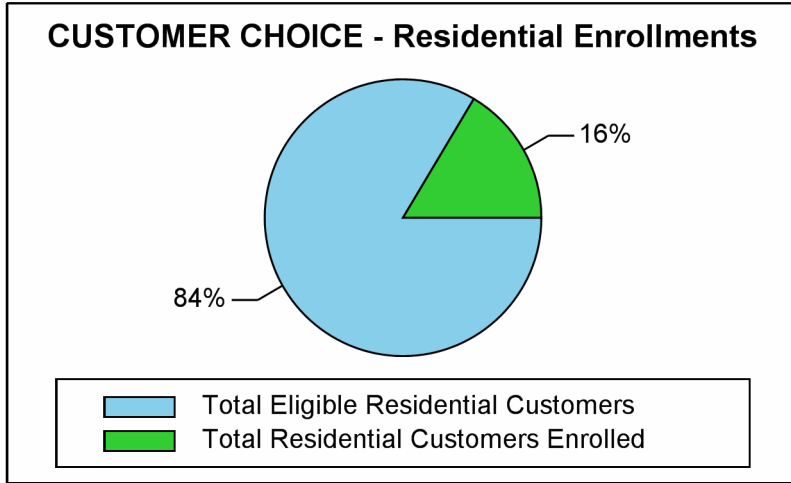


# CUSTOMER CHOICE PROGRAM

## PROGRAM ELIGIBLE AND ENROLLED RESIDENTIAL CUSTOMERS IN BRITISH COLUMBIA



### DISPUTED AND CANCELLED CONTRACTS FOR RESIDENTIAL CUSTOMERS ONLY

MARKETER NAME	November 01, 2008 - October 31, 2009	
	Disputed Contracts (1)	Cancelled Contracts (2)
Access Gas Services Inc.	94	256
Active Renewable Marketing Ltd.	135	335
AltaGas Energy Limited Partnership	Note*	Note*
Direct Energy Marketing Ltd. o/a Direct Energy	533	355
Energy Savings B.C.	Note*	Note*
Firefly Energy	333	263
Just Energy(B.C.)Limited Partnership DBA Just Energy	295	Note*
Just Energy(B.C.)Limited Partnership DBA Just Energy	41	342
MXEnergy (Canada) Ltd.	375	Note*
Smart Energy (BC) Ltd.	396	221
Summitt Energy BC L.P.	135	253
Superior Energy Management Gas L.P.	66	417
Universal Energy Corporation	Note*	Note*
Universal Energy Corporation	471	474
<b>Average for All Marketers</b>	<b>182</b>	<b>349</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

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when a contract expires at the end of its term.