

**BRITISH COLUMBIA  
UTILITIES COMMISSION**

**ORDER  
NUMBER**      A-3-09



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

and

Access Gas Services Inc.  
Filing Directive for Commission Order G-46-08

**BEFORE:**                      D. Cote, Commissioner                      March 31, 2009

**O R D E R**

**WHEREAS:**

- A. The Commission, by letter dated February 21, 2008, notified Access Gas Inc. ("Access") of a customer complaint and initiated a written hearing into the matter offering Access an opportunity to comment on the customer complaint; and
- B. By Commission Order G-46-08 dated March 19, 2008, the Commission found that Access had violated Articles 9, 15, and 16 of the Code of Conduct for Gas Marketers ("Code of Conduct"); and
- C. Pursuant to Commission Order G-46-08, Access was directed, in part, to ensure that prior to commencing marketing activity, new salespersons were to be trained to act in accordance with the Code of Conduct and certify to the Commission that they have been instructed in and fully understand the Code of Conduct; and
- D. By letters dated September 19, 2008 and March 25, 2009, Access Gas requested that the Commission relax the requirement for Access to file each certification with the Commission.

**NOW THEREFORE** pursuant to section 71.1(6) of the Utilities Commission Act the Commission orders as follows:

- 1. Access must continue to maintain certification for each new salesperson confirming that prior to commencing any marketing activity they have been trained to act in accordance with the Code of Conduct.
- 2. Access may cease filing each salesperson certification with the Commission.

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3. Access will make each salesperson certification available to the Commission upon its request.

**DATED** at the City of Vancouver, in the Province of British Columbia, this           31<sup>st</sup>           day of March 2009.

BY ORDER

*Original signed by:*

D. Cote  
Commissioner