



**LETTER NO. L-30-00**

ROBERT J. PELLATT  
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**VIA FACSIMILE**

July 6, 2000

Mr. David M. Masuhara  
Vice President  
Legal, Regulatory & Logistics  
BC Gas Utility Ltd.  
24th Floor, 1111 West Georgia Street  
Vancouver, B.C. V6E 4M4

Dear Mr. Masuhara:

Re: BC Gas Utility Ltd.  
Complaint – Final Bill – Estimated Meter Reading

The Commission has reviewed the practices of other regulated energy utilities in the Province regarding the data used to generate a final bill for customers. Some utilities use actual meter readings to generate a final bill, when such data is available. Others, including BC Gas, estimate final meter readings.

The Commission notes that Mr. Meindersma provided BC Gas with advance notice that he was moving and also submitted an actual meter reading taken on March 31, 2000. The Commission has determined that Mr. Meindersma's March 31<sup>st</sup> bill should be based on the actual meter reading provided and that the value of the difference in consumption be refunded to the customer. Therefore, the Commission directs BC Gas to recalculate this customer's final billing based on the March 31<sup>st</sup> meter reading.

Yours truly,

*Original signed by:*

Robert J. Pellatt

RJP/cms  
Enclosures  
cc: Mr. J. Meindersma  
Box 1242  
Enderby, B.C. V0E 1V0