

SIXTH FLOOR, 900 HOWE STREET, BOX 250  
VANCOUVER, B.C. V6Z 2N3 CANADA  
web site: <http://www.bcuc.com>



**BRITISH COLUMBIA  
UTILITIES COMMISSION**

**ORDER  
NUMBER** G-23-04

TELEPHONE: (604) 660-4700  
BC TOLL FREE: 1-800-663-1385  
FACSIMILE: (604) 660-1102

**IN THE MATTER OF**

the Insurance Corporation Amendment Act, 2003, SBC 2003, Chapter 35  
and  
the Insurance Corporation Act, RSBC 1996, Chapter 228  
and  
the Utilities Commission Act, RSBC 1996, Chapter 473  
and

Filings by the Insurance Corporation of British Columbia  
Relating to Performance Measures and Basic Insurance Information Sharing

**BEFORE:** L.F. Kelsey, Commissioner )  
and Panel Chair )  
P. Vivian, Commissioner ) March 3, 2004  
N.F. Nicholls, Commissioner )

**O R D E R**

**WHEREAS:**

- A. On February 27, 2004, the Insurance Corporation of British Columbia ("ICBC") submitted filings (the "Submission") relating to ICBC Performance Measures ("ICBC PM") and ICBC Basic Insurance Information Sharing ("ICBC BIIS"). The Submission is in response to directions issued by the British Columbia Utilities Commission ("BCUC, Commission") in its Decision dated November 12, 2003 and Letter No. L-2-04 wherein the Commission Panel accepted ICBC's proposal (with certain variations) regarding regulatory filings in 2004; and
- B. The filing relating to ICBC PM proposes that the Commission use the performance measures outlined to assess ICBC in fulfilling its mandate in the provision of Basic automobile insurance. The filing relating to ICBC BIIS proposes to share with competitors aggregated exhibits on Basic automobile insurance similar to those published in industry standard Green Books and combined third-party liability information from both Basic and Optional insurance; and
- C. Following a meeting of active Intervenor, ICBC and Commission staff on December 11, 2003, the Commission Panel issued Letter No. L-2-04 wherein it accepted the proposal, which received general support from all parties, that the Submission be reviewed through a Negotiated Settlement Process ("NSP"). This process will include a First Meeting with Intervenor, ICBC and Commission staff in April 2004 and a series of Discussion/Resolution Sessions thereafter. Following this process, if a settlement of the issues cannot be achieved, the Commission will initiate a more formal hearing process to resolve any outstanding issues.

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**NOW THEREFORE** the Commission orders as follows:

1. The Submission will be examined in accordance with the Regulatory Agenda and Timetable, attached as Appendix A. The Commission will host a Regulatory Procedures Workshop, which will be led by Commission staff, on Monday, March 22, 2004 in the Commission Hearing Room, Sixth Floor, 900 Howe Street, Vancouver, B.C. Immediately following this Workshop, the Commission will convene a Preliminary Discussion Session at the same location, to enable participants to have preliminary discussions with respect to the Submission.

The Commission will also convene a First Meeting on Thursday, April 8, 2004 in the Commission Hearing Room, Sixth Floor, 900 Howe Street, Vancouver, B.C. ICBC will present an overview of its Submission to Intervenors and Commission staff.

2. ICBC will publish, by Friday, March 12, 2004 or as soon as possible thereafter, in display-ad format, the Notice of Regulatory Procedures Workshop and Preliminary Discussion Session, First Meeting, and Negotiated Settlement Process, attached as Appendix B, in such appropriate local news publications as may properly provide adequate notice to the public in its service areas.
3. The Submission and supporting material will be made available for inspection at major ICBC locations including, Campbell River, Cranbrook, Fort St. John, Kelowna, Nanaimo, Nelson, Prince George, Terrace, Victoria, Burnaby, Surrey, the Head Office of ICBC at 151 West Esplanade, North Vancouver, B.C., on ICBC's website, and at the Commission Offices, Sixth Floor, 900 Howe Street, Vancouver B.C. V6Z 2N3.
4. Intervenors and Interested Parties should register with the Commission, in writing, by Friday, March 19, 2004.
5. Intervenors intending to apply for participant assistance must submit a budget estimate by Wednesday, March 24, 2004 consistent with the Commission's Participant Assistance/Cost Award Guidelines and Order No. G-15-04. Copies are available upon request or can be downloaded from the Commission's web site at <http://www.bcuc.com/bcuc/paca.html>.

**DATED** at the City of Vancouver, in the Province of British Columbia, this 4<sup>th</sup> day of March 2004.

**BY ORDER**

*Original signed by:*

Len F. Kelsey  
Commissioner and Panel Chair

Attachments

**INSURANCE CORPORATION OF BRITISH COLUMBIA**  
Filings by the Insurance Corporation of British Columbia  
Relating to Performance Measures and Basic Insurance Information Sharing

**REGULATORY AGENDA AND  
TIMETABLE**

<b>ACTION</b>	<b>DATE 2004</b>
Deadline for registration of Intervenor and Interested Parties	Friday, March 19
BCUC Regulatory Procedures Workshop and Preliminary Discussion Session re: Submission	Monday, March 22
BCUC Information Request exchanges with ICBC	Period of March 1 to April 5
Budget Estimates for Participant Assistance submitted to BCUC	Wednesday, March 24
Intervenor Information Requests issued to ICBC	Up to Thursday, March 25
ICBC responds to Intervenor Information Requests	Monday, April 5
First Meeting: ICBC Overview of Submission to Intervenor and BCUC staff and Discussion	Thursday, April 8
Discussion/ Resolution Sessions with all participants	Period of April 21 to 23
The process and timeline post April 23rd to be determined based on the results of the Discussion/ Resolution Sessions.	

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**NOTICE OF REGULATORY PROCEDURES WORKSHOP and  
PRELIMINARY DISCUSSION SESSION**

**NOTICE OF FIRST MEETING and  
NEGOTIATED SETTLEMENT PROCESS**

**INSURANCE CORPORATION OF BRITISH COLUMBIA**

Filings Relating to Performance Measures and Basic Insurance Information Sharing

**Date of Regulatory Procedures Workshop and  
Preliminary Discussion Session:**

**Time:**

**Location:**

Monday, March 22, 2004

9:00 a.m.

British Columbia Utilities Commission  
Hearing Room, Sixth Floor  
900 Howe Street, Vancouver, B.C., Canada

**Date of First Meeting:**

**Time:**

**Location:**

Thursday, April 8, 2004

9:00 a.m.

British Columbia Utilities Commission  
Hearing Room, Sixth Floor  
900 Howe Street, Vancouver, B.C., Canada

**THE FILINGS**

On February 27, 2004, the Insurance Corporation of British Columbia ("ICBC") submitted filings relating to ICBC Performance Measures and ICBC Basic Insurance Information Sharing. The filings are in response to directions issued by the British Columbia Utilities Commission ("Commission") in its Decision dated November 12, 2003 and Letter No. L-2-04 wherein the Commission Panel accepted ICBC's proposal (with certain variations) pertaining to regulatory filings in 2004.

**THE REGULATORY PROCESS**

The Commission wishes to ensure that all affected parties have an opportunity to understand the basis for the filings. The Commission will review the filings using a Negotiated Settlement Process according to the following Regulatory Agenda and Timetable:

- The Commission will host a Regulatory Procedures Workshop, led by Commission staff, at 9:00 a.m. Monday, March 22, 2004 in the Commission Hearing Room, Sixth Floor, 900 Howe Street, Vancouver, B.C. Immediately following this Workshop, the Commission will convene a Preliminary Discussion Session, at the same location, to enable participants to have preliminary discussions with respect to the filings.
- Intervenor Information Requests issued to ICBC up to Thursday, March 25, 2004
- ICBC responds to Intervenor Information requests by Monday, April 5, 2004
- The Commission will convene a First Meeting at 9:00 a.m., Thursday, April 8, 2004 in the Commission Hearing Room, Sixth Floor, 900 Howe Street, Vancouver, B.C. ICBC will present an overview of its filings to Intervenor and Commission staff.
- Discussion/Resolution Sessions with all participants will be held during the period from April 21 to 23, 2004, commencing at 9:00 AM each day in the Commission Hearing Room, Sixth Floor, 900 Howe Street, Vancouver, B.C.
- The process and timeline post April 23, 2004 will be determined based on the results of the Discussion/Resolution Sessions.

## **PUBLIC INSPECTION OF THE FILINGS**

The filings and supporting material will be made available for inspection at the following ICBC field locations:

- Campbell River Claim Services, 820 - 12<sup>th</sup> Avenue, Campbell River, B.C.
- Cranbrook Claim Centre, 126 Briar Avenue, N.W., Cranbrook, B.C.
- Fort St. John Claim Centre, 10507 - 100 Street, Fort St. John, B.C.
- Kelowna Claim Centre, 1720 Springfield Road, Kelowna, B.C.
- Nanaimo Claim Centre, 6460 Applecross Road, Nanaimo, B.C.
- Nelson Claim Centre, 114 McDonald Drive, Nelson, B.C.
- Prince George Claim Centre, 4001 - 15<sup>th</sup> Avenue, Prince George, B.C.
- Terrace Claim Centre, 4612 Keith Avenue, Terrace, B.C.
- ICBC/Victoria Operations, 910 Government Street, Victoria, B.C.
- Greater Vancouver Regional Office, 501 - 4180 Lougheed Hwy, Burnaby, B.C.
- Fraser Valley Regional Office, 207 - 7565-132<sup>nd</sup> Street, Surrey, B.C.

They will also be available at the ICBC Head Office at 151 West Esplanade, North Vancouver, B.C., on the ICBC website at <http://www.icbc.com>, and at the Commission Offices, Sixth Floor, 900 Howe Street, Vancouver B.C. V6Z 2N3.

## **REGISTERING TO PARTICIPATE**

Persons who expect to attend the Regulatory Procedures Workshop and Preliminary Discussion Session, the First Meeting and actively participate in the Negotiated Settlement Process should register as Intervenor with the Commission. Intervenor will receive copies of the filings, all correspondence and filed documents.

Persons with an interest in the proceedings but who are not expecting to actively participate should register as Interested Parties and will receive a copy of the Executive Summaries of the filings, all Orders issued, and the Commission's Decision.

Intervenors and Interested Parties should inform the Commission Secretary, in writing, by Friday, March 19, 2004 of their intentions. Notification by courier delivery, fax or e-mail is acceptable.

#### **FURTHER INFORMATION**

A copy of the document "A Participants' Guide to the British Columbia Utilities Commission" is available on the Commission's website at <http://www.bcuc.com>.

For further information, please contact Mr. Robert J. Pellatt, Commission Secretary, or Mr. Werner J. Krampl, Senior Financial Analyst as follows:

Telephone: (604) 660-4700  
Facsimile (604) 660-1102

E-Mail: [Commission.Secretary@bcuc.com](mailto:Commission.Secretary@bcuc.com)  
Telephone: (B.C. Toll Free) 1-800-663-1385