



**ORDER NUMBER**

**G-176-23**

**IN THE MATTER OF**

the *Utilities Commission Act*, RSBC 1996, Chapter 473

and

Kelowna OWS Utility Inc.  
Complaint filed by Strata EPS 7397

**BEFORE:**

B. A. Magnan, Panel Chair  
W. M. Everett, KC, Commissioner

on July 7, 2023

**ORDER**

**WHEREAS:**

- A. On May 5, 2023, the British Columbia Utilities Commission (BCUC) appointed a panel to review the reliability and safety of the thermal energy services provided by Kelowna OWS Utility Inc. (Kelowna OWS) following a complaint filed on behalf of Strata EPS 7397 (Strata) on December 28, 2022 (Complaint);
- B. Kelowna OWS provides thermal energy services, including space heating and domestic hot water, to the residents of the One Water Street Development in Kelowna, British Columbia. These residents are represented by the Strata;
- C. In the Complaint, the Strata submits that the thermal energy services provided by Kelowna OWS are unreliable and unsafe, in part due to the repeated failure of the heat pump components of Kelowna OWS' thermal energy system;
- D. On June 12, 2023, BCUC Staff submitted Kelowna OWS' responses to BCUC Staff Questions; and
- E. The BCUC, after reviewing the Complaint and Kelowna OWS' responses to BCUC Staff Questions, determines that further process is warranted.

**NOW THEREFORE** pursuant to section 83 of the Utilities Commission Act, the BCUC establishes a regulatory timetable for the review of the Complaint, as set out in Appendix A to this order.

**DATED** at the City of Vancouver, in the Province of British Columbia, this        7<sup>th</sup>        day of July 2023.

BY ORDER

*Original signed by:*

B. A. Magnan  
Commissioner

Attachment

Kelowna OWS Utility Inc.  
Complaint filed by Strata EPS 7397

**REGULATORY TIMETABLE**

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Action	Date (2023)
BCUC Information Request (IR) No. 1 to Kelowna OWS and Strata	Friday, July 7
Kelowna OWS and Strata responses to IR 1	Monday, July 24
Further process	To be determined