



**CONSUMER  
PROTECTION BC**

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## **DIRECT SALES PROHIBITION AND COMPLIANCE ORDER**

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**IN THE MATTER OF**

***THE BUSINESS PRACTICES & CONSUMER PROTECTION ACT, S.B.C. 2004 c. 2***

**Respondent:** Efficiency Solutions Comfort Services Inc.

**Case Number:** 31747

**Adjudicator:** Shahid Noorani, Delegate of the Director

**Date of Order:** July 25, 2024

The Respondent has been found to have contravened section 19(j) of the *Business Practices and Consumer Protection Act* (“BPCPA”) when it failed to disclose the total price of the contract on five direct sales contracts dated as follows: July 26/27, 2021 with Pang-Heung Cheung; September 28/29, 2021 with Amande Villanueva; February 26, 2022 with Michael Webster; February 28/March 1, 2022 with Tina Smith; Leanne Boetter dated March 23/24, 2023.

### **Prohibition Order**

Pursuant to section 156 of the BPCPA, the Respondent is prohibited from entering into direct sales contracts with consumers or soliciting consumers to enter into direct sales contracts, for two months, from the from 12:01 am on September 1, 2024 to 11:59 pm on October 31, 2024.

### **Compliance Order**

Pursuant to section 155 of the BPCPA, the Respondent is ordered to do the following:

1. forthwith comply with s.19(j) of the BPCPA to clearly state in its direct sales contracts the total price of each contract over the term, expressed as a dollar value; and
2. reimburse Consumer Protection BC partial costs of its inspection in the amount of \$500.00. This reimbursement must be made no later than August 30, 2024.

### **JUDICIAL REVIEW**

A Respondent to a reconsideration decision and determination may seek a judicial review by bringing a petition in the British Columbia Supreme Court under the Judicial Review Procedures Act.

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**SUMMARY**

The Respondent is required to comply with this Order made under the *BPCPA*, and, at the request of this office, provide proof of compliance with the Order. If the Respondent does not comply with this Order, the Director may impose an administrative penalty of not more than \$5,000.00 on an individual and/or not more than \$50,000.00 on a corporation.

This Order may be filed in Supreme Court. Once filed, the Order is deemed to be an Order of the Supreme Court of British Columbia and enforceable as such.



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**Shahid Noorani**  
**Delegate of the Director**

July 25, 2024

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Date