



REPORT

To: Electoral Area Directors Committee

Report Number: ADM-EADC-010

From: Crystal Brown, Electoral Area Manager

Date: June 9, 2020

Subject: British Columbia Utilities Commission Complaint Process

RECOMMENDATION #1:

That the Electoral Area Directors Committee receive the report titled "British Columbia Utilities Commission Complaint Process" dated June 9, 2020 for discussion.

BACKGROUND/RATIONALE:

During the May 21, 2020 Electoral Area Directors Committee meeting, the Committee requested that staff bring forward a report detailing the British Columbia Utilities Commission (BCUC) Complaint Process and a list of topics that the Committee wishes to address with BCUC.

The British Columbia Utilities Commission (BCUC) is an independent agency of the Government of British Columbia that is responsible for regulating BC's energy utilities. It is governed by the Utilities Commission Act and has specific responsibilities under the Administrative Tribunals Act and the Freedom of Information and Protection of Privacy Act.

The BCUC's mission is to ensure that ratepayers receive safe, reliable and non-discriminatory energy services at fair rates from the utilities it regulates, and that shareholders of those utilities are afforded a reasonable opportunity to earn a fair return on their invested capital.

The British Columbia Utilities Commission and Utility Customer Complaints

The BCUC receives complaints from utility customers and works to resolve these complaints where they fall within the BCUC's jurisdiction. BCUC staff investigate customer complaints to ensure utilities are following their tariffs and the Utilities Commission Act.

The BCUC Complaints Guide requires that a customer must attempt to resolve the matter with the utility first. In order to proceed with a complaint, complainants must provide a description of the contacts that they have made with the company, including dates and relevant correspondence, and reasons why their complaint remains unsolved.

In the fall of 2019, the Electoral Area Directors mentioned the following as potential topics to discuss with BCUC:

- Not receiving cost estimates for service expansion in rural areas – i.e. Prespatou, Wonowon, McLeod, and Kelly Lake.
- Not applying for the 40-year main extension test.
- Tomslake Expansion Project.

ALTERNATIVE OPTIONS:

1. That the Electoral Area Directors Committee provide further direction.

STRATEGIC PLAN RELEVANCE:

- ☒ Not Applicable to Strategic Plan.

FINANCIAL CONSIDERATION(S):

None at this time.

COMMUNICATIONS CONSIDERATION(S):

None at this time.

OTHER CONSIDERATION(S):

None at this time.