gas Marketers more than the Consumers and it is reasonable to have Gas Marketers bear some or all of the project costs; and
- F. The Commission has reviewed the Application, and determines that the Application should be approved.

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NOW THEREFORE pursuant to sections 59 and 60 of the *Utilities Commission Act*, the Commission orders as follows:

1. The Commission approves the implementation of the system enhancement related to displaying the next available Consumer Agreement enrolment date on customer bills. Terasen Gas is to file a revised mock-up bill prior to project implementation.
2. The Commission approves the proposed allocation of the costs for the system enhancement between the Residential Commodity Unbundling O&M Deferral Account and the Commercial Commodity Unbundling O&M Deferral Account, on the basis of the number of eligible Residential and Commercial customers. This will be subject to review once the final costs of the project are known.
3. Terasen Gas is to report on the final cost upon completion of the project. The Commission will determine the final allocation of the cost relative to the ultimate beneficiaries of the project at that time.

DATED at the City of Vancouver, in the Province of British Columbia, this 9th day of July 2010

BY ORDER

Original signed by:

L.F. Kelsey
Commissioner