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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

Are you currently registered as an intervener or interested party?

Name (first and last)

City Province

Email Phone number

Letter of Comment

Name (first and last)

Phillip and Sandra Lamb

Date:

October 28, 2016

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.

Dear Commission Secretary,

We were pleased to read the invitation for comment on the BC Hydro two-tier billing system in the [REDACTED] [REDACTED] as we have been feeling quite upset since the day that BC Hydro brought it into effect.

We live out of town in [REDACTED] and we strive to use as little hydro power as possible in our day to day lives. In the fall of 2007 we made the decision to replace our older forced air electric furnace, as we knew that there were newer more energy efficient models on the market. As there is no natural gas available to any of the residents here, it was with much thought that we chose a new forced air electric furnace over installing a propane tank and propane furnace. We weighed out the pros and cons and felt that a more efficient electric furnace would best suite us both financially and environmentally. In December 2007 the new furnace was installed. The cost was close to \$5000, but we were sure that the investment was going to be worth while in the long run.

It was a very short time later, (with no warning that we observed), that the two-tier rating system suddenly appeared on our BC Hydro billing. We were very upset and felt quite cheated. If we had that information when we were deciding how to replace our furnace, we may have never gone with another electric furnace.

In the years since the new billing has come in, we have strived over and over to keep our consumption in the Step 1 category, but have never succeeded, because of the obstacles we are facing. We hope that you will consider our situation, (as well as others) and relax or adjust the two-tier system for homes that currently have electric heating systems.

Again we thank you for this invitation to comment, as this issue has weighed heavily on us since the changes took place.

Sincerely,

Phillip and Sandra Lamb