



**BRITISH COLUMBIA
UTILITIES COMMISSION**

**ORDER
NUMBER A-31-12**

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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 Outbound Call Script

BEFORE: B.A. Magnan, Commissioner

November 8, 2012

O R D E R

WHEREAS:

- A. On June 17, 2010, the British Columbia Utilities Commission (Commission) approved through Order A-11-10 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 Customer Choice 2010 Program Summary and Recommendations Decision and issued with Order A-9-11, the Code of Conduct was revised to include, amongst other changes, amendments to the Third Party Verification call 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. (Access Gas) applied to the Commission for approval of a modified Third Party Verification inbound call script for residential consumers.
- D. On November 24, 2011, the Commission approved through Order A-29-11 Access Gas' modified Third Party Verification inbound call script for residential consumers. At Access Gas' request, the script was held confidential, pending requests for access under the *Freedom of Information and Privacy Protection Act*;
- E. On June 21, 2012, the Commission approved through Order A-10-12 a modified Code of Conduct for Gas Marketers establishing that the Third Party Verification call script for residential consumers must follow the standardized scripting in the Order. The Order also specified that if Gas Marketers wish to request an amendment they must apply to the Commission for review and approval;
- F. On October 24, 2012, Access Gas applied to the Commission for approval of a modified Third Party Verification call script for outbound calls to residential consumers. Access Gas requested that the Commission not make the script publicly available pending requests for access under the *Freedom of Information and Privacy Protection Act*.

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2

NOW THEREFORE pursuant to section 71.1(6) of the *Utilities Commission Act*, the Commission approves Access Gas' Third Party Verification outbound call script as submitted. The Commission grants Access Gas' request to hold the script confidential pending requests for access under the *Freedom of Information and Privacy Protection Act*.

DATED at the City of Vancouver, in the Province of British Columbia, this 8th day of November 2012.

BY ORDER

Original signed by:

B.A. Magnan
Commissioner