



**BRITISH COLUMBIA
UTILITIES COMMISSION**

**ORDER
NUMBER A-15-10**

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SIXTH FLOOR, 900 HOWE STREET, BOX 250
VANCOUVER, BC V6Z 2N3 CANADA
web site: <http://www.bcuc.com>

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

and

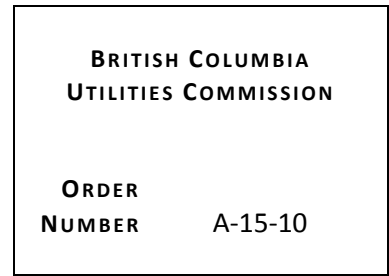
Just Energy (B.C.) Limited Partnership
Application to Amend the Standardized Third Party Verification Script
Customer Choice Program

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 June 29, 2010, Just Energy (B.C.) Limited Partnership (Just Energy) requested additions to the TPV script with respect to its green program, Green Energy Option (GEOgas), a product offering included in its natural gas agreement; and
- C. On July 7, 2010, based on the Commission's feedback, Just Energy revised and resubmitted the proposed changes to the TPV script for the Commission's approval; and
- D. By Order A-13-10, the Commission approved Just Energy's requested amendment to the TPV script; and
- E. On July 26, 2010, Just Energy requested a further 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, particularly questions 5 to 15 of Just Energy's TPV script; and
- F. The Commission reviewed Just Energy's further submission to amend the TPV script.



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

1. Just Energy’s addition to the TPV script are approved with minor modifications, as follows:

“Unfortunately, your enrollment with Just Energy cannot continue since you answered “no” to this question. Just Energy is required to terminate this call and you will not be enrolled in Just Energy’s Natural Gas Fixed Price Program. Should you have any questions or require additional information on our products and or services, please contact us at 1.866.587.8674.”

2. The approved closing statement may also be used by Just Energy prior to terminating the TPV call after it receives a “no” response to other TPV questions that require an affirmative response from the customer.

DATED at the City of Vancouver, in the Province of British Columbia, this 12th day of August 2010.

BY ORDER

Original signed by:

D.A. Cote
Commissioner

Attachment



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

and

Just Energy (B.C.) Limited Partnership
Application to Amend the Standardized Third Party Verification Script
Customer Choice Program

BEFORE: L.F. Kelsey Commissioner July 22, 2010
D.A. Cote, 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 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 June 29, 2010, Just Energy (B.C.) Limited Partnership (Just Energy) requested additions to the TPV script with respect to its green program, Green Energy Option (GEOgas), a product offering included in its natural gas agreement; and
- C. On July 7, 2010, based on the Commission's feedback, Just Energy revised and resubmitted the proposed changes to the TPV script for the Commission's approval; and
- D. The Commission reviewed Just Energy's submission.

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**ORDER
NUMBER A-13-10**

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

1. Just Energy's additions to the TPV script are approved with minor modifications.
2. The revised TPV script incorporating these changes (questions 9 and 10) is attached as Appendix A to this Order.

DATED at the City of Vancouver, in the Province of British Columbia, this 23rd day of July 2010.

BY ORDER

Original signed by:

D.A. Cote
Commissioner

Attachment

Just 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 BC 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 BC 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)
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
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
9. Do you understand and agree to pay an additional "INDIVIDUAL GEO PRICE" for "SELECTED GEO UNIT(s)" unit of GEOgas? Y/N
If no—the customer will not be charged the GEOgas price and will not be enrolled in the green option. The GAS MARKETER can skip Question 10 and proceed to Question 11.
10. Do you understand that your total Natural Gas Fixed Price rate including your GEOgas price will be "TOTAL PRICE"? Y/N
Your total GEOgas charge will be included with your Cost of Gas on your Utility bill.
11. Do you understand that by signing a fixed rate contract/agreement, you may not save money? Y/N
12. 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.
13. Do you understand that you have 10 days to cancel this contract/agreement without penalty? Y/N
14. 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
15. 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.