



ORDER NUMBER
G-15-26

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

and

British Columbia Utilities Commission
Enerpro Systems Corp.
Status as a Public Utility

BEFORE:

E. B. Lockhart, Panel Chair
R. E. Murphy, Commissioner

on January 29, 2026

ORDER

WHEREAS:

- A. By Order G-281-25 dated December 3, 2025, the BCUC established a proceeding to review the status of Enerpro Systems Corp. (Enerpro) as a public utility (Proceeding). Directives 2 through 5 of Order G-281-25 set out public notice requirements for Enerpro as follows:
 2. Enerpro is directed to provide a copy of this order and the public notice attached as Appendix A to this order, electronically where possible, to (i) all of the premises in BC where it provides service, and (ii) all individual sub-metered customers located in BC, by December 15, 2025;
 3. Enerpro is directed to publish a copy of this order and the public notice attached as Appendix A to this order in a clearly visible location on its website at www.enerprosystems.com by December 15, 2025. The posting must remain in place until a final determination on the Proceeding has been issued;
 4. Enerpro is directed to post the public notice attached as Appendix A to this order on all of its existing social media platforms by December 15, 2025; and
 5. Enerpro is directed to provide written confirmation to the BCUC of compliance with the public notice requirements in Directives 2 through 4 by December 17, 2025, including a list of the social media platforms on which public notice was provided;
- B. By letter dated December 9, 2025, Enerpro requested, among other things, that the BCUC extend the deadlines for Enerpro to provide notice and confirmation of notice to January 15, 2026, and January 18, 2026, respectively;
- C. By Order G-300-25 dated December 12, 2025, the BCUC extended the deadline for notice and confirmation of notice to January 15, 2026 and January 19, 2026;

- D. By letter dated January 18, 2026, Enerpro confirmed notice had been provided in accordance with Directives 2 through 4 of Order G-281-25 and the amended regulatory timetable. In its letter, Enerpro stated that a copy of Order G-281-25 and the attached public notice had been posted on its website and that the public notice was posted on its Facebook and LinkedIn accounts;
- E. The BCUC has received several letters of comment expressing concerns regarding the timeliness of Enerpro's provision of notice and the functionality of the links included in the public notice; and
- F. The BCUC considers the following determinations to be warranted.

NOW THEREFORE for the reasons outlined in the decision accompanying this order, the BCUC orders as follows:

1. Enerpro is directed to replace the current version of the public notice and BCUC order on its website with a copy of this order and the public notice attached as Appendix A by February 4, 2026. The posting must remain in place until a final determination on the Proceeding has been issued.
2. Enerpro is directed to post a copy of the public notice attached as Appendix A to this order on its Facebook and LinkedIn accounts by February 4, 2026.
3. Enerpro is directed to provide written confirmation to the BCUC of compliance with Directives 1 and 2, including confirmation that the links in the posted copies of the public notice are functional, by February 6, 2026.

DATED at the City of Vancouver, in the Province of British Columbia, this 29th day of January 2026.

BY ORDER

Electronically signed by Blair Lockhart

E. B. Lockhart
Commissioner

Attachments

DECISION

1.0 Public Notice

On December 3, 2025, the BCUC established a proceeding to review Enerpro Systems Corp.'s (Enerpro) status as a public utility (Proceeding). By Order G-281-25, Directive 2, the BCUC directed Enerpro to provide a copy of Order G-281-25 and the public notice attached, electronically where possible, to (i) all of the premises in BC where it provides service, and (ii) all individual sub-metered customers located in BC, by December 15, 2025. The BCUC also directed Enerpro, by Directives 3 and 4, to publish a copy of Order G-281-25 and the attached public notice in a clearly visible location on its website and to post the public notice on all of its existing social media platforms by December 15, 2025.¹

The BCUC also directed Enerpro to provide written confirmation to the BCUC of its compliance with the public notice requirements set out in Order G-281-25 by December 17, 2025, and established a deadline of February 6, 2026, for members of the public to participate in the Proceeding by submitting letters of comment.²

By letter dated December 9, 2025, Enerpro requested, among other things, that the deadlines for it to provide notice and confirmation of notice be revised to January 15, 2026, and January 18, 2026, respectively.³

By Order G-300-25 dated December 12, 2025, the BCUC established an amended regulatory timetable, with Enerpro to provide public notice by January 15, 2026 and to provide the BCUC with confirmation of compliance with the public notice requirement by January 19, 2026. The BCUC also established a new deadline of February 20, 2026, for the filing of letters of comment.⁴

Submissions Received

By letter dated January 18, 2026, Enerpro confirmed its compliance with Directives 2 through 4 of Order G-281-25, with the revised deadline of January 15, 2026. In its letter, Enerpro stated that on or before January 15, 2026, Enerpro distributed a copy of Order G-281-25 and the attached public notice to all premises in BC where Enerpro provides services and all individual sub-metered customers in BC. Enerpro also confirmed that it posted both documents on its website and the attached public notice on its social media platforms as directed, which included Facebook and LinkedIn.⁵

Additionally, between January 4, 2026 and January 27, 2026, the BCUC received over 140 letters of comment regarding the Proceeding. Several of these letters of comment raised concern regarding Enerpro's compliance with the BCUC's public notice requirements, including:⁶

- That the public notice that was received included a copy of Order G-300-25 rather than Order G-281-25 as directed; and

¹ Order G-281-25, Directives 2–4.

² Order G-281-25, Directive 5.

³ Exhibit B-1, PDF p. 2.

⁴ Order G-300-25, Directives 1–3.

⁵ Exhibit B-2, p. 1.

⁶ See, for example, Exhibit D-42, p. 1; Exhibit D-93, p. 1; Exhibit D-105, p. 1; Exhibit D-109, p. 1.

- That Enerpro appeared to have missed the deadline established for providing public notice.

A review of the public notice posted on Enerpro’s website shows that (a) Order G-300-25, as opposed to Order G-281-25, has been posted there and (b) the links in the public notice to the BCUC’s letter of comment form and the page for subscribing to the Proceeding are inoperable.⁷

Panel Determination

The BCUC has reviewed Enerpro’s January 18, 2026 submission and the letters of comment received to date, and is satisfied that Enerpro has complied with the deadline for providing notice, as amended by Order G-300-25, and with the spirit and intent of the BCUC’s notice requirements. While it appears that Enerpro provided certain end-users with a copy of Order G-300-25 rather than G-281-25, the Panel is satisfied that this was still effective to notify such end-users of the Proceeding. The volume of letters of comment received to date also suggests that those who may be affected by the BCUC’s decision are aware of the Proceeding and that the purpose of public notice has been achieved.

Nevertheless, the Panel is persuaded that updates to the digital versions of the public notice on Enerpro’s website and social media platforms are warranted to provide workable weblinks and to improve clarity around the deadlines currently in effect. **As such, Enerpro is directed to:**

- 1. replace the current version of the public notice and BCUC order on its website with a copy of this order and the public notice attached as Appendix A by February 4, 2026. The posting must remain in place until a final determination on the Proceeding has been issued;**
- 2. post a copy of the public notice attached as Appendix A to this order on its Facebook and LinkedIn accounts by February 4, 2026; and**
- 3. provide written confirmation to the BCUC of compliance with Directives 1 and 2, including confirmation that the links in the posted copies of the public notice are functional, by February 6, 2026.**

DATED at the City of Vancouver, in the Province of British Columbia, this 29th day of January 2026.

Electronically signed by Blair Lockhart

E. B. Lockhart
Panel Chair/Commissioner

Electronically signed by Rose Elise Murphy

R. E. Murphy
Commissioner

⁷ Retrieved from enerprosystems.com/wp-content/uploads/2026/01/BCUC-Notice-G-300-25.pdf on January 26, 2026.



We want to hear from you

ENERPRO SYSTEMS CORP. STATUS AS A PUBLIC UTILITY

The British Columbia Utilities Commission (BCUC) has established a proceeding to determine Enerpro Systems Corp.'s (Enerpro) status as a public utility. Enerpro provides submetering services to building owners in BC including, among other things, meter data collection, billing, and the collection of payments from building residents.

Between April and August 2025, the BCUC received complaints regarding charges billed by Enerpro. Following its review of the complaints as well as response submissions from Enerpro, the BCUC initiated an open and transparent public hearing to determine whether Enerpro is operating as a public utility as defined under section 1 of the *Utilities Commission Act*.

HOW TO PARTICIPATE

- [Submit a letter of comment](#)
- [Subscribe to the proceeding](#)
to receive email notifications when public documents are posted to the proceeding page

IMPORTANT DATES

1. **Friday, February 20, 2026** – Deadline to submit Letters of Comment

Please visit the [proceeding page](#) on bcuc.com under “Our Work” to learn more.

GET MORE INFORMATION

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