



June 26, 2025

Sent via email

Letter L-13-25

Ms. Michelle Meixner
Customer Service Specialist
Access Gas Services Inc.
300 – 15300 Croydon Drive
Surrey, BC V3Z 0Z5
michelle.meixner@accessgas.com

Re: Access Gas Services Inc. – Electronic Third-Party Verification Scripts

Dear Ms. Meixner:

On February 20, 2025, Access Gas Services Inc. (Access Gas) filed with the British Columbia Utilities Commission (BCUC) seven electronic third-party verification (e-TPV) scripts for approval (e-TPV Scripts) pursuant to Article 33 of the Code of Conduct for Gas Marketers (Code of Conduct). The e-TPV Scripts are identified according to the type of customers and agreements to which each applies, as follows:

- | | |
|-----------------------------|----------------------------|
| 1. Residential | 5. Commercial Green Energy |
| 2. Residential Green Energy | 6. Commercial Index |
| 3. Residential Prime Rate | 7. Commercial Prime Rate |
| 4. Commercial | |

On April 7, 2025, by Order A-1-25 the BCUC approved the Tenth Revision of the Code of Conduct, which included revisions to the prior version of Article 33. On page 5 of the decision accompanying Order A-1-25, the BCUC stated:

Gas marketers are required to revise their TPV scripts to reflect the changes [to Article 33 of the Code of Conduct] above. Provided these are the only revisions to their TPV scripts, gas marketers are not required to file the updated versions with the BCUC until their next application to renew their gas marketer licence.

The Panel considers a review of all Access Gas' TPV scripts at the same time to be an efficient approach. Therefore, the Panel directs **Access Gas to file with the BCUC revised versions of the e-TPV Scripts and all of its non-electronic TPV scripts (collectively, Scripts) reflecting the changes to Article 33 made in the Tenth Revision of the Code of Conduct.** The Panel notes that a red-lined version of the Code of Conduct was included as Appendix B to Order A-1-25 highlighting the changes to the previously approved version of the Code of Conduct.

In addition to the changes mentioned above, **the Panel directs Access Gas to incorporate the following adjustments to the Scripts**, as applicable:

- On all TPV scripts, update the wording of the question regarding the possibility of savings, by deleting the following struck-out words: “Do you understand you ~~may~~ or may not save money...”;
- On all TPV scripts for residential customers, split the account holder question into one question (account holder) and one sub-question (legally authorized representative), as per Article 33 of the Code of Conduct;
- On all TPV scripts for residential customers, update the wording of the question confirming the consumer’s understanding of the cancellation period and their cancellation rights, by removing the struck-out words and adding the bolded text as follows: “You have 10 days to cancel without penalty. Following this 10-day period, you ~~may~~ **can** only **make a request to** cancel on an anniversary date and **you will be responsible for** an early exit fees. Do you understand your cancellation rights? ”; and
- On the Commercial Index e-TPV and TPV scripts, correct question 11, by adding the bolded word as follows: “... Do you understand **and** accept the risks...”

In its emails to the BCUC on February 20, 2025 and March 26, 2025, Access Gas described its e-TPV process, including scenarios where the e-TPV is not completed. Access Gas stated that if the customer selects the “No” checkbox, the e-TPV ends, and the customer is instructed to contact Access Gas. Further, Access Gas identified two circumstances in which the TPV would be considered null and void: if not completed within 20 days or if the name entered differs from what is on the agreement.

The Panel directs Access Gas to provide further information regarding the process followed by Access Gas following unsuccessful TPVs (electronic or not), including whether, and in what circumstances, Access Gas conducts subsequent TPVs for the same agreement.

The Panel directs Access Gas to comply with the directives in this letter by July 21, 2025.

Sincerely,

Electronically signed by Sara Hardgrave

Sara Hardgrave
Acting Commission Secretary

GP/kk

cc: info@accessgas.com