



LETTER L-32-15

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**VIA EMAIL**

FAES.regulatory.affairs@fortisbc.com

August 17, 2015

Ms. Julie Tran  
Senior Manager  
Alternative Energy Solutions  
FortisBC Alternative Energy Services Inc.  
1111 West Georgia Street  
Vancouver, BC V6E 4M3

Dear Ms. Tran:

Re: FortisBC Alternative Energy Services Inc.  
Stream A Thermal Energy Systems Registration for SOLO Phase 1  
Advance Copy of Notice to be sent to Affected Parties  
Compliance Filing Pursuant to Order G-129-15A

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The BC Utilities Commission (Commission) is in receipt of FortisBC Alternative Energy Services Inc.'s (FAES) letter dated August 14, 2015, which requests clarification regarding Directive 2 of Order G-129-15A. The directive states, in part:

The notice must specifically state that, as per the Commission's Thermal Energy System Regulatory Framework Guidelines for a Stream A Thermal Energy System, rates for SOLO Phase 1 TES will not be reviewed and approved by the Commission and *future complaints regarding rates will not be within the jurisdiction of the Commission to adjudicate*. [emphasis added]

For clarity, as outlined in the Commission's Thermal Energy Systems (TES) Regulatory Framework Guidelines on pages 14 and 15, the Commission will receive complaints concerning the following rates or service issues related to Stream A Thermal Energy Systems:

- Service:
  - **Safety:** The operation of the TES has caused, or has the potential to cause, harm or injury to persons, or material damage that impairs the value, condition or function of property.
  - **Reliability:** The TES is performing, or has a high probability of performing, in an unreliable manner such that service is not dependable or consistent.
- Rates:
  - **Accordance with Regulatory Requirements:** The rates were not disclosed up-front for the full life of the contract or plainly stated, and/or the fees and charges are not available for public inspection on the TES Provider's company website or the location of business (as per section 4.2.1).

- **Accordance with Contract:** The rates charged are not consistent with the long-term contract(s) for service or disclosure statement(s). With regard to complaints concerning rates, the Commission will not consider the propriety of rates that the TES Provider is charging as long as the rate is in accordance with a long-term contract.

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The Commission considers the advance copy of the notice provided by FAES on August 14, 2015, to be compliant with Order G-129-15A and requests that all affected parties (Appia Developer and registered parties in the FAES SOLO CPCN proceeding) be provided the notice, Order G-129-15A and this L-letter on or before August 21, 2015, in accordance with the aforementioned order.

Yours truly,

Erica Hamilton

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