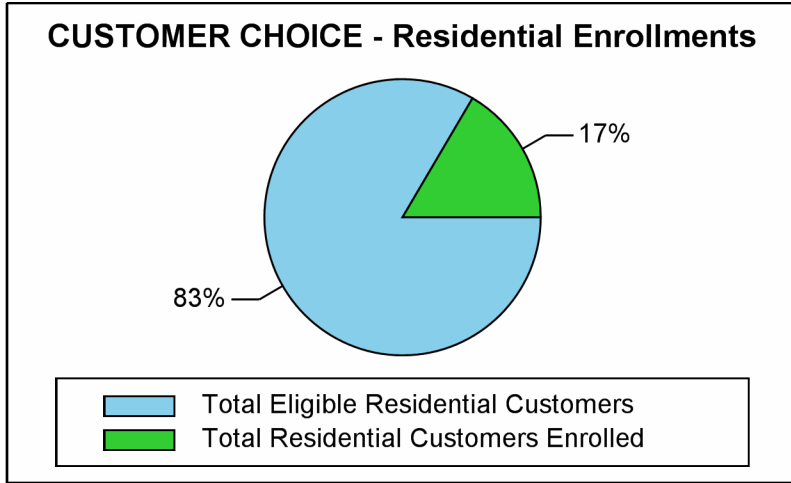


# CUSTOMER CHOICE PROGRAM

## PROGRAM ELIGIBLE AND ENROLLED RESIDENTIAL CUSTOMERS IN BRITISH COLUMBIA



### DISPUTED AND CANCELLED CONTRACTS FOR RESIDENTIAL CUSTOMERS ONLY

MARKETER NAME	January 01, 2008 - December 31, 2008	
	Disputed Contracts (1)	Cancelled Contracts (2)
Access Gas Services Inc.	Note*	319
Active Renewable Marketing Ltd.	47	225
Direct Energy Marketing Ltd. o/a Direct Energy	82	255
Energy Savings B.C.	99	293
Firefly Energy	22	51
MXEnergy (Canada) Ltd.	Note*	71
Smart Energy (BC) Ltd.	223	81
Summitt Energy BC L.P.	55	176
Superior Energy Management Gas L.P.	46	288
Universal Energy Corporation	105	349
<b>Average for All Marketers</b>	<b>65</b>	<b>272</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.