



**BRITISH COLUMBIA  
UTILITIES COMMISSION**

**ORDER  
NUMBER** A-29-11

SIXTH FLOOR, 900 HOWE STREET, BOX 250  
VANCOUVER, BC V6Z 2N3 CANADA  
web site: <http://www.bcuc.com>

TELEPHONE: (604) 660-4700  
BC TOLL FREE: 1-800-663-1385  
FACSIMILE: (604) 660-1102

IN THE MATTER OF  
the Utilities Commission Act, R.S.B.C. 1996, Chapter 473

and

An Application by Access Gas Services Inc.  
to Approve a Modified Third Party Verification Call Script

**BEFORE:** L.F. Kelsey, Commissioner  
C.A. Brown, Commissioner  
N.E. MacMurchy, Commissioner  
D. Morton, Commissioner  
November 24, 2011

**O R D E R**

**WHEREAS:**

- A. On June 17, 2010, the British Columbia Utilities Commission (Commission) through Order A-11-10 approved a modified Code of Conduct for Gas Marketers establishing a standardized Third Party Verification call script;
- B. On May 31, 2011, as a result of the Customer Choice 2010 Program Summary and Recommendations Decision issued with Order A-9-11, the Code of Conduct was revised to include, amongst other changes, amendments to the TPV calls scripting. The Order also specified that prior amended scripts will not be allowed to be used and any new additions/amendments must be submitted for Commission approval;
- C. On November 21, 2011, Access Gas Services Inc. applied to the Commission for approval of a modified Third Party Verification call script for residential consumers.

**NOW THEREFORE** pursuant to section 71.1(6) of the *Utilities Commission Act*, the Commission approves Access Gas Services Inc.'s script as submitted.

**DATED** at the City of Vancouver, in the Province of British Columbia, this 24<sup>th</sup> day of November 2011.

BY ORDER

*Original signed by:*

D. Morton  
Commissioner