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**BRITISH COLUMBIA  
UTILITIES COMMISSION**

**ORDER  
NUMBER A-14-10**

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

and

Summitt Energy BC LP  
Application to Amend the Standardized Third Party Verification Script  
Customer Choice Program

**BEFORE:** D.A. Cote, Commissioner August 12, 2010  
A.A. Rhodes, Commissioner

**O R D E R**

**WHEREAS:**

- A. Commission Order A-11-10 dated June 17, 2010 modified the Code of Conduct for Gas Marketers (Code of Conduct), specifically Article 32 on Third Party Verification (TPV) establishing a standardized TPV call script. The Order also specified that the British Columbia Utilities Commission (Commission) will not allow additions or deviations from the standardized script and if Gas Marketers wish to request an amendment to a technical detail, they must apply to the Commission; and
- B. On July 12, 2010, Summitt Energy BC LP (Summitt Energy) requested amendments to the TPV script with respect to its Evergreen Program, a product offering included in its natural gas agreement. Summitt Energy also sought the Commission's guidance in how to respond to possible scenarios under questions 1, 2, and 11 of the established TPV script; and
- C. On August 5, 2010, based on the Commission's feedback, Summitt Energy revised and resubmitted the proposed TPV script amendment related to its Evergreen Program; and
- D. The Commission reviewed Summitt Energy's submission.

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**NOW THEREFORE** pursuant to section 71(1) of the *Utilities Commission Act*, the Commission orders as follows:

1. Summitt Energy's amendments to the TPV script are approved with modifications.
2. The revised TPV script incorporating these changes (questions 1, 2, 8.a, and 11) is attached as Appendix A to this Order.

**DATED** at the City of Vancouver, in the Province of British Columbia, this       12<sup>th</sup>       day of August 2010.

BY ORDER

*Original signed by:*

D.A. Cote  
Commissioner

Attachment

## Summitt Energy's Standardized Third Party Verification Call Script

*Disclaimer: The gas marketer shall terminate the call if the customer objects to the call being recorded. For points that need confirmation from the customer, a Yes/No (Y/N) is indicated at the end of the question. Gas marketers can use the term "agreement" or "contract," as appropriate.*

### Script Preamble

#### Outbound

Good morning/afternoon/evening "CUSTOMER." My name is "TPV AGENT's NAME" and I am calling from "GAS MARKETER" to confirm the key points on the contract/agreement you recently signed with (Agent's name *OR* one of our agents).

This call is the final step before your enrollment with "GAS MARKETER" is completed. We record this call on behalf of the British Columbia Utilities Commission. The Commission will use the information gathered in this verification call to rule on any disagreement that may arise in the future.

#### Inbound

My name is (TPV AGENT's NAME). Thank you for calling "GAS MARKETER" to confirm the key points on the contract/agreement you recently signed with (Agent's name *OR* one of our agents).

This call is the final step before your enrollment with "GAS MARKETER" is completed. We record this call on behalf of the British Columbia Utilities Commission. The Commission will use the information gathered in this verification call to rule on any disagreement that may arise in the future.

1. Have you been left with a copy of your signed contract/agreement?  
If no – the call shall be terminated  
If yes – would you like to get your copy of the contract/agreement for reference? Y/N  
(Must be permitted)

*If customer confirmed that he/she was left with a copy of the signed contract/agreement but could not locate the contract.*

- Summitt Energy will mail out a copy of your signed contract/agreement for your records. Do you want to proceed with the call? Y/N

2. Has it been more than 24 hours since you signed your contract/agreement with (GAS MARKETER)? Y/N  
If yes – and within four business days since you signed this contract/agreement? Y/N  
If no – to either question, the call shall be terminated

*If the customer is not certain that it has been 24 hours since he/she signed the contract/agreement, Summitt Energy can proceed with the question below.*

- Our records show that you signed the contract/agreement at "TIME" on "Date." Do you agree? Y/N

3. I understand your full name is .... Is this correct?
4. Are you the Terasen Gas account holder? Y/N  
If no – are you authorized to enter into a contract/agreement for this residence/premise on behalf of the account holder? Y/N
5. Do you understand that “GAS MARKETER” is completely independent of Terasen Gas or the government? Y/N
6. Do you understand that “GAS MARKETER” will become your natural gas supplier and Terasen Gas will remain responsible for invoicing, emergency service, and delivery? Y/N
7. Do you understand that entering into a contract/agreement with our company is entirely voluntary? Y/N
8. Do you understand that we will be supplying your natural gas at a fixed rate of “PRICE” for a term of “TERM” years? Y/N
  - 8.a Do you understand that your fixed price of “PRICE/gj” includes your Natural Gas commodity price and green option price? Y/N
9. Do you understand that by signing a fixed rate contract/agreement, you may not save money? Y/N
10. Did you receive a copy of the Standard Information Booklet entitled “It’s Your Choice”? Y/N  
This booklet is also available on the Terasen Gas and BC Utilities Commission websites.
11. Do you understand that you have 10 days to cancel this contract/agreement without penalty? Y/N  
  
*If the customer asks for clarification on the 10-day cancellation period, Summitt Energy can advise the customer as follows:*
  - It is 10 days from the date on Terasen Gas’s letter confirming your enrollment with Summitt Energy.
12. Do you understand that following your 10-day cancellation period, you can only make a request to cancel your contract/agreement on its anniversary date and you will be responsible for costs and early notice that will be required? Y/N
13. You will receive a letter from Terasen Gas confirming your enrollment with “GAS MARKETER.”

Thank you for your time and if you have questions please contact us at the contact information provided on your contract/agreement. We recommend that you review the terms and conditions of your contract/agreement and read the “It’s Your Choice” booklet before your 10-day cancellation period expires.