



Gateway for Energy Marketers (GEM) User Guide for Gas Marketers

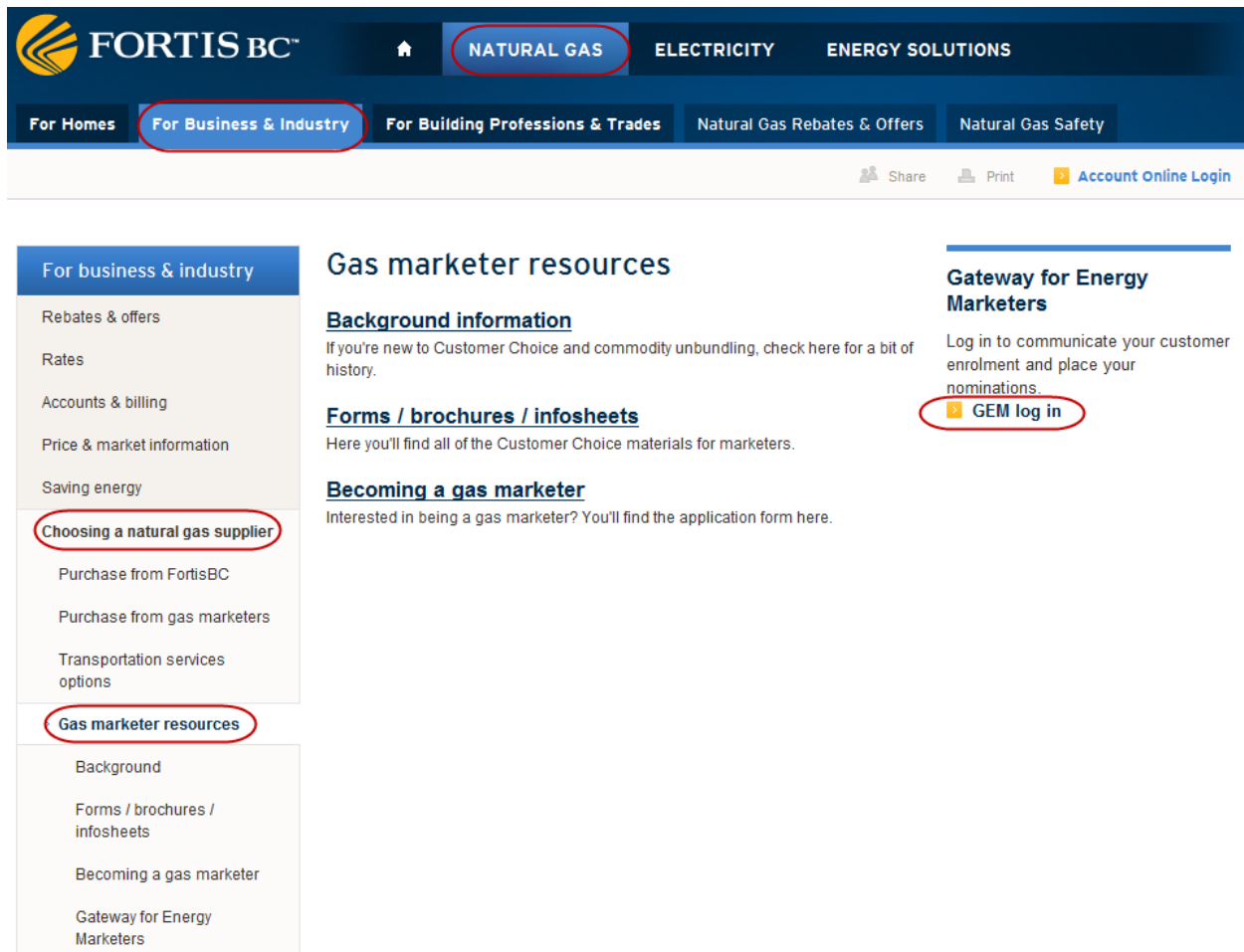
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1. Navigate to the Fortis BC Website

1. Type www.fortisbc.com into the web address field (direct link: <https://marketers.fortisbc.com>)
2. Click on *Natural Gas*
3. Select tab *For Business & Industry*
4. Select *Choosing a Natural Gas Supplier* in the left column, then click on *Gas Marketer Resources*
5. Click on *GEM log in* under *Gateway for Energy Marketers* on right side of page to open login pop-up screen.



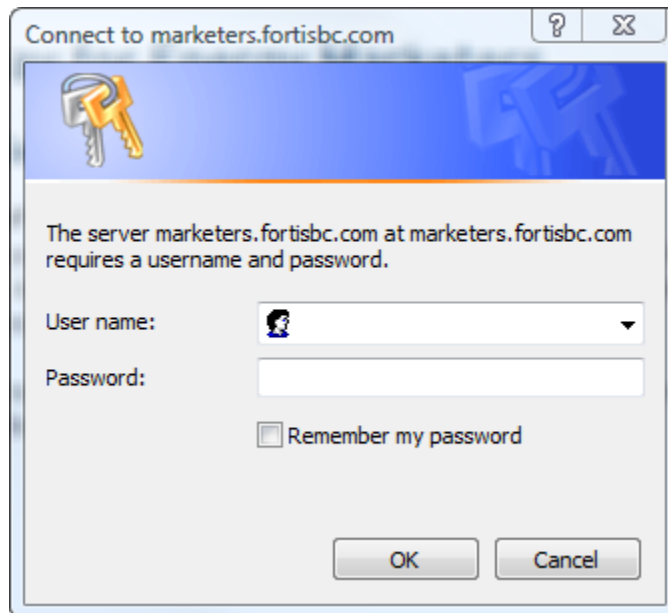
The screenshot shows the Fortis BC website interface. At the top, the navigation bar includes the Fortis BC logo, a home icon, and tabs for **NATURAL GAS**, **ELECTRICITY**, and **ENERGY SOLUTIONS**. Below this, a secondary navigation bar features tabs for **For Homes**, **For Business & Industry** (highlighted with a red circle), **For Building Professions & Trades**, **Natural Gas Rebates & Offers**, and **Natural Gas Safety**. On the right side of the navigation bar are links for **Share**, **Print**, and **Account Online Login**.

The main content area is titled **Gas marketer resources**. It includes three sections: **Background information** (with a brief description for new users), **Forms / brochures / infosheets** (with a link to materials), and **Becoming a gas marketer** (with a link to the application form). On the right side of the main content area is the **Gateway for Energy Marketers** section, which contains the text "Log in to communicate your customer enrolment and place your nominations." and a **GEM log in** button (highlighted with a red circle).

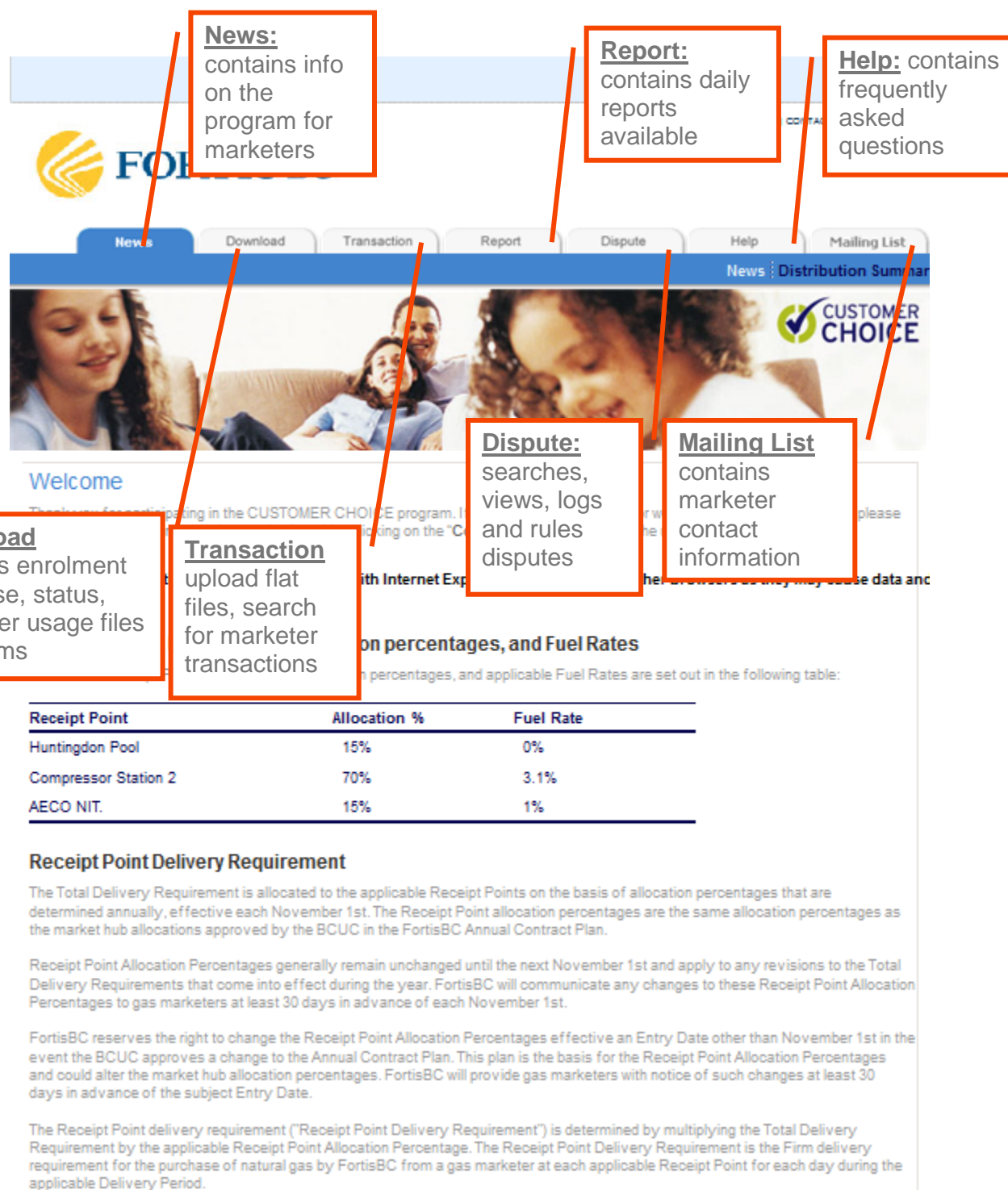
On the left side of the main content area is a sidebar menu for **For business & industry**. It lists various resources, with **Choosing a natural gas supplier** (highlighted with a red circle) and **Gas marketer resources** (highlighted with a red circle) being the most relevant to the task.

2. Login to GEM

1. Enter the five digit numeric user id and password that were provided to you.
2. Click the OK button.



3. GEM Application



News: contains info on the program for marketers

Report: contains daily reports available

Help: contains frequently asked questions

Download: contains enrolment response, status, customer usage files and forms

Transaction: upload flat files, search for marketer transactions

Dispute: searches, views, logs and rules disputes

Mailing List: contains marketer contact information

Welcome

Thank you for participating in the CUSTOMER CHOICE program. If you are having trouble logging on the "C" button on the top right of the page.

on percentages, and Fuel Rates

Allocation percentages, and applicable Fuel Rates are set out in the following table:

Receipt Point	Allocation %	Fuel Rate
Huntingdon Pool	15%	0%
Compressor Station 2	70%	3.1%
AECO NIT.	15%	1%

Receipt Point Delivery Requirement

The Total Delivery Requirement is allocated to the applicable Receipt Points on the basis of allocation percentages that are determined annually, effective each November 1st. The Receipt Point allocation percentages are the same allocation percentages as the market hub allocations approved by the BCUC in the FortisBC Annual Contract Plan.

Receipt Point Allocation Percentages generally remain unchanged until the next November 1st and apply to any revisions to the Total Delivery Requirements that come into effect during the year. FortisBC will communicate any changes to these Receipt Point Allocation Percentages to gas marketers at least 30 days in advance of each November 1st.

FortisBC reserves the right to change the Receipt Point Allocation Percentages effective an Entry Date other than November 1st in the event the BCUC approves a change to the Annual Contract Plan. This plan is the basis for the Receipt Point Allocation Percentages and could alter the market hub allocation percentages. FortisBC will provide gas marketers with notice of such changes at least 30 days in advance of the subject Entry Date.

The Receipt Point delivery requirement ("Receipt Point Delivery Requirement") is determined by multiplying the Total Delivery Requirement by the applicable Receipt Point Allocation Percentage. The Receipt Point Delivery Requirement is the Firm delivery requirement for the purchase of natural gas by FortisBC from a gas marketer at each applicable Receipt Point for each day during the applicable Delivery Period.

3.1 News Tab

The annual Distribution Summary report is available under the *News* tab. This report shows the Average Daily Use Rate by region and rate class. Customers that were not allocated a premise factor because they are new premises or there is no consumption history are allocated the Average Daily Use Rate for their region and rate class. This new information should be useful in the development of sales and consumption forecasts. The report will be updated each Fall.

[GATEWAY HOME](#) | [CONTACT US](#) | [LOG OUT](#)



[News](#)
[Download](#)
[Transaction](#)
[Report](#)
[Dispute](#)
[Help](#)
[Mailing List](#)

News | Distribution Summary

Distribution Summary		
Forecast: 2012/2013 GAS YEAR		
Region Code	Rate Class	Average Daily Use Rate
LML	RATE1	0.27
	RATE2	0.96
	RATE3	9.42
		10.65
INL	RATE1	0.21
	RATE2	0.77
	RATE3	10.25
		11.22
COL	RATE1	0.22
	RATE2	0.85
	RATE3	10.09
		11.16
Grand Total		33.03

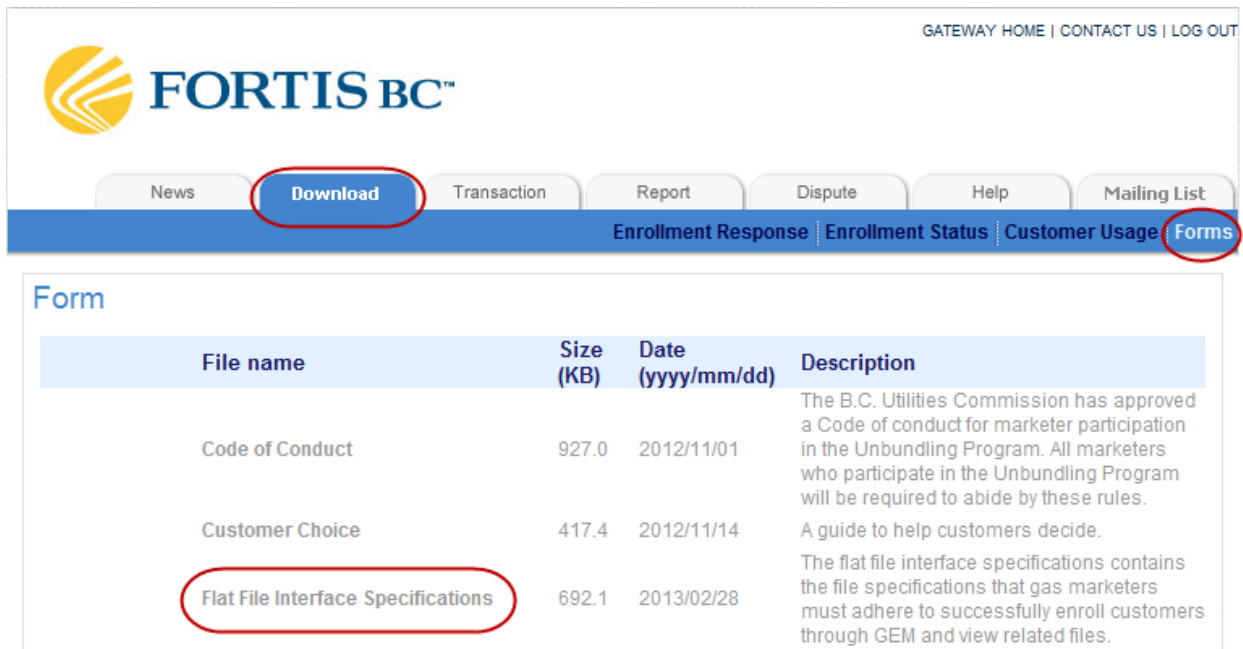
4. Customer Enrollment

4.1 Enrollment File Specification

The *Flat File Interface Specifications* document stored in GEM contains information for the marketer to submit enrollment requests, and receive enrollment responses, enrollment statuses, customer usage history, and monthly consumption data.

To locate this document in GEM:

1. Select the *Download* tab and click on *Forms*.
2. Select the *Flat File Interface Specifications* file from the listed files.



The screenshot shows the FORTIS BC GEM portal interface. At the top right, there are links for GATEWAY HOME, CONTACT US, and LOG OUT. The FORTIS BC logo is on the left. Below the logo is a navigation bar with tabs: News, Download (highlighted with a red circle), Transaction, Report, Dispute, Help, and Mailing List. Below this is a blue bar with links: Enrollment Response, Enrollment Status, Customer Usage, and Forms (highlighted with a red circle). The main content area is titled 'Form' and contains a table with the following data:

File name	Size (KB)	Date (yyyy/mm/dd)	Description
Code of Conduct	927.0	2012/11/01	The B.C. Utilities Commission has approved a Code of conduct for marketer participation in the Unbundling Program. All marketers who participate in the Unbundling Program will be required to abide by these rules.
Customer Choice	417.4	2012/11/14	A guide to help customers decide.
Flat File Interface Specifications	692.1	2013/02/28	The flat file interface specifications contains the file specifications that gas marketers must adhere to successfully enroll customers through GEM and view related files.

4.1.1 Customer Enrollment Request File & Error Response File

This table contains the record layout details for the flat file interface for customer enrollment requests.

Record Layout Details - INT_GEM_NSS_ER_a

Field #	Field Name	Field format	Required	Comments
1.	Marketer Consumer agreement Number	VARCHAR(15)	Y	This is a unique consumer agreement number (combination of letters and strings) that is assigned by Fortis BC when a marketer signs up for the Customer Choice Program. All interface files that marketers communicate with Fortis BC use this consumer agreement number.
2.	Marketer Group Code	VARCHAR(6)	Y	Unique identifying code for a marketer group provided by Fortis BC.
3.	Customer Enrollment ID	INT	N / Y	This ID is not required for new enrollments, but is required for drops. It is created by Fortis BC and is used to relate the enrollment with the corresponding drop request.
4.	Marketer Transaction ID	VARCHAR(20)	N	This ID is provided by marketers to allow them to uniquely identify their enrollments and drop requests.
5.	Marketer Batch ID	INT	N	This ID is provided by marketers to allow them to group their enrollments and drop requests. This ID could be used to group related enrollment requests, for example, for tiered pricing structures the group of enrollment request could all have the same marketer batch ID. Must be unique to each customer account/POD that is enrolled.
6.	Customer Consumer agreement Start Date	DATE	Y	The date the consumer agreement starts as stated on the Consumer agreement between the Customer and the Marketer. This date is provided by the marketer. Format (YYYYMMDD), must be valid date to be accepted. All consumer agreements start on the 1 st of a month.
7.	Customer Consumer agreement End Date	DATE	Y	The date the consumer agreement ends as stated on the Consumer agreement between the Customer and the Marketer. This date is provided by the marketer. Format (YYYYMMDD), must be valid date to be accepted. All consumer agreements end on the 1 st of a month.
8.	Reason Code	INT	Y	Reason for transaction request.
9.	Customer Consumer agreement Signer Name	VARCHAR(35)	Y / N	The person (First and Last name) who signed the consumer agreement with the marketer. Not required for DROP requests.
10.	Account Number	INT	Y	The Fortis BC account number as it appears on the monthly bill sent to customers.
11.	POD Number	INT	Y	The Fortis BC POD number for the enrolled POD as it appears on the monthly bill sent to customers.

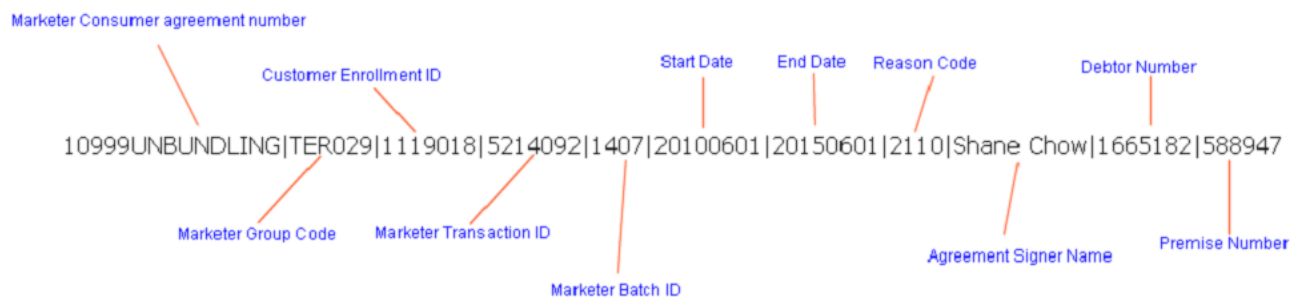
4.1.2 Key Reason Codes Table

The reason codes provide marketers with more detail regarding when a customer was enrolled or dropped due to customer status changes. The majority of the codes are for system generated events and are not available for use by marketers to process enrolments. This table lists the reason code used, long description for each code and the code users (FortisBC, Marketers, BCUC, System).

Reason Code Validation			Code Users			
			Marketers	FortisBC	BCUC	System
Interface File(s)	Code	Long Description				
INT_GEM_NSS_ER_a & INT_ED_NSS_ER_c1 & INT_NSS_ED_ER_b						
	1110	Standard Enrollment	x			
	1150	Standard Enrollment with no 10 day cancellation	x			
	1210	Batch Enrollment	x			
	1310	Portability Enrollment				x
	1340	Marketer Merge Enrollment				x
	1510	Billing Consolidation Enrollment (customer enrollment transferred to new debtor number)				x
	1970	FortisBC Manual Enrollment Data Correction		x		
	2110	Marketer Cancellation Period Drop	x			
	2130	Marketer 12 Month Anniversary Drop	x			
	2310	Account Finalization Drop				x
	2320	Enrollment (End of contract) Expire Drop				x
	2410	Operational Correction Drop	x			
	2810	Dispute Resolution Drop			x	
	2820	Marketer Failure Drop				x
	2840	Marketer Merge Drop				x
	2970	FortisBC Manual Drop Data Correction		x		

4.1.3 Sample Flat File

This is the pipe delimited format that is used by the GEM website and other systems in the Customer Choice program to process enrolments.



4.1.4 Sample Validation Response Codes

Transactions that are valid will retain a zero validation code. Transactions that have a non-zero validation code are deemed to be invalid and will not remain as active enrollments in the FortisBC systems. The primary purpose of the validation codes is to provide feedback as to why a transaction was rejected. Enrollments may fail for multiple reasons so a system was devised to include multiple errors in a single reason code.

Description	Code	Value in Response
Invalid Entry Date	0	1
Invalid Marketer Contract	1	2
Invalid Marketer Group	2	4
Invalid Contract Status	3	8
Invalid Submission Date	4	16
Invalid Submission Account	5	32
Invalid Reason Code	6	64
Invalid Contract Term	7	128
Suspended Marketer - Only Accept Drops	8	256
Invalid Batch Enrollment Contract Dates	9	512
Invalid Customer Enrollment ID	20	1048576
Invalid Drop Request - Enrollment Mismatch	21	2097152
Not Current Enrollment	22	4194304
Blocking Rule Violation	23	8388608
Duplicate Request ID	24	16777216
Batch Enrollment Error	25	33554432
Invalid Customer	26	67108864
Invalid Premise	27	134217728
Invalid Service	28	268435456
Invalid Customer at Premise	29	536870912
Ineligible Region Rate Class	30	1073741824
Multiple Rate Classes at Premise	31	2147483648
Expired Cooling Off Period	32	4294967296
Expired Evergreen Cancellation Date	33	8589934592
Cooling Off Drop Is Not Permitted	34	17179869184
No Action Applicable for Reason Code in Customer's Rate Class	35	34359738368
Invalid Evergreen Drop - Evergreen Not Available	36	68719476736

4.1.5 Reason Code Failure Definitions

Code Message:		Business/System cause for validation failure:
0	Invalid Entry Date	Entry date submitted on enrollment/drop request is not a valid entry date defined in the Customer Choice Program.
1	Invalid Marketer Contract	Contract number supplied with request file is invalid for submitting marketer. Marketer may only submit requests for his own contract (associated with portal account). Some marketers may have two contracts with two portal accounts; requests under specific contracts MUST be submitted through the GEM account associated with that particular contract.
2	Invalid Marketer Group	Marketer group is invalid, closed, and not effective yet, associated with a different marketer contract. Marketer group must be matched with the contract in the request file.
3	Invalid Contract Status	Marketer failure or new marketers who have a contract status of (P)ending or (T)erminated with Fortis BC will receive this code. Marketers are permitted to submit drop request while their contract is Pending but enrollment requests submitted under this contract status will be rejected. When a marketer contract is Terminated, all requests (both enrollment and drop) will be rejected with this validation code.
4	Invalid Submission Date	Request is received for a particular entry date after the applicable deadline for the transaction type has passed.
5	Invalid Submission Account	Request submitted with valid data (contract, marketer group, entry date) but received through a GEM account not belonging to the contract associated with the account.

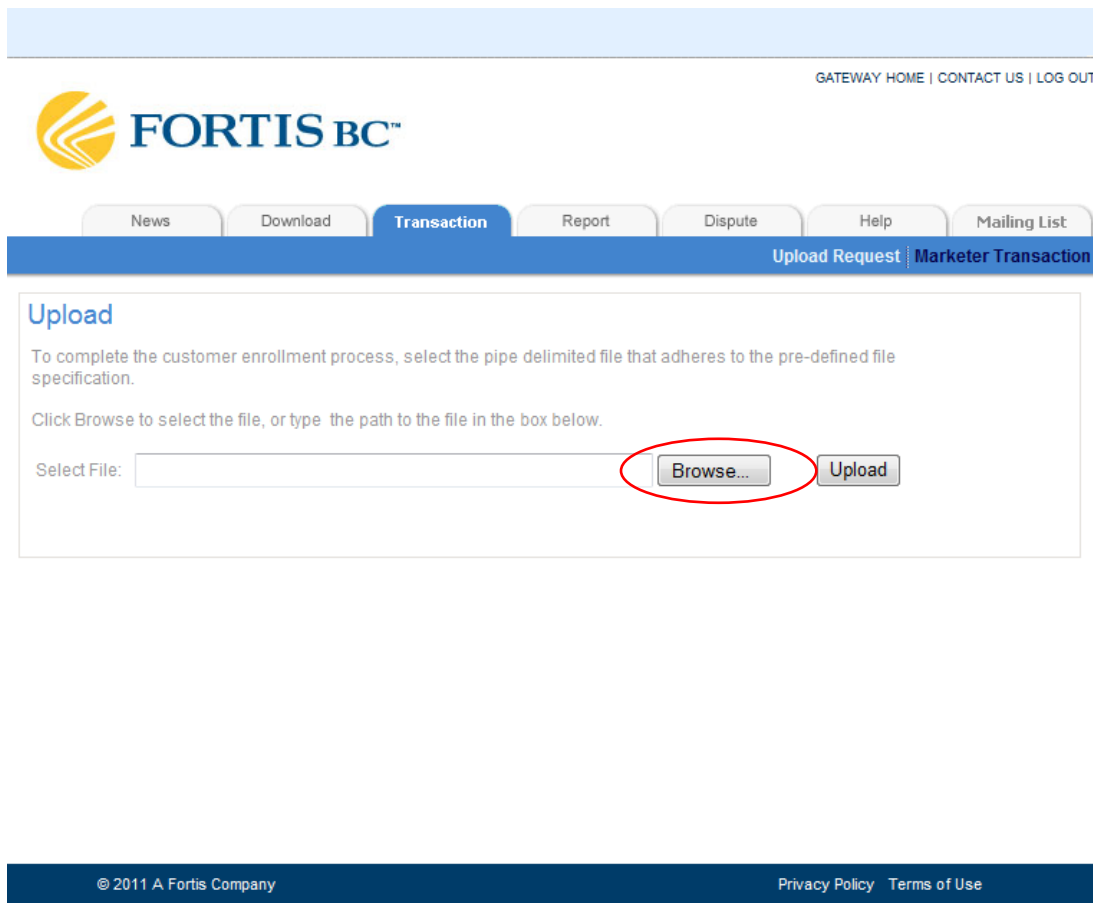
6	Invalid Reason Code	Reason code used in a particular transaction a) doesn't exist or b) is not available to party submitting the request transaction. A number of reason codes exist but are only available to Fortis BC or the BCUC while other request types are available solely to Marketers. The system will reject any request where the submitting party isn't authorized to use that reason code, for nonexistent reason codes, no party is authorized to use them and receive this error code as well.
7	Invalid Contract Term	Contract Term is not between 1 and 5 years in 12-month increments.
8	Suspended Marketer - Only Accept Drops	Enrollment request received from a marketer whose contract is suspended.
9	Invalid Batch Enrollment Contract Dates	Similar to invalid contract term, batch enrollments must be sequential series of years between 1 and 5 years total, gaps in term or total number of years being less than 1 or more than 5 will cause this validation code.
10	Invalid Evergreen Drop Submission Date	Evergreen drop transaction was received after the deadline to receive such transactions.
11	Invalid Anniversary Drop Submission Date	Anniversary drop transaction was received on a date that would force the drop to be effective after the enrollment would have naturally expired. For example, the anniversary drop was received in the final year of the contract.
20	Invalid Customer Enrollment ID	Request (normally drop) was submitted with an enrollment ID that is not active or valid. Enrollment requests do not include enrollment ID which is generated by Fortis BC when an enrollment is accepted. Any future action (cooling off drop, evergreen option not to renew) transaction must include the enrollment ID returned with the original enrollment request.
21	Invalid Drop Request - Enrollment Mismatch	Enrollment ID is valid but not associated with the included marketer contract, marketer group, debtor or premise in the new request.
22	Not Current Enrollment	Drop request received for previously terminated (dropped or cancelled) enrollment.

23	Blocking Rule Violation	Request received for a debtor/premise whose contract would overlap with the requested term. Blocking applies to ANY enrollment, Marketer A to Marketer B; Marketer A group 1 to Marketer A group 2, Fortis BC Stable Rate Option to Marketer A, all will receive this validation code because all would violate the Fortis BC essential services model.
24	Duplicate Request ID	Primarily internal system error, one system sends request to another multiple times, original request will have the valid request ID's.
25	Batch Enrollment Error	Batch ID associated with multiple records in the request file is associated with multiple premises/debtors and cannot be processed as a group.
26	Invalid Customer	Customer (debtor) ID does not exist as a valid debtor in the Fortis BC systems.
27	Invalid Premise	Premise ID does not exist as a valid premise number in the Fortis BC systems.
28	Invalid Service	Primarily internal processing code, service associate with a Premise ID is invalid and should be considered the same as an invalid premise.
29	Invalid Customer at Premise	Valid customer (debtor) ID and a valid premise ID are submitted but the debtor is not active at the premise as of the effective date of the request.
30	Ineligible Region Rate Class	Regions / Rate Classes ineligible for specific entry dates for customer choice. Ineligible regions for customers on Vancouver Island, Sunshine Coast, Power River, Revelstoke, Fort Nelson and Whistler will receive this response.
31	Multiple Rate Classes at Premise	Primarily an internal error, in the Fortis BCCIS system, there is a possibility to associate two different rate classes to two services associated with a single premise. Although business practices dictate that this should never be done, system limitations cannot be implemented too prevent it and when this situation is found, the following validation code is returned.

32	Expired Cooling Off Period	Cooling off drop is received after the cooling off deadline; deployed as 11 days plus two "marketer grace period" days.
33	Expired Evergreen Cancellation Date	Evergreen cancellation is received after the deadline for receipt of such cancellations. Under the deployed configuration, this is the entry date deadline.
34	Cooling Off Drop Is Not Permitted	Cooling off drop request is received for a rate class that doesn't support cooling off drops. As deployed, only residential customers may be dropped for cooling off, any commercial customer enrollment receiving a cooling off drop request will receive this error.
35	No Action Applicable for Reason Code in Customer's Rate Class	Reason codes are associated with various actions for each rate class. This validation code is returned when a request is received with no associated action for the rate class currently enrolled.
36	Invalid Evergreen Drop - Evergreen Not Available	Evergreen drop transaction was received against an enrollment that is not evergreenable (wasn't originally enrolled with an evergreen option).
37	Invalid Operation Drop	The operation drop has been submitted outside the drop window, which is before the 13 th of the month prior to gas flow date.
38	Invalid Operation Drop – Cancellation period still valid	The 10-day cancellation period is still in effect and therefore the operation drop is not applicable.
39	5 – Year Contracting Rule Violation	This validation code is returned when an enrollment is received that will cause the total sum of contract years to exceed 5 years.

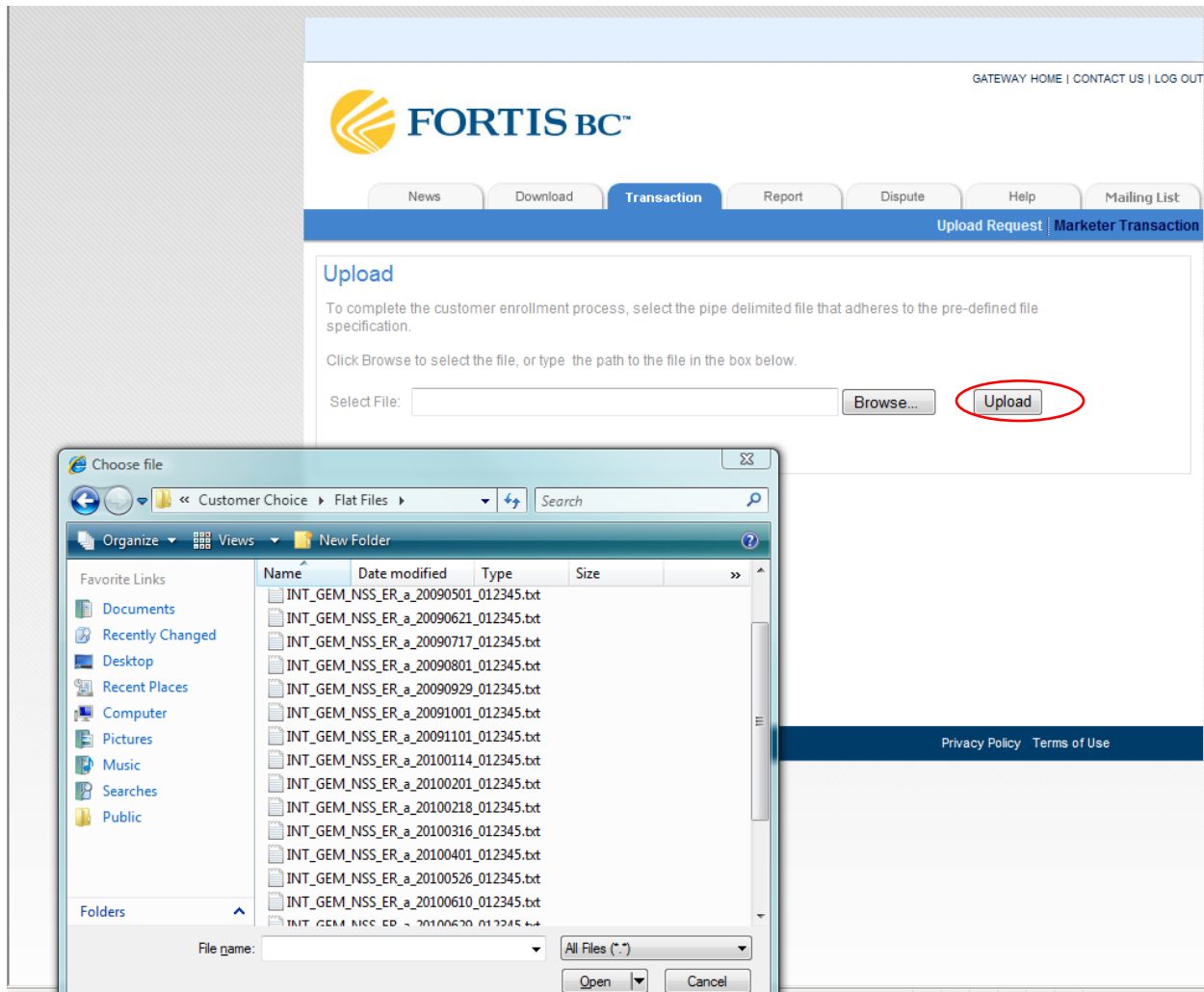
4.2 Enrolment File Upload

1. Click on the “Transaction” tab.
2. Click on the “Browse” button.




The screenshot shows the FORTIS BC Gateway website interface. At the top right, there are links for GATEWAY HOME, CONTACT US, and LOG OUT. The FORTIS BC logo is on the left. Below the logo is a navigation bar with tabs: News, Download, Transaction (selected), Report, Dispute, Help, and Mailing List. Below the navigation bar is a blue bar with 'Upload Request' and 'Marketer Transaction' links. The main content area is titled 'Upload' and contains instructions: 'To complete the customer enrollment process, select the pipe delimited file that adheres to the pre-defined file specification. Click Browse to select the file, or type the path to the file in the box below.' Below this is a 'Select File:' label, a text input box, a 'Browse...' button (circled in red), and an 'Upload' button. At the bottom, there is a footer with '© 2011 A Fortis Company' and links for 'Privacy Policy' and 'Terms of Use'.

3. Select the text (.txt) file you want to upload.
4. Click on the “Open” button.
5. Click on the “Upload” button.



The GEM system will display a message that the upload was successful.

GATEWAY HOME | CONTACT US | LOG OUT



NewsDownloadTransactionReportDisputeHelpMailing List

Upload RequestMarketer Transaction

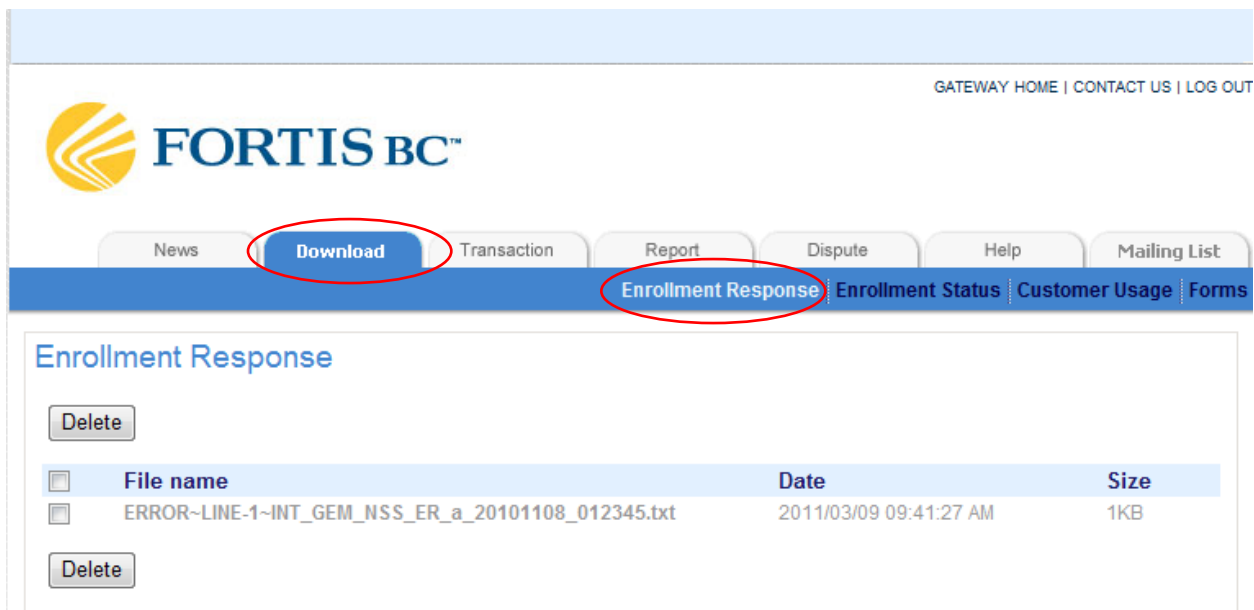
Information

File 20121101 TG.txt has been uploaded successfully at 2011/03/09 11:42:24 AM.
Click [here](#) to go back

4.3 Enrollment Response

Enrollment response (d1) files are located on this page. The d1 file is generated shortly after an enrollment response is submitted. The data in the files notifies the marketer whether the enrollments they have submitted are accepted or rejected. If the enrolments are rejected, reasons why the request was rejected are included as well. In addition, up to 24-month consumption history is provided for the marketer in the d2 files for the valid enrolments.

1. Click on the Download tab.
2. Click on “Enrollment Response” in the menu bar.
3. Click the file link. *GEM will pop up a download dialog box allowing you to download the selected file.*




The screenshot shows the FORTIS BC Gateway Home page. The top navigation bar includes links for GATEWAY HOME, CONTACT US, and LOG OUT. Below this is the FORTIS BC logo. A secondary navigation bar contains tabs for News, Download, Transaction, Report, Dispute, Help, and Mailing List. The 'Download' tab is highlighted with a red circle. Below this is a blue bar with links for Enrollment Response, Enrollment Status, Customer Usage, and Forms. The 'Enrollment Response' link is also highlighted with a red circle. The main content area is titled 'Enrollment Response' and contains a 'Delete' button. Below this is a table with three columns: File name, Date, and Size. The table contains one row with the file name 'ERROR~LINE-1~INT_GEM_NSS_ER_a_20101108_012345.txt', the date '2011/03/09 09:41:27 AM', and the size '1KB'. There is another 'Delete' button below the table.

File name	Date	Size
ERROR~LINE-1~INT_GEM_NSS_ER_a_20101108_012345.txt	2011/03/09 09:41:27 AM	1KB

4.4 Enrollment Status

On this page, the Enrollment Details (ED_a) files are listed. The files include a history of all customers who have been successfully enrolled with the marketer. The file displays data for all accepted enrollment and drop transactions and includes the date and timestamp. It shows customers who have been enrolled in a marketer group along with the effective date of the enrollment and drop/enrol reasons. A new ED_a file is produced daily to reflect the most up-to-date data.

[GATEWAY HOME](#) | [CONTACT US](#) | [LOG OUT](#)



News
Download
Transaction
Report
Dispute
Help
Mailing List

Enrollment Response
Enrollment Status
Customer Usage
Forms


Enrollment Status

	File name	Date	Size
<input type="checkbox"/>	INT_NSS_GEM_ED_a_20110308_171230_10181.txt	2011/03/08 05:26:34 PM	1862KB
<input type="checkbox"/>	INT_NSS_GEM_ED_a_20110307_171747_10181.txt	2011/03/07 05:34:30 PM	1862KB
<input type="checkbox"/>	INT_NSS_GEM_ED_a_20110306_171111_10181.txt	2011/03/06 05:45:15 PM	1862KB
<input type="checkbox"/>	INT_NSS_GEM_ED_a_20110305_171608_10181.txt	2011/03/05 05:30:14 PM	1862KB
<input type="checkbox"/>	INT_NSS_GEM_ED_a_20110304_171259_10181.txt	2011/03/04 05:26:42 PM	1862KB
<input type="checkbox"/>	INT_NSS_GEM_ED_a_20110303_171448_10181.txt	2011/03/03 05:32:56 PM	1862KB

4.5 Customer Usage

The Customer Usage page provides details of customer billing (gas consumption) on a monthly basis for premises enrolled by a marketer. It allows you to monitor premise consumption as it is billed to the customers you are supplying. This file is produced daily. NOTE: This information should not be used for forecasting gas purchases. The MSR reports that provide POD level detail will assist with gas purchase forecasting.

GATEWAY HOME | CONTACT US | LOG OUT



News

Download

Transaction

Report

Dispute

Help

Mailing List

Enrollment Response
Enrollment Status
Customer Usage
Forms

Enrollment Usage


	File name	Date	Size
<input type="checkbox"/>	INT_NSS_GEM_CU_20110309_054336_10181.txt	2011/03/09 06:04:20 AM	1KB
<input type="checkbox"/>	INT_NSS_GEM_CU_20110308_070023_10181.txt	2011/03/08 07:22:25 AM	1KB
<input type="checkbox"/>	INT_NSS_GEM_CU_20110305_061649_10181.txt	2011/03/05 06:40:33 AM	1KB
<input type="checkbox"/>	INT_NSS_GEM_CU_20110304_045925_10181.txt	2011/03/04 05:22:17 AM	1KB
<input type="checkbox"/>	INT_NSS_GEM_CU_20110303_052307_10181.txt	2011/03/03 05:40:17 AM	1KB
<input type="checkbox"/>	INT_NSS_GEM_CU_20110302_034431_10181.txt	2011/03/02 03:50:47 AM	1KB
<input type="checkbox"/>	INT_NSS_GEM_CU_20110301_094618_10181.txt	2011/03/01 10:03:22 AM	1KB
<input type="checkbox"/>	INT_NSS_GEM_CU_20110226_052722_10181.txt	2011/02/26 05:46:43 AM	1KB
<input type="checkbox"/>	INT_NSS_GEM_CU_20110225_052851_10181.txt	2011/02/25 05:47:43 AM	1KB
<input type="checkbox"/>	INT_NSS_GEM_CU_20110224_072823_10181.txt	2011/02/24 07:47:02 AM	1KB
<input type="checkbox"/>	INT_NSS_GEM_CU_20110223_060303_10181.txt	2011/02/23 06:25:03 AM	1KB
<input type="checkbox"/>	INT_NSS_GEM_CU_20110222_070713_10181.txt	2011/02/22 07:30:59 AM	1KB

5. Marketer Transactions

The Transaction tab allows you to search and view transactions in a convenient manner. You can search for all types of enrollment/drop transactions. The data found in this page is the same as last enrolment details (ED_a) file that you received. The only difference is that the data is presented through a front-end web interface instead of a pipe delimited text file.

1. Click on the Transaction tab, then Marketer Transaction in the menu bar to open the Search Criteria screen.
2. Enter search criteria in the specific fields. Common fields to search by are Customer Number, POD Number, and Enrollment ID.
3. Click on the “Search” button.
4. The system will display the current transaction(s).

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Upload RequestMarketer Transaction

Search Criteria:

As Of (yyyy/mm/dd):

Customer Number:

Region Code:

Marketer Group:

SearchClear

Enrollment Id:

Pod Number:

Rate Class:

Reason Code:

Result:













6. Reports

You can access premise specific reports under this page to help manage day-to-day activities. All reports are generated by the GS Interface Windows Services daily or monthly and stored as XML, Excel and PDF format in the GEM site. The following reports are available:

1. MSR by Contract Year
2. MSR Details by Point of Delivery
3. MSR Details by Marketer Group
4. Enrollment Change Report
5. Enrollment Details by Premise
6. Marketer Supply Requirements Details
7. Marketer Supply Requirements
8. Supply Variance
9. Marketer Demand Details
10. Marketer Group Price
11. Marketer Governance Summary
12. Marketer Settlement


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Report

	File name	Size (KB)	Date (yyyy/mm/dd)	Description
	MSR by contract year	1846.6	2013/03/08	MSR by contract year
	MSR Details by Point of Delivery	4281.6	2013/03/08	MSR Details by Point of Delivery
	MSR Details By Marketer Group	35.5	2013/03/08	MSR Details By Marketer Group
	Enrollment Change Report	159.7	2013/03/08	Enrollment Change Report
	Enrollment Details By Premise	2768.1	2013/03/08	Enrollment Details By Premise
	Marketer Supply Requirements Detail	604.3	2013/03/08	The Marketer Supply Requirements Details report will be produced daily providing three month of supply requirements. This report is intended to be exported to Excel for data manipulation.
	Marketer Supply Requirements	73.2	2013/03/08	The Marketer Supply Requirements Report will be produced daily providing three months of supply requirements. This will allow gas marketers to see changes to enrollments and assist with forecasting requirements.
	Supply Variance	24.2	2013/03/08	The supply variance report is used to view the variance between two delivery requirements for both preliminary and final dates. It enables gas marketers to view their own supply variances by Receipt Point Delivery or Marketer Group Delivery.
	Marketer Demand Details	17.0	2013/03/08	The Demand Details report will be produced daily to provide gas marketers with their nomination requirements for each Station. The \$/GJ amount that Terasen Gas will pay for deliveries is also provided. Marketers should nominate the Delivery Requirement and Fuel Requirement separately when nominating on the pipeline nomination systems (not by the amount indicated in the Obligated Quantity column).
	Marketer Group Price	20.3	2013/03/08	Marketer Group Price Report is generated so users can view the marketer price groups.
	Marketer Governance Summary	16.0	2013/03/01	The Marketer Governance Summary provides marketers with a rolling year count of each type of enrollment and drop activity. The Governance Summary provides a breakdown of the types of disputes filed and how many are ruled for the customer.
	Marketer Settlement	9.0	2013/03/01	A copy of the Marketer Settlement Report is made available to gas marketers as a supplement to the Purchase Statement. It contains details on miscellaneous fees for each gas marketer including "Enrolled Customer Invoice Fees", "Marketer Group", "Confirmation Letters", and "Bad Debt Proportion".

6.1 MSR Details by Contract Year

This report provides the MSR values by POD for the current contract year and the next two future years. The values are derived from the contract year supply based on the annual demand forecast and are subject to change but should remain as is for the current year. The MSR values will display in the columns dependent on the contract start and end dates.

MSR Details By Contract Year

Marketer number : 

POD	Contract Year: 2012/2013	Contract Year: 2013/2014	Contract Year: 2014/2015
242	0.21		
265	0.17	0.17	
368	0.27		
405	0.20		
581	0.27	0.27	0.27
708	0.23		
781	0.36	0.36	0.35
812	0.21	0.18	0.18
823	0.16		
853	0.16		
885	0.56		
896	0.14		
1024	0.20	0.20	0.20
1027	0.23		
1033	0.27		

6.2 MSR Details by Point of Delivery

This MSR Details by Point of Delivery report is a detailed version of the MSR details drilled-down to the POD level with a 3 month entry date view. This allows marketers to more accurately forecast future supply requirements.

MSR Details By Point of Delivery		Contract Year: 2012/2013								
		Monday, April 01, 2013			Wednesday, May 01, 2013			Saturday, June 01, 2013		
		Supply Requirement Total	Enrollment Total	Supply Status	Supply Requirement Total	Enrollment Total	Supply Status	Supply Requirement Total	Enrollment Total	Supply Status
ABC Marketer	ABC01	710182	1.42	1 P	1.42	1 P		1.42	1 P	
	Total	1.42	1 P		1.42	1 P		1.42	1 P	
ABC02	4846	4.92	1 P		4.92	1 P		4.92	1 P	
	8286	3.90	1 P		3.90	1 P		3.90	1 P	
	33158	0.24	1 P		0.24	1 P		0.24	1 P	
	70378	0.22	1 P		0.22	1 P		0.22	1 P	
	75416	3.90	1 P		3.90	1 P		3.90	1 P	
	125017	0.04	1 P		0.04	1 P		0.04	1 P	
	202424	9.94	1 P		9.94	1 P		9.94	1 P	
	202431	0.60	1 P		0.60	1 P		0.60	1 P	
	202436	2.95	1 P		2.95	1 P		2.95	1 P	
	202492	1.09	1 P		1.09	1 P		1.09	1 P	
	281450	1.08	1 P		1.08	1 P		1.08	1 P	
	294625	0.12	1 P		0.12	1 P		0.12	1 P	
	299587	0.20	1 P		0.20	1 P		0.20	1 P	
	356942	10.52	1 P		10.52	1 P		10.52	1 P	
	397399	12.18	1 P		12.18	1 P		12.18	1 P	
	465091	0.19	1 P							
	531011	3.01	1 P		3.01	1 P		3.01	1 P	
	Total	14.20	1 P		14.20	1 P		14.20	1 P	

6.3 MSR Details by Marketer Group

This report allows for marketer group reconciliation to the Marketer Demand Details report with a three month entry date view. This allows marketer group level reconciliation to the Marketer Demand Details report.

MSR Details By Marketer Group		Contract Year: 2011/2012						Contract Year: 2012/2013		
		Saturday, September 01, 2012			Monday, October 01, 2012			Thursday, November 01, 2012		
		Supply Requirement Total	Enrollment Total	Supply Status	Supply Requirement Total	Enrollment Total	Supply Status	Supply Requirement Total	Enrollment Total	Supply Status
ABC Marketer	ABC001	188.72	572	P	188.72	572	P	189.74	564	P
	ABC002	115.36	352	P	115.36	352	P	92.74	325	P
	ABC003	18.29	17	P	18.29	17	P	14.88	11	P
	ABC004	433.10	1717	P	433.10	1717	P	270.51	980	P
	ABC005	111.61	480	P	111.61	480	P	79.13	325	P
	ABC006	161.74	514	P	161.74	514	P	186.71	514	P
	ABC010	28.40	27	P	28.40	27	P	21.79	24	P
	ABC011	175.16	385	P	175.16	385	P	167.59	385	P

6.4 Enrollment Change Report

The Enrollment Change Report by Premise, Region, Rate Class (Net Difference) provides marketers useful information to help understand volume differences caused by enrollment changes between entry dates.

Enrollment Change Report

From Entry Date Apr 1, 2013 to May 1, 2013

Type	Marketer Group	Premise Count	Premise	Supply
In Apr, not in May		682		271.83
	ABC01		368	0.27
	ABC01		405	0.20
	ABC01		1677	0.40
	ABC01		2655	0.10
	ABC01		3224	0.25
	ABC01		3255	0.31
	ABC01		4581	0.15
	ABC01		5294	0.31
	ABC01		5355	0.19
	ABC01		6216	0.17
	ABC01		8298	0.22
	ABC01		9079	0.33
	ABC01		9380	0.18
	ABC01		9407	0.14
	ABC01		1147	0.20


6.5 Enrollment Details by Premise

The Enrollment Details Report provides premise level information by marketer group. The report details Marketer Group, Premise, effective entry date volume, contract start and end dates and enrollment start and end dates. The marketer group subtotals and report grand totals reconcile to the MSR and the Marketer Demand Details reports.

Enrollment Details By Premise Report						
Marketer Code: 10181			For Entry Date Apr 1, 2013			
Marketer Group	Premise	Supply Requirement	Contract Start Date	Contract End Date	Enrollment Start Date	Enrollment End Date
ABC003	710182	1.42	May 1, 2009	May 1, 2014	May 1, 2009	
ABC005	4846	4.92	Jan 1, 2009	Jan 1, 2014	Jan 1, 2009	
ABC005	8286	3.90	Jun 1, 2009	Jun 1, 2014	Jun 1, 2009	
ABC005	33158	0.24	Jul 1, 2008	Jul 1, 2013	Jul 1, 2008	
ABC005	70378	0.22	Jan 1, 2010	Jan 1, 2015	Jan 1, 2010	
ABC005	75416	3.90	Jul 1, 2008	Jul 1, 2013	Jul 1, 2008	
ABC005	125017	0.04	Jan 1, 2010	Jan 1, 2015	Jan 1, 2010	
ABC005	202424	9.94	Feb 1, 2010	Feb 1, 2014	Feb 1, 2010	
ABC005	202431	0.60	Feb 1, 2010	Feb 1, 2014	Feb 1, 2010	
ABC005	202436	2.95	Nov 1, 2010	Nov 1, 2013	Nov 1, 2010	
ABC005	202492	1.09	Jan 1, 2009	Jan 1, 2014	Jan 1, 2009	
ABC005	281450	1.08	Jan 1, 2009	Jan 1, 2014	Jan 1, 2009	
ABC005	294625	0.12	Apr 1, 2010	Apr 1, 2015	Apr 1, 2010	
ABC005	299587	0.20	Apr 1, 2010	Apr 1, 2015	Apr 1, 2010	
ABC005	356942	10.52	Jun 1, 2010	Jun 1, 2015	Jun 1, 2010	
ABC005	397399	12.18	Feb 1, 2009	Feb 1, 2014	Feb 1, 2009	
ABC005	465091	0.19	May 1, 2008	May 1, 2013	May 1, 2008	
ABC005	531011	3.01	Jan 1, 2009	Jan 1, 2014	Jan 1, 2009	
ABC005	553314	1.20	Jul 1, 2008	Jul 1, 2013	Jul 1, 2008	

6.6 Marketer Supply Requirements Details

The Marketer Supply Requirements Details report provides the same information as the Marketer Supply Requirements report except in Excel format that facilitates data manipulation (e.g., pivot tables).



CUSTOMER CHOICE Program

Print Date: 2013-Mar-08

Marketer Supply Requirements Details

Marketer: ABC Marketing

MSR created 3/7/2013

Contract Key	Marketer Group	Region	Rate	Month	Supply Requirement Total (GJ)	Enrollment Total	Supply Status
10238	ABC001	D_INLR2	D_INLR2	01-Apr-2013	7.13	10.00	P
10238	ABC001	D_INLR2	D_INLR2	01-May-2013	6.38	9.00	P
10238	ABC001	D_INLR2	D_INLR2	01-Jun-2013	6.38	9.00	P
10238	ABC001	D_INLR2	D_INLR2	01-Jul-2013	6.38	9.00	P
10238	ABC001	D_INLR2	D_INLR2	01-Aug-2013	6.31	8.00	P
10238	ABC001	D_INLR2	D_INLR2	01-Sep-2013	6.31	8.00	P
10238	ABC001	D_INLR2	D_INLR2	01-Oct-2013	6.31	8.00	P
10238	ABC001	D_INLR2	D_INLR2	01-Nov-2013	6.31	8.00	P
10238	ABC001	D_INLR2	D_INLR2	01-Dec-2013	6.31	8.00	P
10238	ABC001	D_INLR2	D_INLR2	01-Jan-2014	6.31	8.00	P
10238	ABC001	D_INLR2	D_INLR2	01-Feb-2014	6.31	8.00	P
10238	ABC001	D_INLR2	D_INLR2	01-Mar-2014	6.31	8.00	P
10238	ABC001	D_INLR2	D_INLR2	01-Apr-2014	6.31	8.00	P
10238	ABC001	D_INLR2	D_INLR2	01-May-2014	6.31	8.00	P
10238	ABC001	D_INLR2	D_INLR2	01-Jun-2014	6.31	8.00	P
10238	ABC001	D_INLR2	D_INLR2	01-Jul-2014	6.31	8.00	P
10238	ABC001	D_INLR2	D_INLR2	01-Aug-2014	6.31	8.00	P
10238	ABC001	D_INLR2	D_INLR2	01-Sep-2014	6.31	8.00	P
10238	ABC001	D_INLR2	D_INLR2	01-Oct-2014	6.31	8.00	P

6.7 Marketer Supply Requirements

The Marketer Supply Requirements report will provide three months of supply requirements and show changes in customer enrollments.

			CUSTOMER CHOICE Program								
			Print Date: 2013-Mar-08								
			Marketer Supply Requirements								
			Marketer: ABC Marketing								
			MSR created 3/7/2013								
Marketer Group	Region	Rate	Monday, April 01, 2013			Wednesday, May 01, 2013			Saturday, June 01, 2013		
			Supply Requirement Total (GJ)	Enrollment Total	Supply Status	Supply Requirement Total (GJ)	Enrollment Total	Supply Status	Supply Requirement Total (GJ)	Enrollment Total	Supply Status
ABC001	D_INLR2	D_INLR2	7.13	10	P	6.38	9	P	6.38	9	P
	D_INLR3	D_INLR3	6.59	1	P	6.59	1	P	6.59	1	P
	D_LMLR2	D_LMLR2	1.68	1	P	1.68	1	P	1.68	1	P
	Sub-total		15.40	12	P	14.65	11	P	14.65	11	P
ABC003	D_INLR2	D_INLR2	102.82	48	P	102.82	48	P	102.82	48	P
	D_INLR3	D_INLR3	84.79	8	P	84.79	8	P	84.79	8	P
	D_LMLR1	D_LMLR1	0.16	1	P	0.16	1	P	0.16	1	P
	D_LMLR2	D_LMLR2	13.04	9	P	13.04	9	P	13.04	9	P
	D_LMLR3	D_LMLR3	20.37	3	P						
	Sub-total		221.19	69	P	200.82	66	P	200.82	66	P
ABC006	D_INLR1	D_INLR1	0.22	1	P	0.22	1	P	0.22	1	P
	D_LMLR1	D_LMLR1	0.46	4	P	0.46	4	P	0.46	4	P
	Sub-total		0.67	5	P	0.67	5	P	0.67	5	P
ABC012	D_COLR2	D_COLR2	4.40	2	P	4.40	2	P	4.40	2	P
	D_INLR1	D_INLR1	0.85	3	P	0.85	3	P	0.85	3	P
	D_INLR2	D_INLR2	9.19	10	P	9.19	10	P	9.19	10	P
	D_LMLR1	D_LMLR1	1.36	4	P	1.36	4	P	1.36	4	P
	D_LMLR2	D_LMLR2	16.73	7	P	16.73	7	P	16.73	7	P
	D_LMLR3	D_LMLR3	32.63	2	P	32.63	2	P	32.63	2	P
	Sub-total		65.15	28	P	65.15	28	P	65.15	28	P
ABC018	D_COLR1	D_COLR1	0.26	1	P	0.26	1	P	0.26	1	P
	D_COLR2	D_COLR2	0.63	1	P	0.63	1	P	0.63	1	P
	D_INLR1	D_INLR1	0.26	1	P	0.26	1	P	0.26	1	P
	D_INLR2	D_INLR2	0.71	2	P	0.71	2	P	0.71	2	P
	D_LMLR1	D_LMLR1	2.87	9	P	2.87	9	P	2.87	9	P

6.8 Supply Variance Report

The supply variance report is used to view the variance between two delivery requirements for both preliminary and final dates. It enables Marketers to view their own supply variances by Receipt Point Delivery or Marketer Group Delivery.



CUSTOMER CHOICE Program

Print Date: 2013-Oct-18

Supply Variance Report

Marketer:

Contract:

To: 2013-Dec-01 Preliminary

From: 2013-Nov-01 Final

Receipt Point Delivery Variance

Station	Customer Count (#)			Obligated Quantity (GJ)		
	13-Dec-01	13-Nov-01	Variance	13-Dec-01	13-Nov-01	Variance
AECO/NIT				0	0	0
Compressor Station 2				0	0	0
Huntingdon				0	0	0
Total:	0	0	0	0	0	0

Marketer Group Delivery Variance

Marketer Group	Customer Count (#)			Obligated Quantity (GJ)		
	13-Dec-01	13-Nov-01	Variance	13-Dec-01	13-Nov-01	Variance

6.9 Marketer Demand Detail

The Demand Detail report is produced daily to provide marketers with their nomination requirements for each Station. The \$/GJ amount that FortisBC will pay for deliveries is also provided.



CUSTOMER CHOICE Program

Print Date: 2013-Oct-18

Marketer Demand Details

Marketer:

Contract:

Effective Date: 2013-Nov-01 Final

Receipt Point Delivery & Fuel Requirement

Station	Marketer Group Delivery Requirement (GJ)	Amount(\$)	WAP(\$)	Fuel Requirement (GJ)	Obligated Quantity (GJ)
AECO/NIT (25.00%)				1 (1.00%)	
Compressor Station 2 (75.00%)				5 (3.10%)	
Huntingdon (0.00%)	0	\$0.00		0 (0.00%)	0
Total				6	221

Marketer Group Delivery Requirement

Marketer Group	Marketer Group Delivery Requirement (GJ)	Amount(\$)	Price(\$)
----------------	---	------------	-----------

6.10 Marketer Group Price Report

The Marketer Group Price Report provides users with a listing of their Marketer Group prices and their status as open or closed for entry. Gas marketers are charged an administration fee of \$150 per marketer group.



CUSTOMER CHOICE Program

Print Date: 2013-Mar-08

Marketer Group Prices

Company: ABC Marketing		Contract: 10181UNBUNDLING		
Marketer Group	Price (\$)	Effective Date	Creation Date	Close Date
ABC002	\$9.05	2008-Jul-01	2004-Oct-01	
ABC003	\$8.89	2008-Jul-01	2004-Oct-01	
ABC004	\$8.98	2008-Jul-01	2005-Apr-21	2013-Jan-31
ABC005	\$9.29	2008-Jul-01	2005-Jun-29	
ABC006	\$10.59	2008-Jul-01	2004-Oct-01	
ABC007	\$11.22	2008-Jul-01	2005-Oct-25	2013-Jan-31
ABC008	\$11.39	2008-Jul-01	2006-Jan-20	
ABC009	\$10.85	2008-Jul-01	2006-May-29	
ABC01	\$8.36	2008-Jul-01	2004-Jul-23	
ABC010	\$10.60	2008-Jul-01	2004-Oct-01	
ABC011	\$9.98	2008-Jul-01	2007-Apr-30	
ABC012	\$9.59	2008-Jul-01	2007-Jul-10	
ABC013	\$8.92	2007-Dec-01	2007-Sep-24	2007-Dec-24
ABC014	\$9.01	2007-Dec-01	2007-Sep-24	2007-Dec-24
ABC015	\$9.11	2007-Dec-01	2007-Sep-24	2007-Dec-24
ABC016	\$9.21	2007-Dec-01	2007-Sep-24	2007-Dec-24
ABC017	\$9.30	2007-Dec-01	2007-Sep-24	2007-Dec-24
ABC018	\$9.40	2007-Dec-01	2007-Sep-24	2007-Dec-24
ABC019	\$9.50	2007-Dec-01	2007-Sep-24	2007-Dec-24
ABC020	\$8.52	2008-Feb-01	2007-Nov-14	2008-Jan-22
ABC021	\$8.64	2008-Feb-01	2007-Nov-14	2008-Jan-22
ABC022	\$8.77	2008-Feb-01	2007-Nov-14	2008-Jan-22
ABC023	\$8.89	2008-Feb-01	2007-Nov-14	2008-Jan-22
ABC024	\$9.02	2008-Feb-01	2007-Nov-14	2008-Jan-22
ABC025	\$9.14	2008-Feb-01	2007-Nov-14	2008-Jan-22
ABC026	\$9.27	2008-Feb-01	2007-Nov-14	2008-Jan-22
ABC027	\$9.39	2008-Jul-01	2007-Nov-14	

6.11 Marketer Governance Summary

The Marketer Governance Summary report provides marketers with a rolling year count of each type of enrolment and drop activity. The Governance Summary provides a breakdown of the types of disputes filed and how many are ruled for the customer.



Marketer Governance Summary

ABC Marketing

ENROLLMENT ACTIVITY	2012 Mar	2012 Apr	2012 May	2012 Jun	2012 Jul	2012 Aug	2012 Sep	2012 Oct	2012 Nov	2012 Dec	2013 Jan	2013 Feb	Total
Standard 1110	13	48	395	462	830	1219	1390	146	166	76	129	94	4968
Standard - no cancellation 1150	0	0	0	0	0	0	0	0	0	0	0	0	0
Batch 1210	0	0	0	0	0	0	0	0	0	0	0	0	0
Portability 1310	72	93	83	97	106	76	70	51	24	18	20	15	725
Billing Consolidation 1510	0	0	0	0	0	0	0	0	0	0	0	0	0
Manual Data Correction 1970	3	12	0	0	1	3	0	0	0	2	0	0	21
Total	88	153	478	559	937	1298	1460	197	190	96	149	109	5714

DROPS	2012 Mar	2012 Apr	2012 May	2012 Jun	2012 Jul	2012 Aug	2012 Sep	2012 Oct	2012 Nov	2012 Dec	2013 Jan	2013 Feb	Total
Cancellation Period 2110	0	0	1	7	5	24	73	9	1	1	2	0	123
Dispute Resolution 2810	27	12	12	9	17	8	10	8	4	5	9	3	124
Operational Correction 2410	0	0	0	0	9	10	18	11	0	0	0	4	52
Account Finalization 2310	376	403	433	377	413	333	279	261	104	57	101	93	3230
Anniversary Drop 2130	16	3	17	4	21	3	8	9	9	19	3	3	115
Invalid Region Rate Class 2340	0	0	0	0	0	0	0	0	0	0	0	0	0
Manual Data Correction 2970	0	0	0	0	1	0	0	0	0	1	0	9	11
Enrollment Expire 2320	12	2	582	17	33	679	28	30762	1	676	658	949	34399
Total	431	420	1045	414	499	1057	416	31060	119	759	773	1061	38054

DISPUTES	2012 Mar	2012 Apr	2012 May	2012 Jun	2012 Jul	2012 Aug	2012 Sep	2012 Oct	2012 Nov	2012 Dec	2013 Jan	2013 Feb	Total
Standard Dispute Filed	8	6	7	5	5	8	0	6	4	1	3	3	56
Rulings in Favor of Customer	4	2	3	4	2	6	0	4	3	1	0	0	29
Cancellation Disputes Filed	12	9	8	9	10	7	4	4	3	2	5	5	78
Total	24	17	18	18	17	21	4	14	10	4	8	8	163

6.12 Marketer Settlement Report

A copy of the Marketer Settlement Report is made available to Marketers as a supplement to the Purchase Statement. It contains details on administration fees for each marketer including marketer groups, billing fees, confirmation letters and dispute decisions.



CUSTOMER CHOICE Program

Print Date: 2013-Mar-01

Marketer Settlement Report

Marketer: ABC Marketing

Month: 2013-Feb

Fee Summary

	Count	Unit Price (\$/Unit)	Amount (\$)
Marketer Groups (\$/Group)	10	150	\$15,000.00
Customer Billing Fee (\$/Enrolled Customer)	12344	0.40	\$4,937.60
Confirmation Letters (\$/Letter)	95	0.60	\$57.00
Dispute Resolution Decisions (\$/Dispute)	3	50	\$150.00
Total			\$20,144.60

Dispute Resolution Decision Detail

Customer #	Customer Name	Caller Name	Dispute ID	Decision Date	Fee (\$)
619128	Kusch	AMAR K	33711	13-Feb-20	\$50.00
456127	Yip	JIMMY	33689	13-Feb-13	\$50.00

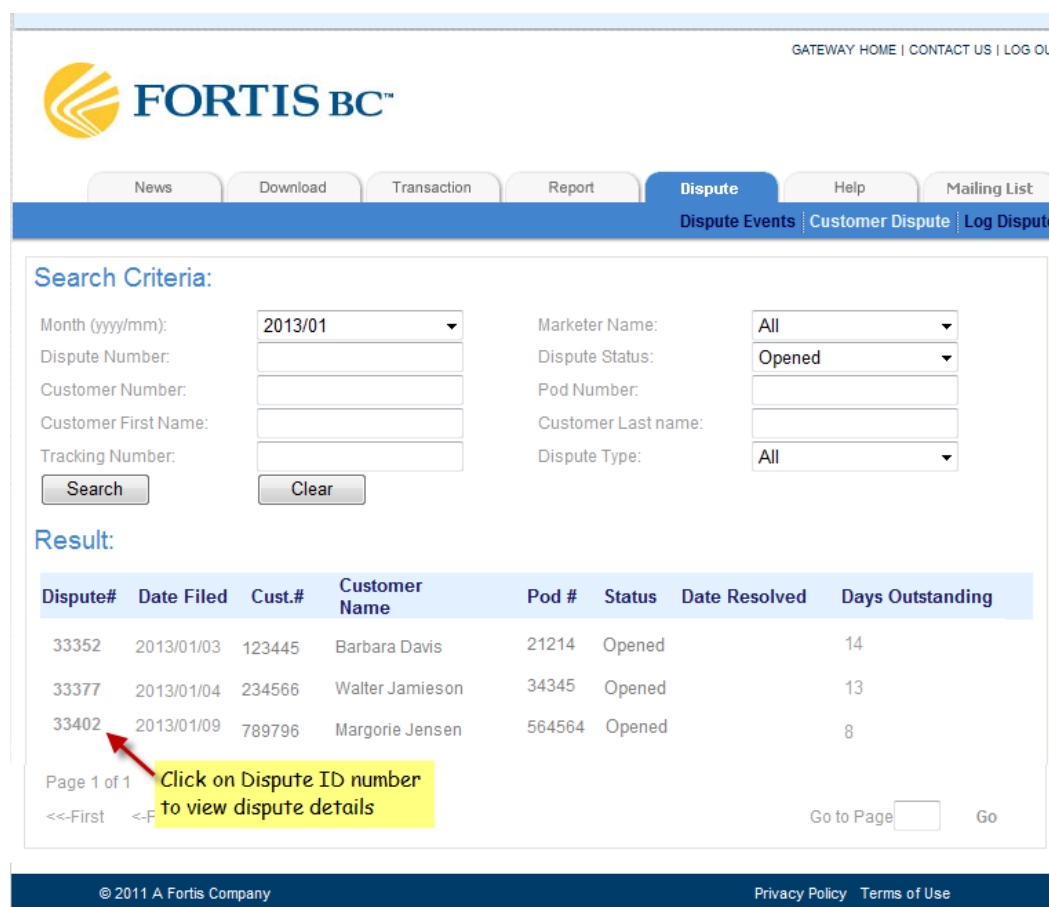
7. Disputes

An Independent Dispute Process has been defined to allow customers to log disputes through Fortis (online or by phone), the Marketer or BCUC. The process provides transparency at all levels, as disputes can be searched, viewed and responded to by the Marketer, the customer (with on-line access) and BCUC.

7.1 Search All Customer Disputes

Select the Dispute tab to view the Customer Dispute page. This tab opens to the Customer Dispute search page, where disputes can be located using specific dispute criteria, such as Dispute Number, Customer Number, POD, Marketer Name, Dispute Status (Opened, Closed), Dispute Type (Standard, Cancellation, Reconsideration).

For example, to search all “open” disputes in January 2013, select the date from the Month drop down field, and select Opened from the Dispute Status field. This will display all disputes created in January 2013 in Opened status. To view a specific dispute, click on the dispute number in the Dispute# field.



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Dispute Events Customer Dispute Log Dispute

Search Criteria:

Month (yyyy/mm): 2013/01 Marketer Name: All

Dispute Number: Dispute Status: Opened

Customer Number: Pod Number:

Customer First Name: Customer Last name:

Tracking Number: Dispute Type: All

Search Clear

Result:

Dispute#	Date Filed	Cust.#	Customer Name	Pod #	Status	Date Resolved	Days Outstanding
33352	2013/01/03	123445	Barbara Davis	21214	Opened		14
33377	2013/01/04	234566	Walter Jamieson	34345	Opened		13
33402	2013/01/09	789796	Margorie Jensen	564564	Opened		8

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7.2 Dispute Events Page

The Dispute Events page is located on the Dispute tab. This page lists all disputes logged against the gas marketer, separated into three sections:

- The upper section labelled *Standard disputes logged by customers with on-line access* displays the Standard disputes raised by the customer and logged through FortisBC (either on-line or by telephone) for customers that provide a contact email address. These customers have the ability to view their disputes and supporting documentation online.
- The middle section labelled *Standard disputes logged by customers with no on-line access* displays Standard disputes raised by the customer and logged through FortisBC by telephone for customers that do not provide a contact email address. These disputes are not viewable online by the customer.
- The lower section labelled *Cancellation disputes logged by gas marketer* displays the Cancellation disputes raised by the gas marketer. These disputes are not viewable online by the customer.

The Dispute Events page is useful for monitoring outstanding disputes as it lists the number of days each dispute has been open in the Days Open column. This is also a sortable column. Disputes that are in Resolved status, or are older than the number of days required by the marketer to review and process Standard disputes, should be reviewed by BCUC. To view a specific dispute, click on the dispute number in the Dispute ID column to open the Customer Dispute Details page.


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Standard disputes logged by customers with on-line access:

Dispute ID	Marketer	Date Filed	Cust. #	Customer Name	POD #	Status	Days Open	
33352	10555	2013/01/03	123445	Barbara Davis	21214	RESOLVED	8	Edit
33377	10555	2013/01/04	234566	Walter Jamieson	34345	NEW	7	Edit
33402	10555	2013/01/09	789796	Margorie Jensen	564564	RESOLVED	2	Edit

Page 1 of 1
3 records found

Standard disputes logged by customers with no on-line access:

Dispute ID	Date Filed	Cust.#	First Name	Last Name	POD #	Status	Days Open
33560	2013/01/09	543987	Zairo	Xin	4569785	Opened	2
33559	2013/01/09	987543	Laurie	Cairns	549638	Opened	2
33567	2013/01/11	5559998	Chris	Garcia	456975	Opened	0

All columns with grey coloured headings are sortable:
 - click on heading once to sort ascending
 - click on heading twice to sort descending

Page 1 of 1
3 records found

Cancellation disputes logged by gas marketer:

Dispute ID	Date Filed	Cust.#	First Name	Last Name	POD #	Status	Days Open
33558	2013/01/09	333888	Carolina	Sims	393736	Opened	2
33564	2013/01/10	329843	Fay	Shumaker	5948371	Opened	1
33565	2013/01/10	2389456	Thomas	Thames	189376	Opened	1
33566	2013/01/11	192939	Satnam	Bains	9854697	Opened	0


Click on Dispute ID number
to view dispute details

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4 records found

7.3 View Customer Dispute Details

Click on the dispute number in the Dispute Events page or the Dispute search page to open and view dispute details.

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Customer Dispute Detail:

Dispute #:	32882	Filed By:	10338 (FortisBC Inc.)
Caller:	Terry	Status:	Opened
Caller Identification:	Terry Chan	Days Outstanding:	6
First Name:	Terry	Last Name:	Chan
Business Name:	123 Cherry Lane, Kelowna	Business Title:	
Mailing Address:		Email Address:	julia.sabbe@fortisbc.com
Day Time Phone:	604-576-7073	Alternate Phone:	604-576-7000
Gas Marketer:	ABC Marketer	Account Type:	Residential
Contact Number: 604-576-7073		Marketer Name: ABC Marketer	
Date Filed:	2012/09/11	Customer Number:	
Cancellation Date:	2007/07/02	Customer Address:	123 Cherry Lane, Kelowna
Date Resolved:		Dispute Type:	Standard
Tracking Number:	G179744129143		

Related Disputes:

No record(s) found.

Dispute Log:

#	Question	Answer
1	Do you wish to file a dispute for other locations?	No
2	Dispute Reason?	Renewal; Automatic renewal
3	Provide Details?	No
4	Did you contact the marketer in an attempt to address your concern?	Yes
5	How did you become aware you were on a Gas Marketer contract?	Confirmation letter from Fortisbc
6	Did you received a contract?	Yes
7	If yes, when did you receive the contract?	In the mail
8	Are you the account holder (or spouse), or authorized representative.	Yes
	Note: if not, then a Power of Attorney is required.	
9	Do you wish to be contacted by the marketer.	Yes
	If yes, when did you receive the contract?	In the mail
8	Are you the account holder (or spouse), or authorized representative.	Yes
	Note: if not, then a Power of Attorney is required.	
9	Do you wish to be contacted by the marketer.	Yes

Enroll. ID	Eff. Start	Eff. End	Cust. #	Pod #	Region Code	Rate Class	Marketer Group	Reason Code
179125	2007/11/01	2008/11/01	480933	53970	IN	001	UNI001	1230
179126	2008/11/01	2012/11/01	480933	53970	D_INLR1	D_INLR1	UNI002	1230

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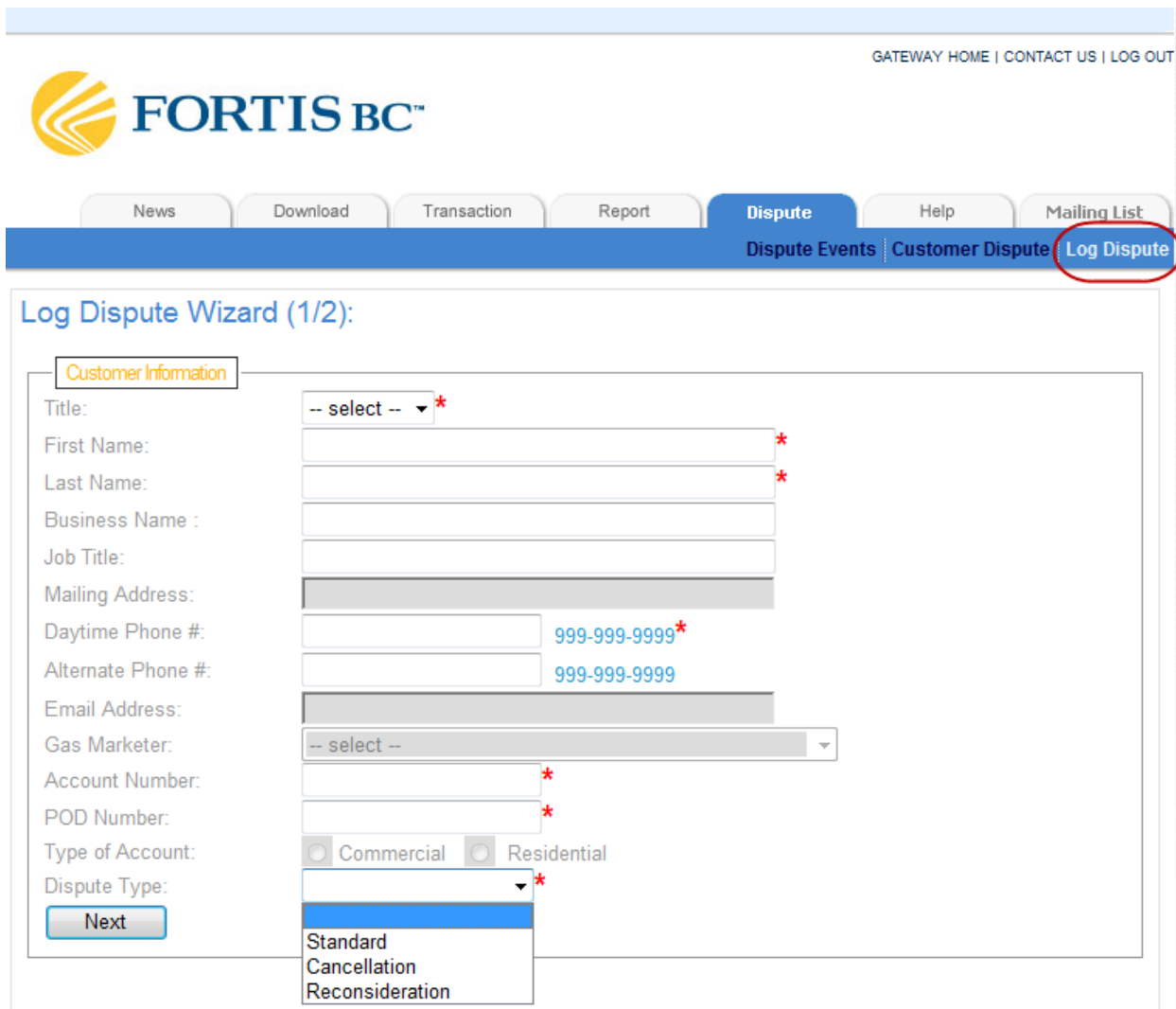
Supporting Document:

Date Uploaded	Creator	Document
<div style="display: flex; align-items: center;"> <div style="flex: 1;"> Select File: <input style="width: 300px;" type="text"/> </div> <div style="margin-left: 10px;"> <input type="button" value="Browse..."/> <input type="button" value="Upload"/> </div> </div>		

7.4 Log a Dispute

After entering the required customer information fields, the application will be able to retrieve a list of enrolments related to the customer number and premise number that have been entered.

1. Select the “Dispute” tab and click on “Log Dispute”.



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Dispute Events Customer Dispute **Log Dispute**

Log Dispute Wizard (1/2):

Customer Information

Title: -- select -- *

First Name: *

Last Name: *

Business Name :

Job Title:

Mailing Address:

Daytime Phone #: 999-999-9999 *

Alternate Phone #: 999-999-9999

Email Address:

Gas Marketer: -- select --

Account Number: *

POD Number: *

Type of Account: ☐ Commercial ☐ Residential

Dispute Type: *

Next

Standard
Cancellation
Reconsideration

2. Enter the customer details. The red starred fields are mandatory.
3. Select the Dispute Type.
 - To log a regular dispute select “Standard”. A standard dispute is when evidence is provided and the merits of the dispute are adjudicated by the Commission. The decision can be either in favour of not in favour of the marketer.
 - To log a contract cancellation dispute select “Cancellation”. Cancellations were formally called “courtesy drops”. These disputes are not contested and no evidence is provided by the marketer as they are agreeing to cancel/terminate the contract for compassionate reasons.

-
- To log a request for reconsideration of a closed dispute select “Reconsideration” (available to BCUC only). There is also a reconsideration button available when you view a closed dispute that will automatically open a new dispute with the dispute information populated.
4. Click on “Next”.
 5. Select the appropriate Available Marketer Contract.
 6. Answer the nine questions on behalf of the customer.
 7. Click on the “Submit” button.


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Log Dispute Wizard (2/2):

Caller:	Harvey	Caller Identification:	Harvey Simpson
Customer Number:	456789	Pod Number:	12345
Customer Name:	Harvey Simpson	Customer Address:	98765 MayfairAve Abbotsford V2S1R2
Contact Number:	604-576-7000	Dispute Type:	Cancellation

* Available Marketer Contract:

Marketer	Enrollment Start Date	Enrollment End Date	Status
<input type="radio"/> ABC Gas Marketer	2007/11/01	2012/11/01	SEEV
<input type="radio"/> BCD Energy Inc.	2012/11/01	2016/11/01	SE

Related Disputes:

No record(s) found.

Questions:

1 Dispute Reason

A.

2 Dispute details:

- A. ☐ Yes
- B. ☐ No
- C. ☒ For marketers only

If yes, provide details

D.

3 Have you contacted the Gas Marketer regarding this dispute?

- A. ☐ Yes
- B. ☐ No
- C. ☒ For marketers only

If yes, provide details

D.

4 How did you become aware you were on a Gas Marketer contract?

A.

5 Did you receive a contract?

A. ☐ Yes

B. ☐ No

C. ☒ For marketers only

6 When did you receive the contract?

A. ☐ In the mail

B. ☐ At time of sale

C. ☐ Did not receive contract

D. ☒ For marketers only

7 Are you the account holder or are you authorized on the account. A power of attorney will be required if you are not authorized on the account.

A. ☐ Yes

B. ☐ No

C. ☒ For marketers only

8 Do you wish to be contacted directly by a Gas Marketer Dispute Resolution Specialist to resolve your dispute?

A. ☐ Yes

B. ☐ No

C. ☒ For marketers only

9 Do you wish to file a dispute for other locations?

A. ☐ Yes

B. ☐ No

C. ☒ For marketers only

If you wish to file a dispute for other contracts you may have for other properties, please list the Account Numbers and 'Point of Delivery' (POD) numbers in the text field below (Max Characters: 255).

D.

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8. The system will provide you with a tracking number for the dispute:



7.5 Possible Errors When Logging a Dispute

If the customer account has not been enrolled with a marketer, the gas account is closed, the contract has already been dropped, or the customer account number or POD is entered incorrectly, a message will be displayed that you cannot file a dispute for the customer as they are not enrolled in the system.


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Log Dispute Wizard (1/2):

Customer Information

Title:	<input type="text" value="Mr"/>	
First Name:	<input type="text" value="Jason"/>	
Last Name:	<input type="text" value="James"/>	
Business Name :	<input type="text"/>	
Job Title:	<input type="text"/>	
Mailing Address:	<input type="text"/>	
Daytime Phone #:	<input type="text" value="604-555-5555"/>	<input type="text" value="999-999-9999"/>
Alternate Phone #:	<input type="text" value="604-333-3333"/>	<input type="text" value="999-999-9999"/>
Email Address:	<input type="text"/>	
Gas Marketer:	<input type="text" value="-- select --"/>	
Account Number:	<input type="text" value="123456"/>	
POD Number:	<input type="text" value="45678"/>	
Type of Account:	<input type="radio"/> Commercial <input type="radio"/> Residential	
Dispute Type:	<input type="text" value="Standard"/>	
<input type="button" value="Next"/>		

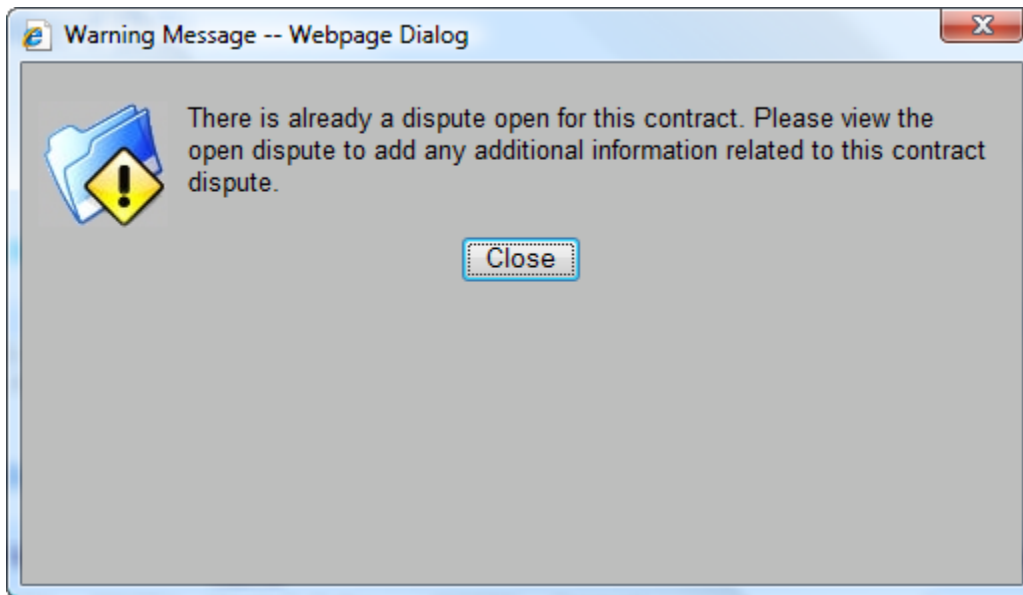
The customer/pod entered is not currently enrolled with a marketer. Any issue or complaint that this customer has must be handled directly by the British Columbia Utilities Commission (BCUC). Please direct the customer to contact the BCUC at the following address:

B.C. Utilities Commission
 Box 250, 900 Howe Street
 Sixth Floor
 Vancouver, B.C.
 V6Z 2N3

E-Mail: Customer.Choice@bcuc.com
 Web Site: <http://www.bcuc.com/NaturalGasMarketers.aspx>

If there is already a dispute logged for this enrollment, an additional dispute cannot be raised. You will receive a blocking message:

Note: This dialog box is going to be re-done as some marketers are able to bypass the popup blocker and enter multiple disputes. When that happens, contact Customer Choice with the secondary dispute number and it will be deleted from GEM.



7.6 Upload Documents

Upload documents such as the customer contract, TPV voice recording, correspondence with the customer and any other evidence to support your case for BCUC to use in determining their ruling on the dispute.

1. Click on *Browse* button at the bottom of the dispute page and locate document(s) to be uploaded. (eg. Ruling letter to Customer and Gas Marketer)
***Note that file names cannot contain underscores (_) as GEM will truncate the file name at the start of the underscore.*
2. Double click on document to populate *Select File* field.

Supporting Document:

Date Uploaded	Creator	Document
<div style="display: flex; align-items: center;"> <div style="flex: 1;"> Select File: <input style="width: 80%;" type="text" value="S:\GasInc\Services\Customer Service\CUST RELATIONS\Cus"/> </div> <div style="flex: 0.1; text-align: center;"> <input type="button" value="Browse..."/> </div> <div style="flex: 0.1; text-align: center;"> <input type="button" value="Upload"/> </div> </div>		

3. Click on *Upload* button to upload document to the GEM dispute.
4. GEM will return message: “*File xxxxx.doc has been uploaded successfully*”.

Supporting Document:

Date Uploaded	Creator	Document
Select File: <input type="text"/> <input type="button" value="Browse..."/> <input type="button" value="Upload"/>		
File Independent Dispute Process - CSR Desk Level - Online Process.docx has been uploaded successfully.		

- Repeat Browse and Upload steps for each document.
- *Customer Dispute Details* screen will list supporting documents once GEM has processed them.

***NOTE: It takes approximately 1 hour to load the documents on the server before they can be viewed in GEM.

Supporting Document:

Date Uploaded	Creator	Document
2012/08/28	10338	RECOMMENDATIONS 101123
2012/08/28	10338	MarketerFlatFileInterfaceSpecifications.pdf
2012/08/31	10338	BCUC Marketer Complaint - Kimberley Ruddell .wav
Select File: <input type="text"/> <input type="button" value="Browse..."/> <input type="button" value="Upload"/>		

7.7 View a Dispute Ruling

1. Select a Closed dispute.
2. Click on the View Ruling button at the bottom of the dispute details page.

Supporting Document:

Date Uploaded	Creator	Document
2010/03/25	10350	Dispute 20484.pdf
Select File: <input type="text"/> <input type="button" value="Browse..."/> <input type="button" value="Upload"/>		
<input type="button" value="View Ruling"/>		

3. The Customer Dispute Details page will open:


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Customer Dispute Details (Ruling has been filed.)

Dispute #:	33186	Filed By:	10101 (ABC Energy Marketer)
Caller:	James	Status:	Closed
Caller Identification:		Days Outstanding:	7
First Name:	James	Last Name:	Jenson
Business Name:		Business Title:	
Mailing Address:	9219 Applehill Crescent Surrey BC	Email Address:	jenson@gmail.com
Day Time Phone:	604-555-6666	Alternate Phone:	
Gas Marketer:	ABC Energy Marketer	Account Type:	
Contact Number:	905-777-8888	Marketer Name:	ABC Energy Marketer
Date Filed:	2012/10/02	Customer Number:	16378
Cancellation Date:	2008/07/10	Customer Address:	9219 Applehill Cres Surrey V3V 1T3
Date Resolved:	2012/10/10	Dispute Type:	Standard
Tracking Number:	G18157817		

Who is the next marketer?

FortisBC Energy Inc.

When is the effective date?

2012/11/01

Who is responsible for dispute resolution fee?

Marketer

Does the dispute require the marketer and customer to resolve it offline?

No

Does the customer require a reimbursement from the gas marketer?

Yes

What is the date range?

2008/08/01 - To: 2012/11/01

Final Comments

Cancel and reimburse since inception

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[Reconsideration](#)

-
4. View the letter relating to the dispute ruling under Supporting Documents.

Supporting Document

Date Uploaded	Creator	Document
2011/01/17	10357	BC63471noseworthy.pdf
2011/01/17	10357	814978Noseworthy.mp3
2011/01/25	10339	26922-Nosedorthy.pdf

Select File:


Browse...

Upload

View Ruling


8. Help Tab

This page is a reference guide for marketers. You can click on a question to view the answers to the frequently asked questions.



The screenshot shows the FORTIS BC website's Help page. At the top right, there are links for [GATEWAY HOME](#), [CONTACT US](#), and [LOG OUT](#). The FORTIS BC logo is on the left. Below the logo is a navigation bar with tabs: [News](#), [Download](#) (highlighted), [Transaction](#), [Report](#), [Dispute](#), [Help](#) (highlighted), and [Mailing List](#). The main content area is titled "Frequently Asked Questions" and lists 18 questions. The footer contains the copyright notice "© 2011 A Fortis Company" and links for [Privacy Policy](#) and [Terms of Use](#).

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Frequently Asked Questions

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- [How do I upload an enrollment file?](#)
- [What are the valid entry dates?](#)
- [When can I enroll and drop customers?](#)
- [How do I enroll customers?](#)
- [How do I drop customers?](#)
- [When I upload a file, why is the time on the confirmation screen different from the time on my computer?](#)
- [What is a customer enrollment request file?](#)
- [What is a customer enrollment response file?](#)
- [What is a customer enrollment response usage file?](#)
- [What is a customer usage file?](#)
- [What is an enrollment details file?](#)
- [How do I know if a customer enrollment file passes and the customers are enrolled?](#)
- [What should I do if I receive a failed customer enrollment response?](#)
- [Is there a way to view pipe delimited files in a spreadsheet?](#)
- [How do we notify Terasen of a company name or address change?](#)
- [How do I change my password?](#)

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9. Mailing List Tab

The Mailing List tab is used to keep contact information up to date for communication purposes. There are three types of mailing lists FortisBC sends communications to:

Communication Review

- Typically sent to review the Customer Choice media promotions.

GEM Communication

- Communications provided regarding issues, outages or enhancements to the GEM system.

Customer Choice Regulatory

- Any Regulatory information that is to be shared with Gas Marketers.



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News Download Transaction Report Dispute Help **Mailing List**

Please click the Add Button to add a new record:

Mailing List Del

First Name: LastName: Position:

Company Name: Address: City:

Province: Country: Postal Code:

Email: Phone #: Fax #:

Toll Free #: Contract Key: ID:

☐ Communication Review ☐ GEM Communication ☐ Customer Choice Regulatory

 Save  Add  Export 1 more row(s)

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1. Click on the “Add” button to enter your contact information.

-
2. Fill in each text box.
 3. Check off the mailing list group(s) you want to be included in.
 4. Click on the “Save” button.
- The “Export” button is used to export the contact information to Excel format for the Customer Choice Program Analysts to transfer to MS Outlook.