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**BRITISH COLUMBIA  
UTILITIES COMMISSION**

**ORDER  
NUMBER A-34-10**

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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  
Revised Mock-Up Bill**

**BEFORE:** A.A. Rhodes, Commissioner  
L.A. O'Hara, Commissioner

November 15, 2010

**O R D E R**

**WHEREAS:**

- A. By Order A-12-10, the British Columbia Utilities Commission (Commission) approved Terasen Gas Inc.'s (Terasen Gas) application to implement a system enhancement to its Customer Choice Program related to displaying the next available Consumer Agreement enrolment date on customer bills. The proposed system enhancement is intended to reduce duplicate enrolments for the same customer, eliminate the associated back office billing corrections, and ensure the efficient running of the computer systems that support the Customer Choice Program;
- B. The cost to implement the system enhancement was originally estimated at \$31,000 and with changes to the mock-up bill the anticipated cost estimate is now \$37,000;
- C. The Commission notes that Order A-12-10 did not comment on the original cost of the system enhancement and this Order A-34-10 will not address the new estimated cost of the system enhancement;
- D. In Order A-12-10, the Commission also approved the proposed allocation of the costs of the system enhancement between the Residential Commodity Unbundling Operating and Maintenance Deferral Account and the Commercial Commodity Unbundling Operating and Maintenance Deferral Account, on the basis of the number of eligible Residential and Commercial customers;
- E. The allocation of the costs will be subject to the Commission's review once Terasen Gas files a report on the final costs. The Commission would determine the cost allocation based on the ultimate beneficiaries of the system enhancement as noted in Order A-12-10;

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- F. The Commission approval under Order A-12-10 was subject to certain conditions including Terasen Gas's filing of a revised mock-up bill prior to implementation of the system enhancement;
- G. On October 25, 2010, Terasen Gas submitted a revised mock-up bill, which depicts the current consumer agreement end date beside the marketer name under commodity charges, and all future -dated contracts under the usage graph;
- H. The Commission has reviewed the filing, and determines that Terasen Gas has satisfied the condition relating to the filing of a revised mock-up bill.

**NOW THEREFORE** pursuant to sections 59 and 60 of the *Utilities Commission Act*, the Commission approves the revised mock-up bill.

**DATED** at the City of Vancouver, in the Province of British Columbia, this    15<sup>th</sup>      day of November 2010.

BY ORDER

*Original signed by:*

A.A. Rhodes  
Commissioner