



LETTER L-57-12

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Log No. 39448

VIA EMAIL

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October 15, 2012

Ms. Janet Fraser
Chief Regulatory Officer
British Columbia Hydro and Power Authority
16th Floor, 333 Dunsmuir Street
Vancouver, BC V6B 5R3

Dear Ms. Fraser:

Re: British Columbia Hydro and Power Authority
Customer Complaint – Liu, L. - Billing

This letter is in response to British Columbia Hydro and Power Authority's (BC Hydro) October 5, 2012 letter, requesting permission from the British Columbia Utilities Commission (Commission) to waive consumption of 12,573 kilowatt hours (kWh) on Ms. Lilian Liu's account.

Background

In a letter dated August 21, 2012, BC Hydro stated that, as a result of a meter access issue, no actual meter readings were completed at Ms. Liu's home between June 24, 2010 and February 22, 2012. Between June 24, 2010 and April 26, 2011, Ms. Liu received bills based on estimated meter reading and, after five consecutive estimated meter readings, BC Hydro's billing system automatically stopped issuing bills until an actual meter reading could be obtained.

BC Hydro stated the meter access issue was escalated in April 2011, after the account reached 5 consecutive estimated meter readings. However, this escalation was not properly followed up on and the matter was not resolved until February 2012.

Following an actual meter reading on February 23, 2012, BC Hydro issued a bill to Ms. Liu on February 25, 2012, for \$2,077.60. This bill included consumption between April 27, 2011 and February 23, 2012, as well as any adjustments needed to correct the estimated billing between June 24, 2010 and April 26, 2011.

In the October 5, 2012 letter, BC Hydro proposes to offer Ms. Liu billing relief and requests the consent of the Commission to re-invoice Ms. Liu for 10,120 kWh for a six-month period from August 24, 2011 to February 23, 2012, based on an average daily consumption of 55 kWh, and waive the remaining consumption between April 27, 2011 and August 23, 2011 as per section 5.8.7 of the *Electric Tariff*. BC Hydro states the revised billing is based on the average daily consumption between two actual meter readings on June 23, 2010 and April 24, 2012.

Commission Review

BC Hydro's acknowledged delays in resolving the meter access issue created a considerable financial impact for Ms. Liu and the Commission finds the proposed billing relief appropriate.

Pursuant to section 63 of the *Utilities Commission Act*, BC Hydro is unable to waive charges for registered consumption without consent of the Commission. By this letter, the Commission gives consent to BC Hydro to waive consumption of 12,573 kWh (\$1,153.87 before taxes and levies) on Ms. Liu's account.

Yours truly,

Erica Hamilton

/s