



**bcuc**  
British Columbia  
Utilities Commission

**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

April 20, 2022

Sent via email

**Letter L-9-22**

Barbara Farmer  
Direct Energy (B.C.) Ltd.  
[Barbara.Farmer@nrg.com](mailto:Barbara.Farmer@nrg.com)

**Re: Customer Choice Program – Direct Energy (B.C.) Ltd. - Third Party Verification Scripts**

Dear Ms. Farmer,

The British Columbia Utilities Commission (BCUC) writes regarding Direct Energy (B.C.) Ltd. (Direct Energy)'s Customer Choice third party verification (TPV) scripts received on April 11, 2022.

#### Background

On October 28, 2021, the BCUC, following a review of Direct Energy's license renewal application, issued Order A-4-21, renewing Direct Energy's gas license, along with various conditions.

Conditions 3.g and 3.h of Order A-4-21 states that Direct Energy must strictly adhere to the TPV script as outlined in Article 33 of the Code of Conduct for Gas Marketers and file updated TPV scripts with the BCUC.

#### Outcome

The BCUC has reviewed Direct Energy's TPV script(s) and accepts the enclosed version to be in compliance with the Gas Marketer's Code of Conduct and Order A-4-21.

Direct Energy is to utilize the approved script(s) in all TPV calls going forward or until such time that a new version of the script(s) has (have) been approved by the BCUC.

Sincerely,

*Original signed by:*

Patrick Wruck  
Commission Secretary

DD/jm  
Enclosure

Cc: [ryan.harwell@directenergy.com](mailto:ryan.harwell@directenergy.com)