



ORDER
NUMBER A-17-13

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and

BEFORE: C.A. Brown, Commissioner
N.E. MacMurchy, Commissioner November 28, 2013
B.A. Magnan, Commissioner
D.M. Morton, Commissioner
R.D. Revel, Commissioner
C. van Wermeskerken, Commissioner

WHEREAS:

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**BRITISH COLUMBIA
UTILITIES COMMISSION**

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G. The Commission has reviewed Access Gas' Application and considers approval is warranted.

NOW THEREFORE, pursuant to section 71.1 of the *Utilities Commission Act*, the Commission orders as follows:

1. Access Gas is permitted to acquire all of Active Energy's Customer Contracts under the Customer Choice Program.
2. Within 30 days of the assignment of the Customer Contracts, Access Gas must notify all affected Consumers of the assignment in writing. The notification must include Access Gas' address for service, telephone number and complaints process.
3. Section 5 of Access Gas' Application will be held confidential, as requested by Access Gas, to protect commercially sensitive information.
4. The following conditions are added to Access Gas' Gas Marketer and will come into effect the date of the assignment of the Customer Contracts:
 - a. Access Gas must follow the Forgery and Unauthorized Signature Complaint Protocols set out in Schedule H to the Active Energy 2012 Compliance Inquiry Settlement dated January 11, 2013 (Settlement) and approved by Order A-1-13.
 - b. Access Gas must submit the BC Utilities Commission Report as required by the Settlement for all relevant complaints and disputes to the Commission and the customer within 2 weeks of receipt of the completed forgery and/or unauthorized signor package.
 - c. Access Gas must initiate an investigation relating to all future complaints of unauthorized signature or allegations of forgery within 48 hours from receipt of the complaint. If the complaint is received directly by Active Energy or Access Gas, Access Gas must notify the Commission within 2 business days with the details of the complaint.
 - d. Access Gas is responsible for the costs of the Active Energy 2012 Compliance Inquiry proceeding incurred by the Commission.

DATED at the City of Vancouver, in the Province of British Columbia, this 28th day of November, 2013.

BY ORDER

Original Signed By:

D.M. Morton
Commissioner