



ORDER NUMBER
G-100-23

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

and

Shannon Estates Utility Ltd.
Compliance Investigation of Disconnection Notice

BEFORE:
D. M. Morton, Commissioner

on May 2, 2023

ORDER

WHEREAS:

- A. On April 26, 2023, the British Columbia Utilities Commission (BCUC) received a complaint filed on behalf of Strata EPS 2412 (Strata), located at 1515 W 57th Ave, Vancouver, BC, V6P 0C9, (Premises) regarding a notice from Shannon Estates Utility Ltd. (SEUL) to suspend its supply of contracted services, including thermal energy to the Strata (Complaint);
- B. On April 26, 2023, the BCUC commenced a compliance investigation into SEUL's intent to suspend its supply of contracted services, including thermal energy to its customers;
- C. On April 27, 2023, following a request from BCUC Staff, SEUL submitted a letter to the BCUC stating that one customer, Strata Plan EPS 2412 (Strata) had been provided a disconnection notice for non-payment of services;
- D. The disconnection notice issued by SEUL was dated April 19, 2023, and required the Strata pay \$46,997.86 by Wednesday, May 3, 2023. SEUL noted that the disconnection would only impact common areas, and not residential units;
- E. On April 27, 2023, BCUC Staff issued additional Staff questions to SEUL and also requested SEUL to respond to the Complaint filed by the Strata. SEUL submitted its response on May 1, 2023;
- F. By letter dated May 1, 2023, SEUL requested an extension to respond to the Complaint from Monday, May 1, 2023 to Friday, May 5, 2023. By letter dated May 2, 2023, the BCUC granted SEUL's extension request; and
- G. The BCUC has reviewed the submissions made to date and finds the following determination is warranted.

NOW THEREFORE the BCUC orders, pursuant to section 41 of the *Utilities Commission Act*, SEUL is prohibited from any disconnection of the Strata's thermal energy services pending further order of the BCUC.

DATED at the City of Vancouver, in the Province of British Columbia, this 2nd day of May 2023.

BY ORDER

Original signed by:

D. M. Morton
Commissioner