
DIRECTOR'S ORDER UNDER SECTION 157
OF THE *CONSUMER PROTECTION ACT* (formerly the *Fair Trading Act*)
TO
TIMOTHY DEAN FRIESEN
OPERATING AS ACCREDITED DRYER VENT CLEANING
AND TO ANY EMPLOYEE, REPRESENTATIVE, OR AGENT OF ACCREDITED
DRYER VENT CLEANING, OR TIMOTHY DEAN FRIESEN

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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TO

TIMOTHY DEAN FRIESEN

OPERATING AS ACCREDITED DRYER VENT CLEANING

**AND TO ANY EMPLOYEE, REPRESENTATIVE, OR AGENT OF ACCREDITED
DRYER VENT CLEANING, OR TIMOTHY DEAN FRIESEN**

BACKGROUND AND ISSUES

File 34804

On July 16, 2017, two men came to Alberta consumer's residence offering dryer vent cleaning, also stating that the president of the condo board had approved his services. The consumers verbally agreed to the service and allowed Timothy Friesen into her residence to clean her vents, and replace her washing machine/dryer hose. Once the job was done the consumer received an invoice for \$165.90 and paid by cheque.

The consumer stated that the hose to the dryer was not connected so she contacted Accredited Dry Vent Cleaning to submit a complaint. The consumer stated that the email address and the Calgary phone number listed on the invoice did not work, so she put a stop payment on the cheque.

On July 17, 2017, a man who worked for Accredited Dry Vent Service came to the consumer's residence to connect the hose, but advised that it was an additional \$75. The consumer did not agree to the extra charge and advised that she had put a stop payment on the cheque, and would not release the funds until the job was completed.

File 34760

On August 29, 2017, Timothy Friesen came to consumer's residence to solicit a dryer vent cleaning service. The consumer declined the service. Mr. Friesen then continued to the other owners in the condo building alleging that the consumer approved him and his business. However, when the other owners started to question Mr. Friesen about his services he allegedly became agitated and aggressive.

This activity constitutes a “direct selling business” requiring a person or business to be licensed under Section 104(1) of the *Consumer Protection Act*. A “direct selling business” means the activities of soliciting, negotiating or concluding in person, at any place other than the seller’s place of business, sales contracts, including direct sales contracts to which Part 3 of the *Fair Trading Act* applies, for the provision of goods or services, where the buyer is a consumer.

There is a very high potential that this company or individuals will enter into direct sales contracts in Alberta in the future without possessing the required license, in violation of the *Consumer Protection Act*.

ORDER

- Timothy Dean Friesen operating as Accredited Dryer Vent Cleaning must immediately:
 - Cease from engaging in the activities of a Direct Selling Business in Alberta until the licensing requirements have been met; and
- Any employees, representatives, agents or associates of Accredited Dryer Vent Cleaning must immediately:
 - Cease from engaging in the activities of a Direct Selling Business in Alberta until the licensing requirements have been met; and

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
June 12, 2018