

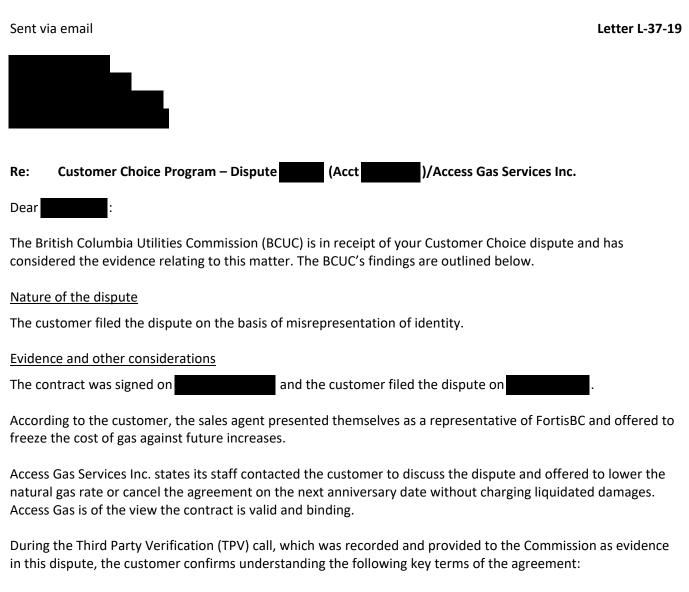
July 25, 2019

File

Patrick Wruck Commission Secretary

Commission.Secretary@bcuc.com bcuc.com

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- Access Gas will be supplying natural gas for five years at a rate of \$5.89/GJ;
- the customer may or may not save money under the Customer Choice program; and
- the customer 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.

Further, the customer confirms his understanding that Access Gas is independent of FortisBC and the government and that entering into an agreement is entirely voluntary. The customer did not cancel the agreement within the 10 day period.

As the customer and gas marketer have not resolved the dispute directly, the dispute has proceeded to adjudication.

## **BCUC determination**

There is insufficient evidence to support the customer's statement that the sales representative misrepresented his identity. Further, during the TPV call, the signatory confirms understanding the key points of the agreement, including the term and rate, the cancellation provisions, and that the gas marketer is not affiliated with FortisBC. 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,

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Original signed by:

Patrick Wruck Commission Secretary

OK/yl 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.