



LETTER L-12-15

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VIA EMAIL

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March 27, 2015

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 – M.J. – Request to Waive Consumption

This letter is in response to BC Hydro's letter dated January 6, 2015, requesting permission from the BC Utilities Commission to waive charges for M.J.'s (Complainant) BC Hydro account. BC Hydro requested permission to waive \$315.14.

In its request, BC Hydro confirmed that the meter under dispute was not available for testing by Measurement Canada and agreed to revise the invoice for the disputed period between January 4, 2014 and January 22, 2014, based on historical consumption data.

Pursuant to section 63 of the *Utilities Commission Act*, BC Hydro is unable to waive charges for registered consumption without Commission consent. The Commission reviewed the matter and is of the view it is reasonable to waive the charges given that BC Hydro did not test the correct meter when the meter dispute was filed by the Complainant.

By this letter, the Commission gives consent to BC Hydro to waive \$315.14, the difference between the originally billed cost of energy and the revised amount.

Yours truly,

Erica Hamilton

PW/cms