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**BRITISH COLUMBIA
UTILITIES COMMISSION**

**ORDER
NUMBER A-15-10**

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

and

**Just Energy (B.C.) Limited Partnership
Application to Amend the Standardized Third Party Verification Script
Customer Choice Program**

BEFORE: D.A. Cote, Commissioner August 12, 2010
A.A. Rhodes, Commissioner

O R D E R

WHEREAS:

- A. Commission Order A-11-10 dated June 17, 2010 modified the Code of Conduct for Gas Marketers (Code of Conduct), specifically Article 32 on Third Party Verification (TPV) establishing a standardized TPV call script. The Order also specified that the British Columbia Utilities Commission (Commission) will not allow additions or deviations from the standardized script and if Gas Marketers wish to request an amendment to a technical detail, they must apply to the Commission; and
- B. On June 29, 2010, Just Energy (B.C.) Limited Partnership (Just Energy) requested additions to the TPV script with respect to its green program, Green Energy Option (GEOgas), a product offering included in its natural gas agreement; and
- C. On July 7, 2010, based on the Commission's feedback, Just Energy revised and resubmitted the proposed changes to the TPV script for the Commission's approval; and
- D. By Order A-13-10, the Commission approved Just Energy's requested amendment to the TPV script; and
- E. On July 26, 2010, Just Energy requested a further amendment to the TPV script to include a closing statement prior to terminating the TPV call where it receives a "no" response from the customer on questions requiring an affirmative response, particularly questions 5 to 15 of Just Energy's TPV script; and
- F. The Commission reviewed Just Energy's further submission to amend the TPV script.

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NOW THEREFORE pursuant to section 71(1) of the *Utilities Commission Act* the Commission orders as follows:

1. Just Energy's addition to the TPV script are approved with minor modifications, as follows:

“Unfortunately, your enrollment with Just Energy cannot continue since you answered “no” to this question. Just Energy is required to terminate this call and you will not be enrolled in Just Energy's Natural Gas Fixed Price Program. Should you have any questions or require additional information on our products and or services, please contact us at 1.866.587.8674.”

2. The approved closing statement may also be used by Just Energy prior to terminating the TPV call after it receives a “no” response to other TPV questions that require an affirmative response from the customer.

DATED at the City of Vancouver, in the Province of British Columbia, this 12th day of August 2010.

BY ORDER

Original signed by:

D.A. Cote
Commissioner

Attachment

