



**ORDER NUMBER
G-52-18**

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 March 1, 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. T.W. and C.W. 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;
- I. On January 25, 2018, pursuant to Order G-24-18, the Commission determined further process was necessary for the review of the Complaint and established a regulatory timetable including one round of information requests;

- J. On February 9, 2018, FBC submitted their responses to Commission Information Request 1;
- K. On February 13, 2018, T.W. and C.W. submitted a request to amend the regulatory timetable to extend the deadline for comments regarding FBC's response to Commission Information Request 1;
- L. On February 14, 2018, pursuant to Order G-39-18, the Commission amended the regulatory timetable;
- M. By letter dated February 27, 2018, FBC submitted a request to amend the regulatory timetable to extend the deadline for its responses to T.W. and C.W.'s comments on FBC's response to Commission Information Request 1. Further, FBC requested that the timetable be staggered to allow for T.W. and C.W.'s final comments and a sur-reply by FBC if required; and
- N. The Commission has reviewed FBC's request and finds that an amendment to the regulatory timetable is warranted.

NOW THEREFORE the British Columbia Utilities Commission orders that the regulatory timetable be amended as set out in Appendix A to this order.

DATED at the City of Vancouver, in the Province of British Columbia, this 1st day of March 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)
FBC Response to Comments regarding the Complaint	Thursday, March 15
T.W. and C. W. Reply Comments to FBC response	Thursday, March 29
FBC Sur-Reply Comments (if required)	Thursday, April 12