



ORDER NUMBER
G-228-24

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

and

FortisBC Energy Inc.
Complaint filed by P.T.

BEFORE:

B. A. Magnan, Commissioner
E. B. Lockhart, Commissioner

on August 21, 2024

ORDER

WHEREAS:

- A. On January 21, 2024, the British Columbia Utilities Commission (BCUC) received a complaint from a residential FortisBC Energy Inc. (FEI) gas customer, P.T. (Complainant), regarding a billing and consumption issue at the Complainant's premises beginning on November 1, 2021 (Complaint);
- B. In the Complaint, the Complainant states he was notified by FEI of a "\$5,600" outstanding balance owing on his account, a portion of which allegedly includes gas consumption from a previous tenancy at the premises;
- C. On February 8, 2024, FEI filed a response with the BCUC, in which FEI submitted that back-billing is applicable in this circumstance due to incorrect data processing, resulting in an administrative error which caused a delay in notifying the property owner. Pursuant to the back-billing provisions under Section 19 of FEI's Tariff, FEI noted that the Complainant is responsible for gas consumption at the premises for the period of January 15, 2023 to November 15, 2023, in the amount of \$1,807.95;
- D. On March 27, 2024, the BCUC requested FEI to file supplementary information regarding the issues raised in the Complaint. FEI submitted to the BCUC additional information and correspondence on April 5, 2024;
- E. By Order G-222-24 dated August 16, 2024, the BCUC established a hearing process for review of the Complaint; and
- F. Upon further review, the BCUC determines that amending the regulatory timetable is warranted to provide additional time to give notice of the proceeding to the Complainant.

NOW THEREFORE the BCUC orders that the regulatory timetable established by Order G-222-24 is amended, as set out in Appendix A to this order.

DATED at the City of Vancouver, in the Province of British Columbia, this 21st day of August 2024.

BY ORDER

Original signed by:

B. A. Magnan
Commissioner

Attachment

FortisBC Energy Inc.
Complaint filed by P.T.

REGULATORY TIMETABLE

Action	Date (2024)
BCUC Information Request (IR) No. 1 to FEI	Monday, September 23
BCUC IR No. 1 to P.T.	Monday, September 23
FEI response to BCUC IR No. 1	Tuesday, October 15
P.T. response to BCUC IR No. 1	Tuesday, October 15
FEI and P.T. final comments regarding the Complaint, if any	Monday, October 28
FEI and P.T. reply to submitted comments, if any	Tuesday, November 12