



LETTER NO. L-9-01

ROBERT J. PELLATT
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VIA FACSIMILE

February 26, 2001

Mr. Robert H. Hobbs
Director, Regulatory and Government Affairs
West Kootenay Power Ltd.
P.O. Box 130
Trail, B.C. V1R 4N7

Dear Mr. Hobbs:

Re: West Kootenay Power Ltd.
Customer Complaint – Ms. S. Traas

The Commission has reviewed the complaint of Ms. Traas and determines that WKP has incorrectly applied Tariff Sections 3.3 and 7.2. Ms. Traas' application for a 200 amp service should not be interpreted as an increase in customer load, which would trigger additional costs of system reinforcement under Tariffs Sections 3.3 and 7.2. Instead, Tariff Section 4.3 allows all residential customers to receive up to 200 amp service with no special contracts required (except where extensions to the system are necessary). Furthermore, the Commission finds that WKP's policy as outlined in Sections 2(e)(ii) and 2(f)13 and 14 are discriminatory in that they require different treatment for new and old customers without approval by the Commission.

The Commission, therefore, directs WKP to correct Ms. Traas' billing to only recover appropriate costs of connection. The Commission also directs WKP to review its files to determine if other customers have been incorrectly billed since this policy change and, if so, provide the appropriate credits to those customers.

Please report the results of this review to the Commission by March 30, 2001.

Yours truly,

Original signed by:

Robert J. Pellatt

RWR/mmc
cc: Ms. Sandy Traas
Box 1527
Oliver, B.C. V0H 1R0