



July 3, 2019

Sent via email

Letter L-33-19

[REDACTED]

Re: Customer Choice Program – Dispute [REDACTED] (Acct # [REDACTED])/Access Gas Services Inc.

Dear [REDACTED]:

The British Columbia Utilities Commission (BCUC) is in receipt of your Customer Choice dispute and has considered the evidence relating to this matter. The BCUC's findings are outlined below.

Nature of the dispute

The customer filed the dispute on the basis of misrepresentation of identity.

Evidence and other considerations

The contract, dated [REDACTED], came into effect [REDACTED]. The customer filed the dispute on [REDACTED].

According to the customer, the sales representative misrepresented her identity, stating that she represents FortisBC.

Access Gas Services Inc. (Access Gas) proposed to resolve the dispute by lowering the natural gas rate. Access Gas considers the agreement valid and binding.

During the Third Party Verification (TPV) call [REDACTED] confirms that [REDACTED]:

- is the owner of [REDACTED];
- has authority to bind agreements for his organization;
- has been provided with a copy of the signed agreement;
- agreed to a price of \$5.89 for a term of five years; and
- has the right to cancel without penalty within 10 days.

Further, during the TPV call the customer confirms his understanding that Access Gas is not affiliated with FortisBC, or the government.

As the matter has not been resolved directly between the customer and the gas marketer, the BCUC has reviewed and adjudicated the matter.

BCUC Determination

There is insufficient evidence to support the customer's statement that the sales representative misrepresented her identity. During the TPV call, the signatory confirms [REDACTED] understanding that Access Gas is independent of FortisBC. The agreement and TPV 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/dg
Enclosure

cc: Ms. Meghan Karrasch
Director of Operations
Access Gas Services Inc.
meghan@accessgas.com

Charlie Barrotta
Vice President
Access Gas Services Inc.
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An application for reconsideration of this determination can be made following the guidelines enclosed.