bcuc
British Columbia
Utilities Commission

Annual Report
2017/18

bcuc.com

Vision

To be a trusted and respected regulator that contributes to the well-being and long-term interests of British Columbians.

Mission

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.

Value Statements

Accessibility

We facilitate fair, transparent and inclusive processes that encourage well-represented input from relevant stakeholders who possess the information required to present their views effectively.

Integrity

We lead in a straightforward and consistent manner, by making objective and well-reasoned decisions and by treating stakeholders with dignity and respect.

Responsiveness

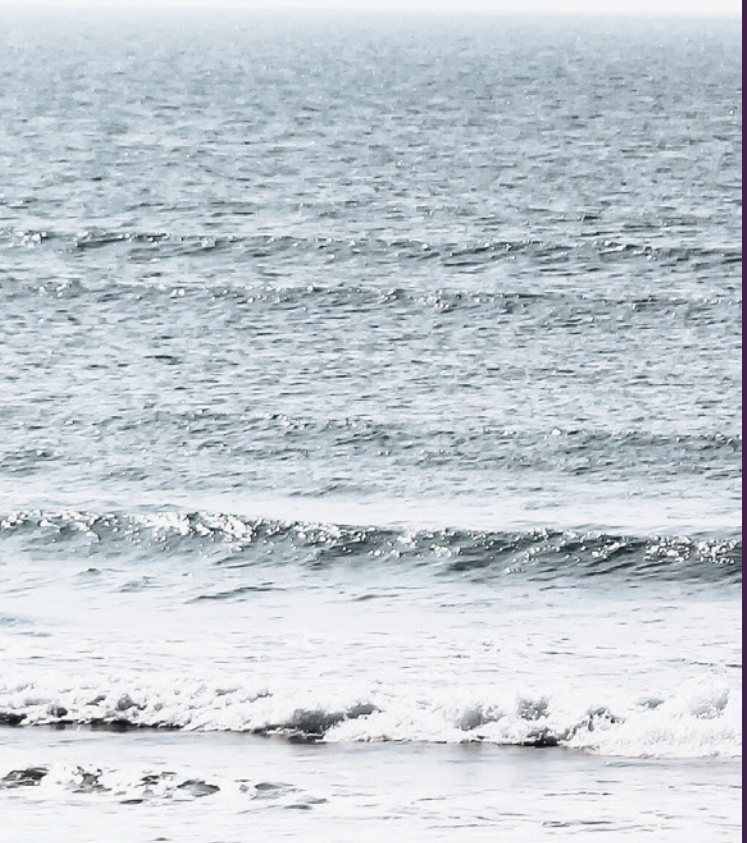
We deliver efficient regulation, aligned with all relevant legislation and regulations and government policies, that takes into account the business needs of regulated entities and the public interest.

Innovation

We continually strive to develop new efficiencies and innovative solutions in our internal operations and regulatory processes.

Excellence

We promote excellence by expecting high standards of performance and conduct by regulated entities and by encouraging professional development and excellence in our staff and Commissioners.



2017/18 Contents

Organizational Overview	**03**
Operational Highlights	**16**
Responding to Customers	**20**
Report on Performance	**23**
Recoveries and Expenses	**40**
Summary of Decisions, Reasons for Decisions and Negotiated Settlements	**43**
Summary of BCUC Orders	**58**
Regulated Electricity, Thermal Energy and Gas Sales	**73**
Orders in Council	**76**
Regulated Entities	**78**

Message from the Chair

This has been a busy and, at times, challenging year for the BC Utilities Commission (BCUC). Our team continues to grow stronger and we are proud to highlight our progress and some key accomplishments in the fiscal 2017/18 year.

First and foremost, as directed by the provincial government in August 2017, the BCUC initiated an open and transparent inquiry into BC Hydro's Site C project, examining the impact on BC Hydro ratepayers of continuing, suspending or terminating Site C. This work was a historic accomplishment for the BCUC that impacted every aspect of the organization and that took all hands on deck to complete within a very tight time frame. In just three months, and after receiving nearly 1,000 written and oral submissions during 11 Community Input Sessions, three First Nations Input Sessions and two Technical Presentation Sessions throughout the province, the BCUC finished its inquiry. In December 2017, the premier announced that the government will proceed with construction of Site C.

I'd like to thank all staff and Commissioners. They committed their professional and personal time to ensure that all projects, including Site C, were appropriately staffed and managed. Staff and Commissioners spent the better half of this year working evenings and weekends to ensure completion of projects.

Behind-the-scenes support ensured that necessary procurement was obtained, call centres were established, a website was created to assist with public access and understanding, and public consultation travel and logistics were confirmed. Without their dedication, none of this would be possible.

In January 2018, the BCUC established an independent inquiry into the regulation of electric vehicle (EV) charging service in the province. The service provided by EV charging stations is currently in an early development stage in B.C., and other entities may emerge over time to provide this service. The BCUC's independent inquiry is exploring the potential regulatory issues, including the level of regulation necessary (if any) in the EV charging stations market, the rates for EV charging service and the grid implications EVs might have on energy producers in the province.

Our efforts to achieve our key organizational objectives are guided by our Business Plan. Over the course of this past year, we took great strides towards achieving these objectives. These efforts were driven and supported by the successful recruitment of an experienced Chief Operating Officer, Ian Jarvis.

Further, our ongoing rebranding efforts have yielded positive feedback from stakeholder groups, and the launch of our redesigned website at the end of July 2017 has been well-received. The modernized website design separates information aimed at consumers from information for industry, and highlights areas of interest for both user groups.

We also continue to build on the recommendations from the provincial government's 2014 Core Review to improve our effectiveness and efficiency. We continue to expand the human resource capacity that's required to meet our workload and mandate. We are improving our internal work processes, and we are implementing a significant transformation of our information technology systems that support these efforts.

Additionally, in our continued effort to strengthen the BCUC's contributions and leadership in the energy and regulatory fields, we are proud to have hosted the annual Canada's Energy and Utility Regulators (CAMPUT) conference in May 2017 in Vancouver. CAMPUT is a pan-Canadian organization of energy regulators whose focus is on improving public utility regulation and related education and training in Canada. Hundreds of regulators and stakeholders, including consumers and others involved in Canada's utility industry, attended.

It is my pleasure to submit this report to the Lieutenant Governor in Council in accordance with the *Utilities Commission Act* and the *Budget Transparency and Accountability Act*. This report reflects the hard work and well-earned achievements of BCUC staff, executive and Commissioners, as well as other important stakeholders and individuals. Through a shared commitment to excellence and public service, we have all contributed to making this yet another successful year for the BCUC and British Columbians.

David Morton, Chair/CEO

Organizational Overview

Serving the public interest through fair, evidence-based and inclusive processes.

About Us

The BCUC is an independent agency of the provincial government that is responsible for regulating energy utilities within the province, its compulsory automobile insurance rates and rates related to intra-provincial pipelines.

We work hard to ensure British Columbians get fair value for safe and reliable energy services and basic automobile insurance rates. While protecting the ratepayer and the public interest, we afford the entities that we regulate a reasonable opportunity to earn a fair return on their capital investments, and in the case of compulsory insurance, ensure that costs are recovered and that there is adequate financial capacity to pay claims.

We consider all relevant legislation and regulations, as well as government policies and the business needs of regulated companies. The BCUC is governed by the *Utilities Commission Act* and has responsibilities under the *Administrative Tribunals Act*, *BC Hydro Act, Clean Energy Act*, *Freedom of Information, Insurance Corporation Act and Protection of Privacy Act*.

We work hard to ensure that our processes are fair, transparent and inclusive. The BCUC values input from British Columbians and is committed to issuing well-reasoned decisions that are based on sound evidence brought forward by well-represented parties. As a quasi-judicial entity, we make legally binding decisions in the public interest. We strive to balance the competing interests in the sectors we regulate to ensure British Columbians are best served.

The BCUC

The BCUC encourages participation in its public processes. By making all relevant materials publicly available, we strive to ensure that stakeholders have the information they need to effectively participate.

The BCUC:

- Regulates public utilities within its jurisdiction and in accordance with relevant legislation
- Ensures ICBC's basic insurance rates are set in an adequate, efficient, just and reasonable manner
- Oversees Mandatory Reliability Standards in British Columbia by adopting appropriate standards, and supervises compliance by regulated entities with these standards
- Reviews questions and complaints about the actions of regulated entities and ICBC
- Licenses gas marketers, reviews complaints and adjudicates gas marketing disputes
- Establishes tolls and conditions of service for common carriers, purchasers and processors
- Reviews energy and automobile basic insurance matters referred to it by the Government of B.C.

Organizational Structure and Capacity

Our employees are vital to the success of this organization and our goal is to ensure that their knowledge and experience are used effectively and efficiently, and that we support our employees in their career development.

Building on the organizational effectiveness assessment initiated in spring 2016, we restructured our staff teams and our approach to our work in late 2016/17. In 2017/18 we increased our recruitment efforts to build organizational capacity. As a result of these initiatives, we have observed the following three main outcomes:

1. **A high level of collaboration and a wide variety of work have transformed the workplace culture**

   Various initiatives that focus on more collaboration and better distribution of work have driven a recognizable improvement in the BCUC's workplace culture. These positive changes have made the whole team more adaptable, resilient and forward-looking. Maintaining the momentum of these changes is an ongoing emphasis.

2. **Collaboration within the leadership team has helped achieve increased efficiency and effectiveness**

   The key outcome of the structural reorganization is an increasing level of coordination at the senior management level, which in turn strengthens the broader team. A senior manager is assigned to lead a cross-functional team of staff for each new project or proceeding. This change has resulted in increased efficiency team-wide and a more collaborative, effective and positive team-first approach.

3. Increased focus on development and refinement of team and individual skill sets

As noted above, we believe that our employees are vital to the success of this organization. Our focus on on-the-job staff development is driven by our cultural transformation. We assign work and build teams for proceedings with the intent of developing and refining the skill sets of our individual team members. This includes coaching of peers, sharing of technical knowledge, development of writing and communication skills, and leadership coaching.

These three outcomes, specifically related to the transformation of our workplace culture, were critical for the organization to carry out our mandate in 2017/18, which had its challenges due to high-profile projects with tight timelines, such as the Site C Inquiry. Further, the recruitment of a Chief Operating Officer successfully concluded in May 2017. The BCUC continues to strengthen the staff team and reinforce our commitment to a supportive, collaborative and positive culture.

Moving forward, the BCUC will continue to invest in our team. We are implementing a new staff feedback and development tool, conducting an employee engagement survey, and establishing staff training to support our employees to thrive in a team-based work environment.

Commissioner Biographies

Commissioners are independent decision-makers who are appointed by the Lieutenant Governor in Council in consultation with the BCUC's Chair and CEO. Commissioners hold a variety of professional backgrounds and work with staff experts to ensure open and transparent evidentiary reviews are undertaken.

David M. Morton
Chair and Chief Executive Officer

Appointed Chair and CEO in December 2015, has been a Commissioner for eight years. Bachelor of Applied Science, University of Toronto; Professional Engineer (British Columbia); Licentiate in Accounting, Society of Management Accountants Canada; certified with the ICD.D designation in 2013 by the Institute of Corporate Directors. Consultant with over 25 years of experience in the information technology sector, specializing in project management, business and technical analyst services. Also serves as director for the Arts Club Theatre Company and president of the West Vancouver Community Arts Council.

Dennis A. Cote
Commissioner (Part-time)

Appointed in October 2008. Bachelor of General Studies, Simon Fraser University. Retired in 2007 as Vice President, Product Development and Support for the British Columbia Automobile Association; held various other executive roles with the British Columbia Automobile Association, including Vice President Sales, Director of Travel Services; Merchandise Investment Manager and Store Manager with the Hudson Bay Company, B.C. Region; currently a member of the Board of Consumer Protection British Columbia.

Douglas J. Enns
Commissioner (Part-time)

Appointed in March 2016. Bachelor of Arts, Economics, University of Manitoba; FCPA, Fellow Chartered Professional Accountants of British Columbia; C.Dir, Chartered Director, McMaster University; MBA, University of Wales; completed Enterprise Risk Management Certificate, Stanford University. President of Upturn Consulting Ltd.; Chair of the Board of Consumer Protection British Columbia; member of the Board of Directors of British Columbia Life Insurance Ltd.; past President of the Institute of Chartered Accountants of British Columbia; former Board member of Royal Roads University, the University of Victoria, Medic Alert Foundation and RaxMax Industries Advisory Board.

William M. Everett
Commissioner (Part-time)

Appointed in February 2016. Bachelor of Arts (Political Science and Economics), University of Manitoba; Bachelor of Law, University of British Columbia. Practised law at Lawson Lundell LLP primarily in the area of complex litigation with a focus on commercial, construction, engineering, products liability, insurance and regulatory issues for the last 44 years and has appeared as counsel before the Supreme Court of Canada, courts in B.C. and Alberta and regulatory tribunals; Chartered Arbitrator and has mediated and arbitrated numerous disputes; an elected Bencher of the Law Society of B.C. in 1998, served as its President in 2003 – 2004 and is currently an Adjudicator on Law Society Panels hearing disciplinary and credential hearings; has served on many Boards, including the Pacific Alzheimer Research Foundation, Vancouver Art Gallery, Crofton House School and the Vancouver Playhouse Theatre.

Anna K. Fung
Commissioner (Full-time)

Appointed in December 2017. Bachelor of Arts (English and French) and Bachelor of Laws, University of British Columbia. Certified Corporate Counsel designation. Past President of British Columbia Law Society, Canadian Corporate Counsel Association, People's Law School, Association of Chinese Canadian Professionals and BC Autism Association. Former Vice President, Legal and General Counsel at TimberWest Forest Corp., Corporate Counsel at Intrawest ULC and Senior Counsel at BC Gas Inc.; current Director of Vancouver Airport Authority, BC Unclaimed Property Society and Arts Club Theatre Society.

Howard G. Harowitz
Commissioner (Part-time)

Appointed in March 2014. Bachelor of Commerce (Economics), University of British Columbia; Master of Business Administration, Stanford University; Partner at PricewaterhouseCoopers; President of two operating companies; principal and director of private consulting firm; Director, Vancouver Coastal Health, Dalai Lama Centre and Gateway Theatre Society.

Karen A. Keilty
Commissioner (Part-time)

Appointed June 2014. Bachelor of Business Administration, Simon Fraser University; FCPA, Fellow Chartered Accountant, Chartered Professional Accountants of British Columbia; completed Directors Education Program and Not-for-Profit Governance Course with the Institute of Corporate Directors. 30 years of audit experience with Deloitte, serving as the leader of Deloitte's B.C. audit practice prior to retirement in 2014; Director of Great Canadian Gaming Corp.; Member of Executive Committee, Canada's Energy and Utility Regulators (CAMPUT); served on Council of Institute of Chartered Accounts of B.C. and as President in 2009/10; past Director of Quest University, Vancouver Social Venture Partners, British Columbia Paraplegic Foundation, Forum for Women Entrepreneurs, Vancouver Enterprise Forum, B.C. Chamber of Commerce and Women's Addiction Foundation.

Miriam Kresivo
Commissioner (Part-time)

Appointed June 2016. Juris Doctor, UBC Law School; Bachelor of Arts, McGill University. Associate Counsel at Alexander Holburn Beaudin and Lang, Second Vice President of the Law Society of B.C.; previously General Counsel of Chevron Canada Limited, Products Division; past member of the Board of B.C. Pavilion Corporation, the owner and operator of the Convention Centre and BC Place.

Bernard A. Magnan
Commissioner (Part-time)

Appointed in June 2012. Bachelor of Commerce (Economics), Concordia University; Master of Business Administration, Simon Fraser University; Certified Management Consultant; Fellow of Chartered Professional Accountants. Served five years as Assistant Managing Director and Chief Economist, the Vancouver Board of Trade; Managing Director of BMA Ltd., a management consulting and project management firm specializing in project management, strategic planning and corporate turnarounds for several industries including transportation, finance, manufacturing, health care and utilities.

Richard I. Mason
Commissioner (Part-time)

Appointed in March 2016. Bachelor of Arts (Mathematics and Computing Science), University of Cambridge; Master of Business Administration, University of Cambridge. Previously held the role of CEO with two information technology businesses and executive leadership roles at Health Insurance B.C. and Pacific Blue Cross; mentor to entrepreneurs for the Canadian Youth Business Foundation, and to students of the University of Cambridge's MPhil. Management program; former member of the B.C. Medical Association's Council on Health Promotion.

Richard D. Revel
Commissioner (Part-time)

Appointed in December 2011. Bachelor of Science, Notre Dame University of Nelson; Doctor of Philosophy (Plant Ecology), University of British Columbia. Currently Professor Emeritus, University of Calgary; retired in 2008 as Professor of Environmental Science at the University of Calgary; specialized in the technical and economic aspects of resource development and management; held appointments to the National Energy Board of Canada and with the Ministries of Energy and Mines and Environment in Ecuador under the auspices of the United Nations Development Programme.

Leadership

David Morton
Chair and Chief Executive Officer

Ian Jarvis
Chief Operating Officer

Viki Vourlis
Director, Corporate Services

Kristine Bienert
Director, Compliance and MRS

Nicola Simon
Director, Facilities and Planning

Yolanda Domingo
Director, Rates

Staff

Corporate Services

Corporate Services is responsible for strategic human resource management, BCUC finances, information technology and facilities management. This division implements and administers human resources policies relating to benefits, pay, onboarding, employee relations, training, development and more. The division is also responsible for procurement, the BCUC's budget, and managing cost recovery from regulated entities through an annual levy and direct proceeding costs.

Corporate Services
(L-R: Sheena Zyp, Vanshika Bobal, Mark Hudson, Catherine Allman, Nick Stepanov, Roisin Abbott, Manpreet Gill, Kevin Wong, Viki Vourlis)

Regulatory Services

Regulatory Services is led by the Commission Secretary/Manager, Regulatory Services, who fulfils statutory duties outlined in the *Utilities Commission Act* and acts as the BCUC's official representative. The Regulatory Services group also manages all administrative functions for the organization, including web services.

Regulatory Services
(L-R: Nhi Do, Amanda Duncan, Daniela Guest, Katie Berezan, Patrick Wruck, Jessica O'Brien, Ange-Christelle Irakarama, Roisin Abbott, Yvonne Lapierre)

Strategic Solutions

Strategic Solutions keeps the BCUC well-informed of emerging energy issues that will impact the BCUC's regulatory role, and undertakes research and analysis to support changes in regulatory policy and procedures.

Strategic Solutions
Doug Chong

Communications

Communications is responsible for planning and implementing all internal and external communications for the BCUC. Communications leads the following activities: community engagement, media relations, external communications with stakeholders and the public, and internal communication with employees.

Communications
Erica Hamilton

Regulatory

Facilities and Planning, Rates, and Compliance and Mandatory Reliability Standards make up the BCUC's three regulatory divisions. Staff specialists within these divisions apply professional expertise in areas including accounting, economics, ratemaking, business management, engineering, policy and compliance. Based on the subject matter under review by the BCUC, staff from each division form cross-divisional proceeding teams responsible for ensuring the development of a full record of evidence for consideration by Commissioners.

Facilities & Planning
(L-R: Jackie Ashley, Nicola Simon, Phil Stallard, Lejla Uzicanin, Errol South)

Rates
(L-R: Bonnie Guzman, Sarah Walsh, Laurel Ross, Yolanda Domingo, Joshua O'Neal, Tanya Lai)

Compliance & MRS
(L-R: Davy Zhuang, Aidan Kehoe, Keshni Nand, Christine Schwab, Amit Plaha, Marija Tresoglavic, Ian Homer, Kristine Bienert, Arun Siva, Martyn Lambert, Ashita Anand Sanghera, Roy Quinones)

Executive

David Morton
Chair and Chief Executive Officer

Ian Jarvis
Chief Operating Officer

Corporate Services

Viki Vourlis
Director

Vanshika Bobal
Manager, Information Technology Operations

Sheena Zyp
Manager, Human Resources and Procurement Administrator

Catherine Allman
Human Resources Specialist

Nick Stepanov
Finance Business Analyst

Kevin Wong
Financial Administrator

Roisin Abbott
Receptionist/ Administrative Assistant

Manpreet Gill
Receptionist/ Administrative Assistant

Mark Hudson
Web/IT Administrator

Regulatory Services

Patrick Wruck
Commission Secretary and Manager, Regulatory Services

Constance Smith
Senior Administrator

Katie Berezan
Administrative Assistant/Hearing Administrator

Nhi Do
Administrative Assistant/Hearing Administrator

Amanda Duncan
Administrative Assistant/Hearing Administrator

Daniela Guest
Administrative Assistant/Hearing Administrator

Ange-Christelle Irakarama
Administrative Assistant/Hearing Administrator

Yvonne Lapierre
Administrative Assistant/Hearing Administrator

Jessica O'Brien
Administrative Assistant/Hearing Administrator

Communications

Erica Hamilton
Director

Strategic Solutions

Doug Chong
Director

Facilities and Planning

Nicola Simon
Director

Jackie Ashley
Senior Regulatory Analyst

Errol South
Senior Regulatory Analyst

Lejla Uzicanin
Senior Economist

Hillary Cheung
Regulatory Economist

Phil Stallard
Regulatory Analyst

Rates

Yolanda Domingo
Director

Leon Cheung
Senior Economist

Laurel Ross
Senior Regulatory Specialist

Suzanne Sue
Senior Regulatory Specialist

Sarah Walsh
Senior Regulatory Specialist

Bonnie Guzman
Regulatory Analyst

Tanya Lai
Regulatory Analyst

Joshua O'Neal
Regulatory Analyst

Compliance and MRS

Kristine Bienert
Director

Katharine Carlsen
Manager, Gas Marketing Programs & Media Relations

Christine Schwab
MRS Program Manager

Ian Homer
Senior Compliance Analyst

Ashita Anand Sanghera
Senior Engineer

Atalla Buretta
Gas Engineer

Aidan Kehoe
Analyst Commodity Markets

Martyn Lambert
Regulatory Analyst

Keshni Nand
Compliance Analyst

Amit Plaha
Regulatory Analyst

Roy Quinones
Analyst Commodity Markets

Arun Siva
Compliance Analyst

Marija Tresoglavic
Compliance Analyst

Davy Zhuang
Engineer, MRS

Operational Highlights

Delivering on our plan to improve the BCUC experience for the public, stakeholders and our regulated entities.

Site C and Electric Vehicle Charging Service Inquiries

Site C Inquiry

As directed by the provincial government in an Order in Council (OIC) in August 2017, the BCUC initiated a robust, open and transparent inquiry into BC Hydro's Site C project, examining the impact on BC Hydro ratepayers of continuing, suspending or terminating Site C. This work was a historic accomplishment for the BCUC that strained the internal resources of the organization to complete it within a very tight time frame.

Over just a three-month period, the Panel, chaired by BCUC Chair and CEO David Morton, received 620 written and 304 oral submissions during 11 Community Input Sessions throughout the province. Additionally, the Panel held three First Nations Input Sessions and two Technical Presentation Sessions before releasing a comprehensive report.

In December 2017, the premier announced that the provincial government will proceed with Site C. In many comments, official statements and interviews with the media, the premier, the minister of energy and mines, members of the public and many experts close to the Inquiry have complimented the work of the BCUC.

The Site C Inquiry had a final cost of approximately $3.6 million, which was well under the original estimate. The costs were recovered from BC Hydro ratepayers.

Electric Vehicle Charging Service Inquiry

On January 2018, the BCUC established an independent inquiry into the regulation of electric vehicle (EV) charging service in B.C. The service provided by EV charging stations is currently in an early development stage in B.C. and other entities may emerge to provide EV charging service.

The BCUC's independent inquiry is exploring the potential regulatory issues, including the following:

- The level of regulation necessary (if any) in the EV charging stations market
- The rates for EV charging service
- The impact on the grid of an increase in the number of EV charging stations

Starting in March 2018, the Panel held 10 Community Input Sessions throughout the province to hear comments on the issues raised in the Inquiry. The results of this inquiry are anticipated to be released in fiscal 2018/19.

Enhanced Communication, Stakeholder Engagement and Public Participation

The BCUC is open, transparent and focused on working with and listening to the public, stakeholders, regulated entities and government to improve our communications and stakeholder engagement practices.

Currently, members of the public can engage in the BCUC processes by:

- Signing up to receive email notification of all non-confidential evidence presented in a proceeding and register on the public evidentiary record
- Contributing views and opinions about a matter before the BCUC
- Applying to intervene in a proceeding; this pertains to those who can demonstrate that they are sufficient affected by a decision

As outlined in our Business Plan, the BCUC is committed to a greater level of engagement with stakeholders and participation with the public. A number of steps were taken over the past year to accomplish these goals, including the following:

- **A benchmarking survey regarding awareness and attitudes towards the BCUC among the general public**
  - Feedback received at two focus groups – one in the Lower Mainland and one in B.C.'s interior – identified the need for better awareness of our organization, and assisted in an overhaul of the BCUC's branding.
- **A stakeholder engagement survey completed by public utilities and ICBC, other regulated companies, and other stakeholders such as interveners and interested parties**
  - We are putting the information gathered from this survey into action by increasing the opportunities for the public to speak directly to proceeding Panels and Community Input Sessions, and conducting more research to better understand views and opinions of the public.
- **Continued response to the provincial government's 2014 Core Review**
  - Completing the recommendations of this review will help increase the BCUC's capacity, effectiveness and efficiency.

Further, a full rebrand of the BCUC, including a new logo, was completed last year. The brand is a fundamental expression of an organization's core values, vision and mission to the outside world: it tells a story. So, as part of our rebrand, we took the key step of designing a more user-friendly website that differentiated the BCUC branding from that of the Government of B.C., which helps reinforce the BCUC's independent nature.

Additionally, in our continued effort to strengthen the BCUC's contributions and leadership in the energy and regulatory fields, we are proud to have hosted the annual Canada's Energy and Utility Regulators conference in May 2017 in Vancouver. Hundreds of regulators and stakeholders, including consumers and others involved in Canada's utility industry, attended.

BCUC hosted a booth at the Union of BC Municipalities annual conference and at Clean Energy BC's annual conference. These events provided opportunities for BCUC staff to meet and interact with decision-makers from independent power producers, utilities, First Nations, government and other stakeholders.

Improving Information Technology

We are implementing wholesale change to our internal processes and supporting technology to provide a better level of service to stakeholders and to improve internal efficiency and effectiveness. We have replaced the informational portions of the BCUC's website and we are implementing a combined Microsoft SharePoint and Dynamics solution to better manage our compliance and complaints processes.

When the complaints and compliance process changes are complete, we will implement changes to our core work related to proceedings and decisions.

Responding to Customers

Addressing Utility Customer Complaints

The BCUC works to resolve complaints about regulated electricity or gas utilities and ICBC's basic automobile insurance rates that are within our jurisdiction under the *Utilities Commission Act*. While most complaints are resolved through discussions between the customer and the utility concerned, unresolved issues may be referred to the BCUC.

Complaints received by the BCUC this year include issues related to:

- Billing;
- Metering and meter reading;
- Application of standard charges and rates;
- Tariff-related matters;
- Customer service;
- Power quality;
- Maintenance of utility infrastructure; and
- Information requests about service or regulation.

The number of written complaints this year decreased to 277 from 397 reported the previous year. The table to the right provides a breakdown of the complaints received per utility. Those utilities with no complaints to the BCUC are not included.

The decrease in the number of complaints from the previous year is due in part to a decline in the number of complaints regarding BC Hydro's Meter Choices Program and FortisBC Inc.'s Advanced Metering Infrastructure Project. While BC Hydro and FortisBC Inc. continue to replace legacy meters as permitted (by regulation for BC Hydro and by a Certificate of Public Convenience and Necessity for FortisBC Inc.), complaints in this category have declined this year.

Complaints Received	Number	Total
BC Hydro and Power Authority		**163**
General Complaints	61	
Billing	63	
Rates	19	
Disconnection	20	
FortisBC Inc. (electric)		**50**
General Complaints	10	
Billing	16	
Rates	15	
Disconnection	9	
FortisBC Energy Inc. (gas)		**42**
General Complaints	18	
Billing	16	
Rates	7	
Disconnection	1	
Insurance Corporation of British Columbia		**10**
Pacific Northern Gas Ltd.		**6**
Shannon Estates Thermal Energy Systems		**2**
Other		**4**
Total		**277**

The Natural Gas Customer Choice Program

Natural gas marketers have been authorized to market natural gas to commercial customers since 2003 and to residential customers since 2006 through the Customer Choice program. The BCUC's role in this program is to license the gas marketers, establish the Rules and Code of Conduct that gas marketers must follow, and adjudicate disputes and complaints customers file against gas marketers.

Gas Marketer Participation
In the fiscal year 2017/18, the BCUC licensed six gas marketers under the Customer Choice program, listed below:

- Access Gas Services Inc.
- Bluestream Energy Inc.
- Direct Energy (B.C.) Ltd.
- Just Energy (B.C.) LP
- Planet Energy (B.C.) Corp.
- Summitt Energy BC LP

Customer Choice Annual General Meeting
The Code of Conduct for gas marketers allows the BCUC to hold an Annual General Meeting (AGM) to discuss program improvements or enhancements, if warranted.

On February 28, 2018, FortisBC Energy Inc. submitted the Customer Choice program annual statistics to the BCUC and AGM stakeholders for review. On April 23, 2018, the BCUC issued Customer Choice program statistics regarding disputes and complaints filed in 2017 to FortisBC and other AGM stakeholders for review and requested submissions on whether an AGM regarding the 2017 calendar year was warranted, and if so, proposed issues to be addressed during the AGM.

FortisBC and AGM stakeholders submitted that they had no issues to be addressed and, as such, an AGM was not warranted this year. The BCUC determined an AGM was not warranted for the 2017 calendar year.

Disputes and Complaints
The BCUC adjudicates complaints and disputes that have not been directly resolved between customers and licensed gas marketers.

The complaint process is available for members of the public with a general complaint or concern about a gas marketer's customer service, salesperson conduct or marketing practices, or about the Customer Choice program administration. Complaints can be from members of the public who may or may not have entered into an agreement with a gas marketer. In 2017/18, the BCUC reviewed a total of 37 written complaints, increasing from a total of 26 written complaints in 2016/17.

The dispute process is available for customers who have signed a contract with a licensed gas marketer and wish to dispute their contract. Contracts may be disputed for a number of reasons, including contract term, contract price, validity of the contract and non-compliance with the Code of Conduct. In 2017/18, the BCUC received 170 disputes through the dispute resolution process. This is in line with the level of disputes in 2016/17, during which the BCUC received 171 disputes. This figure includes disputes adjudicated by the BCUC and non-contested disputes in which the gas marketer agreed to cancel a customer's contract of their own accord, without a BCUC determination.

Report on Performance

Maximizing the efficiency and effectiveness of the review process.

Performance measurement and evaluation provides information that can aid in process improvement and innovation, and ultimately improve the regulatory experience for stakeholders. By measuring performance, the BCUC aims to improve key aspects of our regulatory efficiency and effectiveness, specifically timeliness, responsiveness and transparency.

While striving for regulatory efficiency and effectiveness, the BCUC is committed to ensuring that other important aspects of regulatory performance that are more difficult to measure are not sacrificed, such as diligence, and quality of reasoning and writing.

Table 1 summarizes the performance measures and targets selected by the BCUC. Two types of performance measures are identified:

i. Performance measures with targets
ii. Indicative performance measures (without targets)

In addition to performance measures, the BCUC reports on the following measures annually. The following measures help to provide context and transparency:

- Annual average Decision Cycle Time
- Total Cycle Time for each hearing proceeding
- Business Plan Project updates; and
- Mandatory Reliability Standards metrics

Table 1

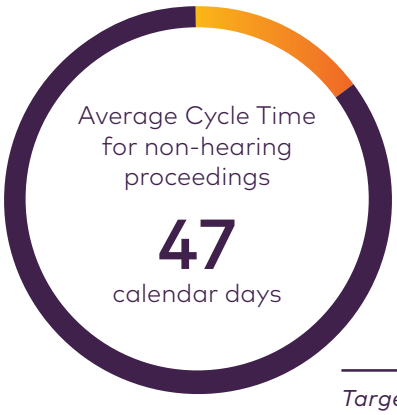
BCUC Performance Measures and Targets

Performance Measure	Target
Cycle Time	
1. Decision Cycle Time	90% issued in 90 calendar days or less
2. Other Proceedings Total Cycle Time	Maximum annual average of 40 calendar days
Customer and Stakeholder Experience	
3. Complaint and Inquiry Response Time	85% in 5 business days or less
4. Participant Assistance/Cost Award Cycle Time	100% issued in 60 calendar days or less
Organizational and Financial Performance	
5. Employee Engagement	Meet or exceed the BC Public Service – Work Environment Survey score
6. Total Expenditure per Capita ($/capita)	None (Indicative Measure*)
7. Energy Regulation Expenditure per gigajoule ($/GJ)	None (Indicative Measure*)

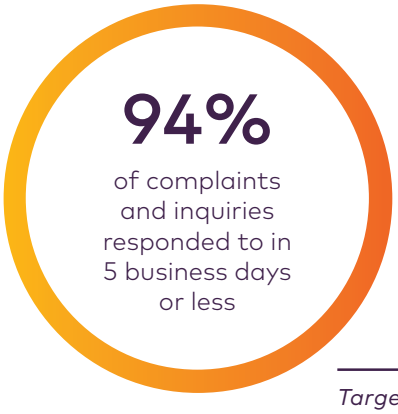
**Indicative performance measures do not have targets due to the potential for erratic trends caused by external factors outside the BCUC's control.*

Performance Measures at a Glance

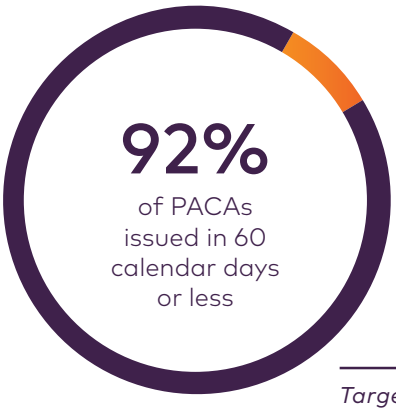
Target minimum of 90% not reached (see page 27)



Target maximum of 40 days not reached

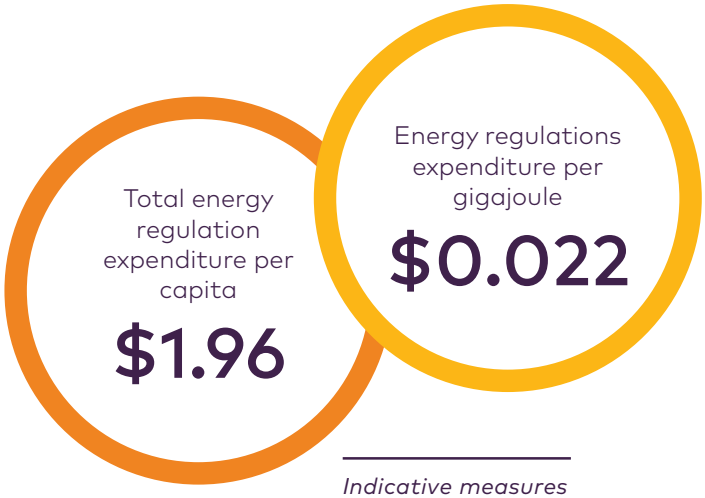


Target minimum of 85% exceeded



Target minimum of 100% not reached

Compares favourably to BC Public Service score of 66



Indicative measures (no target)

1. Decision Cycle Time

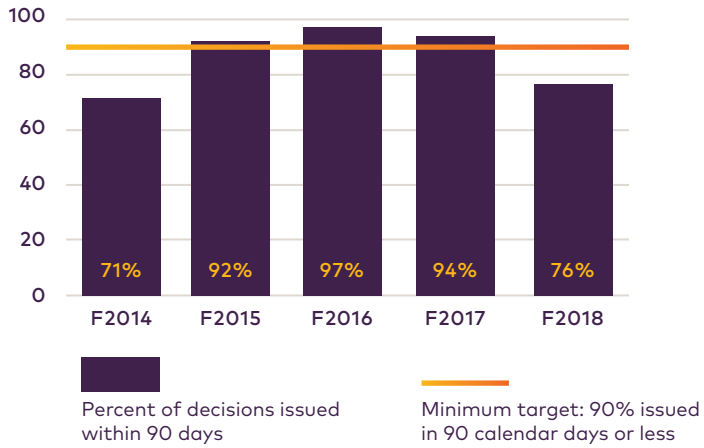
The Decision Cycle Time is a measure of the BCUC's deliberation on proceedings. It is measured by the duration in calendar days from the date of the reply argument (or in some cases another event signalling the beginning of the BCUC's deliberation) to the earlier date of the decision or order. This performance measure includes any proceedings with arguments, or those that allow for arguments, that result in a final order, decision or report.

The purpose of this measure is to support the objectives of effectiveness and efficiency by ensuring transparency and accountability for the timely issuance of decisions for hearings. This requires the BCUC to balance timeliness and quality, ensuring that efficiency does not adversely affect quality and vice versa. The 90 percent target includes a recognition that some proceedings, by their nature, will require longer timeframes.

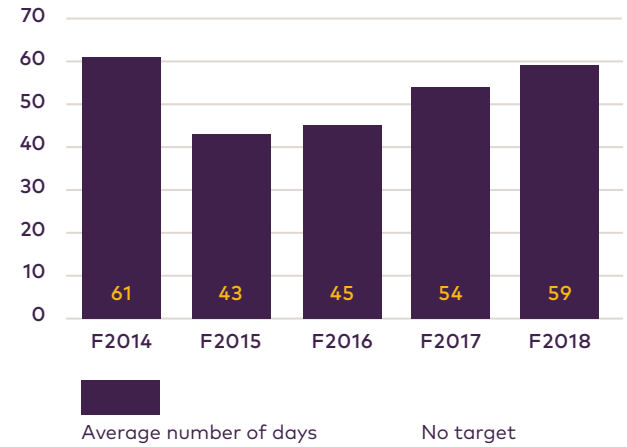
In 2017/18, 76 percent of decisions were issued within 90 days. This measure was tracking 100 percent in the first two quarters of the year (April–September), but was significantly impacted by the Site C Inquiry.

The BCUC also reports on the Average Annual Decision Cycle Time (in calendar days). For this measure, there is no accompanying target; however, it helps provide transparency and accountability, and gives an indication of how the BCUC is performing year to year. This year's average Decision Cycle Time was 59 days, compared with 52 days, which is the running five-year average.

Percent of Decisions Issued within 90 Days



Average Annual Decision Cycle Time (days)



Decision Cycle Time and Total Cycle Time for Hearing Proceedings

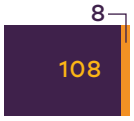
The charts below summarize the Total Cycle Times and the Decision Cycle Times for each hearing proceeding. It is important to note that there are a number of circumstances that affect the time it takes to review an application or complete an inquiry.

Written/Procedural Conference

G-158-17
BC Hydro Supply Chain Applications Project

Written/Streamlined Review Process

G-59-17
Stargas 2016 Delivery Rate



G-166-17
BC Hydro 2017 Customer Emergency Fund Pilot Program

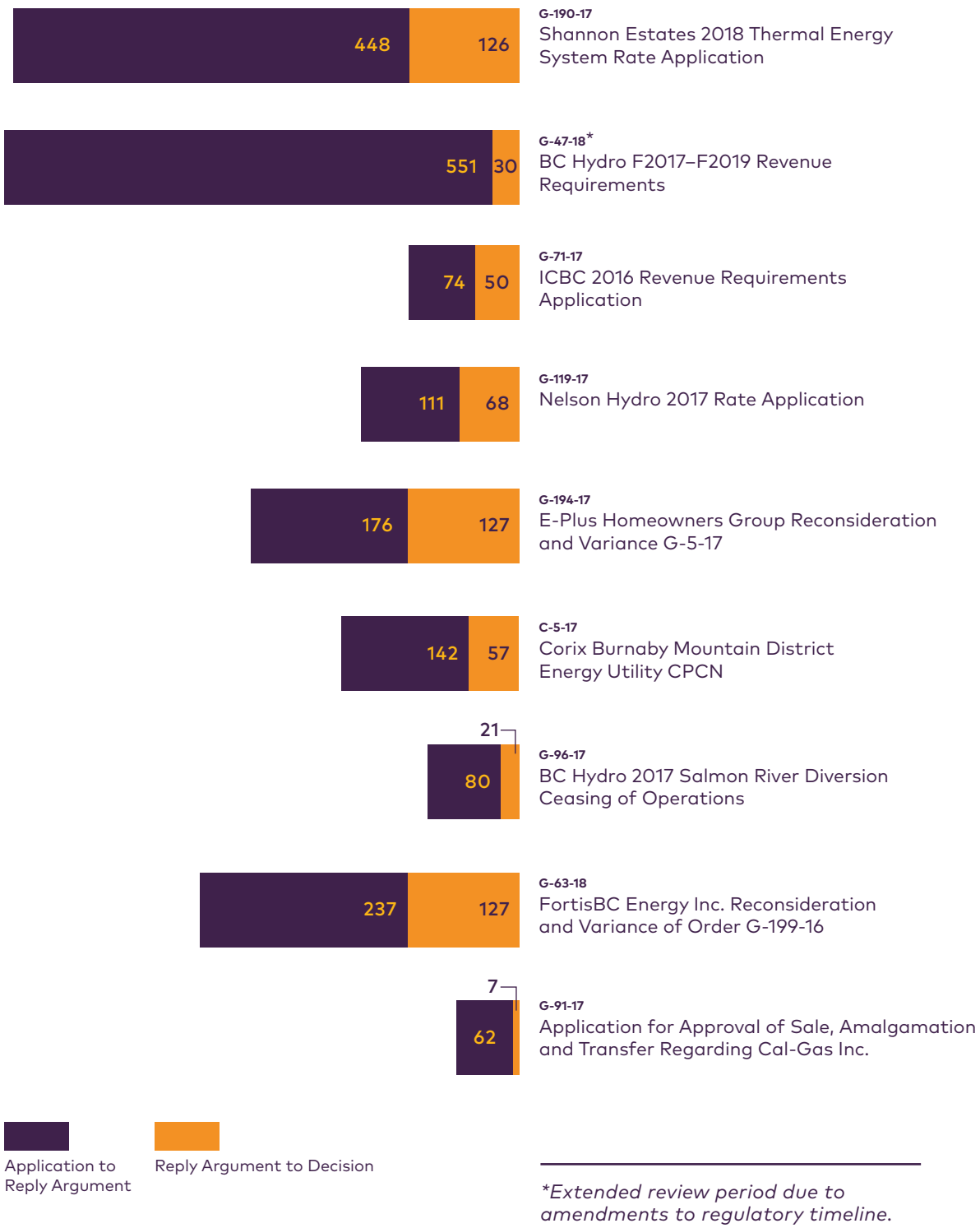
Written/Lieutenant Governor in Council

G-182-17
Application for Approvals Related to the Reorganization of Cal-Gas Inc.

Application to Reply Argument

Reply Argument to Decision

Written Hearing Cycle Times



**Extended review period due to amendments to regulatory timeline.*

Written Hearing Cycle Times

Decision Cycle Time Missed Targets

Five hearings in 2017/18 did not meet the 90-day Decision Cycle Time target. There are a number of circumstances that can cause missed targets, some of which are not within the BCUC's control.

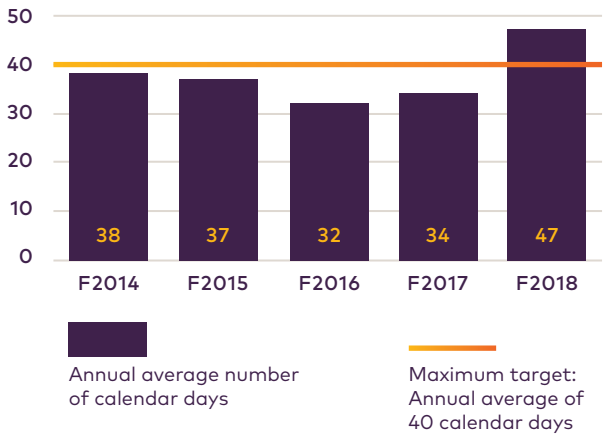
2. Other Proceedings Total Cycle Time

Other Proceedings Total Cycle Time measures the average duration in calendar days for processing orders or letters for applications/filings/items not handled through a proceeding with an argument. This is typically measured from the date the application is received to the date the order/decision is issued.

The intent of this performance measure is to monitor the timeliness of processing non-hearing proceeding items. The objective is to promote effective and efficient operations by ensuring transparency and accountability for the timely issuance of decisions for hearings.

The BCUC's target is to complete non-hearing proceedings within 40 days on average. In 2017/18, this target was missed, with an annual average of 47 calendar days. This was largely due to the Site C Inquiry and staff being overcapacity during the second half of the year.

Annual Average Number of Calendar Days for Non-Hearing Total Cycle*



**Method of calculation for this metric was revised to exclude complaints in past years.*

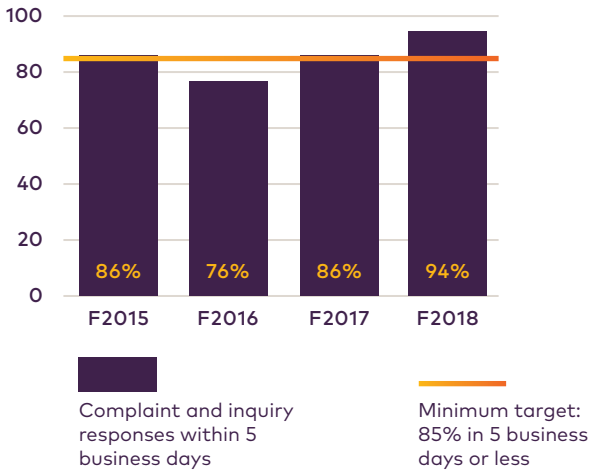
3. Complaint and Inquiry Response Time

Complaint and Inquiry Response Time measures the business days from the receipt of a complaint, an inquiry, or Freedom of Information Request to the date of the BCUC's first substantive response. This measure includes complaints and inquiries from regulated company customers as well as complaints regarding the Customer Choice program and associated gas marketers. However, this does not include correspondence where the BCUC has been copied on a complaint or inquiry addressed to another party.

This measure aims to increase transparency surrounding the BCUC's responsiveness towards customers and stakeholders. We recognize the importance of timely, tailored and appropriate responses to complaints and inquiries and Freedom of Information Requests from utility customers, utilities and other stakeholders.

The BCUC's target is to respond to complaints and inquiries within five business days 85 percent of the time. In 2017/18, this target was achieved, with 94 percent of complaints and inquiries meeting target times.

Complaint and Inquiry Responses within 5 Business Days



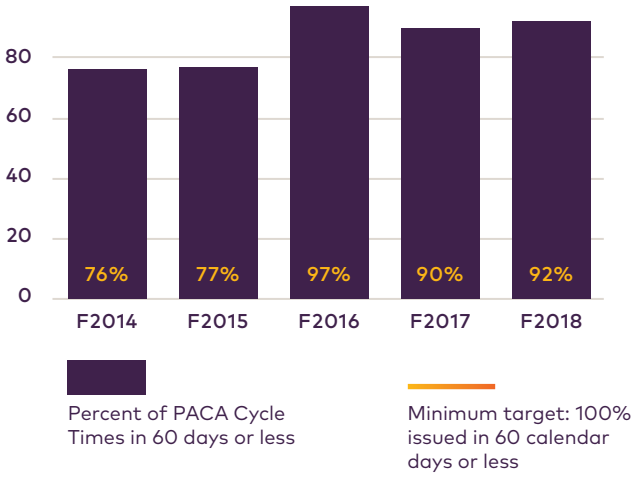
4. Participant Assistance/Cost Awards (PACA) Cycle Time

Participant Assistance/Cost Awards Cycle Time measures the calendar days from the completion of a proceeding (or the date of the final intervener application, if it came after) to the date the PACA order was issued.

The objective of this performance measure is to ensure the timely issuance of orders regarding intervener expenses for each proceeding. Meeting this target ensures that the BCUC will consistently give participants appropriate expectations as to cost award timelines.

The BCUC has committed to a 60-day requirement under PACA guidelines.

Percent of PACA Cycle Times Under 60 Days



PACA Cycle Times Missed Targets

As with the Decision Cycle Times, the BCUC monitors the PACA orders that are not issued within the 60-day target. The following outlines one instance of a missed PACA Cycle Time target during which the Panel and lead staff had substantial workloads on other proceedings that occurred during the same period.

- **Residential Inclining Block Rate Report – BCSEA PACA**

  Start date: April 7, 2017
  Target date: June 6, 2017
  PACA Order Date: September 21, 2017
  PACA Cycle Time: 167
  Days over target: 107

5. Employee Engagement

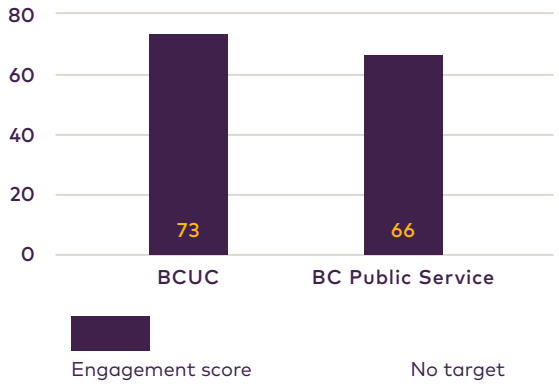
The purpose of this performance measure is to encourage employee engagement that fosters employee development and empowerment. A healthy workplace environment encourages employees to work efficiently and effectively to achieve the BCUC's goals. This performance measure is based on the premise that a balanced approach should focus on financial performance, business processes and the environment for the people who carry out these processes.

Employee engagement is determined by the BCUC's overall engagement score from an employee engagement survey designed by the central statistical agency of the province of British Columbia (BC Stats).

This survey is a biennial online survey that seeks to determine an overall engagement score that represents the health of the work environment by taking into consideration areas including, but not limited to, satisfaction, workplace tools, professional development and management. The engagement score ranges from 0 to 100, with 100 being the optimal score.

Due to the Site C Inquiry the survey planned for 2017 had to be rescheduled for next year. Listed below are the results from the 2015 survey. The BCUC achieved a score of 73 out of 100, with a response rate of 90 percent and the survey completion rate of 82 percent. The BCUC 2015 engagement score compares favourably with the BC Public Service Engagement score of 66.

Survey Results (2015)



6. Total Expenditure per Capita

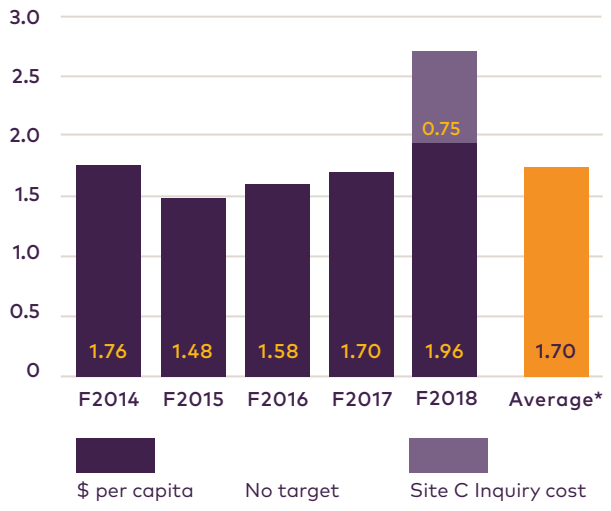
Total Expenditure per Capita ($/capita) is the BCUC's total expenditure in a given fiscal year divided by the population of British Columbia at the end of that fiscal year. Real values are used, measured in F2018 dollars. The population is obtained from the population estimates web page on the BC Stats website.

The intent of this performance measure is to provide information to stakeholders regarding the BCUC's total annual expenditure relative to the population of British Columbia.

This accountability drives the BCUC to monitor its expenditure while the lack of a specific target provides the flexibility to incur reasonable costs, given unique situations.

The total expenditure in 2017/18 was above average as a result of increased organizational capacity and investment in systems that enable the BCUC to work more efficiently.

Cost of Regulation per Capita



**Mean average of past 5 years excluding Site C inquiry costs.*

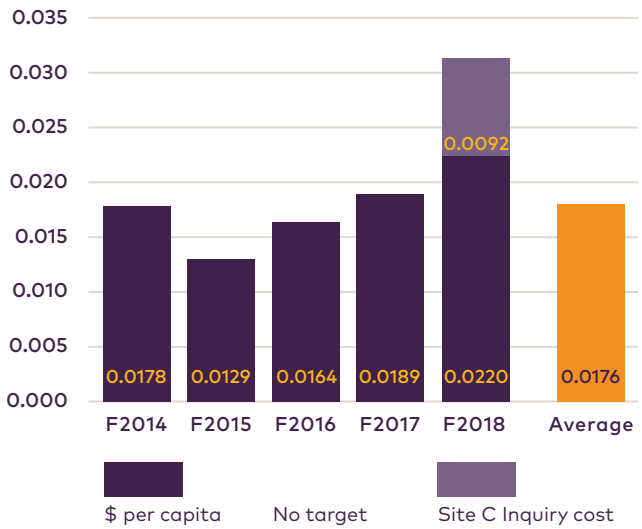
7. Energy Regulation Expenditure per Gigajoule

Energy Regulations Expenditure per Gigajoule ($/GJ) is a calculation of the BCUC's total expenditure (excluding expenditure related to the Insurance Corporation of British Columbia) for a given fiscal year, divided by the amount of domestic energy delivered by regulated utilities in the previous calendar year. Real values are used, measured in F2018 dollars.

This indicative financial performance measure serves similar purposes as the previous financial measure. It drives the BCUC to monitor expenditures while maintaining the flexibility to incur costs, given unique situations.

It also increases transparency for stakeholders by expressing the cost of the BCUC's energy regulation expenditure relative to the amount of domestic energy delivered.

Energy Regulation Expenditure per Gigajoule



Business Plan Project Update

The BCUC's Business Plan sets out the goals, strategies and initiatives that will enable us to become more efficient and effective. It marks a renewed organizational focus on more transparent and accountable performance.

Our overall strategic direction for 2017/18 remained the same as that set last year:

"To increase efficiency and effectiveness through a strong employee and Commissioner workforce that executes its mandate collaboratively with engaged stakeholders."

To support this strategic direction, we will ensure that staff and Commissioners are provided training and development opportunities, and a supportive working environment, and we will work toward competitive compensation. The following operational plan sets out the goals, strategies, targets and performance measures to achieve our strategy.

The BCUC's Business Plan sets out nine initiatives towards three goals aimed at improving overall organizational efficiency and effectiveness. The BCUC's progress on our nine initiatives is reported on pages 32–34.

Goal 1

Improving regulatory and operational effectiveness and efficiency

Small Utility Regulatory Framework

Initiative Consider how best to adapt BCUC regulatory processes to better meet the needs of small utilities

Completion Ongoing

Deliverables Build on the work done to develop a streamlined regulatory framework for small thermal energy utilities and to expand it to all small utilities

Information Technology Strategic and Operational Plan

Initiative Identify possible IT system solutions or improvements, including assessing the environment by understanding opportunities and limitations posed by Shared Services BC and the Tribunal Transformation Initiative

Completion Ongoing

Deliverables These solutions will be analyzed for appropriateness to the BCUC (cost, complexity, maintainability, etc.) and recommendations will be made; this list of consensus solutions will then be developed into short-term (1-year) and long-term (3-year) plans

COO recruitment

Initiative An experienced operations executive will be hired to join the senior leadership team to bring advanced management skills and significant experience in leadership positions requiring accountability to multiple stakeholders

Completion May 2017

Deliverables Hired a Chief Operating Officer

Goal 2

Strengthening internal communication and collaboration

Communication Plan

Initiative As part of a 2016 assessment of the effectiveness of our communications and public engagement, develop strategic communication-related initiatives

Completion Ongoing

Deliverables Strategic communication-related initiatives developed; operationalized this Communications Plan in 2017/18

Organizational Effectiveness Project

Initiative Interview all staff and Commissioners to assess how the organizational structure and conditions support cooperation and coordination between all operations

Completion Ongoing

Deliverables Implement recommendations proposed in final report, framed around three primary areas of focus: enhanced leadership, structure reorganization, and staff training and development

Goal 3

Engaging stakeholders

Reconsideration Guidelines

Initiative Part of a broader, multi-year initiative to review policies and procedures

Completion Ongoing

Deliverables Reviewed the Reconsideration Guidelines in 2017/18

CAMPUT and NARUC

Initiative Continue active role in Canada's Energy and Utility Regulators, and thereby in National Association of Regulatory Utility Commissioners as well

Completion Ongoing

Deliverables Hosted the annual conference in Vancouver in May 2017; provided opportunity to dialogue with some of the most passionate and knowledgeable people in the field of energy and regulation both in Canada and internationally

Positive Energy Advisory Council

Initiative Positive Energy focuses on developing solutions that can build bridges among environmental organizations, energy companies, government and regulatory agencies, and Aboriginal communities

Completion Ongoing

Deliverables Afforded a meaningful opportunity to help shape and engage this work, which will greatly benefit from the perspectives and experience of a utilities regulator; the BCUC's proactive role in this and ongoing steps ensure that public confidence in energy project decision-making remains high

ICER

Initiative Through our membership with CAMPUT, continued active role in the International Confederation of Energy Regulators

Completion Ongoing

Deliverables Participated in planning and attending the triennial conference in March 2018

Mandatory Reliability Standards Metrics

Mandatory Reliability Standards (MRS) help ensure the reliability and security of the bulk power system in North America. The 2007 British Columbia Energy Plan stated that, because B.C.'s transmission system is part of a much larger, interconnected grid, B.C. needs to work with other jurisdictions to maximize the benefits of interconnection, remain consistent with evolving North American reliability standards and ensure B.C.'s infrastructure remains capable of meeting customer needs.

The BCUC's role is to ensure the power grid remains safe and reliable, free from vegetation incursion, cyber attacks and other incidents that could affect the electricity requirements of British Columbians. The BCUC is also responsible for the issuance of orders pertaining to entity registration, the confirmation of Alleged Violations and the acceptance of Mitigation Plans. The BCUC also accepts the Find, Fix, Track processing of Possible Violations and recognizes Attestations of Mitigation Plan Completion as compliance filings for the BC MRS Program.

The BCUC investigated the following items in the past year:

Violations	
Confirmed Violations	6
Violations Processed Under Find, Fix, Track	4

Mitigation Plans	
Mitigation Plans Accepted	30
Attestations of Mitigation Plan Completion Accepted	21

Registration	
New Entity Registration	2
Changes to Functional Registration	5
Deregistration	0

Recoveries and Expenses

The BCUC is committed to transparency in its cost recovery practices and in its reporting of expenses.

The BCUC is authorized to recover costs from regulated entities by fixing levies according to section 125 of the *Utilities Commission Act* and parameters set out in Levy Regulation, BC Reg. 283/88.

Most costs are recovered by way of a "per gigajoule" levy assessed on each regulated utility, based on the amount of energy the utility sold in the previous calendar year (calculation is provided below). Entities that do not sell power, such as ICBC, are billed according to a set rate that is reviewed to ensure appropriate annual regulatory costs are applied. Recoveries are also collected from common carriers, purchasers and processors.

The BCUC also recovers some direct costs of proceedings directly from regulated entities, including expenditures attributable to public hearings and other proceedings under the *Utilities Commission Act*. Direct recoveries have varied significantly from year to year, depending on the number and duration of regulatory hearings and inquiries.

Summary of 2017/18 Recoveries and Expenses

Total Recoveries	$	13,688,152.27
Less Expenses	$	13,223,206.62
Over Recovery	$	464,945.65[1]

Recoveries

Commission recoveries are listed on the following pages. Corresponding levy order for the figures is G-82-17. If applicable, over recoveries, deferred recoveries or expenses are applied as a credit or debit to the regulated entities in the levy order the following fiscal year.

Levy Calculation for 2017/18

2017/18 Forecasted Expenses	$	9,390,000.00
2017/18 Forecasted Strategic Initiatives	$	900,000.00
Less 2017/18 Forecasted Direct Recoveries	$	-1,250,000.00
Less 2016/17 Over Recovery	$	-1,233,032.00
	$	7,806,968.00
Less Fixed Annual Fees:		
Natural Gas Marketers	$	- 9,000.00
Common Carriers, Purchasers and Processors	$	- 18,000.00
Insurance Corporation of British Columbia	$	- 700,000.00
2017/18 Net Forecasted Expenses to be recovered through the Levy	$	7,079,968.00
Divided by gigajoules of energy sold in the previous calendar year	÷	395,463,885
Levy	=	$0.0179029445 /GJ

[1]*To be carried forward and returned to the regulated entities by way of the F2019 levy as a credit.*

Miscellaneous and Total Recoveries

		Amounts Recovered ($) 2016/17	Amounts Recovered ($) 2017/18
BCUC Levies Collected	$	6,574,156.12	7,784,619.68
Licences for Natural Gas Marketers		6,000.00	6,000.00
Common Carriers, Purchasers, and Processors		18,000.00	11,000.00
Recovery of Proceeding Costs from Regulated Entities		1,346,886.24	4,829,176.53
Site C Inquiry		-	3,814,735.75
Less: GST Transferred to Provincial Government		(25,801.46)	(176,306.23)
Previous Year Over Recovery		1,342,004.21	1,233,032.29
Miscellaneous		262.60	630.00
Total Recoveries	$	9,261,507.71	13,688,152.27

BCUC Expenditures

		2016/17	2017/18
Salaries & Benefits	$	4,744,933.58	5,091,445.95
Operating Costs		2,215,408.93	2,813,322.74
Professional Services		1,068,132.91	1,201,486.20
Site C Inquiry		-	3,658,411.73
Normal Expenditures	$	8,028,475.42	12,764,666.62
BCUC Strategic Initiatives		-	458,540.00
Over Recovery Carried Forward to Next Fiscal Year	$	1,233,032.29	464,945.65

Summary of Decisions, Reasons for Decisions and Negotiated Settlements

April 2017 – March 2018

2028093 Alberta Ltd., Superior Plus Corporation, Superior General Partner Inc., Superior Plus LP, Cal-Gas Inc. and Canwest Propane ULC

Application for Approvals Related to the Reorganization of Cal-Gas Inc.
Order G-182-17 dated December 13, 2017

On September 20, 2017, the British Columbia Utilities Commission (BCUC) received an application from 2028093 Alberta Ltd. (2028093), Superior Plus Corporation, Superior General Partner Inc., Superior Plus LP and on behalf of Cal-Gas Inc. (Cal-Gas) and Canwest Propane ULC (Canwest ULC) for approval of certain steps related to the reorganization involving Cal-Gas (Cal-Gas Reorganization). The Cal-Gas Reorganization includes the amalgamation of Cal-Gas, 2028093 and Canwest ULC, which requires the consent of the Lieutenant Governor in Council (LGIC) pursuant to section 53 of the *Utilities Commission Act* (UCA) (Amalgamation).

On October 20, 2017, the BCUC issued its report and findings regarding the Amalgamation to the LGIC, with an opinion that the Amalgamation is beneficial in the public interest. On December 12, 2017, the LGIC issued Order in Council (OIC) 528 providing consent for the Amalgamation, subject to certain conditions. By Order G-182-17 dated December 13, 2017, and with the advance consent of the LGIC for the Amalgamation, the BCUC approved the Cal-Gas Reorganization subject to certain conditions considered necessary in the public interest.

British Columbia Hydro and Power Authority

Guarantees as an Alternate Form of Security for Residential Customers: Application to Amend Electric Tariff
Order G-88-17 dated June 2, 2017

On June 2, 2017, the BCUC approved the British Columbia Hydro and Power Authority's (BC Hydro) application dated April 10, 2017 to amend the Electric Tariff to allow residential customers to have another BC Hydro customer act as a guarantor to their account as an alternative to providing a security deposit.

Prior to this decision, residential customers who had not established or maintained credit satisfactory to BC Hydro were required to provide cash security deposits in order to obtain service. During the BC Hydro 2015 Rate Design Application proceeding, which concluded in early 2017, a group representing low-income customers, collectively referred to as the British Columbia Old Age Pensioners' Organization, Active Support Against Poverty, Disability Alliance BC, Council of Senior Citizens' Organizations of BC, Together Against Poverty Society, and the Tenant Resource and Advisory Centre (BCOAPO *et al*.), proposed that BC Hydro accept alternatives to security cash deposits in order to provide service. The BCUC recommended BC Hydro explore the issue further in consultation with interested stakeholders.

BC Hydro worked with interested stakeholders to develop an alternative means of security by allowing customers to provide a guarantor. Following a written process during which no parties opposed the proposed change, by Order G-88-17, the BCUC approved BC Hydro to accept a guarantor as an alternate form of security for residential customers as of June 2, 2017.

British Columbia Hydro and Power Authority

British Columbia Old Age Pensioners' Organization et al. Application for Reconsideration and Variance of Order G-5-17 in the Matter of the British Columbia Hydro and Power Authority 2015 Rate Design Application

Order G-87-17 with Reasons for Decision dated June 2, 2017

On February 17, 2017, BCOAPO *et al*. filed an application for reconsideration and variance of paragraphs 14, 16 and 17 (as it relates to the late payment charges) contained within Order G-5-17, pursuant to section 99 of the UCA. By letter dated February 24, 2017, the BCUC established phase one of the reconsideration process and invited submissions from BC Hydro and all registered interveners in the BC Hydro 2015 Rate Design Application proceeding that addressed specific questions on whether the threshold for reconsideration had been met. By Order G-87-17, the BCUC determined that there was no need to proceed to phase two of the reconsideration process and denied the application for reconsideration, as it was not persuaded that the claims of error had been substantiated on a *prima facie* basis.

British Columbia Hydro and Power Authority

Salmon River Diversion Ceasing of Operations

Order G-96-17 and Decision dated June 16, 2017

On March 7, 2017, BC Hydro filed an application with the BCUC under section 41 of the UCA, for permission to permanently cease operations and decommission the Salmon River Diversion facility (Diversion). BC Hydro also requested permission to transfer costs incurred into a Dismantling Cost Regulatory Account (DCRA).

The application was reviewed through a written process. On June 16, 2017, Order G-96-17 was issued, wherein the Panel granted permission to permanently cease operations and decommission the Diversion as set out in its application. In the event the DCRA is approved in the BC Hydro Fiscal 2017 to Fiscal 2019 Revenue Requirements Application (RRA) proceeding, the Panel determined that the costs incurred may be transferred into the DCRA, consistent with the terms approved for that account in the RRA. However, if the DCRA is not approved, the Panel denies permission to transfer the costs to the Heritage Deferral Account or the Non Heritage Deferral Account. BC Hydro was also directed to file a report with the BCUC within six months of substantial completion of the decommissioning work, as well as a final completion report after obtaining a Certificate of Compliance to be issued by the Ministry of Environment.

British Columbia Hydro and Power Authority

G. Barabás Application for Reconsideration and Variance of Order G-5-17 in the Matter of the British Columbia Hydro and Power Authority 2015 Rate Design Application

Order G-103-17 with Reasons for Decision dated July 7, 2017

By emails dated April 17, 2017 and May 11, 2017, the BCUC received an application for reconsideration of Order G-5-17 as it relates to the BCUC determination to phase out the residential E-plus rate program from Dr. George Barabás. By letter dated June 1, 2017, the BCUC established phase one of the reconsideration process and invited submissions from BC Hydro and all registered interveners in the BC Hydro 2015 Rate Design Application proceeding that addressed specific questions on whether the threshold for reconsideration had been met. By Order G-103-17, the BCUC denied that there was an error in law related to the application of section 64(1) of the UCA and denied the application for reconsideration.

British Columbia Hydro and Power Authority

Supply Chain Applications Project Application
Order G-158-17 with Decision dated October 19, 2017

On December 21, 2016, the BC Hydro filed, pursuant to section 44.2 of the UCA, an application with the BCUC seeking acceptance of the capital expenditures up to the end of the Definition Phase of a Supply Chain Applications Project (SCA Project). The SCA Project is BC Hydro's proposal to replace its existing PassPort supply chain IT system, Asset Suite 8, with an SAP-based IT system and to make improvements to its supply chain business processes for third-party materials and service acquisitions. BC Hydro proposed the SCA Project be reviewed in a two-phase regulatory process, through which it would seek acceptance of the remainder of the capital expenditures prior to the start of the project Implementation Phase. This approach to the project review was accepted by BCUC by Order G-32-17 on March 15, 2017.

By Order G-158-17, the BCUC accepted and found capital expenditures ranging from $22.5 million to $29.7 million, required to complete work up to the end of the Definition Phase, to be in the public interest. In addition, noting that capital expenditures for the total project have not been accepted, the BCUC found that there may be a requirement for a more comprehensive review of the SCA Project at the end of the Definition Phase. The BCUC directed BC Hydro to file a Phase Two verification report, the form of which is detailed in section 4.0 of the decision, at the end of the SCA Project Definition Phase.

British Columbia Hydro and Power Authority

Customer Emergency Fund Pilot Program Application
Order G-166-17 with Reasons for Decision dated November 17, 2017

On July 24, 2017, the BC Hydro filed with the BCUC the Customer Emergency Fund (CEF) Pilot Program Application (Application) for approval of Rate Schedule 1903 to establish a CEF Rate Rider, an amendment to Rate Schedule 1901 to exclude the application of the Deferral Account Rate Rider to the CEF Rate Rider, certain amendments to BC Hydro's Electric Tariff related to the Application (CEF Tariff Changes) and the establishment of the CEF Regulatory Account.

Pursuant to sections 59 to 61 of the UCA and for the reasons stated, Rate Schedule 1903, an amendment to Rate Schedule 1901, the CEF Tariff Changes and the CEF Regulatory Account were approved as applied for. The CEF Pilot Program will continue until the earlier of three years from the implementation date, the BCUC approval of an application from BC Hydro to end the pilot, or issuance of a BCUC order to end the pilot.

British Columbia Hydro and Power Authority

E-Plus Homeowners Group Application for Reconsideration and Variance of Order G-5-17 in the matter of the British Columbia Hydro and Power Authority 2015 Rate Design Application
Order G-194-17 with Reasons for Decision dated December 19, 2017

On February 19, 2017, the E-Plus Homeowners Group (EPHG) filed an application for reconsideration and variance of parts of Directive 2 of Order G-5-17 dealing with the residential E-Plus rate, pursuant to section 99 of the UCA. EPHG sought a variance to Directive 2 of Order G-5-17 to set a termination date for the residential E-plus rate of 10 years in the future, subject only to general rate increases until that time. Following the

receipt of phase one submissions, the BCUC established phase two of the reconsideration process, with the scope limited to the duration and shape of the phase-out of the residential E-Plus rate. By Order G-194-17, the BCUC varied Directive 2 of Order G-5-17 and directed BC Hydro to phase out the Residential E-Plus rate program over 10 years, commencing April 1, 2018, in accordance with Design B as outlined in the BC Hydro Evidence.

British Columbia Hydro and Power Authority

Open Access Transmission Tariff Dynamic Scheduling Amendments Application
Order G-20-18 dated January 26, 2018

On October 2, 2017, BC Hydro submitted its Open Access Transmission Tariff (OATT) Dynamic Scheduling Amendments Application pursuant to sections 59 to 61 of the UCA, seeking approval of Amendments to Attachment Q-1, Dynamic Scheduling:

1. To allow for dynamic scheduling on imports, as well as exports as currently allowed
2. To allow dynamic scheduling on Firm Service, Non-Firm Point-To-Point Transmission Service, and Network Integration Transmission Service, which includes Network Economy Service
3. To make changes of a housekeeping nature relating to the definition of terms, correction of typographical errors, simplification and clarification of the language

On April 14, 2005, the British Columbia Transmission Corporation filed an Application for Approval of Dynamic Scheduling Provisions of the OATT, which were approved, as Attachment O, on an interim basis through BCUC Order G-37-05 and a permanent basis through Order G-12-06 dated February 2, 2006.

On September 10, 2009 by Order G-102-09, the approved amendments to the dynamic scheduling provisions of the OATT, renamed as Attachment Q-1. The approved dynamic scheduling provisions of Attachment Q-1 were limited to dynamic scheduling on exports using Firm Service reservations only.

By Order G-160-17 dated October 20, 2017, the BCUC established a written hearing process and on January 26, 2018, by Order G-20-18, the proposed amendments to Attachment Q-1 of the OATT, as applied for in the application, were approved by the BCUC.

British Columbia Hydro and Power Authority

F2017 to F2019 Revenue Requirements Application
Order G-47-18 and Decision dated March 1, 2018

On July 28, 2016, BC Hydro filed its Fiscal 2017 to Fiscal 2019 Revenue Requirements Application with the BCUC requesting, among other things, final approval to increase rates by an average of 4.0 percent effective April 1, 2016, 3.5 percent effective April 1, 2017 and 3.0 percent effective April 1, 2018. On November 8, 2017, BC Hydro requested certain amendments to its fiscal 2019 rates, in particular, BC Hydro was seeking approval to: (1) change its requested rate increase for fiscal 2019 from 3 percent to 0 percent; and (2) maintain its 2018 Open Access Transmission Tariff rates for fiscal 2019 (Amended Application). The BCUC approved the requested final rate increases of 4.0 percent, 3.5 percent and 3.0 percent to be applied as set out in Appendix T of the application, effective April 1, 2016, April 1, 2017 and April 1, 2018, respectively. The requested final OATT rates for fiscal 2017, fiscal 2018 and fiscal 2019 as set out in Appendix T of the application, and as corrected in Errata No. 1, were approved effective April 1, 2016, April 1, 2017 and April 1, 2018, respectively. The difference between the final OATT rates and the interim refundable OATT rates is to be collected from applicable OATT customers through a one-time charge as described in Chapter 9 of the application.

British Columbia Hydro and Power Authority

Application for Electric Tariff Supplement No. 94 Interruptible Electricity Supply Agreement for the Fort Ware Bioenergy Facility

Order E-10-18 dated March 6, 2018

On November 9, 2017, BC Hydro filed an application to approve an Interruptible Electricity Supply Agreement (TS 94) for BC Hydro to provide backup electricity service to the Fort Ware Bioenergy Facility (Generating Facility) in Fort Ware, B.C.

On March 16, 2018, pursuant to sections 58 to 61 of the UCA, BC Hydro was approved to charge Kwadacha Nation on energy consumed by the Generating Facility for the period April 21, 2017 until March 16, 2018. The Interruptible Electricity Supply Agreement (TS 94) was approved as a *pro forma* agreement between BC Hydro and the Generating Facility. The Electricity Supply Agreement was terminated and replaced by TS 94 as filed, effective March 16, 2018.

Corix Multi-Utility Services Inc.

Application for a Certificate of Public Convenience and Necessity for the Burnaby Mountain District Energy Utility

Order C-5-17 and Decision dated September 15, 2017

Corix Multi-Utility Services Inc. (Corix) is the owner and operator of the UniverCity Neighbourhood Utility Service (NUS), providing thermal energy services to its UniverCity customers on Burnaby Mountain. In 2011, Corix was granted approval for a Certificate of Public Convenience and Necessity (CPCN) for the NUS at UniverCity.

On February 20, 2017, Corix filed a CPCN application for approval of the construction and operation of a biomass central energy plant and the associated facilities, as well as approval of the amended and restated Thermal Energy Services Agreement (TESA) dated as of January 27, 2017 between Corix and SFU, including the cost of service, cost allocation and rate design principles set out in Schedule 1 (Cost of Service Parameters) and Schedule 2 (Cost Allocation and Rate Design Principles): together, the next stage of development for its NUS on Burnaby Mountain, now referred to as the Burnaby Mountain District Energy Utility (DEU). When complete in 2022, a total of 23 strata customers and two commercial customers from the UniverCity development will be connected to the Burnaby Mountain DEU. Baseload low-carbon service will also be provided to the Simon Fraser University (SFU) campus.

The BCUC found the project needs were established, given that the long-term plan for the UniverCity development, outlined in its 2010 CPCN application for the NUS at UniverCity, has been to convert to a low-carbon energy solution and is a requirement of the SFU Trust. The BCUC found that utilizing a combined central biomass facility would be the most viable alternative for supplying low-carbon energy in a cost-effective and sustainable manner, and it also addressed the SFU Trust's objectives for transitioning the UniverCity NUS to low-carbon energy.

Although some interveners raised the issue of carbon neutrality with respect to the use of biomass, the BCUC found that the issue was not about carbon neutrality or the speed of the replacement of forests, but rather whether the burning of clean biomass was in accordance with standards as reflected in the *Clean Energy Act* (CEA).

Overall, the BCUC found the Burnaby Mountain DEU project to be in the public interest and granted a CPCN to Corix for its construction and also approved the amended and restated TESA dated as of January 27, 2017 between Corix and SFU subject to the revisions discussed in the decision.

Creative Energy Vancouver Platforms Inc.

2017 Long Term Resource Plan
Order G-147-17 with Reasons for Decision dated October 3, 2017

On June 9, 2017, in accordance with section 44.1 of the UCA, Creative Energy Vancouver Platforms Inc. (Creative Energy) submitted a Long Term Resource Plan (LTRP) to the BCUC. The application specifically discussed the Fuel Switch Project.

Pursuant to section 90 of the UCA, the BCUC ordered the proceeding adjourned until the Creative Energy RRA for the 2020–2021 test period was filed. Creative Energy was directed to file a complete and updated LTRP that satisfied all requirements under section 44.1 of the UCA, including Demand-Side Management requirements, and BCUC's Resource Planning Guidelines when filing the RRA for the 2020–2021 test period. Pursuant to section 49 of the UCA, the BCUC also directed Creative Energy to submit a Progress Report on the Fuel Switch Program, after consultation with BCUC staff on form and content, on a semi-annual basis to the BCUC by February 15 and August 15 each year.

FortisBC Inc.

A. Shadrack Application for Reconsideration and Variance of Order G-76-17 in the Matter of the FortisBC Inc. Application for Reconsideration and Variance of Order G-199-16
Order G-110-17 with Reasons for Decision dated July 18, 2017

On March 17, 2017, FortisBC Inc. (FBC) filed an Application for Reconsideration and Variance of Order G-199-16 in regards to FBC's Net Metering Program Tariff Update Application (FBC Reconsideration Application), on the basis that the BCUC erred in matters of fact and law that justify a variance of Order G-199-16. The BCUC issued Order G-76-17 and accompanying reasons for decision on May 17, 2017, establishing Phase Two of the FBC Reconsideration Application (Phase Two Decision).

On May 26, 2017, Mr. Andy Shadrack (Shadrack) filed an Application for Reconsideration and Variance of Order G-76-17, the Phase Two Decision (Shadrack Reconsideration Application), on the basis that the BCUC erred in matters of law that justify overturning the decision to establish Phase Two. The BCUC considered the arguments brought forward to be singularly focused on the merits of the FBC Reconsideration Application and not on the BCUC's process for arriving at the Phase Two Decision, and finds that the Shadrack Reconsideration Application failed to establish a *prima facie* case that an error had been committed, and therefore dismissed the application.

FortisBC Inc.

Application for a Community Solar Pilot Project
Order G-1-18A with Reasons for Decision dated January 8, 2018

On April 26, 2017, FBC filed, pursuant to sections 44.2 and 59 to 60 of the UCA, an application with the BCUC seeking acceptance of a capital expenditure schedule relating to the proposed Community Solar Pilot Project (CSPP) in Kelowna, B.C., and for approval to implement new Rate Schedules 85A and 85B. The BCUC considered the application, evidence and submissions from the parties and on January 8, 2018, issued Order G-1-18 with reasons for decision. The BCUC found that accepting the capital expenditure schedule related to the CSPP was not in the public interest and accordingly rejected the application. In the reasons for decision, the Panel raised a number of issues with the application, including that FBC did not establish a need for the project, such as a need for additional clean energy, and that FBC was unable to demonstrate that there was no risk of additional costs to non-participating ratepayers. The BCUC further found that the research studies conducted by FBC on solar

energy offerings to determine the level of ratepayer interest and preferences did not support moving ahead with the CSPP.

FortisBC Inc.

Annual Review for 2018 Rates
Order G-38-18 with Reasons for Decision dated February 13, 2018

On August 10, 2017, FBC filed its Annual Review of 2018 Rates Application seeking approval of, among other things, permanent rates effective January 1, 2018, resulting in a general increase of 0.11 percent compared to 2017 rates. On October 3, 2017, FBC submitted an evidentiary update revising its application to seek permanent rates effective January 1, 2018 resulting in a general increase of 0.17 percent compared to 2017 rates. By Order G-172-17 dated November 30, 2017, the BCUC approved for FBC to set the existing rates for all customer classes as interim rates effective January 1, 2018. On February 13, 2018, by Order G-38-18, the BCUC determined that FBC's current rates remain interim and refundable/recoverable until the completion of the 2018 DSM Expenditure Application proceeding and approved the other approvals sought by FBC, as filed. In addition, the BCUC directed FBC to submit a compliance filing within 15 days of the issuance of the BCUC decision on the 2018 DSM Expenditure Application and to provide additional information in its Annual Review of 2019 Rates application.

FortisBC Inc.

Application for Reconsideration and Variance of Order G-199-16 in the matter of the FortisBC Inc. Net Metering Program Tariff Update Application
Order G-63-18 with Reasons for Decision dated March 16, 2018

On April 15, 2016, FBC filed its Net Metering Program Tariff Update Application (2016 NM Application) with the BCUC. By Order G-199-16 and accompanying reasons dated December 29, 2016 (2016 NM Decision), the BCUC ruled on the matter. On March 17, 2017, FBC filed its Application for Reconsideration and Variance of Order G-199-16 (Reconsideration Application) pursuant to section 99 of the UCA, requesting that FBC not be directed to submit to the BCUC changes to the Net Metering Tariff, which require that RS 95 customers not be removed from the Net Metering Program solely on the basis of producing Net Excess Generation (NEG) on an annual basis; that FBC's proposal in the 2016 NM Application to establish a kilowatt hour (kWh) bank to carry forward NEG accumulated in a billing period to offset consumption in a future billing period, with an annual settlement for any annual remaining unused NEG kWh bank be approved; and that FBC's proposal in its 2016 NM Application to compensate any positive kWh balance remaining in the kWh bank at the end of the annual period at the BC Hydro Rate Schedule (RS) 3808 Tranche 1 rate be approved.

By letter dated April 3, 2017, the BCUC established the first phase of the reconsideration process, and subsequently issued Order G-76-17 and accompanying reasons accepting that FBC had established a *prima facie* case to warrant proceeding to Phase Two of the reconsideration process and established a regulatory timetable for the second phase of the reconsideration process.

By Order G-63-18 and accompanying reasons for decision, the BCUC varied Order G 199-16, and approved the implementation of a kWh bank and the compensation of NEG at the BC Hydro RS 3808 Tranche 1 rate. The BCUC also varied Directive 2 in Order G-199-16 which stated "FBC is directed to submit to this Panel, proposed changes to RS 95... to clarify that: RS 95 customers cannot be removed from the Net Metering Program solely on the basis of producing annual Net Excess Generation", and instead directed FBC to clarify in its Net Metering tariff that the existence of Annual NEG does not result in the customer becoming ineligible for the Net Metering Program.

FBC was further directed to monitor the magnitude of cross-subsidization caused by the NM Program, and bring forward for consideration its findings in the context of its next rate design application.

FortisBC Energy Inc.

Annual Review for 2018 Delivery Rates
Order G-196-17 with Reasons for Decision dated December 21, 2017

FortisBC Energy Inc. (FEI), by letter dated July 24, 2017, proposed a regulatory timetable for its annual review for 2018 delivery rates. By Order G-115-17 dated July 27, 2017, the BCUC established the regulatory timetable for the annual review for 2018 delivery rates which included the anticipated date for FEI to file its annual review materials, the deadline for intervener registration, one round of information requests, a workshop, FEI's response to undertakings at the workshop, and written final and reply arguments. On August 4, 2017, FEI submitted its Annual Review for 2018 Delivery Rates Application materials. FEI also submitted an evidentiary update to the application on September 26, 2017. By Order G-177-17 dated December 4, 2017, the BCUC approved FEI's request for interim delivery rates and rate riders effective January 1, 2018.

The BCUC considered the application, evidence and submissions from the parties and on December 21, 2017, the BCUC issued Order G-196-17 with reasons for decision. The BCUC approved for FEI to maintain delivery rates for 2018 at approved 2017 levels, holding the delivery charge and basic charge at existing 2017 levels, on a permanent basis effective January 1, 2018. The BCUC also approved various rate riders on a permanent basis, effective January 1, 2018, including the Biomethane Variance Account Rate Rider in the amount of $0.026 per gigajoule (GJ) and the Revenue Stabilization Adjustment Mechanism riders in the amount of $(0.041) per GJ.

Additionally, the BCUC approved various deferral account requests, including a name change of the 2017 Revenue Surplus deferral account to the 2017–2018 Revenue Surplus deferral account, and an addition of the 2018 surplus of $7.960 million to the 2017–2018 Revenue Surplus deferral account.

FortisBC Energy Inc.

2016 Rate Design Application
Order G-4-18 with Reasons for Decision dated January 9, 2018

On December 19, 2016, FEI filed its 2016 Rate Design Application with the BCUC and on February 2, 2017, FEI provided a supplemental filing that included a review of the rate design for the Fort Nelson service area. On September 12, 2017 a streamlined review process was held to inform an early decision on the cost of service allocation (COSA) studies, revenue to cost ratios, and the corresponding range of reasonableness used to inform FEI's rate design and rebalancing proposals. The BCUC accepted FEI's COSA studies and directed FEI to use a revenue-to-cost ratio range of reasonableness of 95 percent to 105 percent to inform rate design and rebalancing proposals in the application. Order G-4-18 also directed FEI to file a comprehensive and updated COSA study for each of FEI and Fort Nelson for review by BCUC five years after the release of the final decision regarding this application.

FEI filed updates to its rate design and rebalancing proposals on February 6, 2018. The final decision will be issued at a later date following the review of the remaining portion of the application.

FortisBC Energy Inc.

Application for Tariff Supplement No. K-1 Biomethane Long Term Large Volume Interruptible Sales Agreement between the University of British Columbia and FortisBC Energy Inc.

Order G-64-18 with Reasons for Decision dated March 21, 2018

On September 14, 2017, FEI applied to the BCUC, pursuant to sections 59 to 61 and section 89 of the UCA, seeking approval and endorsement of Rate Schedule 11B Tariff Supplement No. K-1, a Biomethane Long Term Large Volume Interruptible Sales Agreement with the University of British Columbia, effective October 1, 2017. The BCUC found the Agreement complied with the conditions set out in the Biomethane Energy Recovery Charge (BERC) Rate Methodology Decision dated August 12, 2016, and that the long-term BERC rate in the Agreement is just and reasonable and not unduly discriminatory or preferential. The BCUC approved Tariff Supplement No. K-1 on a permanent basis, effective October 1, 2017.

Gibson Energy, Superior Propane, Alberta Ltd., Canwest Propane ULC, Cal-Gas Inc.

Application for Approval of Sale, Amalgamation and Transfer Regarding Cal-Gas Inc.

Order G-91-17 dated June 12, 2017 and Order G-123-17 dated August 9, 2017

On April 4, 2017, the BCUC received an application for approval of three transactions:

1. Application by Gibson Energy ULC (Gibson), Superior Plus LP (Superior) and 2028093 Alberta Ltd. (2028093) for approval of the sale of a reviewable interest in Cal-Gas Inc. (Cal-Gas) from Gibson to Superior (Interim Sale) and from Superior to 2028093 (Final Sale);
2. Application by Superior, 2028093, Canwest Propane ULC (Canwest ULC) and Cal-Gas (collectively, the Amalgamation Applicants) regarding the amalgamation of 2028093, Canwest ULC and Cal-Gas (Amalgamation); and
3. Application by Superior and Cal-Gas (collectively, the Transfer Applicants) for approval of the transfer of public utilities assets and approvals, amendments to existing CPCNs and consequential amendments to the UCA approvals of Cal-Gas rates and tariffs (collectively, the Transfer Amendments).

By Order G-91-17 dated June 12, 2017, the BCUC approved the Interim and Final Sale. On July 28, 2017, the Amalgamation and Transfer Applicants filed a letter seeking to withdraw the Amalgamation and Transfer Applications and applying for an order that the applications be dismissed. On August 8, 2017, the BCUC dismissed the applications for approval of the Amalgamation and the Transfer Amendments.

Insurance Corporation of British Columbia

2016 Revenue Requirements Application

Order G-2-17 with Reasons for Decision establishing Final Rates dated January 12, 2017 and Order G-71-17 with Reasons for Decision approving Allocation Methodology dated May 16, 2017

On August 25, 2016, Insurance Corporation of British Columbia (ICBC) filed its 2016 Revenue Requirements Application for Universal Compulsory Automobile Insurance (Basic insurance) for the policy year commending November 1, 2016. ICBC requested a 4.9 percent Basic insurance rate increase for the 2016 Policy Year. The application was reviewed by way of a written public hearing process.

On January 12, 2017, the BCUC approved a 4.9 percent permanent rate increase for the 2016 Policy Year, in accordance with Order in Council (OIC) No. 960 dated December 16, 2016, which amended *Special Direction IC2 to the British Columbia Utilities Commission*. On May 16, 2017, the BCUC approved two other outstanding requests by ICBC related to an allocation methodology for deferred premium acquisition cost and a reporting requirement related to government initiatives.

Insurance Corporation of British Columbia

Revenue Requirements Application for Universal Compulsory Automobile Insurance Effective November 1, 2017

Order G-8-18 with Reasons for Decision dated January 12, 2018

On September 15, 2017, the BCUC received an application from the ICBC for its 2017 Revenue Requirements for Universal Compulsory Automobile Insurance, seeking a Basic insurance rate increase of 6.4 percent for the policy year commencing November 1, 2017, among other requests.

By Orders G-146-17, G-156-17 and G-180-17, the BCUC approved an interim rate increase of 6.4 percent for the policy year commencing November 1, 2017, and established a regulatory timetable for the review of the application.

On December 18, 2017, the Lieutenant Governor in Council issued Order in Council No. 602 (OIC 602/17) amending Special Direction IC2 to the BCUC (Special Direction IC2). OIC 602/17 requires the BCUC to issue, for the 2017 policy year, its final orders to ICBC by January 12, 2018 based on the evidence filed with the BCUC by December 12, 2017.

On January 12, 2018, the BCUC issued Order G-8-18 with reasons for decision. The BCUC approved a permanent 6.4 percent Basic insurance rate increase for the policy year commencing November 1, 2017.

Additionally, the BCUC directed ICBC to refile for the other approvals sought in its September 15, 2017 application in its next general rate change application, which is scheduled for August 31, 2018, and ordered ICBC to continue reporting on the current suite of performance measures and transformation program reporting in each revenue requirements application until otherwise directed.

Nelson Hydro

2017 Rate Application

Order G-119-17 with Reasons for Decision dated August 8, 2017

On February 10, 2017, Nelson Hydro filed an application for approval of a general rate increase of 4.28 percent, effective April 1, 2017. By Order G-27-17 the BCUC approved Nelson Hydro's requested rate increase of 4.28 percent on an interim and refundable basis, effective April 1, 2017 and also directed Nelson Hydro to file supplementary information related to the application. By Order G-47-17 the BCUC established a regulatory timetable that included two rounds of BCUC and intervener information requests followed by written final and reply arguments.

The BCUC considered the application, evidence and submissions from the parties and on August 8, 2017, the BCUC issued Order G-119-17 with reasons for decision approving a general rate increase of 4.28 percent on a permanent basis, effective April 1, 2017. Additionally, Nelson Hydro is directed to file its 2018 rate application, and all future rate applications, at least 30 days in advance of January 1st and is directed to apply all future variances in budget versus actual net operating income, as these variances pertain to non-municipal ratepayers, to the Capital Reserve Fund only unless otherwise specifically approved by the BCUC.

Pacific Northern Gas Ltd.

Application for Approval of a New Sharing Arrangement for the Period May 1, 2017 to April 30, 2018

Order G-165-17 with Reasons for Decision dated November 16, 2017

On June 30, 2017, Pacific Northern Gas Ltd. (PNG) filed an Application for Approval of a New Sharing Arrangement for the Period May 1, 2017 to April 30, 2018 (2017/18 Sharing Arrangement). Optimal utilization of PNG's storage and transportation assets generates revenue for the utility (Optimization Value), which mitigates PNG's gas portfolio costs and flows through to PNG's sales customers. PNG contracts with a third party, Tenaska Marketing Canada (Tenaska), for its energy management services.

In the application, PNG's proposal to pass 90 percent of PNG's portion of the Optimization Value that exceeds a performance benchmark onto PNG's sales customers, with the remaining 10 percent accruing to PNG's shareholder to reward PNG's strategic efforts. The BCUC review process of the application included BCUC staff questions and one round of stakeholder submissions.

The BCUC concluded that PNG in the 2017/2018 Sharing Arrangement cannot clearly demonstrate the separation of efforts attributable to PNG or Tenaska. The benefits allocated to PNG sales customers, PNG shareholders and Tenaska are also disproportionate. For these reasons, the BCUC denied the 2017/18 Sharing Arrangement.

Shannon Wall Centre Rental Apartments Limited Partnership

2018 Rate Application for the Shannon Estates Thermal Energy System

Order G-190-17 and Decision dated December 19, 2017

On May 24, 2016, Shannon Wall Centre Rental Apartments Limited Partnership (SWCRA) filed an application for approval of the terms and conditions and rates for the Shannon Estates Thermal Energy System (SETES) located at 7199 Granville Street, Vancouver, B.C. By Order G-77-16A dated June 1, 2016, the BCUC approved interim and refundable rates for the SETES, effective June 1, 2016, and established a regulatory timetable. On July 20, 2016, by Order G-118-16, due to new evidence, the BCUC reopened the evidentiary phase of the proceeding and established a regulatory timetable that included a second round of Information Requests (IR) followed by written final and reply arguments. By Order G-193-16 dated December 19, 2016, the BCUC established a regulatory timetable that allowed SWCRA to file an updated application no later than February 6, 2017 and provided dates for a third round of IRs, with further process to be determined. On February 6, 2017, SWCRA filed an updated application. By Order G-52-17 dated April 6, 2017, the BCUC established the remainder of the regulatory timetable, which included the filing of intervener evidence, IRs on intervener evidence, a deadline for SWCRA to file notice of its intent to submit rebuttal evidence, and alternate deadlines for filing written final and reply arguments depending on whether or not SWCRA were to file rebuttal evidence.

The BCUC has reviewed the evidence in the proceeding and on December 19, 2017, issued Order G-190-17 concurrently with its decision and made the following determinations:

- The BCUC approved SWCRA's application to peg the SETES Monthly Capacity Levy to the Southeast False Creek (SEFC) Neighbourhood Energy Utility (NEU) Class 1 (Residential or Mixed Use Residential within SEFC) Fixed Capacity Levy with rate increases pegged to the percentage change in the SEFC Fixed Capacity Levy for Class 1.
- The BCUC denied SWCRA's application to peg the Consumption Dependent Space Heating rate and the Consumption Dependent Domestic Water Heating rate equal to the arithmetic mean of Step 1 and Step 2 of BC Hydro rate schedule 1101. SWCRA was directed to peg the SETES Consumption Dependent Space Heating rate and the Consumption Dependent Domestic Water Heating rate to SEFC's Class 1 (Residential or Mixed Use Residential within SEFC) Variable Energy Use Charge, with rate increases pegged to the percentage change in the SEFC Variable Energy Use Charge for Class 1.
- The BCUC denied SWCRA's application to peg the Consumption Dependent Space Cooling rate equal to the arithmetic mean divided by two of Step 1 and Step 2 of BC Hydro's rate schedule 1101. SWCRA was directed to peg the SETES Consumption Dependent Space Cooling rate to SEFC's Class 1 (Residential or Mixed Use Residential within SEFC) Variable Energy Use Charge, with rate increases pegged to the percentage change in the SEFC Variable Energy Use Charge for Class 1.
- SWCRA was directed to file an application to set rates under a levelized rate structure, as described in the Decision issued concurrently with this order, by no later than June 30, 2019.
- The BCUC approved SWCRA's application for a monthly metering charge of $9.50 per account.
- The BCUC approved the SETES rates established by Directives 1 through 3 and 5 of the order on a permanent basis, effective the date of the order, until December 31, 2019.
- The BCUC approved the establishment of a deferral account to record annual revenue deficiencies or surpluses, as described in the Decision issued concurrently with the order.
- The BCUC approved for SWCRA to establish the Sustainment Capital Deferral Account (SCDA) and the Emergency Repair Deferral Account (ERDA) in accordance with the methodology established in the Decision issued concurrently with this order. These deferral accounts are effective until December 31, 2019.
- The BCUC denied SWCRA's application for SCDA and ERDA rate riders.
- The BCUC approved SWCRA's application to record 75 percent of the actual regulatory costs incurred for the proceeding in the Regulatory Deferral Account.
- SWCRA was directed to submit a compliance filing to the BCUC, no later than January 31, 2018, that provides revised rates and rate schedules based on the rates approved in this order. As part of the compliance filing, SWCRA must provide the supporting SEFC rate schedules to ensure that the SWCRA rates are based on the most recent SEFC rates. In the compliance filing, SWCRA must also calculate the difference between interim and permanent rates and come forth with a proposal for refunding the difference to customers, as further discussed in Section 5.2 of the Decision issued concurrently with this order.
- SWCRA's application for approval of Standard Fees and Charges and approval of the SETES Tariff is approved subject to the revisions described in the Decision issued concurrently with this order. SWCRA is directed to file all revisions to the SETES Tariff as part of its compliance filing due no later than January 31, 2018.

Stargas Utilities Ltd.

Application to Vary Delivery Rate, Amend Cost of Service Formula and Approve Replacement Term Financing/Redemption of Preferred Shares
Order G-59-17 dated April 27, 2017 and G-192-16 dated December 16, 2016

On September 26, 2016, Stargas filed an application for, among other things, interim and permanent approval of a delivery rate decrease of $0.45 per gigajoule for all customers pursuant to sections 59 to 61 of the UCA, effective November 1, 2016. Additionally, under section 50 of the UCA, Stargas sought approval to replace an existing term loan with an outstanding balance of approximately $200,000 as at May 31, 2016, with a $300,000 term loan at an interest rate of prime plus 1.25 percent (Replacement Financing), and to use Replacement Financing proceeds to redeem 1,000 Class G preferred shares with a par value of $100,000 (Preferred Share Redemption).

Following a written hearing and streamlined review process, the BCUC issued Orders G-192-16 and G-59-17 dated December 16, 2016 and April 27, 2017, respectively, which included the following key determinations:

- Approval of Replacement Financing and Preferred Share Redemption.
- A permanent delivery rate decrease of $1.61 per GJ to $5.77 per GJ for all customers effective November 16, 2016 to October 31, 2019. Additionally, Stargas is directed to refund the difference between the permanent delivery rate and the interim rate previously approved by Order G-155-16, with interest based on the interest rate paid on Stargas' operating line by means of a one-time bill credit to all customers.
- Hourly rates and hours for management services.
- Establishment of a 2016 Delivery Rate Application Regulatory Account and rate rider to recover the regulatory account balance over a three-year period.
- A 57.5 percent debt and 42.5 percent equity default capital structure, and return on equity (ROE) based on the BCUC's benchmark return on equity plus 75 basis points.
- Stargas is directed to refund an overpayment of two prior fiscals' preferred share dividends by means of a one-time bill credit to all customers.
- A filing deadline date for Stargas' next application for a delivery rate.

Stargas Utilities Ltd.

Application for Reconsideration and Variance of Order G-59-17
Order G-111-17 with Reasons for Decision dated July 20, 2017

On May 15, 2017, pursuant to section 99 of the UCA, Stargas Utilities Ltd. (Stargas) filed an application for reconsideration and variance of Directive 11 contained within Order G-59-17. Stargas seeks a reconsideration of the BCUC's determination pertaining to the refund of $6,000 to Stargas' customers relating to fiscal 2015 and 2016 preferred share dividend overpayments (Reconsideration Application).

The BCUC reviewed the Reconsideration Application and determined that a *prima facie* case had been made and that the application would proceed to Phase 2 of reconsideration as a written process, which provided for intervener and reply arguments.

Following consideration of the Reconsideration Application and the arguments submitted, the BCUC approved Stargas' request for reconsideration and variance of Order G-59-17, and rescinded the requirement of Directive 11 to refund $6,000 to Stargas's current customers related to fiscal 2015 and 2016 preferred share dividend overpayments, pursuant to section 99 of the UCA.

Stargas Utilities Ltd.

Application to Amend Rate Schedule and Accounting for Installation Costs
Order G-164-17 with Reasons for Decision dated November 9, 2017

On June 28, 2017, Stargas filed an application with the BCUC for approval to amend its tariff and regulatory accounting for new service installation costs. By Orders G 106-17 and G-142-17, the BCUC established a regulatory timetable for the review of the application.

On November 9, 2017, the BCUC issued Order G-164-17 with accompanying reasons for decisions. Modifications to the Stargas tariff and the regulatory accounting treatment for new residential and small commercial service installation costs were approved as set forth in the application and subsequent amendments. In addition, Stargas was approved to establish a 2017 Installation application Regulatory Account related to the cost of the application to accrue interest based on Stargas' current weighted average cost of capital, and to use a rate rider to recover the balance in the regulatory account from customers over a period of 60 months from the date of the order. Stargas was also directed to establish a regulatory account to capture the incremental revenues and costs associated with new service installations added prior to November 1, 2019 and to include a proposed disposition of this account as part of its next revenue requirements application, along with certain other financial schedules, as outlined in the reasons for decision.

Sun Peaks Utilities Co., Ltd.

Application to Transfer its Gas Utility Operations to Resort Gas Ltd.
Order G-161-17 dated October 24, 2017

On August 3, 2017, Sun Peaks Utilities Co., Ltd. (SPUCL) applied to the BCUC pursuant to section 52 of the UCA for approval of the sale to Resort Gas Ltd. of all of the assets and liabilities relating to the gas utility currently operated by SPUCL.

SPUCL submitted that the transfer is considered necessary, as Sun Peaks Mountain Resort Municipality (Municipality) intends to take over the provision of water and wastewater services to its residents by acquiring all of the shares of SPUCL from Sun Peaks Resort LLP. Before the sale of the shares occurs, the gas assets and gas-related liabilities must be transferred to the newly created Resort Gas Ltd. in order for Sun Peaks Resort LLP to retain ultimate ownership of the propane gas utility.

The Asset Sale Agreement to transfer the gas assets and gas-related liabilities was set to close on or before October 31, 2017. The BCUC issued Order G-132-17 on August 24, 2017 establishing a written hearing process to review the application. During the process, the BCUC did not receive any comments from customers; therefore, SPUCL did not provide a response to any comments.

On October 24, 2017, by Order G-161-17, the BCUC approved SPUCL's application for approval to transfer its gas utility operations to Resort Gas Ltd. subject to certain conditions.

Summary of BCUC Orders

A – Gas Supply Marketing **C** – Certificates of Public Convenience and Necessity **E** – Energy Supply Contracts **F** – Participant Assistance / Cost Awards **G** – General Orders **L** – Commission Letters **R** Mandatory Reliability Standards

2028093 Alberta Ltd., Superior Plus Corporation, Superior General Partner Inc., Superior Plus LP, Cal-Gas Inc. and Canwest Propane ULC

G-143-17 Application for Approvals Related to the Reorganization of Cal-Gas Inc. – Regulatory Timetable

G-143-17 Application for Approvals Related to the Reorganization of Cal-Gas Inc. – Final Order

Aitken Creek Gas Storage ULC

G-100-17 Application for Approval of the Code of Conduct and Transfer Pricing Policy – Order G-39-16 Compliance Filing

Access Gas Services Inc.

A-3-17 Application to Renew Gas Marketer Licence for the period November 1, 2017 through October 31, 2018

British Columbia Hydro and Power Authority

E-11-17 Filing of Electricity Purchase Amendment Agreements for Cranberry Creek and South Cranberry Creek Hydro Projects

E-12-17 Filing of Electricity Purchase Amendment Agreements for Kwalsa, Upper Stave and Ocean Falls Hydro Projects

E-16-17 Filing of an Electricity Purchase Agreement Renewal between BC Hydro and Boston Bar Limited Partnership

E-20-17 Application Requesting the Commission Set a Rate for Boralex LP's Electricity Service to BC Hydro

F-10-17 Application to Cease Operations of the Salmon River Diversion

F-11-17 British Columbia Old Age Pensioners' Organization *et al.* Application for Reconsideration and Variance of Order G-5-17 in the matter of the BC Hydro 2015 Rate Design Application

F-12-17A Residential Inclining Block Rate Report

F-15-17 Supply Chain Applications Project Application

G-53-17 Supply Chain Applications Project Application – Amended Regulatory Timetable

G-54-17 Application to Amend Foreign Exchange Rates for Electric Tariff and Open Access Transmission Tariff

G-55-17 E-Plus Homeowners Group Application for Reconsideration and Variance of Order G-5-17 in the matter of the BC Hydro 2015 Rate Design Application – Reasons for Decision regarding the second phase of the reconsideration process

G-68-17 Application for Tariff Supplement No. 37 Amendments – Northwest Transmission Line Supplemental Charge

G-69-17 E-Plus Homeowners Group Application for Reconsideration and Variance of Order G-5-17 in the matter of the BC Hydro 2015 Rate Design Application – Amended Regulatory Timetable

G-77-17 Application for Rate Schedule 1892 – Freshet Energy Baselines

G-78-17 Supply Chain Applications Project Application – Amended Regulatory Timetable

G-86-17 Inquiry of Expenditures related to the adoption of the SAP Platform – Reasons for Decision regarding the April 2010 Code of Conduct complaint

G-87-17 British Columbia Old Age Pensioners' Organization *et al.* Application for Reconsideration and Variance of Order G-5-17 in the matter of the BC Hydro 2015 Rate Design Application – Final Order with Reasons for Decision

G-88-17 Guarantees as an Alternate Form of Security for Residential Customers – Application to Amend Electric Tariff

G-92-17 Inquiry of Expenditures related to the adoption of the SAP Platform – Amended Regulatory Timetable

G-96-17 Application to Cease Operations of the Salmon River Diversion – Final Order

G-103-17 G. Barabás Application for Reconsideration and Variance of Order G-5-17 in the matter of the BC Hydro 2015 Rate Design Application – Final Order with Reasons for Decision

G-118-17 Complaint filed by M.U. and L.Y. – Regulatory Timetable

G-120-17 British Columbia Utilities Commission Inquiry Respecting Site C

G-121-17 British Columbia Utilities Commission Inquiry Respecting Site C

G-131-17 Application for Customer Emergency Fund Pilot Program – Regulatory Timetable

G-140-17 Application for Variance to Order G-112-14 – Changing filing frequency of the quarterly Deferral Account Reports – Regarding Commission Order G-96-04, Directive 8, Item 17

G-152-17 Application for Consent under section 63 of the *Utilities Commission Act* to Waive Certain Charges for Customers under Evacuation Orders and Evacuation Alerts

G-157-17 Complaint filed by M.U. and L.Y. – Final Order

G-158-17 Supply Chain Applications Project Application – Final Order

G-160-17 Application for Open Access Transmission Tariff Dynamic Scheduling Amendments Regulatory Timetable

G-166-17 Application for Customer Emergency Fund Pilot Program – Final Order

G-169-17 Application for the Waneta 2017 Transaction – Regulatory Timetable

G-170-17 Inquiry of Expenditures related to the adoption of the SAP Platform – Temporarily approving BC Hydro's proposal for 2010 Code of Conduct Filing redactions

G-171-17 Application for F2017 to F2019 Revenue Requirements – Regulatory Timetable

G-179-17 Extension Request regarding the Compliance Filing pursuant to Order C-4-08 Final Report for the Interior to Lower Mainland Project

G-181-17 Inquiry of Expenditures related to the adoption of the SAP Platform – Amended Regulatory Timetable

G-197-17 Application for Amended Reassignment Agreements Previously Approved by Order G-102-09

G-199-17 Application for the Waneta 2017 Transaction – Procedural Order

L-14-17 Filing of Electricity Purchase Agreements – Boston Bar – Request for Submissions

L-19-17 Complaint filed by M.U. and L.Y. – Site Meeting Report

L-23-17 Complaint filed by M.U. and L.Y. – Report Pursuant to Letter L-19-17

L-24-17 Request to the Western Electricity Coordinating Council to Expand the Audit Scope for BC Hydro

L-25-17 Complaint filed by J.L. – Final Order

L-28-17 Contaminated Rail Ties Complaint and Request for a Hearing or Inquiry under the *Utilities Commission Act* – Electricity Purchase Agreement with Atlantic Power Preferred Equity Ltd., Williams Lake Biomass Generating Facility

L-29-17 Electricity Purchase Agreement Renewal with Doran Taylor Hydro

R-28-17 Compliance Waiver of BAL-002-WECC-2 Requirement 2

R-33-17 Mandatory Reliability Standards Assessment Report No. 10 – Regulatory Timetable

R-39-17 Mandatory Reliability Standards Assessment Report No. 10 – Final Order

R-45-17 Application for Extension to file the Mandatory Reliability Standards Assessment Report No. 11

R-48-17 Mandatory Reliability Standard TPL-001-4 Assessment Report Regulatory Timetable

E-6-18 Section 71 Filing of the Electricity Purchase Agreement Renewal with Doran Taylor Hydro

E-10-18 Application for Electric Tariff Supplement No. 94 Interruptible Electricity Supply Agreement for the Fort Ware Bioenergy Facility

E-11-18 Section 71 Filing of the Electricity Purchase Agreement Replacement of the Eagle Lake C2 Micro Hydro Project

F-1-18 Application for F2017–F2019 Revenue Requirements – Interim PACA

F-3-18 E-Plus Homeowners Group Application for Reconsideration and Variance of Order G-5-17 in the matter of the BC Hydro 2015 Rate Design Application

F-4-18 Application for the Customer Emergency Fund Pilot Program – Reasons for Decision

F-11-18 Application for Open Access Transmission Tariff Dynamic Scheduling Amendments

G-15-18 Application for the Waneta 2017 Transaction – Amend Regulatory Timetable

G-16-18 plication for F2017–F2019 Revenue Requirements – Amend Regulatory Timetable

G-20-18 Application for Open Access Transmission Tariff Dynamic Scheduling Amendments – Final Order

G-25-18 Application for Electric Tariff Supplement No. 94 Interruptible Electricity Supply Agreement for the Fort Ware Bioenergy Facility – Regulatory Timetable

G-28-18 Application for Electric Tariff Supplement No. 94 Interruptible Electricity Supply Agreement for the Fort Ware Bioenergy Facility – Amend Regulatory Timetable

G-35-18 Application for the Waneta 2017 Transaction – Reasons for Decision regarding confidentiality of Working Excel Models

G-41-18 Application for Year 3 Extension of the Transmission Service Freshet Rate Pilot – Regulatory Timetable

G-42-18 Application for the Waneta 2017 Transaction – Amend Regulatory Timetable

G-45-18 Application for Year 3 Extension of the Transmission Service Freshet Rate Pilot – Final Order

G-47-18 Application for F2017–F2019 Revenue Requirements – Final Order

G-48-18 Application to Amend Open Access Transmission Tariff Rate Schedule 09 – Loss Compensation Service – Regulatory Timetable

G-49-18 Application for F2017 and F2018 Transmission Service Rate Customer Baseline Loads

G-59-18 Review of the Regulatory Oversight of Capital Expenditures and Projects – Amend Regulatory Timetable

L-1-18 Section 71 Filing of the Electricity Purchase Agreement Replacement of the Eagle Lake C2 Micro Hydro Project

L-3-18 S. N. – Smart Meter Safety Complaint Report

R-4-18 Mitigation Plan Acceptance for COM-002-4_R1

R-5-18 Mitigation Plan Acceptance for EOP-010-1_R3.2

R-6-18 Mitigation Plan Acceptance for PRC-004-WECC-1_R3

R-8-18 Mitigation Plan Acceptance for VAR-002-WECC-2_R1

R-9-18 Mitigation Plan Acceptance for VAR-002-2b_R3

R-11-18 Mitigation Plan Acceptance for VAR-501-WECC-2_R1

R-12-18 Mandatory Reliability Standard TPL-001-4 Assessment Report – Amend Regulatory Timetable

British Columbia Utilities Commission

G-82-17 Recovery of Commission Costs for the 2017/18 Fiscal Year

G-97-17 Participant Assistance/Cost Award Guidelines revised July 15, 2017

R-32-17 2017 Revised Actively Monitored Standards List for Monitoring Compliance with BC Reliability Standards

R-40-17 BC Mandatory Reliability Standards Program – Rules of Procedure Amendments

R-43-17 2017 Second Revised Actively Monitored Standards List for Monitoring Compliance with BC Reliability Standards

R-49-17 2018 Implementation Plan for Monitoring Compliance with BC Reliability Standards

F-6-18 British Columbia Utilities Commission Inquiry Respecting BC Hydro Site C – Reasons for Decision

F-7-18 Residential Inclining Block Rate Report impacting BC Hydro and FortisBC Inc.

G-10-18 Inquiry into the Regulation of Electric Vehicle Charging Service

G-19-18 Inquiry into the Regulation of Electric Vehicle Charging Service

G-46-18 O. Sigvaldason Application for Reconsideration and Variance of Order F-6-18 in the matter of British Columbia Utilities Commission Inquiry Respecting Site C Application for PACA – Reasons for Decision

G-67-18 Inquiry into the Regulation of Electric Vehicle Charging Service

Bluestream Energy Inc.

A-5-17 Application to Renew Gas Marketer Licence for the period November 1, 2017 through October 31, 2018

Cariboo Pulp and Paper Company

R-31-17 Change in Registration with the BC MRS program – Deregistration from Distribution Provider Function and Registration for Distribution Provider Under Frequency Load Shedding-Only Function

Catalyst Paper

R-16-18 Mitigation Plan (Version 3) Acceptance for PRC-008-0_R2 for the Powell River Division

Corix Multi-Utility Services Inc.

C-5-17 Application for a Certificate of Public Convenience and Necessity for the Burnaby Mountain District Energy Utility

E-14-17 Application for the Proposed Supply Contract for Deliveries to Panorama Mountain Village

F-13-17 Application for a Certificate of Public Convenience and Necessity for the Burnaby Mountain District Energy Utility

G-150-17 Application to Change Gas Cost Recovery Charge for Propane Service at Panorama Mountain Village

L-8-17 Filing of the Annual Contracting Plan for Propane Supply to Panorama Mountain Village

G-7-18 Application regarding 2014 Excess Unaccounted for Gas Balance and Associated Recovery of Capital Costs at Panorama Mountain Village

Creative Energy Vancouver Platforms Inc.

E-21-17 Application for Proposed Supply Contract with Cascadia Energy

F-6-17A Application for Approval of Northeast False Creek Connection Agreement

G-147-17 Application for 2017 Long Term Resource Plan – Adjourned Proceeding Order with Reasons

G-151-17 Application to Amend and Restate Credit Facilities with the Royal Bank of Canada

G-200-17 Application for 2018-2022 Revenue Requirements Application – Interim Rates

L-30-17 Application for 2017/18 Annual Contracting Plan – Request to Resubmit

L-33-17 Application for 2017/18 Annual Contracting Plan

G-12-18 Application for 2018–2022 Revenue Requirements Application – Regulatory Timetable

G-43-18 Application for 2018-2022 Revenue Requirements Application – Amended Regulatory Timetable

Direct Energy (B.C.) Limited

A-7-17 Application to Renew Gas Marketer Licence for the period November 1, 2017 through October 31, 2018

Dokie General Partnership

R-29-17 Change in Registration with the BC MRS program – Deregistration from Transmission Owner and Transmission Operator Functions

Encana

R-15-18 Application to Register with the BC MRS Program for the function of Distribution Provider

E-Plus Homeowners Group

G-194-17 Application for Reconsideration and Variance of Order G-5-17 in the matter of the British Columbia Hydro and Power Authority 2015 Rate Design Application – Final Order with Reasons

FortisBC Alternative Energy Services Inc.

G-80-17 Application for Stream A Registration for the Modello Thermal Energy System

G-122-17 Application for Stream A Registration for the Solo II Altus Thermal Energy System – Final Order

G-167-17 Application to Amortize the Thermal Energy Services Deferral Account Balance and Request for Confidentiality

G-56-18 Application for Approval of the Fiscal 2018/19 Revenue Requirements and Cost of Service Rates for the Thermal Energy Service to Delta School District No. 37 – Regulatory Timetable

G-57-18 Application for Stream A Registration for the Chard Ellsworth Thermal Energy System

FortisBC Inc.

E-7-17 Filing of Energy Supply Contracts with Powerex Corporation

E-15-17 Application for Acceptance of Energy Supply Contracts for 2017–2019

E-17-17 Application for Acceptance of the Energy Supply Contract between FortisBC Inc. and Columbia Power Corporation

F-12-17A Residential Inclining Block Rate Report – BCSEA PACA

G-57-17 Application to Amend the Credit Facility Agreement

G-66-17 Application for Community Solar Pilot Project – Regulatory Timetable

G-70-17 Application for Self-Generation Policy Stage II – Amended Regulatory Timetable

G-76-17 Application for Reconsideration and Variance of Order G-199-16 – Phase 2 – Regulatory Timetable

G-79-17 Application for a Community Solar Pilot Project – Amended Regulatory Timetable

G-89-17 Application for a Community Solar Pilot Project – Amended Regulatory Timetable

G-90-17 Application for Self-Generation Policy Stage II – Regulatory Timetable Suspension

G-101-17 Application for Approval to Issue Unsecured Debentures

G-102-17 Application for 2016 Long Term Electric Resource Plan and Long Term Demand-Side Management Plan Application – Amended Regulatory Timetable

G-107-17 Application for 2016 Long Term Electric Resource Plan and Long Term Demand-Side Management Plan Application – Amended Regulatory Timetable

G-110-17 A. Shadrack Application for Reconsideration and Variance of Order G-76-17 – Final Order with Reasons

G-114-17 Application for a Community Solar Pilot Project – Amended Regulatory Timetable

G-116-17 Annual Review of 2018 Rates – Regulatory Timetable

G-124-17 Application for Exemption for Customers Subject to Evacuation Orders due to Wildfires

G-127-17 Application for Reconsideration and Variance of Order G-199-16 – Regulatory Timetable with Reasons

G-134-17 Application for 2016 Long Term Electric Resource Plan and Long Term Demand-Side Management Plan Application – Regulatory Timetable Suspended

G-139-17 Application for 2016 Long Term Electric Resource Plan and Long Term Demand-Side Management Plan Application – Regulatory Timetable

G-141-17A Application for Exemption of Order G-161-15 Regarding Encryption Keys for Paperless Expense Management Solution

G-153-17 Application to Sell Castlegar District Office Property and Provide Net Proceeds to Customers

G-155-17 Application for 2016 Long Term Electric Resource Plan and Long Term Demand-Side Management Plan – Regulatory Timetable

G-172-17 Annual Review of 2018 Rates – Interim Rates

G-176-17 Application for 2018 Demand-Side Management Expenditures – Regulatory Timetable

L-6-17 Filing of the 2017/2018 Annual Electric Contract Plan (October 2017 to September 2018)

L-27-17 Customer Complaint – Service Reliability in the West Kootenay region

E-5-18 Application for Acceptance of Energy Supply Contract with Zellstoff Celgar Limited Partnership

F-9-18 Application for a Community Solar Pilot Project

F-10-18 Annual Review for 2018 Delivery Rates

F-13-18 Application for Reconsideration and Variance of Order G-199-16

F-14-18 Application for Reconsideration and Variance of Order G-199-16 – revised PACA for BCSEA

G-1-18A Application for a Community Solar Pilot Project – Reasons for Decision

G-2-18 Application for Self-Generation Policy Stage II – Amended Regulatory Timetable

G-9-18 Application for Approval of Rate Design and Rates for Electric Vehicle Direct Current Fast Charging Service – Interim Rates

G-21-18 Application for Acceptance of 2018 Demand-Side Management Expenditures – Regulatory Timetable

G-23-18 Application for 2017 Cost of Service Analysis and Rate Design – Regulatory Timetable

G-24-18 Complaint filed by T.W and C.W. – Regulatory Timetable

G-27-18 Electric Tariff Rate Schedule 50 Lighting – All Areas Amendment Application – Regulatory Timetable

G-37-18 Electric Tariff Rate Schedule 50 Lighting – All Areas Amendment Application Amended – Regulatory Timetable

G-38-18 Annual Review of 2018 Delivery Rates – Decision

G-39-18 Complaint filed by T.W and C.W. – Amended Regulatory Timetable

G-51-18 Application for Self-Generation Policy Stage II Application – Amended Regulatory Timetable

G-52-18 Complaint filed by T.W and C.W. – Amended Regulatory Timetable

G-53-18 Application for Acceptance of 2018 Demand-Side Management Expenditures – Amended Regulatory Timetable

G-62-18 Application for 2017 Cost of Service Analysis and Rate Design Application – Procedural Order with Reasons

G-63-18 Application for Reconsideration and Variance of Order G-199-16 – Final Order with Reasons

L-3-18 Smart Meter Safety Complaint Report – Sharon Noble

FortisBC Energy Inc.

A-2-17 Customer Choice Program Annual General Meeting – Final Order with Reasons

C-3-17 Application for Operating Agreement between the Corporation of the Village of Fruitvale and FortisBC Energy Inc.

C-4-17 Application for Operating Agreement between the Corporation of the Village of Montrose and FortisBC Energy Inc.

E-10-17 Section 71 Filling of Remaining Commodity Baseload Purchases for Summer 2017 (April 2017 to October 2017)

E-13-17 Section 71 Filing of a GasEDI Base Contract with CIMA Energy, Ltd.

E-18-17 Section 71 Filing of a Mist Storage Agreement D between FortisBC Energy Inc. and Northwest Natural Gas Company

E-22-17 Section 71 Filing of the Contract Demand Transportation Service Agreement between FortisBC Huntingdon Inc. and FortisBC Energy Inc.

E-23-17 Section 71 Filing of Natural Gas Supply Contracts for the Commodity and Midstream Portfolios

F-7-17 Application for All-Inclusive Code of Conduct and Transfer Pricing Policy

G-56-17 Application for Accounting and Rate Treatment for Greenhouse Gas Reduction (Clean Energy) Regulation Incentive Funding for Prescribed Undertakings 3.2 and 3.4 as Approved by B.C. Reg. 214/2016 Order in Council 609/2016

G-58-17 Application for Amended Rates for Compressed Natural Gas Fueling Service between Smithrite Disposal Ltd. and FortisBC Energy Inc. for the 2016 Fueling Station Expansion and Amending Agreement No. 5 for the Fueling Station under the Province's Greenhouse Gas Reduction Regulation – Permanent rates

G-60-17 Application for Rates for Constructing and Operating a Compressed Natural Gas Fueling Station under the Province's Greenhouse Gas Reduction (Clean Energy) Regulation for Nanaimo Cold Storage and Trucking Ltd., the City of Nanaimo, and Coldstar Solutions Inc. at Mid-Island Consumer Services Co-operative – Mid-Island Permanent Rates

G-61-17 Application for Rates for Constructing and Operating a Compressed Natural Gas Fueling Station under the Province's Greenhouse Gas Reduction (Clean Energy) Regulation for Nanaimo Cold Storage and Trucking Ltd., the City of Nanaimo, and Coldstar Solutions Inc. at Mid-Island Consumer Services Co-operative – Coldstar Permanent Rates

G-62-17 Application for Rates for Constructing and Operating a Compressed Natural Gas Fueling Station under the Province's Greenhouse Gas Reduction (Clean Energy) Regulation for Nanaimo Cold Storage and Trucking Ltd., the City of Nanaimo and Coldstar Solutions Inc. at Mid-Island Consumer Services Co-operative – City of Nanaimo Permanent Rates

G-63-17 Application for Rates for Constructing and Operating a Compressed Natural Gas Fueling Station under the Province's Greenhouse Gas Reduction (Clean Energy) Regulation for Nanaimo Cold Storage and Trucking Ltd., the City of Nanaimo and Coldstar Solutions Inc. at Mid-Island Consumer Services Co-operative – Nanaimo Cold Permanent Rates

G-65-17 Application to Amend Rate Schedule 46 – Liquefied Natural Gas Sales, Dispensing, and Transportation Service pursuant to Order in Council 162

G-72-17 Application for Rates for Constructing and Operating a Compressed Natural Gas Fueling Station under the Province's Greenhouse Gas Reduction (Clean Energy) Regulation for Canadian Linen and Uniform Services Co., SF Disposal Queen Ltd., Smithrite Disposal Ltd. and Pemberton Transportation Co. Ltd. at FEI's Operations Centre in Burnaby – Canadian Linen – Final Order

G-73-17 Application for Rates for Constructing and Operating a Compressed Natural Gas Fueling Station under the Province's Greenhouse Gas Reduction (Clean Energy) Regulation for Canadian Linen and Uniform Services Co., SF Disposal Queen Ltd., Smithrite Disposal Ltd. and Pemberton Transportation Co. Ltd. at FEI's Operations Centre in Burnaby – Disposal Queen

G-74-17 Application for Rates for Constructing and Operating a Compressed Natural Gas Fueling Station under the Province's Greenhouse Gas Reduction (Clean Energy) Regulation for Canadian Linen and Uniform Services Co., SF Disposal Queen Ltd., Smithrite Disposal Ltd. and Pemberton Transportation Co. Ltd. at FEI's Operations Centre in Burnaby – Pemberton

G-75-17 Application for Rates for Constructing and Operating a Compressed Natural Gas Fueling Station under the Province's Greenhouse Gas Reduction (Clean Energy) Regulation for Canadian Linen and Uniform Services Co., SF Disposal Queen Ltd., Smithrite Disposal Ltd. and Pemberton Transportation Co. Ltd. at FEI's Operations Centre in Burnaby – Smithrite

G-85-17 Application to Amend the Capital Rate for the Vedder Transport Ltd. (Vedder) Liquefied Natural Gas (LNG) Fueling Station Established in the Third Amending Agreement between FEI and Vedder

G-93-17 Section 71 Filing of a Biomethane Purchase Agreement Between FortisBC Energy Inc. and the City of Surrey Order E-3-16 Compliance Filing – Application for Interim Rates for the Monthly Facilities Fee – Final Order

G-98-17 Application for Terms for an Operating Agreement with City of Surrey – Regulatory Timetable

G-99-17 Application for an Exemption to the Filing Date of the Long Term Gas Resource Plan pursuant to Order G-189-14

G-108-17 Application for a Community Solar Pilot Project – Regulatory Timetable

G-109-17 Application for 2016 Rate Design – Regulatory Timetable with Reasons

G-112-17 Application to Extend the Maturity Date of the Term Credit Agreement

G-115-17 Annual Review for 2018 Delivery Rates – Regulatory Timetable

G-117-17 Application for Permanent Rates for the Liquefied Natural Gas (LNG) Fueling Station under the Province's Greenhouse Gas Reduction (Clean Energy) Regulation for Teck Coal Ltd.

G-125-17A Application for Exemption for Customers Subject to Evacuation Orders due to Wildfires

G-126-17 Application to Issue Medium Term Note Debentures under a Shelf Prospectus

G-129-17 Application for Rates for Compressed Natural Gas (CNG) Fueling Service to DanFoss Industries Ltd. from the CNG Fueling Station, Located at FortisBC Energy Inc.'s Victoria Regional Office Facility in Langford

G-130-17 Application for Rates for Compressed Natural Gas (CNG) Fueling Service to DanFoss Industries Ltd. from the CNG Fueling Station, Located at Mid-Island Consumer Services Co-operative in Nanaimo

G-133-17 Application for 2017 Price Risk Management Plan – Regulatory Timetable

G-136-17 Application for Amended Rates for Compressed Natural Gas Fueling Service between the Central Okanagan School District #23 and FortisBC Energy Inc. for the 2017 Fueling Station Expansion and Amending Agreement No. 3 for the Fueling Station under FortisBC Energy Inc.'s General Terms and Conditions Section 12B – Interim Rates

G-148-17 Application for Tariff Supplement No. K-1, Biomethane Long Term Large Volume Interruptible Sales Agreement with the University of British Columbia – Interim Rates

G-149-17 Application for Receipt Point Fuel Gas Percentages Effective November 1, 2017

G-154-17 Application for Tariff Supplement No. K-1, Biomethane Long Term Large Volume Interruptible Sales Agreement with the University of British Columbia – Regulatory Timetable

G-162-17 Application for Rates for Compressed Natural Gas (CNG) Fueling Service to McRae's Environmental Ltd. from the CNG Fueling Station, Located at FortisBC Energy Inc.'s Victoria Regional Office Facility in Langford – Interim Rates

G-163-17 Application for Terms for an Operating Agreement with City of Surrey – Regulatory Timetable and Reasons

G-168-17 Application for 2017 Price Risk Management Plan – Regulatory Timetable and Reasons

G-173-17 Filing of the 2017 Fourth Quarter Gas Cost Report and Rate Changes effective January 1, 2018 for the Mainland, Vancouver Island and Whistler Service Areas

G-174-17 Filing of the 2017 Fourth Quarter Gas Cost Report and Rate Changes effective January 1, 2018 for the Revelstoke Service Area

G-175-17 Filing of the 2017 Fourth Quarter Gas Cost Report and Rate Changes effective January 1, 2018 for the Fort Nelson Service Area

G-177-17 Annual Review for 2018 Delivery Rates – Interim Rates

G-178-17 Application for Tariff Supplement No. K-1, Biomethane Long Term Large Volume Interruptible Sales Agreement with the University of British Columbia – Regulatory Timetable

G-189-17 Application for Rates and Contract for Liquefied Natural Gas (LNG) Fueling Service to Ledcor LNG Group Ltd. from the LNG Fueling Station Located at Cool Creek Energy Ltd. – Interim Rates

G-195-17 Application for Rates and Contract for Constructing and Operating a Compressed Natural Gas Fueling Station under the Province's Greenhouse Gas Reduction (Clean Energy) Regulation for United Parcel Service Canada Ltd. – Interim Rates

G-196-17 Annual Review of 2018 Delivery Rates – Final Order with Reasons

G-198-17 Section 71 Filing of a Biomethane Purchase Agreement Between FortisBC Energy Inc. and the City of Surrey Order G-93-17 Compliance Filing – Application to Extend the Filing Date for Permanent Rates for the Monthly Facilities Fee – Final Order

G-201-17 Application for Terms for an Operating Agreement with City of Surrey – Amended Regulatory Timetable

L-10-17 Filing of the 2017 Second Quarter Gas Cost Report for the Commodity Cost Reconciliation Account and Midstream Cost Reconciliation Account for the Mainland, Vancouver Island and Whistler Service Areas

L-11-17 Filing of the 2017 Second Quarter Gas Cost Report on the Gas Cost Reconciliation Account for the Fort Nelson Service Area

L-12-17 Filing of the 2017 Second Quarter Gas Cost Report on the Gas Cost Reconciliation Account for the Revelstoke Service Area

L-13-17 Request for Confirmation from British Columbia Utilities Commission regarding Applicability of Order G-161-15 for Microsoft Azure Active Directory Services

L-15-17 Filing of the 2017/18 Annual Contracting Plan (November 2017–October 2018)

L-16-17 Filing of the 2017/18 Annual Contracting Plan (November 2017–October 2018) for Revelstoke

L-20-17 Filing of the 2017 Third Quarter Gas Cost Report on the Gas Cost Reconciliation Account for the Fort Nelson Service Area

L-21-17 Filing of the 2017 Third Quarter Gas Cost Report on the Gas Cost Reconciliation Account for the Revelstoke Service Area

L-22-17 Filing of the 2017 Third Quarter Gas Cost Report on the Commodity Cost Reconciliation Account and Midstream Cost Reconciliation Account for the Mainland, Vancouver Island and Whistler Service Areas

C-1-18 Application for Operating Agreement between the Corporation of the Village of Salmo and FortisBC Energy Inc.

E-1-18 Section 71 Filling of the Transportation Agreement Four-Year Extension of Northwest Pipeline Company Capacity Release from Northwest Natural Gas Company to FortisBC Energy Inc.

E-2-18 Section 71 Filing of a GasEDI Base Contract with ARC Resources Ltd.

E-3-18 Section 71 Filing of a GasEDI Base Contract with Tourmaline Oil Corp.

E-4-18 Section 71 Filing of a GasEDI Base Contract with Castleton Commodities Merchant Trading L.P.

E-7-18 Section 71 Filing of a Gas Storage Agreement between FortisBC Energy Inc. and AECO Gas Storage Partnership (Rockpoint)

E-8-18 Filing of an Amending Agreement to the Biomethane Purchase Agreement between FortisBC Energy Inc. and Seabreeze Farm Ltd.

E-12-18 Filing of a Proposed Propane Supply Agreement Between FortisBC Energy Inc. and Superior Gas Liquids for the Revelstoke Service Area

F-2-18 Annual Review for 2018 Delivery Rates

G-4-18 Application for 2016 Rate Design – Final Order with Reasons on COSA and Revenue to Cost Ratios

G-5-18 Application for 2016 Rate Design – Regulatory Timetable

G-6-18 Application for Letter Agreement to Extend the Transportation Service Agreement between FortisBC Energy Inc. and the Vancouver Island Gas Joint Venture

G-14-18 Application for Interim Rates for Rate Schedule 46 – Liquefied Natural Gas (LNG) Sales, Dispensing and Transportation Service effective January 1, 2018

G-17-18 Application for Rates for Compressed Natural Gas Fueling Service to McRae's Environmental Ltd. from the CNG Fueling Station located at FortisBC Energy Inc.'s Victoria Regional Office Facility in Langford

G-18-18 Application for Rates and Contract for Liquified Natural Gas Fueling Service to Ledcor LNG Group Ltd. from the LNG Fueling Station located at Cool Creek Energy Ltd.

G-22-18 Application for 2017 Price Risk Management Plan – Amended Regulatory Timetable

G-26-18 Application for 2018 Core Market Administration Expense Budget

G-29-18 Application for Permanent Rates and Revised Tariff Pages for Rate Schedule 46 – Liquefied Natural Gas Sales, Dispensing and Transportation Service effective January 1, 2018

G-32-18 Complaint filed by C.C. – Final Order with Reasons

G-33-18 Application for 2017 Long Term Gas Resource Plan – Regulatory Timetable

G-44-18 Application for Rates and Contract for Liquified Natural Gas Fueling Service to Ledcor LNG Group Ltd. from the LNG Fueling Station located at Vedder Transport Ltd.

G-54-18 Application for Rates and Contract for Liquefied Natural Gas Fueling Service to Denwill Enterprises Inc. from the LNG Fueling Station Located at Vedder Transport Ltd.

G-60-18 Filing of the 2018 First Quarter Gas Cost Report and Rate Changes effective April 1, 2018 for the Revelstoke Service Area

G-64-18 Application for Tariff Supplement No. K-1 Biomethane Long Term Large Volume Interruptible Sales Agreement between the University of British Columbia and FortisBC Energy Inc. – Final Order with Reasons

G-65-18 Application for Approval to Issue Common Shares

G-66-18 Application for Terms for an Operating Agreement with City of Surrey – Regulatory Timetable

L-4-18 Filing of the Gas Supply Mitigation Incentive Program Year End Report for November 2016–October 2017

L-5-18 Filing of 2018 First Quarter Gas Cost Report for the Mainland, Vancouver Island and Whistler Service Areas

L-6-18 Filing of 2018 First Quarter Gas Cost Report for the Fort Nelson Service Area

Gibson Energy ULC, Superior Plus LP, 2028093 Alberta Ltd., Canwest Propane ULC and Cal-Gas Inc.

G-67-17 Application for Approval of Sale, Amalgamation and Transfer Regarding Cal-Gas Inc. – Regulatory Timetable

G-83-17 Application for Approval of Sale, Amalgamation and Transfer Regarding Cal-Gas Inc. – Regulatory Timetable

G-91-17 Application for Approval of Sale, Amalgamation and Transfer Regarding Cal-Gas Inc. – Final Order

G-123-17 Application for Approval of Sale, Amalgamation and Transfer Regarding Cal-Gas Inc. – Final Order

Greater Vancouver Sewerage and Drainage District

G-36-18 Application for an Exemption from Part 3 of the *Utilities Commission Act*

Insurance Corporation of British Columbia

F-9-17 Application for 2016 Revenue Requirements

G-71-17 Application for 2016 Revenue Requirements – Final Order with Reasons

G-113-17 Application for Extension to File Report on Neighbourhood Golf Cart Use

G-146-17 Application for 2017 Revenue Requirements for Universal Compulsory Automobile Insurance effective November 1, 2017 – Interim Rates and Regulatory Timetable

G-156-17 Application for 2017 Revenue Requirements for Universal Compulsory Automobile Insurance effective November 1, 2017 – Reasons on Scope and Regulatory Timetable

G-180-17 Application for 2017 Revenue Requirements for Universal Compulsory Automobile Insurance effective November 1, 2017 – Reasons on Further Process and Regulatory Timetable

G-183-17 Application for Basic Insurance Tariff Housekeeping Amendments

G-192-17A Application for 2017 Revenue Requirements for Universal Compulsory Automobile Insurance effective November 1, 2017 – Amended Regulatory Timetable

L-17-17 Application for Discontinue Requirement for Annual Basic Insurance Minimum Capital Test (MCT) Certificate

F-12-18 Application for 2017 Revenue Requirements Application for Universal Compulsory Automobile Insurance Effective November 1, 2017

G-8-18 Application for 2017 Revenue Requirements for Universal Compulsory Automobile Insurance effective November 1, 2017 – Final Order with Reasons

G-40-18 Application for Changes Regarding Driver Risk Premiums and Related Amendments to the Basic Insurance Tariff

G-50-18 Application for Changes in Relation to the Fleet, Garage and Remaining Additional Products Transitioning into the New Policy Administration System Filing

G-55-18 Application for Changes in Relation to the Claim-Rated Scale

Just Energy (B.C.) Limited Partnership

A-8-17 Application to Renew Gas Marketer Licence for the period November 1, 2017 through October 31, 2018

Nelson Hydro/City of Nelson

G-119-17 Application for 2017 Rates – Final Order with Reasons

G-13-18 Application for 2018 Rates – Regulatory Timetable

Northwood Pulp Mill

R-30-17 Change in Registration with the BC MRS program – Deregistration from Distribution Provider Function and Registration for Distribution Provider Under Frequency Load Shedding-Only Function

Pacific Northern Gas Ltd.

E-8-17 Section 71 Filing of 2016/2017 Natural Gas Energy Supply Contracts – Summer Supply

E-19-17 Application for 2017/2018 Natural Gas Supply Contracts

G-104-17 Application for 2016 Unaccounted for Loss above 1.0 Percent

G-144-17 Filing of the 2017 Third Quarter Report on Gas Supply Costs for PNG-West and Granisle Service Areas

G-165-17 Application for a New Sharing Arrangement for the Period May 1, 2017 to April 30, 2018

G-184-17 Application for the Issuance of Debt Securities and Granting of Security for Certain Financial Obligations

G-186-17 Filing of the 2017 Fourth Quarter Report on Gas Supply Costs for PNG-West and Granisle Service Areas

G-191-17 Application for 2018-2019 Revenue Requirements – Interim Rates and Regulatory Timetable

L-9-17 Filing of the 2017 Second Quarter Report on Gas Supply Costs for PNG-West and Granisle Service Areas

G-30-18 Application for 2018-2019 Revenue Requirements – Regulatory Timetable

G-61-18 Filing of the 2017 First Quarter Report on Gas Supply Costs for PNG-West and Granisle Service Areas

Pacific Northern Gas (N.E.) Ltd.

G-94-17 Filing of the 2017 Second Quarter Report on Gas Supply Costs for the Fort St. John/Dawson Creek and Tumbler Ridge Service Areas

G-105-17 Application for 2016 Unaccounted for Loss above 1.0 Percent

G-145-17 Filing of the 2017 Third Quarter Report on Gas Supply Costs for the Fort St. John/Dawson Creek and Tumbler Ridge Service Areas

G-185-17 Application for the Issuance of Debt Securities and Granting of Security for certain Financial Obligations

G-187-17 Filing of the 2017 Fourth Quarter Report on Gas Supply Costs for the Fort St. John/Dawson Creek and Tumbler Ridge Service Areas

G-193-17 Application for 2018–2019 Revenue Requirements – Interim Rates and Regulatory Timetable

L-7-18 Filing of the 2018 First Quarter Report on Gas Supply Costs for the Fort St. John/Dawson Creek and Tumbler Ridge Service Areas

G-11-18 Application for a Certificate of Public Convenience and Necessity to Acquire and Operate the North Pine Fuel Gas Pipeline – Regulatory Timetable

G-31-18 Application for 2018–2019 Revenue Requirements – Regulatory Timetable

G-58-18 Application for a Certificate of Public Convenience and Necessity to Acquire and Operate the North Pine Fuel Gas Pipeline – Regulatory Timetable

Pacific Northern Gas Ltd./ Pacific Northern Gas (N.E.) Ltd.

L-18-17 Filing of the 2017/18 Annual Gas Contracting Plan (November 2017–October 2018)

L-31-17 Filing Amendment to the 2017/18 Annual Gas Contracting Plan (November 2017–October 2018)

Planet Energy (B.C.) Corp.

A-4-17 Application to Renew Gas Marketer Licence for the period November 1, 2017 through October 31, 2018

Resort Gas Ltd.

C-2-18 Application for a Certificate of Public Convenience and Necessity for the Propane Grid System to Serve the Sun Peaks Resort Area

Rio Tinto Alcan

R-34-17 Mitigation Plan (Version 1) Acceptance for EOP-005-2_R1

R-35-17 Mitigation Plan (Version 1) Acceptance for PER-005-1_R2

R-42-17 Confirmation of Alleged Violations for EOP-008-1_R1_R7

R-52-17 Mitigation Plan (Version 2) Acceptance for EOP-008-1_R1_R7

R-7-18 Change in Registration with the BC MRS Program Deregistration from Transmission Owner and Transmission Operator Functions

Shannon Wall Centre Rental Apartments Limited Partnership

G-52-17 Application for Rates for the Shannon Estates Thermal Energy Systems – Reasons on Further Process and Regulatory Timetable

G-190-17 Application for Rates for the Shannon Estates Thermal Energy Systems – Decision

F-5-18 Application for Rates for the Shannon Estates Thermal Energy Systems – Shannon Ratepayers Group

F-8-18 Application for Rates for the Shannon Estates Thermal Energy Systems – Mr. Robert Peden

SSL-Sustainable Services Ltd.

G-135-17 Status as a Public Utility under the *Utilities Commission Act* – Amended Regulatory Timetable

G-138-17 Status as a Public Utility under the *Utilities Commission Act* – Amended Regulatory Timetable

G-3-18 Status as a Public Utility under the *Utilities Commission Act* – Amended Regulatory Timetable

G-34-18 Status as a Public Utility under the *Utilities Commission Act* – Amended Regulatory Timetable

G-104-18 Status as a Public Utility under the *Utilities Commission Act* – Final Order with Reasons

Stargas Utilities Ltd.

E-24-17 Application for Natural Gas Supply Contracts

F-8-17 Application to Vary Delivery Rate, Amend Cost of Service Formula and Approve Replacement Term Financing/ Redemption of Preferred Shares

F-14-17 Application to Include Additional Costs in the 2016 Delivery Rate Application Regulatory Account

G-59-17 Application to Vary Delivery Rate, Amend Cost of Service Formula and Approve Replacement Term Financing/ Redemption of Preferred Shares – Final Order with Reasons

G-81-17 Application for Reconsideration and Variance of Order G-59-17 – Regulatory Timetable

G-84-17 Application for Reconsideration and Variance of Order G-59-17 – Amended Regulatory Timetable

G-106-17 Application to Amend Rate Schedule and Accounting for Installation Costs – Regulatory Timetable

G-111-17 Application for Reconsideration and Variance of Order G-59-17 – Final Order with Reasons

G-128-17 Application to Include Additional Costs in the 2016 Delivery Rate Application Regulatory Account – Final Order with Reasons

G-142-17 Application to Amend Rate Schedule and Accounting for Installation Costs – Regulatory Timetable

G-159-17 Application to Vary Commodity Rates – Final Order

G-164-17 Application to Amend Rate Schedule and Accounting for Installation Costs – Final Order

L-32-17 Filing of the 2017-2018 and 2018-2019 Natural Gas Purchase Plan

Summitt Energy BC LP

A-6-17 Application to Renew Gas Marketer Licence for the period November 1, 2017 through October 31, 2018

Sun Peaks Utilities Co. Ltd.

G-95-17 Filing of the Gas Cost Reconciliation Account and Application for Commodity Rate Increase – Final Order

G-132-17 Application to Transfer its Gas Utility Operations to Resort Gas Ltd. – Regulatory Timetable

G-161-17 Application to Transfer its Gas Utility Operations to Resort Gas Ltd. – Final Order

G-188-17 Filing of the Gas Cost Reconciliation Account and Application for Commodity Rate Increase – Final Order

Superior Propane

E-9-17 Filing of Propane Supply Agreement with Superior Gas Liquids

G-64-17 Rate Application for Seascapes Grid System – Final Order

Teck Metals Limited

R-37-17 Mitigation Plan (Version 4) Acceptance for PRC-005-1_R2

R-44-17 Mitigation Plan Acceptance for PER-005-1_R1_R2

Toba Montrose General Partnership

R-27-17 Change in Registration with the BC MRS program – Deregistration from Transmission Owner and Transmission Operator Functions

Tolko Industries Ltd.

R-36-17 Mitigation Plan (Version 1) Acceptance for PER-005-1_R1_R2

West Fraser Mills

R-38-17 Application to Register with the BC MRS Program for the functions of Distribution Provider and Distribution Provider Under Frequency Load Shedding-Only under the BC Mandatory Reliability Standards Program.

Regulated Electricity, Thermal Energy and Gas Sales

Regulated Electricity Sales (2017)	Customers #	Revenue ($) Actual	Sales Actual (kWh)	Sales Actual (GWh)
Crown-Owned Electric Utility				
B.C. Hydro & Power Authority	2,012,638	4,828,235,811	51,283,145,043	51,283.15
Municipally Owned Electric Utility				
Nelson Hydro	4,434	7,466,032	68,442,487	68.44
Investor-Owned Electric Utilities				
FortisBC Inc.	135,787	315,026,065	2,714,121,456	2,714.12
Hemlock Utility Services Ltd.	252	339,497	2,231,920	2.23
Kyuquot Power Ltd.	42	413,978	1,643,680	1.64
Silversmith Light & Power Corporation	9	99,183	1,273,727	1.27
Corix Multi-Utility Services Inc.				
Sun Rivers	868	1,694,263	14,340,726	14.34
Sonoma Pines	497	468,102	4,377,606	4.38
Yukon Electrical Company Ltd. (Lower Post, B.C.)	80	137,980	893,757	0.89
Total Investor-Owned	137,535	318,179,068	2,738,882,872	2,738.88
Total All Regulated Electric Utilities	2,221,698	5,276,048,244	55,094,437,367	55,094.44

Thermal Energy Sales (2017)

	Revenue ($) Actual	Sales (GJ) Actual
Thermal Energy Utilities		
FortisBC Alternative Energy Services Inc.		
Telus Gardens	2,017,444	52,558
Marine Gateway	1,475,720	38,464
SOLO Phase 1	997,796	27,209
Sovereign	872,018	27,072
Delta School District #37	407,423	24,428
Seylynn Phase 1	289,789	6,986
Empire at QE Park	226,865	7,144
Modello	132,275	3,826
Flatiron	132,253	2,866
Alysen Place	115,762	8,428
Waterstone Pier	114,000	5,863
Pomaria	93,385	4,732
Glen Valley	62,358	3,200
Tsawwassen Springs	61,127	3,127
The Hudson	60,513	5,515
SOLO II Altus	54,454	2,409
Aperture	50,902	1,631
Camden Green	31,631	1,523
Artemisia	24,148	1,141
Helen Gorman	23,127	915
Brant	17,764	909
Creative Energy Vancouver Platforms Inc.		
Vancouver	8,969,388	1,477,488
Northeast False Creek NES	848,053	37,365
188 Keefer Street	42,308	981
Corix Multi-Utility Services Inc.		
UniverCity NUS	1,091,879	36,824
UBC Neighbourhood Energy System	595,109	20,470
Talasa Central Energy Plant/Sun Rivers Resort Community	148,692	7,232
Belmonte Central Energy Plant/Sun Rivers Resort Community	77,208	6,846
River District Energy	411,695	13,630
Connect TES (Richmond) Holdings Inc.		
Parc Riviera	256,522	26,042
The Pier	121,001	5,597
Shannon Wall Centre Rental Apartments Limited Partnership		
Shannon Estates (Shannon Mews & Apartments)	290,302	5,885
Dockside Green Energy	217,958	7,293
Total All Thermal Energy Utilities	20,330,870	1,875,599

Domestic Gas Sales (2017)	Customers #	Revenue ($) Actual	Sales (GJ) Actual
Investor-Owned Natural Gas* Utilities			
FortisBC Energy Inc.			
Mainland, Vancouver Island, Whistler, Revelstoke	1,006,012	1,216,195,693	220,094,480
Fort Nelson Division	2,410	3,623,279	532,025
Pacific Northern Gas (N.E.) Ltd.			
Fort St. John/Dawson Creek Division	19,989	24,764,778	4,512,931
Tumbler Ridge Division	1,245	1,954,595	601,701
Pacific Northern Gas Ltd. (includes Granisle Grid)	20,451	43,999,724	4,908,512
Corix Multi-Utility Services Inc.			
Sun Rivers	575	175,102	12,882
Sonoma Pines	494	268,841	27,620
Panorama	238	714,945	37,132
Cal-Gas Inc.			
Kicking Horse	155	294,510	20,988
Canyon Ridge	28	18,370	1,486
Big White Gas Utility Ltd.	324	1,179,248	49,766
Sun Peaks Utilities Co. Ltd.	920	1,673,960	98,376
Stargas Utilities Ltd.	295	232,719	45,520
Superior Propane (Seascapes)	100	169,885	6,438
Total All Thermal Energy Utilities	1,053,236	1,295,265,649	230,949,858

**Includes propane distribution systems*

Orders in Council

The following is a list of the Orders in Council received from the provincial government during 2017/18.

Orders in Council

Order in Council 244
Approved August 2, 2017

Order in Council 310
Approved August 30, 2017

Order in Council 326
Approved September 5, 2017

Order in Council 528
Approved December 12, 2017

Order in Council 602
Approved December 18, 2017

Order in Council 024
Approved February 1, 2018

Order in Council 025
Approved February 1, 2018

Order in Council 066
Approved February 26, 2018

Order in Council 067
Approved February 26, 2018

Order in Council 073
Approved March 1, 2018

Order in Council 074
Approved March 1, 2018

Order in Council 084
Approved March 5, 2018

Ministerial Orders

None

Exemptions

None

The complete text is available on the BCUC's website at www.bcuc.com/proceedings-orders-decisions/special-directions-regulations.html

Regulated Entities

Crown-Owned Electric Utilities

British Columbia Hydro and Power Authority
Lower Mainland, Vancouver Island, Central and Northern B.C. and East Kootenay Regions

Investor-Owned Electric Utilities

Corix Multi-Utility Services Inc.
Lot 152, CLSR Plan 78619
Kamloops

Hemlock Utility Services Ltd.
Hemlock Valley

Silversmith Power & Light Corporation
Sandon

FortisBC Inc.
West Kootenay and Okanagan Regions of B.C., Princeton, Osprey Lake and Missezula Lake Areas and Kelowna

Kyuquot Power Ltd.
Kyuquot

The Yukon Electrical Company Limited (operating as ATCO Electric Yukon)
Lower Post

Municipally Owned Utilities

Municipally owned utilities are not regulated under the *Utilities Commission Act*. Only the City of Nelson's electric utility with service outside of the municipal boundaries is subject to regulation by the BCUC.

Nelson Hydro

Thermal Energy Systems

Connect TES (Richmond) Holdings Inc.
The Pier and Parc Riviera

Corix Multi-Utility Services Inc.
Talasa Central Energy Plant/ Sun Rivers Resort Community, Belmonte Central Energy Plant/Sun Rivers Resort Community

UBC NES-Phase 1 Westwood and UniverCity NUS

Creative Energy Vancouver Platforms Ltd. (formerly Central Heat Distribution Ltd.)
Downtown Vancouver (steam), and Northeast False Creek

188 Keefer Street, 1480 Howe Street, 2200 Kingsway

Dockside Green Energy LLP
District Energy System, Victoria

FortisBC Alternative Energy Services Inc.
Delta School District No. 37, Flatiron, Pomaria, The Hudson, Alysen Place, Waterstone Pier, Seylynn Phase 1, Marine Gateway, SOLO Phase 1, Empire at QE Park, Aperture, Seylynn Phase 2, Modello, SOLO II Altus, Artemisia, Sovereign, Tsawwassen Springs, Glen Valley, Brant, Camden Green, Helen Gorman, Telus Garden

River District Energy LP
District Energy Utility at the River District, Vancouver, B.C.

Shannon Wall Centre Rental Apartments Limited Partnership
Shannon Estates Thermal Energy System

Investor-Owned Natural Gas or Propane Utilities

Big White Gas Utility
Big White Ski Resort

Cal-Gas Inc.
Canyon Ridge and Kicking Horse

Corix Multi-Utility Services Inc.
Panorama, Sonoma Pines and Sun Rivers

FortisBC Energy Inc.
Lower Mainland, Fort Nelson, Whistler, and Vancouver Island north to Campbell River, west to Port Alberni, and south to Victoria

Pacific Northern Gas Ltd.
Summit Lake to Prince Rupert/Kitimat and Granisle (Propane Grid System)

Pacific Northern Gas (N.E.) Ltd.
Dawson Creek, Pouce Coupe, Fort St. John, Wonowon, Pink Mountain and Tumbler Ridge

Stargas Utilities Ltd.
Silver Star resort community

Sun Peaks Utilities Co., Ltd.
Resort area north of Kamloops

Superior Propane
Seascapes Development Ltd.

Compulsory Automobile Insurance

Insurance Corporation of British Columbia
Province of B.C.

Licensed Gas Marketers

Access Gas Services Inc.

Bluestream Energy Inc.

Direct Energy (B.C.) Ltd.

Just Energy (B.C.) LP

Planet Energy (B.C.) Corp.

Summitt Energy BC LP

Mandatory Reliability Standards Registrants

Bear Mountain Wind Limited Partnership

British Columbia Hydro and Power Authority

Cape Scott Wind LP

Capital Power LP (Quality Wind Farm)

Cariboo Pulp & Paper Company

Catalyst Paper – Crofton Division

Catalyst Paper – Port Alberni Division

Catalyst Paper – Powell River Division

Coast Mountain Hydro Limited Partnership

Dokie General Partnership

Encana

FortisBC Inc.

Howe Sound Pulp & Paper Corporation

Innergex Renewable Energy Inc.

Intercontinental Pulp Mill

Jimmie Creek

Lehigh Cement

Meikle Wind Energy Limited Partnership

Northwood Pulp Mill

Prince George Pulp & Paper Mill

Quesnel River Pulp and Paper

Rio Tinto Alcan

Teck Metals Ltd

Toba Montrose General Partnership

Tolko Industries Limited

V.I. Power Limited Partnership

WESCUP McMahon Generation Plant

West Fraser Mills Ltd.

bcuc
British Columbia
Utilities Commission

British Columbia Utilities Commission
Suite 410, 900 Howe Street
Vancouver, BC Canada V6Z 2N3

Phone: 604.660.4700
BC Toll-free: 1.800.663.1385
Fax: 604.660.1102
Email: commission.secretary@bcuc.com

bcuc.com