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**DIRECTOR'S ORDER UNDER SECTION 157**  
**OF THE *CONSUMER PROTECTION ACT* (formerly the *Fair Trading Act*)**  
**TO**  
**PRAIRIE HOME SERVICES INC.**  
**AND TO**  
**ANY EMPLOYEE, REPRESENTATIVE, OR AGENT OF PRAIRIE HOME SERVICES**  
**INC.**

This Director's Order was issued under s. 157(1) of the *Fair Trading Act* in response to, in the opinion of the Director, contraventions of the Act. As mandated by s. 157.1(1) of the *Fair Trading Act*, this Director's Order is part of the public record.

Albertans who have questions or concerns about this business are encouraged to contact the Service Alberta Consumer Contact Centre at 1-877-427-4088.

For more information on the *Fair Trading Act*, business licensing in Alberta or to search for a licensed business, please click here:

[Search for a Licensed Business, Charity or Fundraiser](#)

To view a tipsheet on this business licence category, please click here:

[Tipsheets](#)

**DIRECTOR'S ORDER UNDER SECTION 157 OF THE CONSUMER  
PROTECTION ACT**

**TO**

**PRAIRIE HOME SERVICES INC.**

**AND TO**

**ANY EMPLOYEE, REPRESENTATIVE, OR AGENT OF PRAIRIE HOME  
SERVICES INC.**

**Issues**

Prairie Home Services Inc. operated a door-to-door HVAC sales business where sales representatives attend the homes of consumers in an effort to have the consumer enter into long term rental agreements for HVAC equipment. Their Direct Selling Business Licence was suspended on April 20, 2017 as their surety bond was cancelled.

The Consumer Investigations Unit received numerous complaints from Alberta residents who reported that representatives of Prairie Home Services Inc. attended their homes while unlicensed as a Direct Selling Business contrary to section 104(1) of the *Consumer Protection Act* (formerly the *Fair Trading Act*).

Prairie Home Services Inc. provided a written sales contract that did not comply with s. 35 of the *Consumer Protection Act* (formerly the *Fair Trading Act*).

Prairie Home Services Inc. provided a written sales contract which included terms or conditions that were harsh, oppressive and/or excessively one-sided contrary to section 6(3)(c) of the *Consumer Protection Act* (formerly the *Fair Trading Act*).

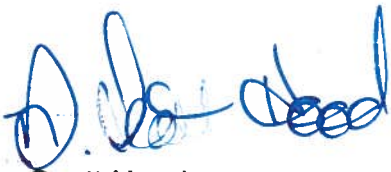
Prairie Home Services Inc. provided a written sales contract which when the amount of any installment to be paid in respect of goods or services is given in any representation by a supplier, gave less prominence to the total price of the goods and services than to the amount of the installment contrary to section 6(4)(t)(ii) of the *Consumer Protection Act* (formerly the *Fair Trading Act*).

**ORDER**

- Prairie Home Services Inc. must immediately:
  - Refrain from engaging in the activities of a "Direct Selling Business" by soliciting, negotiating or concluding in person, at any place other than the seller's place of business, a direct sales contract until licensing has been obtained;
  - ensure that all direct sales contracts are in writing and include the terms required by the *Consumer Protection Act* and provide a copy of the signed contract to the consumer;
  - cease from engaging in unfair practices including, but not limited to, using a written sales contract which includes terms or conditions that were harsh, oppressive and/or excessively one-sided;
  - cease from engaging in unfair practices including, but not limited to, using written sales contracts which when the amount of any installmentment to be paid in respect of goods or services is given in any representation by a supplier, gave less prominence to the total price of the goods and services than to the amount of the installmentment.

**NON COMPLIANCE WITH ORDER**

- **ANY PERSON WHO FAILS TO COMPLY WITH AN ORDER OF THE DIRECTOR UNDER SECTION 157 OF THE *CONSUMER PROTECTION ACT* CONTRAVENES THIS ACT AND IS GUILTY OF AN OFFENCE AND MAY BE PROSECUTED PURSUANT TO SECTION 163 OF THE *CONSUMER PROTECTION ACT*.**



Scott Hood  
Director of Fair Trading (as delegated)  
June 13, 2018