



**BRITISH COLUMBIA
UTILITIES COMMISSION**

**ORDER
NUMBER A-10-11**

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

and

An Application by Just Energy (B.C.) Limited Partnership
to Approve Scripts used for Residential and Commercial Consumers

BEFORE: D. Morton, Commissioner
C.A. Brown, Commissioner June 23, 2011
N.E. MacMurchy, Commissioner

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 (TPV) call script;
- B. On July 26, 2010, Just Energy (B.C.) Limited Partnership (Just Energy) requested an amendment to the TPV script to include a closing statement prior to terminating the TPV call where it receives a “no” response from the customer on questions requiring an affirmative response. The script was approved by Order A-15-10 on August 12, 2010;
- C. On October 26, 2010, Just Energy applied to the Commission for approval of an Inbound Reaffirmation Sales Script which was approved by the Commission through Order A-36-10 on November 18, 2010. The script is intended for customers who telephone Just Energy to enquire and/or enroll in its Natural Gas Fixed Price Program;
- D. 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 TPV calls 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;
- E. On June 16, 2011, Just Energy applied to the Commission for approval of the scripts: Welcome Call Registration Script; Inbound Reaffirmation Sales Script; LVC TPV Script; and Standardized Verification Call Script.

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NOW THEREFORE pursuant to section 71.1(6) of the *Utilities Commission Act*, the Commission approves Just Energy's scripts as submitted.

DATED at the City of Vancouver, in the Province of British Columbia, this 23rd day of June 2011.

BY ORDER

Original signed by:

D. Morton
Commissioner