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**BRITISH COLUMBIA  
UTILITIES COMMISSION**

**ORDER  
NUMBER A-4-10**

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

and

Summitt Energy BC LP  
Compliance with the Code of Conduct for Gas Marketers  
for the Review Period under Order A-9-09

**BEFORE:** D.A. Cote, Commissioner March 15, 2010

**O R D E R**

**WHEREAS:**

- A. Pursuant to Order A-9-09, the Commission determined that Summitt had violated the Scope of the Code, Basic Principles, and Articles 7, 8, 15 and 18 of the Code and the Commission placed Summitt on a review period of four months from the date of the Order with the potential of suspension of Summitt's Gas Marketing Licence in the event of future confirmed violations of the Code; and
- B. Commission staff met with Summitt on January 27, 2010 to review the compliance actions taken by Summitt over the review period and Summitt's complaint statistics; and
- C. The Commission Panel has reviewed all the material provided and notes the actions Summitt has taken with regard to its compliance training and monitoring of sales agents; however, the complaint statistics have not yet shown significant improvement and Summitt's compliance to the Code remains a concern for the Commission.

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

- 1. Summitt is directed to report its complaint statistics to the Commission for the period January 1, 2010 through March 31, 2010 by April 15, 2010 along with a discussion of the nature and status of the complaints filed and actions taken by Summitt to address them. The complaints to be reported upon are to include both verbal and written complaints received by Summitt directly, complaints forwarded by the Commission, and disputes filed through the Gateway for Energy Marketers system (GEM).

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2. Summitt is to provide further reports on its complaint statistics for each of the months of April through June 2010 by no later than 5 business days following the end of each month.
3. The Commission will determine whether further orders or other directions to Summitt are required at a later date.

**DATED** at the City of Vancouver, in the Province of British Columbia, this 16<sup>th</sup> day of March 2010.

BY ORDER

*Original signed by:*

D.A. Cote  
Commissioner