



LETTER NO. L-50-05

ROBERT J. PELLATT
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VIA E-MAIL

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July 6, 2005

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

Dear Mr. Morris:

Re: British Columbia Hydro and Power Authority
New Complaints Handling Procedures

The Commission acknowledges BC Hydro's proposed new complaints procedures for the handling of routine customer generated complaints received at the Commission. These type of written or telephone complaints will be sent to BC Hydro's Customer Resolution Team so that they can be reviewed consistently and effectively in order to resolve customer issues in a timely fashion.

The Commission agrees that BC Hydro and Commission staff will generate a summary report and meet on this matter at the end of September 2005.

Yours truly,

Original signed by:

Robert J. Pellatt

RJP/yl

cc: Mr. Jack P. Bachman
Manager, Customer and Alliance Partner Relations
BC Hydro and Power Authority
Ms. Sandra Jones
Manager, Regulatory Affairs
BC Hydro and Power Authority