



LETTER No. L-8-03

ROBERT J. PELLATT
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Log No. 2415, 2434

February 20, 2003

Mr. Bill McCallion
27340 116th Avenue
Maple Ridge, BC V2W 1N1

Dear Mr. McCallion:

**Re: British Columbia Hydro and Power Authority
Customer Complaint – Availability of Electric Plus Rate**

Thank you for your February 11, 2003 letter in which you disagree with B.C. Hydro's interpretation of the availability of Rate Schedule 1105 – Residential Dual Fuel Interruptible Service ("Electric Plus"). As indicated by B.C. Hydro in their February 6, 2003 letter, supply must be continuous for service under the Electric Plus Rate Schedule. This is clearly identified in the availability section of the Electric Tariff (copy attached).

Your service was terminated due to the fact that fire destroyed your home. Although this circumstance is most unfortunate, the Commission is also aware that the electricity supply situation no longer supports the provision of Electric Plus service to new or rebuilt homes, or for that matter, any dwelling not already served under Electric Plus. That is why the availability of Rate Schedule 1105 was "closed" in 1990.

Therefore, the Commission accepts B.C. Hydro's tariff interpretation that service can no longer be available to your home in Maple Ridge under the Electric Plus Rate Schedule.

Yours truly,

Original signed by:

Robert J. Pellatt

RJP/cms
Enclosure

cc: Mr. Ray Aldegue, Senior Vice President
Corporate Resources & General Counsel
British Columbia Hydro & Power Authority
Ms. Andrea Oldroyd, Credit and Collections Manager
British Columbia Hydro & Power Authority