



**LETTER L-8-15**

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**VIA EMAIL**

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March 5, 2015

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  
Customer Complaint – Y.S. – Request to Waive Consumption

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This letter is in response to British Columbia Hydro and Power Authority's (BC Hydro) letter dated January 7, 2015, requesting permission from the British Columbia Utilities Commission (Commission) to waive charges for Y.S.'s (Complainant) BC Hydro account. BC Hydro requests permission to waive \$367.99.

In its request, BC Hydro states a clerical error was made when processing back-billing charges for the Complainant's account resulting in an over-credit of \$367.99. BC Hydro submits the following as reasons why it is appropriate to waive charges in this case:

...as a further adjustment would unnecessarily impact the customer and further extend the resolution of this issue, BC Hydro asks the Commission for its approval in waiving the consumption and associated charges pursuant to section 63 of the *Utilities Commission Act*.

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 the clerical error that occurred.

By this letter, the Commission gives consent to BC Hydro to waive \$367.99, the amount incorrectly credited to the account.

Yours truly,

*Original signed by:*

Erica Hamilton

PW/cms