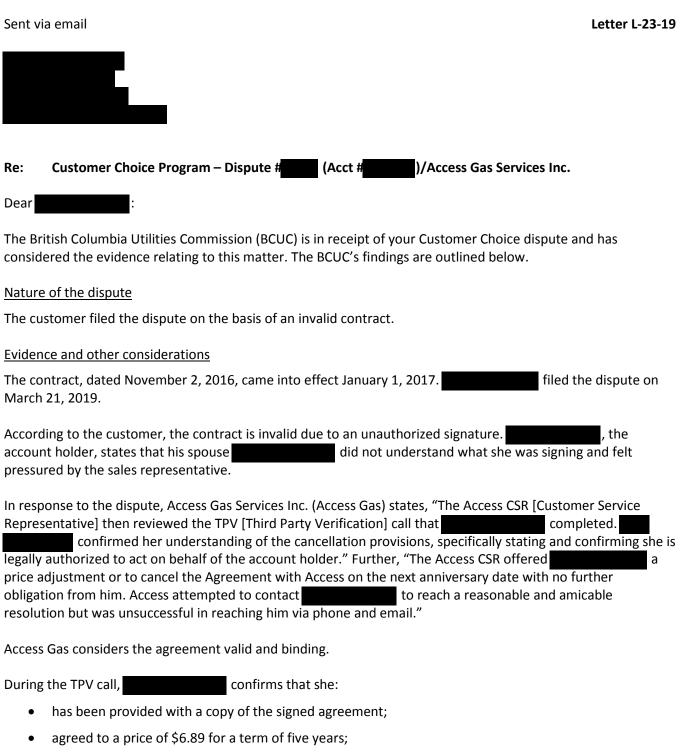


May 31, 2019

Patrick Wruck Commission Secretary

Commission.Secretary@bcuc.com bcuc.com

Suite 410, 900 Howe Street Vancouver, BC Canada V6Z 2N3 P: 604.660.4700 TF: 1.800.663.1385 F: 604.660.1102



was legally authorized to sign the agreement; and

• may cancel the agreement within 10 days without penalty; following this period, the customer may only cancel on the anniversary date and there may be an early exit fee.

The customer did not cancel the agreement within the 10-day period.

BCUC determination

There is insufficient evidence to support the customer's statement the signatory is not authorized to enter into the agreement. The signatory confirms she is legally authorized to enter into the agreement on behalf of the account holder during the TPV and by signing the agreement. Further, FortisBC confirms that at the time of signing, the signatory was listed as an authorized user on the account. The agreement and TPV call are compliant with the requirements under the Code of Conduct for Gas Marketers. For these reasons, the BCUC finds the agreement valid and binding.

Access Gas will remain the natural gas provider. The customer has the option to cancel the agreement prior to the end of term in accordance with the agreement terms and conditions. The customer may wish to contact Access Gas directly to discuss whether the proposed resolution of the matter is still available.

Sincerely,

Original signed by:

Patrick Wruck Commission Secretary

OK/dc

Enclosure

cc: Ms. Meghan Karrasch Director of Operations Access Gas Services Inc. meghan@accessgas.com Charlie Barrotta Vice President Access Gas Services Inc. charlie.barrotta@accessgas.com

An application for reconsideration of this determination can be made following the guidelines enclosed.