



LETTER NO. L-12-04

ROBERT J. PELLATT
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February 23, 2004

Mr. Richard Stout
Chief Regulatory Officer
British Columbia Hydro and Power Authority
17th Floor, 333 Dunsmuir Street
Vancouver, B.C. V6B 5R3

Dear Mr. Stout:

Re: British Columbia Hydro and Power Authority
Billing Changes Effective December 29, 2003

We have examined a bill from BC Hydro that advises that the Utility has commenced billings that do not appear to be in accordance with the filed Electric Tariff, Terms and Conditions of Service, Definitions and Rates. On a recent bill issued February 4, 2004, BC Hydro advised that the Basic Charge and the Regional Transit Levy would be calculated based on the total number of days in the billing period.

We have also examined the Electric Tariff and can find no authority that would permit BC Hydro to use a daily rate in calculating the Basic Charge for current or existing customers. The Commission is very concerned that BC Hydro may be allowing its service provider to make changes to billing practices that are not in conformance with BC Hydro's filed Electric Tariff. The Basic Charge is at the rate of \$6.92 per period of two months. A one month billing would be for one-half of that charge or \$3.46. In the Definitions Section, Page A-8-1, the period of account activity is clearly spelled out as a Month (27 to 33 consecutive days), Two Months (54 to 66 consecutive days), Three Months (85 to 97 consecutive days), and Four Months (116 to 128 consecutive days). The Commission believes that the daily rate for billing the Basic Charge is not in accordance with the Electric Tariff. However, the Commission accepts that for new accounts, or for accounts that have been "finalized" that pro-rating the bills issued to those affected customers is allowed because the billings would likely be for periods outside of the standard definition. We enclose a copy of a recent billing from BC Hydro and copies of the approved Electric Tariff Pages for BC Hydro's information.

Please advise the Commission by March 17, 2004 of the remedial measures that BC Hydro proposes to take in order to bring customer bills back into line with the filed Electric Tariff. If the change that has been made to billing is an improvement to the Electric Tariff, BC Hydro may wish to apply for the appropriate tariff changes, with supporting information to demonstrate the efficiency and fairness of the changes.

Yours truly,

Original signed by:

Robert J. Pellatt

RJP/yl
Enclosures

BC Hydro

Prepared For

Billing Date

Account Number

Feb 04, 2004

Pre-authorized Payment Date

Pre-authorized Payment Amount

Feb 15, 2004

\$45.00

Invoice Number:
100000049311

Meter Reading Information

Customer Service

Electric:
Meter # 2287856
Jan 07 98290
Feb 04 98930
29 days 640

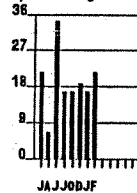
Phone: (604) 224-9376 Power Out? 1-888-769-3766

Mail to: BC Hydro, PO Box 9501 Stn Terminal, Vancouver BC, V6B 4N1

Next meter
reading on or
about Mar 04

Previous Bill

kWh Daily Average Usage
per Billing Period



Daily Average Comparison
Jan 2003 22 kWh
Feb 2004 22 kWh

Questions about
saving energy? Call
(604) 431-9463 or visit
our web site at
www.bchydro.com
Other questions? Call
the numbers displayed
in the Customer
Service area of this
bill.

BC Hydro

Your bill shows an estimate.

Thank you for your payment Jan 16, 2004
Pre-authorized payment discount Jan 16, 2004

45.00
44.66CR
0.34CR

Balance from previous bill

\$0.00

Electric Charges

Jan 07 to Feb 04 (Residential rate 1101)

Basic charge: 29 days @ \$0.11370 /day 3.30*
Usage charge: 640 kWh @ \$0.05770 /kWh 36.93*

Regional transit levy: 29 days @ \$0.06240 /day 1.81*
* GST 2.94

\$44.98

Effective December 29, 2003, your Basic Charge
and Regional Transit Levy are calculated at a
daily rate and are based on the total number of
days in the billing period. The amount you pay
over a 12-month period remains unchanged.

Taxes

The following is a summary of taxes billed to your account:
GST at 7 % on 42.04 2.94

Pay
As You Go
Billing

Installment 45.00

\$45.00

Status to date:
Cost of energy \$174.24
Monthly installments \$220.00

Anniversary date September 2004

Page 1 of 2

BC Hydro

Billing Date

Account Number

Feb 04, 2004

Pre-authorized Payment Date

Please Pay

Feb 15, 2004

NIL

Amount Paid



15

41 00 015713619 602 000000000 000000000

1:06390 9001:

96

Establishing An Account.

Customers may be required to provide personal information and identification acceptable to BC Hydro for the purpose of establishing an account to supply electricity to the premises. BC Hydro serves customers in accordance with the Electric Tariff regulated by the British Columbia Utilities Commission, and in compliance with the BC Hydro and Power Authority Act. For further information, please call the number displayed in the Customer Service area on the front of this bill.

Easy Payment Option.

Choose the Pre-authorized Payment Plan and you will enjoy the most convenient, easy and dependable way to pay your bill. For further information, please call the number displayed in the Customer Service area on the front of this bill.

AccountOnline.

You can get a copy of your bill and other information using AccountOnline at www.bchydro.com

Moving?

Contact BC Hydro at least 24 hours before you move and tell us when to close your account. You are responsible for all charges until you close the account at your old address.

BC Hydro Charges.

Your electric rates are explained in the Electric Tariff. You can find the Electric Tariff on our web site at www.bchydro.com.

Regional Transit Levy.

If you have any questions about the regional transit levy, please contact Translink Revenue Dept. at 1700-4720 Kingsway, Burnaby, B.C. V5H 4N2

Paying Your Bill On Time.

You can avoid a late payment charge by paying your bill before the "due date" shown on the front of this bill. If we receive your payment after this date, we will charge 1.5% per month on unpaid amounts of \$30 or more. (When compounded monthly, 1.5% equals 19.6% a year.) (Subject to revision)

Disconnection.

When you receive a *Notice of Disconnection*, please call us if you cannot pay by the date on the notice. If you do not call us, we may disconnect your service. When we disconnect your service, you must first pay your total bill, plus a reconnection charge, before your service is reconnected.

Returned Cheque Charge.

If your cheque is returned because of insufficient funds (NSF) or for any other reason, we will charge a handling fee to your account.

Basic Charge.

The basic charge partially recovers the fixed costs of providing service whether or not any energy is used during a billing period.

Pro-Rated Bills.

Bills issued outside a normal billing period are pro-rated based on the number of days of service. During a billing period in which a rate change occurs, bills are pro-rated based on the number of days of service at each rate.

Abbreviations.

kW = Kilowatt (example: [demand reading x billing multiplier] divided by 1000 = kW of registered demand)
kWh = Kilowatt-hour (example: one kWh = a 100-watt bulb burning for 10 hours)
PST = Provincial Sales Tax
GST = Goods & Services Tax
mult = Billing multiplier

GST Registration # R121454151



More Choices For Paying Your Bill.

Mail.

Mail your CHEQUE or MONEY ORDER to:

PO Box 9501 Stn Terminal, Vancouver, BC, V6B 4N1

Financial Institutions.

In person, by phone, using the internet or PC Banking.

Pre-Authorized Payment Plan.

Arrange for automatic withdrawal from your bank or financial institution.

Payment Partner.

Make your payment at any of our Payment Partners including participating Pharmasave stores and all Government Agents offices.

For more information or for the location of the Payment Partner nearest you, call the number displayed in the Customer Service area on the front of this bill.

Please allow enough time for us to receive your payment by the due date shown on this bill. Payments made at banks, payment partners and through the mail can take up to six business days to reach us.

B. C. Hydro

Electric Tariff

Third Revision of Page A-8-1

Effective:

DEFINITIONS

<u>Primary Voltage:</u>	A voltage of 750 volts or more measured phase to phase.
<u>Secondary Voltage:</u>	A voltage of less than 750 volts measured phase to phase.
<u>Month:</u>	A period of from 27 to 33 consecutive days.
<u>Two Months:</u>	A period of from 54 to 66 consecutive days.
<u>Three Months:</u>	A period of from 85 to 97 consecutive days.
<u>Four Months:</u>	A period of from 116 to 128 consecutive days.
<u>Rate Zone I:</u>	The Integrated Service Area and the Districts of Kingsgate-Yahk and Lardeau-Shutty Bench.
<u>Rate Zone II:</u>	Anahim Lake, Atlin, Bella Bella, Bella Coola, Dease Lake, Eddontenajon, Queen Charlotte Islands and Telegraph Creek District.
<u>Integrated Service Area:</u>	All distribution areas served by B.C. Hydro within the limits from time to time outlined in RATE MAP A which is a part of this Tariff.
<u>Lower Mainland:</u>	Those parts of the Lower Mainland served by B.C. Electric Company Ltd. on 29 March 1962.
<u>Vancouver Island South:</u>	Those parts of Vancouver Island South served by B.C. Electric Company Ltd. on 29 March 1962.
<u>Remote Community:</u>	A community that is accessible only by air or water or unusually long land transportation.

Accepted for filing: DEC 20 2000

Effective: DEC 20 2000

Order No.: G-120-00



SECRETARY

B.C. UTILITIES COMMISSION

SCHEDULES 1101, 1111, 1121

RESIDENTIAL SERVICE

Availability: For residential service. Service is normally single phase, 60 hertz at the secondary potential available. In the Authority's discretion, service may be three phase 120/208 or 240 volts.

Applicable in: Rate Zone I.

Rate: For a period of two months:

1. Schedule 1101 - Residential Service

Basic Charge \$6.92 per period
All kW.h per period @ 5.77¢ per kW.h

2. Schedule 1111 - Residential Service - Common Use

Basic Charge \$6.92 per period
All kW.h per period @ 5.77¢ per kW.h.

3. Schedule 1121 - Multiple Residential Service

Basic Charge \$6.92 per single-family dwelling per period

All kW.h per period @ 5.77¢ per kW.h.

Minimum Charge: Schedule 1101 - The Basic Charge per period.

Schedule 1111 - The Basic Charge per period.

Schedule 1121 - The Basic Charge per single-family dwelling per period.

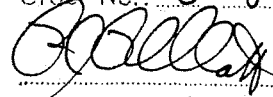
Special Condition:

The maximum capacity of all heating elements energized at any one time in any water heater served under this schedule shall not exceed 45 watts per litre (200 watts per imperial gallon) of tank capacity, except with the written permission of the Authority.

Accepted for filing: JAN 31 1995

Effective: APR 01 1994

Order No.: G-89-94



SECRETARY

B C UTILITIES COMMISSION

TERMS AND CONDITIONS

METERING (Cont'd)

venient to B.C. Hydro for each separate rate schedule under which the Customer takes service. At the request of a Customer receiving multiple residential or general service B.C. Hydro may agree to install for billing purposes on the Customer's premises more than one consumption meter and, where required, more than one associated demand meter for each separate rate schedule under which the Customer takes service and in such cases the Customer will be billed separately for the consumption and, where appropriate, associated demand registered on each such meter. The Customer shall provide wiring and fittings, satisfactory to B.C. Hydro and in accordance with any applicable electrical code or civic by-law, for the installation of each such meter. B.C. Hydro may install on the Customer's premises any meter or apparatus which it may need for its use and convenience.

The Customer shall take reasonable care of and protect all meters and apparatus belonging to B.C. Hydro on the Customer's premises, and shall pay to B.C. Hydro the cost of any such meters or apparatus broken, missing or damaged except to the degree that the Customer can show that the meter or apparatus was broken, missing or damaged due to a defect therein or to any act or omission of B.C. Hydro's servants or agents.

All meters, wires or other apparatus furnished by B.C. Hydro remain the property of B.C. Hydro and must not be moved or removed from the premises without B.C. Hydro's written permission.

METER READING

The interval between consecutive meter readings shall be at the sole discretion of B.C. Hydro.

Where the rate schedule under which a Customer takes service does not require measurement of the Customer's demand the meter will normally be read at intervals of two months. Where the rate schedule under which a Customer takes service requires measurement of the Customer's demand, the meter or meters will normally be read at intervals of one month.

BILLING

1. Bills will be rendered on the basis of actual consumption (referred to as Regular Billing) and, where applicable, the demand, registered by a meter or meters, in accordance with the rate schedule under which the Customer takes service, except:

B.C. Hydro

Electric Tariff

Fourth Revision of Page B-23

Effective:

TERMS AND CONDITIONS

BILLING (Cont'd)

- (a) if the service is not metered, or
- (b) if the bill is being rendered in accordance with the conditions set out in this Tariff under the heading "Late Payment Charge", or
- (c) if a rate schedule is changed and the effective date of the change falls between the dates of two successive meter readings, in which case B.C. Hydro will render a bill which will be determined upon a prorated basis in accordance with the following procedure.
 - (i) B.C. Hydro will calculate an amount, hereinafter called "Amount A", which would be payable for the consumption and, where applicable, the demand, for the period between the two successive meter readings, in accordance with the rate schedule under which the Customer was taking service immediately prior to the effective date of the change in rate schedule.
 - (ii) B.C. Hydro also will calculate an amount, hereinafter called "Amount B", which would be payable for the consumption and, where applicable, the demand, for the period between the two successive meter readings, in accordance with the rate schedule under which the Customer is taking service immediately after the effective date of the change in rate schedule.
 - (iii) The bill rendered will be the sum of:

Amount A, multiplied by the number of days between the date of the earlier meter reading and the effective date of the change in rate schedule, divided by the number of days between the successive meter readings, and,

Amount B, multiplied by the number of days between the effective date of the change in rate schedule, and the date of the later meter reading, divided by the number of days between the successive meter readings; or
- (d) if the bill is being rendered in accordance with the conditions set out in this Tariff under the heading "Pay As You Go Billing", "Monthly Equal Payment" or "Pre-authorized Payment with Discount".

Accepted for filing: SEP 6 1990

Effective: AUG 16 1990

Order No.: G-63-90

British Columbia Hydro and Power Authority
Electric Tariff
Second Revision of Page B-24
Effective:



SECRETARY

B.C. UTILITIES COMMISSION

TERMS AND CONDITIONS

BILLING (Cont'd)

2. If meter readings cannot be obtained for any reason, the demand or consumption or both may be estimated by the Authority and used for billing purposes, and the next bill, which is based on actual meter readings, will be adjusted for the difference between estimated and actual use over the interval between meter readings.
3. If any meter fails to register or registers incorrectly, the consumption or demand or both may be estimated by the Authority and used for billing purposes.
4. If meters are read at longer or shorter intervals than the period set out in the applicable rate schedule, the minimum charge, the service charge, the number of kilowatt hours in each step and, if applicable, the demand charge set out in such rate schedule shall be adjusted by a prorated factor before the bill is calculated.
 - (a) If the number of days between meter readings is one, two, three or four months as defined in this Tariff the prorated factor shall be:
 - (i) one, two, three or four respectively if the rate in the applicable rate schedule is for a period of one month, or
 - (ii) one-half, one, one and a half or two respectively if the rate in the applicable rate schedule is for a period of two months.
 - (b) If the number of days between meter readings is not one, two, three or four months as defined in this Tariff the prorated factor shall be:
 - (i) number of days between meter readings divided by 30 if the rate in the applicable rate schedule is for a period of one month, or
 - (ii) number of days between meter readings divided by 60 if the rate in the applicable rate schedule is for a period of two months.
5. Bills will be rendered as often as deemed necessary by the Authority. The due date for payment of bills shown on the face of the bill is the first business day after:

c

TERMS AND CONDITIONS

BILLING (Cont'd)

- (a) the twenty-first (21st) calendar day following the billing date; or
- (b) such other period as may be defined in a Special Contract.

Bills may be paid at any business office of B.C. Hydro or to any authorized collection agency.

BACK-BILLING

Pursuant to section 69 of the Utilities Commission Act, this Tariff constitutes the consent of the Commission to allow B.C. Hydro, in the circumstances specified herein, to charge, demand, collect or receive from its Customers in respect of a regulated service rendered a greater or lesser compensation than that specified in the subsisting schedules of B.C. Hydro applicable to that service. | c

In the case of a minor adjustment to a Customer's bill, such as an estimated bill or a "Monthly Equal Payment" billing, such adjustments do not require back-billing treatment to be applied. | c

1. Back-billing means the re-billing by B.C. Hydro for services rendered to a Customer because the original billings were discovered to be either too high (over-billed) or too low (under-billed). The discovery may be made by either the Customer or B.C. Hydro, and may result from the conduct of an inspection under provisions of the federal statute, the Electricity and Gas Inspection Act ("EGI Act"). The cause of the billing error may include any of the following non-exhaustive reasons or combination thereof: | c

- (a) stopped meter
- (b) metering equipment failure
- (c) missing meter now found
- (d) switched meters
- (e) double metering
- (f) incorrect meter connections
- (g) incorrect use of any prescribed apparatus respecting the registration of a meter