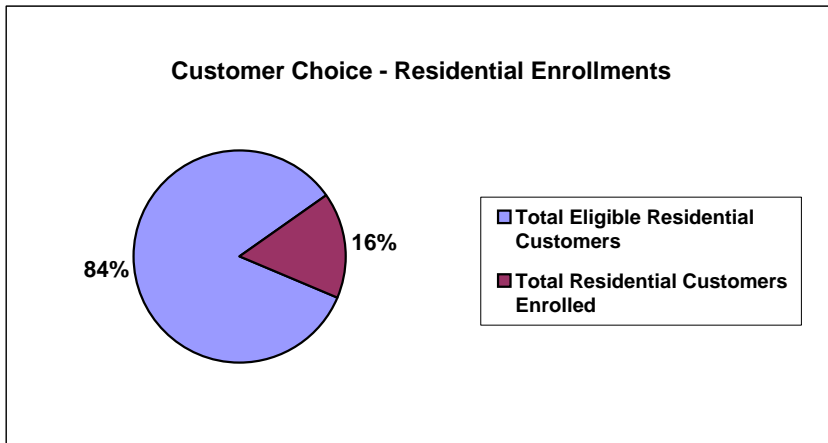


## CUSTOMER CHOICE PROGRAM

### PROGRAM ELIGIBLE AND ENROLLED RESIDENTIAL CUSTOMERS IN BRITISH COLUMBIA



### DISPUTED AND CANCELLED CONTRACTS FOR RESIDENTIAL CUSTOMERS ONLY

MARKETER NAME	October 1, 2007 - September 30, 2008	
	Disputed Contracts <sup>1</sup>	Cancelled Contracts <sup>2</sup>
Access Gas Services Inc.	24	392
Active Renewable Marketing Ltd.	39	181
Direct Energy Marketing Ltd.	139	238
Energy Savings B.C. L.P.	231	Note*
Firefly Energy	13	40
MXenergy (Canada) Ltd.	Note*	63
Nexen Energy Solutions	0	0
Premstar Energy - ECNG	0	0
Smart Energy (BC) Ltd.	134	237
Summitt Energy BC L.P.	59	236
Superior Energy Management Gas L.P.	71	254
Universal Energy Corporation	162	Note*
<b>Average for All Marketers</b>	<b>118</b>	<b>251</b>

1. Disputed contracts: per every 1000 net enrollments

2. Cancelled contracts: per every 1000 gross enrollments

\* Note: there is insufficient data to report in this period

## TERMINOLOGY

### DISPUTES

A dispute of a contract between a Customer and a Gas Marketer where a party is seeking third party resolution.

### CANCELLATIONS

Contracts cancelled for any reason other than accounts that are ended due to account closure, ineffective change of address when a Customer moves premises, or when a contract expires at the end of its term.