



ORDER NUMBER
G-79-23

IN THE MATTER OF
the *Utilities Commission Act*, RSBC 1996, Chapter 473

and

Easy Energy Inc.
Potential Non-Compliance with Code of Conduct for Gas Marketers

BEFORE:

B. A. Magnan, Panel Chair
E. B. Lockhart, Commissioner
A. Pape-Salmon, Commissioner

on April 12, 2023

ORDER

WHEREAS:

- A. On August 8, 2022, the British Columbia Utilities Commission (BCUC) received a dispute regarding a gas marketing contract between a customer and Easy Energy Inc. (Easy Energy) (Contract);
- B. Easy Energy is a licensed Gas Marketer located in Surrey, BC, with approximately 19,000 customers and operates as part of the Natural Gas Customer Choice Marketing Program in BC (Customer Choice);
- C. As a condition of its license, Easy Energy is required to abide by the Rules for Gas Marketers, approved by the BCUC October 18, 2013, by Order A-12-13, and Code of Conduct for Gas Marketers (Code of Conduct), approved by the BCUC September 29, 2015, by Order A-12-15. The Code of Conduct requires that Gas Marketers enrol customers on fair and ethical terms;
- D. On September 1, 2022, in accordance with the Customer Choice dispute process, Easy Energy filed with the BCUC its response to the dispute, including the Third-Party Verification (TPV) call conducted with the customer in relation to the Contract (Submission);
- E. TPV is the form of a digitally recorded telephone call, or electronic process, conducted by the Gas Marketer, where, after signing a contract, customers are required to verify certain aspects of their enrolment and contract. TPVs follow a script approved by the BCUC and the scripts are part of the Code of Conduct;
- F. As part of the Customer Choice dispute process, BCUC staff reviewed Easy Energy's Submission and noted inconsistencies between the approved TPV script and the TPV call placed to the customer who filed the dispute; and
- G. The BCUC has reviewed the matter and considers further process is warranted.

NOW THEREFORE the BCUC orders as follows:

1. A hearing to determine whether Easy Energy is in breach of the Code of Conduct for Gas Marketers is established in accordance with the regulatory timetable attached as Appendix A to this order.
2. Easy Energy is directed to provide notice of this order in a clearly visible location on the homepage of its website, on or before Tuesday, April 25, 2023.

DATED at the City of Vancouver, in the Province of British Columbia, this 12th day of April 2023.

BY ORDER

Original signed by:

B. A. Magnan
Commissioner

Attachment

Easy Energy Inc.
Potential Non-Compliance with Code of Conduct for Gas Marketers

REGULATORY TIMETABLE

| Action | Date (2023) |
|--|-------------------|
| Easy Energy to provide notice of this order in a clearly visible location on the homepage of its website | Tuesday, April 25 |
| BCUC Information Request (IR) No. 1 to Easy Energy | Thursday, May 4 |
| Easy Energy response to IR No. 1 | Thursday, May 18 |
| Letters of Comment deadline | Thursday, May 25 |
| Further process | To be determined |