



**ORDER NUMBER
G-52-21**

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 February 24, 2021

ORDER

WHEREAS:

- A. By Order G-213-20 dated August 12, 2020, the British Columbia Utilities Commission (BCUC) determined that the Westhills Thermal Energy System (TES) extension serving Paradise Falls is a Stream B TES and the 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. 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;
- C. By letter dated September 10, 2020, SSL filed tariff pages with the BCUC for approval;
- D. By letter dated October 26, 2020, BCUC staff identified 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;
- E. 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;
- F. By Order G-313-20A dated December 3, 2020, the BCUC established a written public hearing process to review potential non-compliance with BCUC Order G-213-20, consisting of one round of BCUC staff questions with further process to be determined;

- G. By email dated January 4, 2021, SSL requested that the public notification process for the proceeding be adjourned to allow for a meeting between SSL representatives and BCUC staff;
- H. By Letter L-1-21 dated January 14, 2021, the BCUC granted SSL's request and adjourned the proceeding for 30 days;
- I. By email dated February 15, 2021, SSL filed updated tariff pages with the BCUC for approval and identified updates to SSL's billing documents and website pursuant to conversations with BCUC staff;
- J. The BCUC has reviewed the tariff pages, billing documents and website updates filed and finds that SSL now appears to be in compliance with all directives of Order G-213-20.

NOW THEREFORE the BCUC orders as follows:

- 1. Pursuant to sections 59 to 61 of the UCA, the tariff pages attached to SSL's February 15, 2021 submission are accepted for filing.
- 2. This proceeding is concluded.

DATED at the City of Vancouver, in the Province of British Columbia, this 24th day of February 2021.

BY ORDER

Original signed by:

B. A. Magnan
Commissioner