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British Columbia
Utilities Commission

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Sent via email

Letter L-1-25

Ms. Barbara Farmer
Licensing & Reporting Analyst
Direct Energy (B.C.) Limited
12 Greenway Plaza, Suite 250
Houston, TX 77046
Barbara.Farmer@nrg.com

Re: Direct Energy – Third-Party Verification Script for the Trigger Agreement

Dear Ms. Farmer:

On April 4, 2024, Direct Energy (B.C.) Limited (Direct Energy) filed with the British Columbia Utilities Commission (BCUC) a proposed Third-Party Verification (TPV) script for Commercial Customers (Proposed TPV Script) for BCUC review pursuant to Article 33 of the Code of Conduct for Gas Marketers (Code of Conduct).

On April 22, 2024, BCUC staff issued questions to Direct Energy, including one regarding the consumer agreements to which the Proposed TPV Script refers. On April 29, 2024, Direct Energy stated in its response to question 1.1 that the Proposed TPV Script will only apply to the “DEB BC Small Commercial Trigger” (Trigger Agreement) and “DEB BC Small Commercial Agreement” (Commercial Agreement).

On August 22, 2024, Direct Energy responded to a third round of questions, including an amended TPV script for exclusive use for Trigger Agreements as Attachment 1 (Proposed Trigger TPV Script). On October 25, 2024, Direct Energy responded to a fourth round of questions (Staff Questions No. 4) and proposed some amendments to the Proposed Trigger TPV Script in response to question 9.1 (Proposed Amendments).

On December 6, 2024, the BCUC, by Letter L-31-24, approved the Proposed TPV Script and ordered Direct Energy to file an updated version of the Proposed Trigger TPV Script. On December 18, 2024, Direct Energy filed with the BCUC an updated version of the Proposed Trigger TPV Script (Proposed Trigger TPV Script V.2).

The BCUC has reviewed Direct Energy's *Proposed Trigger TPV Script V.2* and accepts the enclosed version for use in relation to the small commercial consumers who sign the DEB BC Small Commercial Agreement. Direct Energy is to use the approved script in all TPV calls regarding the Trigger Agreement until such time that the BCUC approves a new version of the script.

Sincerely,

Electronically signed by Patrick Wruck

Patrick Wruck
Commission Secretary

GP/jm
Enclosure (confidential)

cc: ryan.harwell@directenergy.com
nicole.black@nrg.com