
DIRECTOR'S ORDER UNDER SECTION 157

OF THE *FAIR TRADING ACT*

TO

RAPID HOME SOLUTIONS INC.

AND TO

JENEEVAN MYLVAGANAM

**AND TO ANY EMPLOYEE, REPRESENTATIVE, OR AGENT OF
RAPID HOME SOLUTIONS INC., OR
JENEEVAN MYLVAGANAM**

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](#)

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Issues

Jeneevan Mylvaganam, operating as Rapid Home Solutions Inc., operates an HVAC sales business where calls are made to consumers to secure an appointment for a representative of the business to attend to the home in order to conduct "carbon emissions assessments." Upon arrival of the representative, an attempt is made to sell HVAC equipment/maintenance packages to the home owner.

In August of 2017, the Consumer Investigations Unit of Service Alberta received a complaint from an Alberta resident who reported that they were contacted by this business seeking to book an appointment for a home visit in order that they could conduct a "carbon emissions assessment." The home owner was also told that because the business is registered with Energy Efficiency Alberta, that they would also help them determine whether they qualify for Government rebates. According to the home owner, based on the information that was provided regarding the business's relationship with Energy Efficiency Alberta, they agreed to the home visit.

When the representative of the business arrived at the residence, he did speak with the residents about rebates, however, he also proceeded to try to sell them a furnace and maintenance package, which was the primary reason for the visit. It should be noted that the consumers refused to enter into an agreement with this supplier and there was no loss in this incident.

LEGISLATION

The following sections are excerpts from the *Fair Trading Act*.

Unfair Practices:

6(4) Without limiting subsections (2) and (3), the following are unfair practices if they are directed at one or more potential consumers:

(a) a supplier's doing or saying anything that might reasonably deceive or mislead a consumer

ORDER

- Rapid Home Solutions Inc. must immediately:
 - cease from doing or saying anything that might reasonably deceive or mislead a consumer.
- Jeneevan Mylvaganam either in his own capacity or when acting on behalf of a corporation which he represents, or in which he has an interest, must immediately:
 - cease from doing or saying anything that might reasonably deceive or mislead a consumer.
- Any employee, representative, agent or associate of Jeneevan Mylvaganam or Rapid Home Solutions Inc. must immediately:
 - cease from doing or saying anything that might reasonably deceive or mislead a consumer.

NON COMPLIANCE WITH ORDER

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



Trevor Bergen
Director of Fair Trading
Dated December 1, 2017