



**LETTER L-58-12**

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**VIA EMAIL**

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October 15, 2012

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

Dear Ms. Fraser:

Re: British Columbia Hydro and Power Authority  
Request for Reporting on Consecutive Estimate Reduction Plan

This letter is in response to BC Hydro's September 6, 2012 filing on consecutive estimate complaints. While the Commission remains concerned with the process breakdowns evident in some of the consecutive estimate complaints received, it understands that BC Hydro is taking steps to build and ensure compliance with appropriate metering reading processes through the Consecutive Estimate Reduction Program. The Commission also recognizes that the implementation of the Smart Metering and Infrastructure Program will help mitigate some of factors that contribute to estimated meter readings.

In order to continue to monitor the impact of BC Hydro's efforts, the Commission requests that BC Hydro file quarterly progress reports on the success of its Consecutive Estimate Reduction Program on reducing the volume of consecutive estimates for a 12-month period beginning in January 2013.

Yours truly,

Erica Hamilton

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