



February 13, 2020

Sent via email

**Letter L-6-20**



**Re: FortisBC Energy Inc. – N. L. Complaint – Further information regarding BCUC decision**

Dear [REDACTED]:

We are writing regarding the complaint you filed with the British Columbia Utilities Commission (BCUC) on March 27, 2019, concerning FortisBC Energy Inc. (FEI). Following a review of your complaint, on July 10, 2019, the BCUC issued its decision (L-35-19) and closed your complaint. We understand that you have contacted the Office of the Ombudsperson regarding your complaint. Below are two key points in relation to your complaint to help provide additional clarification:

- FEI's gas tariff states that customers are responsible to pay for the consumption of gas. When requested by the BCUC, you did not provide any evidence to show that you had paid for your consumption of gas. The evidence before the BCUC was that you did not pay for your consumption of gas and were therefore in breach of the Tariff.
- FEI had provided a detailed outline of its account opening and billing processes in their response to both the BCUC and yourself, including that the account opening process has now changed and customers can enter their own billing information, which would minimize this type of error from happening in the future.

The BCUC takes its responsibilities to the public and the companies it regulates seriously, and the BCUC works to maintain processes that are fair, transparent and inclusive. The BCUC is committed to issuing well-reasoned, evidence-based decisions.

We trust this information is useful and thank you for previously contacting the BCUC.

Sincerely,

*Original signed by Ian Jarvis for:*

Patrick Wruck  
Commission Secretary

KN/cmv