



ORDER NUMBER
G-184-18

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

and

British Columbia Hydro and Power Authority
Complaints filed regarding Standard Charges for Service Alteration/Relocation

BEFORE:

B. A. Magnan, Commissioner

on September 26, 2018

ORDER

WHEREAS:

- A. In letters dated between November 2017 and July 2018, British Columbia Hydro and Power Authority (BC Hydro) customers (Complainants) filed four complaints separately with the British Columbia Utilities Commission (BCUC) regarding the standard charges required by BC Hydro to alter or relocate existing electrical services (Complaints);
- B. A minimum connection charge is the minimum charge for each single phase secondary service connection, including one meter, and reflects average costs based on the customer's service requirements. The minimum connection charges are set out in section 11 of BC Hydro's Electric Tariff (Tariff);
- C. By Order G-5-17 dated January 20, 2017, the BCUC approved the proposed changes to BC Hydro's standard charges, including minimum connection charges as part of BC Hydro's Rate Design Application, effective April 1, 2017;
- D. BC Hydro stated that the Complainants have been charged pursuant to Section 11.1 of the BC Hydro's Tariff;
- E. According to the BCUC's Customer Complaint Guide, BCUC staff reviewed the Complaints through various correspondence between November 2017 and July 2018, and additional information from BC Hydro in response to the Complaints and BCUC staff requests; and
- F. The BCUC reviewed the various correspondence and supporting material in relation to the Complaints and considers that further process is warranted.

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

DATED at the City of Vancouver, in the Province of British Columbia, this 26th day of September 2018.

BY ORDER

Original Signed by:

B. A. Magnan
Commissioner

Attachment

British Columbia Hydro and Power Authority
Complaints filed regarding Standard Charges for Service Alteration/Relocation

REGULATORY TIMETABLE

Action	Date (2018)
BCUC Information Request No. 1 to BC Hydro and Complainants	Thursday, October 11
BC Hydro and Complainants responses to BCUC Information Request No. 1	Thursday, October 25
Complainants and BC Hydro final comments regarding the Complaints, if necessary	Thursday, November 1
Complainants and BC Hydro reply to any comment received	Thursday, November 8
Further process to be determined	