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May 11, 2019

***Via Email & Mail***

Better Business Bureau of Mainland B.C.  
788 Beatty Street, Suite #404  
Vancouver, B.C. V6B 2M1

**Attention:**

Dear Sirs/Mesdames:

**Re: Pro Gas & Heating Services  
Your Case No. 1296896**

We are the solicitors for Pro Gas & Heating Services ("PGHS") and its principal Mr. Ed Lowe, and we write in response to the Better Business Bureau of Mainland B.C. ("BBB") Complaint Case # 1296896 (the "Complaint").

Our client is furious with the BBB current system and the decision by the BBB to reduce their company A+ rating to a C+ rating and then to "NR" without notice or due process. The BBB failed to confirm whether or not our client received notice of the Complaint. Nor did the BBB have confirmation that the method of notification was acceptable to our client. The BBB failed to follow up with our client when no response to the Complaint was submitted. We suggest the BBB reconsider their current complaint review practices to ensure the above does not occur again.

We understand there is a second Complaint Case, #1296242, with similar notice issues to our client. Our client has now received the second complaint via email, but only after clearing up the BBB's communication failure with the Complaint. This is further evidence that the BBB should reconsider their notification and complaint review practices. We ask that you notify the writer how the BBB will insure this does not happen again at the expense of our client's rating.

To date, our client has acted in accordance with the BBB Accreditation Standards and has been honest, transparent, and responsive in all dealings with the BBB. Our client has also responded to all complaints in a timely manner. As such, your decision to reduce our client's rating is unreasonable and without merit. Our client is concerned that your actions will now have the consequence of damaging their reputation and resulting in a loss of clientele and profits.

We understand that our client has issued their responses to both complaints against them and the final outcome is pending the consumers' responses. Until a final decision is rendered, we demand that you return our client's company rating to A+.

Finally, our client has submitted an application to become an accredited BBB member. The BBB has suspiciously neglected to respond to our client's application for the last four months. We demand our client's application be reviewed immediately, so that our client may be granted their BBB accreditation as they deserve.

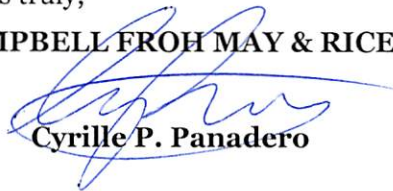
This is not the first time our client has had to have counsel contact the BBB about the unfair treatment they have experienced. We hope that this correspondence puts the BBB on notice that we will be monitoring the BBB's treatment of our client going forward. In the future, should our client continue to experience treatment that we deem unfair, we will be pursuing any legal remedy available to our client.

We trust you will understand our clients' position in the matter.

Yours truly,

**CAMPBELL FROH MAY & RICE LLP**

Per:



**Cyrille P. Panadero**