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BRITISH COLUMBIA
UTILITIES COMMISSION

ORDER
NUMBER G-103-99

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IN THE MATTER OF
the Utilities Commission Act, R.S.B.C. 1996, Chapter 473

and

An Application by British Columbia Hydro and Power Authority
for Approval to Discontinue Quarterly Complaint Reporting

BEFORE: P. Ostergaard, Chair)
L.R. Barr, Deputy Chair) September 30, 1999
B.L. Clemenhagen, Commissioner)

O R D E R

WHEREAS:

- A. The Commission, in its May 9, 1986 Decision into British Columbia Hydro and Power Authority's ("B.C. Hydro") Revenue Requirements, required the Utility to provide the Commission with a statistical report on the number and category of customer complaints by district commencing on June 30, 1986 and continuing thereafter on a quarterly basis; and
- B. On August 13, 1999, B.C. Hydro requested that the Commission reconsider its requirement to file quarterly reports on customer complaints, citing that the quality of service that has been provided to customers meets a consistent, acceptable standard of service; and
- C. The Commission has reviewed the request and finds that the quarterly report on customer complaints is no longer required.

NOW THEREFORE the Commission approves for B.C. Hydro the discontinuation of the Quarterly Report on Customer Complaints.

DATED at the City of Vancouver, in the Province of British Columbia, this 6th day of October 1999.

BY ORDER

Original signed by:

Peter Ostergaard
Chair