



ORDER NUMBER
G-24-18

IN THE MATTER OF
the *Utilities Commission Act*, RSBC 1996, Chapter 473

and

FortisBC Inc.
Complaint filed by T.W. and C.W.

BEFORE:

B. A. Magnan, Commissioner

on January 25, 2018

ORDER

WHEREAS:

- A. In a letter dated October 2, 2017, FortisBC Inc. (FBC) customers (T.W. and C.W.) filed a complaint with the British Columbia Utilities Commission (Commission) concerning the statutory right of ways to connect a permanent service to T.W. and C.W.'s property (Complaint);
- B. In May 2016, T.W. and C.W. were quoted \$21,000 for an electrical connection to their property. The quote was later changed to \$23,778.97. The Wiens paid for the connection in January 2017;
- C. T.W., C.W. and FBC were not able to agree on the conditions relating to the right of way required by FBC;
- D. T.W. and C.W. cancelled the contract in June 2017 and were reimbursed part of the fee;
- E. After the cancellation of the contract, T.W. and C.W. continued pursuing an electrical connection with FBC and tried to negotiate the conditions relating to the right of way;
- F. From October 4, 2017 to December 4, 2017, T.W. and C.W. provided the Commission with additional information regarding their Complaint;
- G. Commission staff reviewed the Complaint according to the Commission's Customer Complaint Guide, and through various correspondence between October 2, 2017, and November 27, 2017, Commission staff requested additional information from FBC regarding the Complaint;
- H. Through various correspondence between November 15, 2017, and December 4, 2017, FBC provided the Commission with information in response to the Complaint and Commission staff requests; and
- I. The Commission reviewed the various correspondences and supporting material in relation to the Complaint and determines that further process is warranted.

NOW THEREFORE, pursuant to section 83 of the *Utilities Commission Act*, the Commission orders the review of the Complaint follow the regulatory timetable as set out in Appendix A to this order.

DATED at the City of Vancouver, in the Province of British Columbia, this 25th day of January 2018.

BY ORDER

Original signed by:

B. A. Magnan
Commissioner

Attachment

FortisBC Inc.
Complaint filed by T.W. and C. W.

REGULATORY TIMETABLE

Action	Date (2018)
Commission Information Request No. 1 to FortisBC Inc. (FBC)	Friday, January 26
FBC Responses to Commission Information Request No. 1	Friday, February 9
T.W. and C. W. and FBC final comments regarding the Complaint, if necessary	Friday, February 16
T.W. and C. W. and FBC reply to any comment received	Friday, February 23