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www.bcuc.com**British Columbia
Utilities Commission**

Letter of Comment

In accordance with the Commission's Rules of Practice and Procedure, to submit a letter of comment concerning an application currently before the Commission, please provide a completed form to commission.secretary@bcuc.com. If email is unavailable, please mail the form to the address above. By doing so, you acknowledge that all letters of comment are published with the author's name as part of the public evidentiary record, both in print copy and on the Commission's website. All personal contact information provided on this page is removed before posting to the website. Forms must be received by the Commission by the last filing date included in the proceeding's regulatory timetable before final arguments.

Proceeding name

British Columbia Utilities Commission Residential Inclining Block Rate Report to the
Government of British Columbia ~ Project No.3698845

Are you currently registered as an intervener or interested party?

No

Name (first and last)

Doris Gallas

City

[REDACTED]

Province

BC

Email

[REDACTED]

Phone number

[REDACTED]

Letter of Comment

Name (first and last)

Doris Gallas

Date:

10-Aug-16

Comment: Please specify the reasons for your interest in the proceeding, your views concerning the proceeding, any relevant information that supports or explains your views, the conclusion you support and any recommendations. The Commission may disallow comments that do not comply with the Rules of Practice and Procedure.

British Columbia Utilities Commission Residential Inclining Block Rate Report to the Government of British Columbia ~ Project No.3698845

BC Hydro has argued that responsible consumers should be able to keep their power consumption within Step 1, yet many customers who rely on hydro to heat their homes do not find this to be the case.

I am one of those customers. My home is properly insulated, with modern windows and a well insulated attic, and yet my Step 2 charges have been almost three times the Step 1 charges. On my January bill I paid \$443.64, of which \$281.78 was step 2 charges. My next bill was \$369.29, of which \$200.04 was Step 2 charges. I do not overheat my home (thermometer reading of 60-65* Fahrenheit) and wear sweaters to keep warm indoors in winter. My son and I are very energy conscious, and are frugal in our habits. Hydro is by far my largest expense during the winter, and has become unaffordable on my limited income. BC Hydro spent a large sum of money installing a "Smart" meter on my home, which is essentially unusable as the meter must still be manually read once a year and the majority of my bills are estimates; this makes it very difficult to know if my bills are even an accurate reflection of usage.

I know of families that have been unable to pay their BC Hydro bills, have been cut off even during winter. It's obvious to me that this is an untenable situation for people living on limited incomes and I am hoping that BCUC will be able to intervene on behalf of people who are already struggling. As a government owned utility, BC Hydro has a responsibility to provide services to all of the citizens of British Columbia and should be operating on a non-profit basis in providing service to British Columbia.

I understand further that BC Hydro currently has power in excess of demand, even before Site C is built, so there is no justifiable basis for overcharging on Step 2 billing. I believe that either Step 1 needs to be expanded, or that Step 2 rates need to be drastically rolled back to a more sustainable level. It appears to me that there are many inefficiencies that BC Hydro could address within their organization, especially the remuneration of upper management, before hiking hydro rates yet again.