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**BRITISH COLUMBIA  
UTILITIES COMMISSION**

**ORDER  
NUMBER F-14-10**

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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 a Certificate of Public Convenience and Necessity  
for the Customer Care Enhancement Project  
Insourcing of Customer Care Services and Implementation of a New Customer Information System**

**BEFORE:** A.A. Rhodes, Panel Chair/Commissioner  
D.A. Cote, Commissioner April 20, 2010  
R.J. Milbourne, Commissioner

**O R D E R**

**WHEREAS:**

- A. On June 2, 2009, Terasen Gas Inc. (Terasen Gas) filed an application for a Certificate of Public Convenience and Necessity pursuant to section 45 of the *Utilities Commission Act*, for its Customer Care Enhancement Project (Project). The Project involves insourcing of key components of customer care services and the implementation of a new customer information system (CIS) under the control of Terasen Gas; and
- B. On November 16, 2009, the Commission issued Order G-134-09 establishing a Written Hearing process and a Regulatory Timetable. The Final Submissions of Terasen Gas and the Interveners, and the Reply Submission of Terasen Gas were filed in accordance with Commission Order G-134-09. The Oral Phase of Argument took place on February 1, 2010. The Commission issued Order G-23-10 dated February 16, 2010 with Reasons for Decision to follow; and
- C. On March 3, 2010, the British Columbia Public Interest Advocacy Centre submitted an application for a Participant Assistance/Cost Award (PACA) on behalf of the BC Old Age Pensioners' Organization *et al.* (BCOAPO) for its participation in the proceeding for the review of the Customer Care Enhancement Project (Proceeding); and
- D. On March 5, 2010, the Commercial Energy Consumers Association of British Columbia (CEC) submitted a PACA application for a Cost Award for its participation in the Proceeding; and

**BRITISH COLUMBIA  
UTILITIES COMMISSION**

**ORDER  
NUMBER F-14-10**

2

- E. The Commission Panel has reviewed the applications with regard to the criteria and rates set out in the Guidelines in Commission Order G-72-07 and has concluded that the cost awards should be approved for BCOAPO and the CEC.

**NOW THEREFORE** the Commission orders as follows:

1. Pursuant to section 118(1) of the *Utilities Commission Act*, the Commission awards funds to the following Interveners for their participation in the Proceeding to review the Customer Care Enhancement Project application.

<b>Interveners</b>	<b>Award</b>
British Columbia Old Age Pensioners' Organization <i>et al.</i>	\$ 41,314.00
Commercial Energy Consumers Association of British Columbia	\$ 31,620.76
<b>TOTAL Awards</b>	<b>\$ 72,934.76</b>

2. Terasen Gas is directed to reimburse the above noted participants for the total amounts awarded in a timely manner.

**DATED** at the City of Vancouver, In the Province of British Columbia, this 20<sup>th</sup> day of April, 2010.

BY ORDER

*Original signed by:*

A.A. Rhodes  
Panel Chair/Commissioner