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INFORMATION RELEASE – The BCUC Thanks Stakeholder Feedback Questionnaire Respondents

VANCOUVER – The British Columbia Utilities Commission (BCUC) thanks all respondents from its 2020 Stakeholder Feedback Questionnaire, which was distributed earlier this year to public utilities, regulated companies, interveners and other stakeholders.

The BCUC received feedback from representatives of seven public utilities and 20 regulated companies, 50 interveners, 50 interested parties, and 25 ratepayer and community groups that have an interest in the BCUC's regulatory processes, orders, and decisions. The questionnaire results will help identify aspects of our regulatory processes that are working well and areas of growth; the BCUC will use this feedback to make changes that will improve the regulatory experience for its stakeholders.

The BCUC aims to provide an updated questionnaire to stakeholders every two to three years to ensure it is continually reviewing its processes to help meet the needs of regulated entities, ratepayers and other stakeholders, such as interested parties and interveners.

Background

In 2015, the BCUC completed a project to establish performance measures and targets for the organization. The project included consultation with stakeholders, which revealed that stakeholders supported the concept of providing periodic feedback regarding the BCUC's performance. The BCUC considered a variety of methods for obtaining feedback and determined that an internally administered stakeholder questionnaire would be the most effective and feasible method to achieve the stated objective of appropriate and meaningful engagement.

The BCUC developed three stakeholder questionnaires, which were segmented based on stakeholder groups and sent to the following groups separately, to ensure that the questions would be relevant to each organization: public utilities and ICBC; other regulated companies; and interveners, interested parties and other stakeholders.

The BCUC conducted a Stakeholder Feedback Questionnaire in 2017 and, as a result of feedback it received, the BCUC made several changes to improve stakeholder's experiences engaging with the BCUC. The 2020 questionnaire is a follow-up to evaluate the effectiveness and progress of initiatives undertaken by the BCUC as a result of the previous questionnaire.

About the BCUC

The BCUC is a regulatory agency responsible for the oversight of energy utilities and compulsory auto insurance in British Columbia. It is the BCUC's role to balance the interests of customers with the interests of the businesses it regulates. The BCUC carries out fair and transparent reviews of matters within its jurisdiction and considers public input where public interest is impacted.

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