



November 27, 2019

Sent via email

Letter L-56-19

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 Power and Hydro Authority – Complaint filed by [REDACTED] – Consent to Waive Charges

Dear Mr. James:

The BC Utilities Commission (BCUC) received a complaint from a British Columbia Power and Hydro Authority (BC Hydro) customer, [REDACTED] (Customer), on November 3, 2019 regarding a billing matter.

In the complaint, the Customer stated that she has a long-standing complaint with BC Hydro over a disputed amount of \$40.41, dating back to 1998. The Customer requests clarification as to what she was billed for.

In response to the complaint, BC Hydro has stated that it believes the Customer has been billed appropriately, but in order to resolve the complaint in an efficient manner, the BCUC should consent to BC Hydro waiving the charge.

The BCUC has reviewed the complaint and considers that consent is warranted. Therefore, BC Hydro is permitted to waive the Customer's disputed charge of \$40.41.

Sincerely,

Original signed by:

Patrick Wruck
Commission Secretary

KN/aci
cc: [REDACTED]