



LETTER L-72-13

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VIA EMAIL

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December 12, 2013

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 – Planned Disconnection Notice

This letter is in response to BC Hydro's November 1, 2013 filing on BC Hydro's Planned Outage Notification (PON) process. The Commission is satisfied with BC Hydro's plan to improve the PON process. Furthermore, the Commission accepts BC Hydro's rationale for not creating a registry of customers that require electricity for health issues, working from home, or other essential functions.

In order to monitor the impacts of the proposed solutions, the Commission requests that BC Hydro file a follow-up report on **May 15, 2014**. This report should address the effectiveness and implementation status of the proposed solutions.

Yours truly,

Erica Hamilton

PW/yl