



**BRITISH COLUMBIA  
UTILITIES COMMISSION**

**ORDER  
NUMBER A-15-12**

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

and

Active Energy Corp. – Compliance Inquiry  
Customer Choice Program

**BEFORE:** L.F. Kelsey, Commissioner  
D.A. Cote, Commissioner September 26, 2012  
A.A. Rhodes, Commissioner

**ORDER**

**WHEREAS:**

- A. On March 8, 2012, the British Columbia Utilities Commission (Commission) issued Order A-5-12 that established a Compliance Inquiry into 24 customer disputes against Active Renewable Marketing Ltd. (Active Energy). The Inquiry was established to investigate the disputes alleging forgery or unauthorized signatures, and the steps taken by Active Energy in dealing with these allegations. The Business Practices and Consumer Protection Authority (Consumer Protection BC) was retained to complete an Inquiry report (Report);
- B. Upon receipt and review of the Report, on August 27, 2012, Active Energy filed an Application to expunge the report prepared by Consumer Protection BC and as a result, the Commission issued Order A-14-12 establishing a regulatory timetable to hear submissions on this Application;
- C. The timetable established in Order A-14-12 required a written submission from the Commission's Compliance Team on or before September 20, 2012;
- D. On September 25, 2012, the Compliance Team filed its late submission on Active's Application to expunge the Report from the evidentiary record;
- E. The Commission Panel accepts the late submission from the Compliance Team.

**NOW THEREFORE** the Commission orders as follows:

1. The late submission filed by the Compliance Team on Active's Application to expunge the Consumer Protection BC Report from the evidentiary record is accepted.

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2. Active must file its Reply Submission by email, in addition to any other method it chooses, on or before 4:30 p.m. Pacific time, October 2, 2012.
3. Oral Argument on Active's Application to have the Consumer Protection BC Report expunged from the record will remain scheduled for October 3, 2012 at 9:00 a.m. at the Commission's Hearing Room, located on the 12<sup>th</sup> Floor at 1125 Howe Street, Vancouver, BC.

**DATED** at the City of Vancouver, in the Province of British Columbia, this 26<sup>th</sup> day of September 2012.

BY ORDER

*Original signed by:*

L.F. Kelsey  
Commissioner