



**ORDER NUMBER**  
**G-339-20**

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

and

British Columbia Hydro and Power Authority  
Customer Crisis Fund Evaluation Report

**BEFORE:**

W. M. Everett, QC, Panel Chair  
D. A. Cote, Commissioner  
K. A. Keilty, Commissioner

On December 18, 2020

**ORDER**

**WHEREAS:**

- A. On July 31, 2020, British Columbia Hydro and Power Authority (BC Hydro) filed its Two-Year Evaluation Report for the Customer Crisis Fund (CCF) Pilot Program (Two-Year Evaluation Report) with the British Columbia Utilities Commission (BCUC);
- B. By Order G-224-20 dated August 28, 2020, the BCUC sought submissions on several items from BC Hydro and interveners, including the BCUC's jurisdiction to review the CCF Pilot Program, whether a review should take place and the scope of any such review;
- C. By Order G-266-20 dated October 23, 2020, the BCUC established a regulatory timetable, including one round of BCUC and intervener information requests, and a deadline for interveners to file notice of intent to file evidence. No interveners filed notice of intent to file evidence; and
- D. The BCUC has reviewed the evidence and considers that the regulatory process should proceed to written final arguments.

**NOW THEREFORE** the BCUC orders that a further regulatory timetable is established, as set out in Appendix A to this order.

**DATED** at the City of Vancouver, in the Province of British Columbia, this 18<sup>th</sup> day of December 2020.

BY ORDER

*Original signed by:*

W. M. Everett, QC  
Commissioner

Attachment

British Columbia Hydro and Power Authority  
Customer Crisis Fund Evaluation Report

**REGULATORY TIMETABLE**

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Action	Date (2021)
BC Hydro Final Argument	Wednesday, January 20
Intervener Final Argument	Wednesday, February 3
BC Hydro Reply Argument	Wednesday, February 10