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**BRITISH COLUMBIA
UTILITIES COMMISSION**

**ORDER
NUMBER** G-16-04

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

and

**An Application by Terasen Gas Inc.
for Approval to Eliminate Non-Emergency Burner Tip Service**

BEFORE: L.A. Boychuk, Commissioner)
L.F. Kelsey, Commissioner) February 5, 2004

O R D E R

WHEREAS:

- A. Prior to 1998 BC Gas Utility Ltd., now known as Terasen Gas Inc. ("Terasen Gas"), provided residential and small commercial gas customers in the Lower Mainland with a basic diagnostic service for their natural gas appliances at no charge; and
- B. Commission Order No. G-113-97 approved a fee for Non-Emergency Burner Tip Service effective January 1, 1998; and
- C. On December 19, 2003, Terasen Gas requested Commission approval to eliminate Non-Emergency Burner Tip Service effective January 1, 2004; and
- D. The current use of Non-Emergency Burner Tip Service is approximately 100 calls per year and Terasen Gas states that it finds it difficult to staff adequately to provide service at this level; and
- E. Customers have access to other service providers for non-emergency service for natural gas appliances.

NOW THEREFORE pursuant to Section 61 of the Utilities Commission Act, the Commission approves the December 19, 2003 Application by Terasen Gas for the elimination of Non-Emergency Burner Tip Service, effective the date of this Order.

DATED at the City of Vancouver, in the Province of British Columbia, this 10th day of February 2004.

BY ORDER

Original signed by:

Lori Ann Boychuk
Commissioner