



LETTER L-36-14

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VIA EMAIL

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June 19, 2014

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 Complaints – Planned Disconnection Notice

The British Columbia Utilities Commission accepts BC Hydro's May 15, 2014 filing on the Planned Outage Notification (PON) process improvements.

The Commission is satisfied with BC Hydro's progress at this point related to the plan to improve the PON process.

In order to monitor the impacts of the improvements and ensure completion of the outstanding PON initiatives, the Commission requests that BC Hydro file an update report **on January 31, 2015**. The Commission expects all of the ongoing process improvements to be completed at this time.

Yours truly,

Erica Hamilton

PW/cms