



INFORMATION RELEASE – BCUC approves BC Hydro application to accept guarantees as an alternate form of security for residential customers

June 9, 2017

VANCOUVER – The BC Utilities Commission has approved BC Hydro to allow residential customers to have another BC Hydro customer act as a guarantor to their account in order to obtain service.

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 earlier this year, a group representing low-income customers, collectively referred to as “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,” 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, the Commission approved BC Hydro to accept a guarantor as an alternate form of security for residential customers as of June 2, 2017.

To read the order approving this change please visit the following link:

[BC Hydro Guarantees as an Alternative Form of Security Order G-88-17](#)

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