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**BRITISH COLUMBIA  
UTILITIES COMMISSION**

**ORDER  
NUMBER** A-16-12

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

**and**

**Active Energy Corp. – Compliance Inquiry  
Customer Choice Program**

**BEFORE:** L.F. Kelsey, Commissioner  
D.A. Cote, Commissioner September 27, 2012  
A.A. Rhodes, Commissioner

**ORDER**

**WHEREAS:**

- A. On March 8, 2012, the British Columbia Utilities Commission (Commission) issued Order A-5-12 establishing a Compliance Inquiry into 24 customer disputes against Active Renewable Marketing Ltd. (Active Energy). The Inquiry was established to investigate disputes alleging forgery or unauthorized signatures, and the steps taken by Active Energy in dealing with these allegations. The Business Practices and Consumer Protection Authority (Consumer Protection BC) was retained to complete an Inquiry report (Report);
- B. Upon receipt and review of the Report, on August 27, 2012, Active Energy filed an Application to expunge it from the record of the Inquiry (the Application) and as a result, the Commission issued Order A-14-12 establishing a regulatory timetable to hear submissions on this Application;
- C. The Regulatory Timetable established in Order A-14-12 required a written submission from the Commission's Compliance Team on or before September 20, 2012;
- D. On September 25, 2012, the Compliance Team sought to file a late submission on Active's Application;
- E. On September 26, 2012, the Commission Panel accepted the late submission from the Compliance Team and issued Order A-15-12 which extended Active Energy's reply deadline from September 27 to October 2. The hearing remained scheduled for October 3, 2012;
- F. On September 26, 2012, Active Energy submitted a request that the Commission adjourn the hearing on its Application for approximately 10-14 days so Active would have adequate time to respond to the Compliance Team's submission and to continue discussions with the Compliance Team;
- G. The Commission has considered Active Energy's request and considers a revised Regulatory Timetable is warranted.

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

1. Active Energy's request to adjourn the hearing is granted.
2. Active must file its Reply Submission with respect to its Application to have the Report expunged from the record by email, in addition to any other method it chooses, on or before October 12, 2012.
3. Oral Argument on Active's Application to have the Report expunged from the record will be held on Thursday, October 18, 2012 at 1:00 p.m. at the Commission's Hearing Room, located on the 12<sup>th</sup> Floor at 1125 Howe Street, Vancouver, BC.

**DATED** at the City of Vancouver, in the Province of British Columbia, this    27<sup>th</sup>      day of September 2012.

BY ORDER

*Original signed by:*

A.A. Rhodes  
Commissioner