

Wrong Company



Ed Lowe

To melinda=40mbc.bbb.org@pi8ip6be6-58xs6iui.r-v5.readnotify.com

Cc david.brick=40shaw.ca@pi8ip6be6-58xs6iui.r-v5.readnotify.com; springlilys=40hotmail.ca@pi8ip6be6-58xs6iui.r-v5.readnotify.com

Reply Reply All Forward

Wed 12/2/2020 3:47 PM

Malinda,

Yet again the Better Blundering Bureau has messed up by incorrectly attaching a customer complaint or negative review to PGHS, when in fact the complaint is related to a different company. This issue of failing to correctly identify the offending company and thereby harpooning ProGas and Heating Services with false complaints has been ongoing, numerous and makes a mockery of your "verified" status. How was this complaint verified? I would really like to know! This further supports my opinion that your organization is untrustworthy, incorrect and for years now – needs to do a better job, since you make it your business to reporting on other companies that are equally deficient. This is yet again, another example, among many that justifies this companies **withdrawal from the BBB accreditation program**.

Please note we are upgrading our server email system. The following emailing are currently unavailable:

ed@pghs.ca

support@pghs.ca

The Below complaint is for "ProGas" - North Shore not ProGas and Heating Services- Vancouver, Calgary, Edmonton or Winnipeg.

<https://www.bbb.org/mbc/login/page/6850/>

The complaint reads:

"ProGas. NO GAS! Back on February 26, 2020 I called Pro Gas to service my non-working boiler and they replaced the control board and damper motor for \$1,800 which seemed very high to me. We had a great spring and summer so our boiler was not in use for 6 months. With the onset of the colder weather we started using the boiler in October and it started making strange noises and stopped heating our house again. I took a video of the boiler making the noise and sent it to ProGas along with a request to call me. The next day I did not receive a call back so I called them and asked if they received my email and could someone come and look at our boiler. I told them it seemed like the same issue as before so they said they would send the owner Kam out between 3 - 5pm that day as he serviced it back in February. At 4 o'clock Kam did not show or call so I called the office and spoke with Rhonda in Dispatch. I asked her if Kam had seen the video I sent and she told me she could not do that over the dispatch. I asked her to email it to him and she said yes but he is way too busy to check his email and that I was lucky to have them book me in at all as they are booking out as far as January. As a repeat customer her tone and lack of urgency for my situation really frustrated me and I was disappointed to learn that she had not sent the video to Kam prior to my call so he could have some understanding on what was going on and perhaps have the proper parts on hand to fix it. I asked if he was still coming and she said yes and would dispatch him to call me to confirm. Well at 6:00pm he calls me to say that he cannot make it and could I try a few troubleshooting things over the phone with him. Through his trouble shooting he concluded that it was not the control board but all 6 of my control valves that needed to be replaced as they were not enabling the hot water to flow to the zones. He told me that dispatch would contact me the next day to set up an appointment. Well needless to say Rhonda in dispatch never called me back to book an appointment so I had to retain the services of another company ***** I called ProGas back and spoke with Rhonda and explained the situation and asked if they would like to stand behind their policy of "committed to complete customer satisfaction" to make the situation right and she said she would speak to Kam about this and someone would get back to me. Once again nobody called me back to discuss so I guess they really don't care about their customers. Please be aware of this company and how they treat their customers as I would not want anyone to experience the lack of professionalism and service that I experienced with ProGas and would not recommend this company to anyone.

Review By: David Brick (david.brick@shaw.ca) - Zip Code: V7k1t2Submitted: 12/01/2020"

For further Clarification:

- We are ProGas and Heating services not "ProGas" North Shore
- There is no "Kam" working here
- There is no "Rhonda" working here
- We have never Serviced this customer nor have we done the repairs.

Unlike ProGas – North Shore, This Company provides 5 years parts/labor on all our repairs which surly would have mitigated the issue of service months later, which this customer is relying upon and the resulting tardiness displayed by the other company ProGas – North Shore.

Kindly correct the BBB's latest failure.

Ed Lowe

ProGas and Heating Service

PGHS