



LETTER L-58-14

SIXTH FLOOR, 900 HOWE STREET, BOX 250
VANCOUVER, B.C. CANADA V6Z 2N3
TELEPHONE: (604) 660-4700
BC TOLL FREE: 1-800-663-1385
FACSIMILE: (604) 660-1102

Log No. 40882

ERICA HAMILTON
COMMISSION SECRETARY
Commission.Secretary@bcuc.com
web site: <http://www.bcuc.com>

VIA EMAIL

bchydroregulatorygroup@bchydro.com

November 13, 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
Reporting on Consecutive Estimate Reduction Plan

On October 15, 2012, the Commission issued Letter L-58-12 requesting BC Hydro to file quarterly progress reports on the success of its Consecutive Estimate Reduction Program. The five quarterly reports BC Hydro has filed since October 31, 2013 show a significant reduction in the number of consecutive estimates. While the total number of consecutive estimates has reduced, the Commission remains concerned about the number of consecutive estimates being issued to BC Hydro customers.

As such, the Commission requests that BC Hydro continue to file quarterly reports until the Commission determines that the reports are no longer needed, with the following additional information:

- a table providing the total number of SAP estimates¹ (converted and non-converted combined); and
- data on the causes of consecutive estimates.

In addition to the continuation of quarterly reporting, the Commission requests that BC Hydro file a detailed report including the following information:

- identification of all the causes of consecutive estimates, quantifying these causes, and identifying specific actions BC Hydro is implementing or plans to implement to address each cause in order to reduce the number of consecutive estimates;
- identification of all "flags" or alerts the billing system or any other system uses to detect consecutive estimates. For each "flag" or alert please identify after how many estimates it occurs, to whom it is sent, and what action is taken;

¹ BC Hydro issues two types of estimates, ISAIM and SAP. ISAIM (Itron SAP AMI Integration module) estimates occur on a meter that has been converted to auto read. SAP estimates occur on a meter that is non-converted or a converted meter with insufficient data to create an ISAIM estimate.

- an explanation of BC Hydro's stop-billing flags; and
- an explanation of the feasibility of implementing a system to ensure new customers receive actual meter readings for the first 3 or 4 billing periods.

The Commission requests this report be filed in conjunction with the next quarterly progress report. If you have any questions about this request please contact Mr. Patrick Wruck at 604-660-3632.

Yours truly,

Original signed by:

Erica Hamilton

PW/cms