



LETTER L-8-11

ERICA M. HAMILTON
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VIA EMAIL

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February 25, 2011

BIRDS EYE COVE - CPCN

REVENUE REQUIREMENTS & TARIFF

EXHIBIT A-19

Mr. Larry Higginson
Birds Eye Cove Estates Ltd.
Box 355
Burns Lake, BC V0J 1E0

Dear Mr. Higginson:

Re: Birds Eye Cove Estates Ltd.

Project No. 3698589

Application for a Certificate of Public Convenience and Necessity
Revenue Requirements and Tariffs

Complaint from Customer

On February 7, 2011, Mr. Driedger, on behalf of the Coalition, filed a complaint (see attachment) with the British Columbia Utilities Commission (Commission). The complaint provides arguments against the disconnection of electric service to the customers of Birds Eye Cove Power (BECP). In Letter L-4-11, the Commission requested BECP to respond to this complaint and the Coalition members to reply to BECP's response.

The Commission has reviewed BECP's response and the Coalition members' reply and hereby restores the part of item 17 of BECP's Interim Electrical Tariff that addresses disconnection from service when customer payments are in arrears subject to the following conditions:

1. BECP will not disconnect electric service when the outside temperature is zero Centigrade or below zero Centigrade.
2. If a BECP customer makes payment arrangements acceptable to BECP for the outstanding account balances as per the Interim Electric Tariff established by Order G-174-09 prior to the expiry of the notice period, the customer will remain connected.

3. BECP will provide proof that all nine BECP customers were contacted; report the payment arrangements made, and the names of the customers who were disconnected.
4. BECP will provide the proof of contact, report the payment arrangements made, and the names of the disconnected customers to the Commission by not later than Friday, March 11, 2011.

Yours truly,

Erica M. Hamilton

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Enclosures

cc: Registered Interveners
(Birds Eye-RI)