



**ORDER NUMBER
G-313-20A**

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

and

Sustainable Services Ltd. (SSL)
Compliance with Order G-213-20

BEFORE:

B. A. Magnan, Commissioner

on December 3, 2020

ORDER

WHEREAS:

- A. By Order G-213-20 dated August 12, 2020, the British Columbia Utilities Commission (BCUC) determined that Sustainable Services Ltd.'s (SSL) Westhills Thermal Energy System (TES) extension serving Paradise Falls is a Stream B TES and SSL's Westhills TES serving Lakeview Ridge and Glenvale is a Stream A TES, exempt from sections 44.1, 45, and 59 to 61 of the *Utilities Commission Act* (UCA). Order G-213-20 directed that the Paradise Falls TES rates and tariffs be pegged to the Lakeview Ridge and Glendale TES rates and tariffs, provided that: (i) the Lakeview Ridge and Glenvale TES rates and tariffs continue to be set by the City of Langford; and (ii) the rates and tariffs charged to the Paradise Falls TES customers are the same as the rates and tariffs charged to the Lakeview Ridge and Glenvale customers receiving the same service;
- B. The Westhills TES is a geo-exchange system comprising of 212 vertically drilled wells, with water-to-water heat pumps and heat exchangers, located at the Primary Energy Centre (PEC). The Westhills TES also uses centralized natural gas boilers and a waste heat recovery system connected to the Westhills Arena, a nearby ice rink, owned by the City of Langford. The PEC is centrally located at 3011 Langford Lake Road, Langford, British Columbia, and a network of pipes distributes the energy throughout the Westhills Community from the PEC. End-users connect to the distribution network via on-site water-source heat pumps, which provide heating or cooling;
- C. The Westhills TES serves 409 single-family homes, 4 town home strata customers with a combined total of 32 units, and condo strata with 68 units;
- D. Order G-213-20 also directed SSL to file rates and tariff pages for approval by the BCUC for all rates and tariffs charged to Paradise Falls customers, and to update its website, billing documents, and any informational materials provided to SSL customers to clearly state that SSL is a public utility under the UCA and is regulated by the BCUC;
- E. By letter dated September 10, 2020, SSL filed tariff pages with the BCUC for approval;

- F. By letter dated October 26, 2020, BCUC staff issued a letter to SSL identifying issues with the tariff pages filed and potential non-compliance with directives from Order G-213-20, and therefore the tariff pages were not endorsed by the BCUC;
- G. By letter dated November 12, 2020, SSL filed updated tariff pages with the BCUC for approval and identified updates to its billing documents and website;
- H. The BCUC has reviewed the tariff pages, billing documents, and website updates filed and determined that a public process to review potential non-compliance with BCUC Order G-213-20 is warranted.

NOW THEREFORE the BCUC orders as follows:

- 1. A written public hearing process is established for the review of SSL's potential contravention of the UCA and non-compliance with BCUC Order G-213-20 in accordance with the regulatory timetable set out in Appendix A to this order.
- 2. Interested parties are invited to submit letters of comment on the potential non-compliance to the BCUC by the dates established in the regulatory timetable attached as Appendix A to this order. Letters of comment must be in the Letter of Comment Form available on the BCUC's website at: <https://www.bcuc.com/forms/letter-of-comment.aspx> and submitted by email to commission.secretary@bcuc.com or by mail, courier, or personal delivery to the British Columbia Utilities Commission, Suite 410, 900 Howe Street, Vancouver, BC, V6Z 2N3.
- 3. By January 6, 2021, SSL is directed to provide the public notice attached as Appendix B to this order, to the Strata Corporations and building manager(s) and direct them to post these on notice boards, at all major entryways of the Glen Heights condo building, and all town home strata.

DATED at the City of Vancouver, in the Province of British Columbia, this 17th day of December 2020.

BY ORDER

Original signed by:

B. A. Magnan
Commissioner

Sustainable Services Ltd. (SSL)
Compliance with Order G-213-20

REGULATORY TIMETABLE

Action	Date (2020/2021)
BCUC staff questions to Sustainable Services Ltd. (SSL)	Wednesday, December 9
SSL responses to BCUC staff questions	Wednesday, December 23
Deadline to submit letters of comment	Wednesday, January 20
Further process	To be determined



We want to hear from you

Sustainable Services Ltd. (SSL) – Compliance with Order G-213-20

On August 12, 2020, the British Columbia Utilities Commission (BCUC) directed SSL by Order G-213-20 to file rates and tariff pages for approval by the BCUC for all rates and tariffs charged to Paradise Falls customers, and to update its website, billing documents, and any informational materials provided to SSL customers to clearly state that SSL is a public utility under the UCA and is regulated by the BCUC.

By letter dated November 12, 2020, SSL filed updated tariff pages with the BCUC for approval and identified updates to its billing documents and website. The BCUC has reviewed the tariff pages, billing documents, and website updates filed and determined that a public process to review potential non-compliance with BCUC Order G-213-20 is warranted. More information is available on the BCUC's website: [Sustainable Services Ltd. – Compliance with Order G-213-20](#)

HOW TO PARTICIPATE

- Submit a letter of comment

IMPORTANT DATES

1. **Wednesday, January 20, 2021** – Deadline to submit letters of comment

For more information on getting involved, please visit our website (www.bcuc.com/get-involved) or contact us at the information below.

GET MORE INFORMATION

British Columbia Utilities Commission



Suite 410, 900 Howe Street
Vancouver, BC Canada V6Z 2N3



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