



August 31, 2017

Sent via email

Letter L-19-17

Mr. Fred James
Chief Regulatory Officer
Regulatory & Rates Group
British Columbia Hydro and Power Authority
16th Floor – 333 Dunsmuir Street
Vancouver, BC V6B 5R3
bchydroregulatorygroup@bchydro.com

Re: British Columbia Hydro and Power Authority – Complaint filed by M.U. and L.Y.

Dear Mr. James:

Thank you for your letter, dated August 28, 2017 providing final comments on the above complaint. After reviewing these comments, the Panel is of the view that this proceeding should not be suspended as significant time has elapsed since this matter arose during which the parties were unsuccessful in reaching a mutually agreeable solution. However, the Panel does recognize that factors impacting this complaint have evolved during the proceeding process. Therefore, bringing the parties together to discuss these developments would be beneficial.

As such, the Panel requests that both parties make arrangements to meet, on the Complainants' site, to discuss possible resolutions to the Complaint and evaluate their technical feasibility. Specifically, the Panel requests that BC Hydro conduct the necessary assessment to determine if:

- i. A 100 Amp permanent swing is possible with the current equipment and infrastructure in place at the Complainants' site. If not, please provide details of the necessary steps or actions needed to make the current infrastructure compatible with a 100 Amp connection, such as the installation of a 100 Amp main switch, following a swing back to its permanent location. Provide details of why the customer changes are required, such as code or policy requirements, and if these required customer changes are a result of any equipment that has been upgraded since the temporary swing occurred. Also provide the approximate cost to the customer of such changes. In addition, please confirm that in the event the Customer changes are made, that only standard overhead service connection charges will apply
- ii. If applicable, an assessment of other viable alternatives to make the swing back to a permanent location possible, such as a 125 Amp connection and the associated work, timeframe and costs of each option.
- iii. Any mutually agreeable resolutions to the Complaint for the Panel to consider.

At the completion of this site visit, which should occur on or before September 15, 2017, BC Hydro shall provide the Panel a report summarizing this on site meeting with the Complainants, BC Hydro's findings based on a review of the Complainants' equipment and infrastructure and address the items specifically listed above. That BC Hydro report should be submitted to the Commission Secretary as well as the Complainants no later than

one week from the date of the site visit. The Complainants will then be given one week to respond with any comments on the BC Hydro report.

Upon receipt of these documents, the Panel will consider the possible resolutions to the Complaint as well what, if any further process is necessary and will communicate these findings to BC Hydro and the Complainants.

Please provide confirmation that a date for the site visit has been established to the Commission Secretary, once known.

Sincerely,

Original signed by:

Patrick Wruck
Commission Secretary

KB/kbb

cc: Complainant
customer.relations@bchydro.com