

Kaslo

December 20th, 2013

Attention: Ms. Erica Hamilton
Commission Secretary
British Columbia Utilities Commission
Sixth Floor, 900 Howe Street
Vancouver, BC V6Z 2N3

Dear Ms Hamilton:

Intervenor Information Request No 2

1. Can BC Hydro please confirm that it is still governed by the Hydro Power and Authority Act, 1996?
2. Can BC Hydro please confirm, in accordance with section 3 of the Hydro Power and Authority Act, that:

The authority is for all its purposes an agent of the government and that the Minister of Finance is the fiscal agent of the authority?

3. Can BC Hydro please confirm that section 32(b) of the Constitution Act, 1982, applies to all operations of BC Hydro?
4. Can BC Hydro please confirm that sections 7, 11 and 15 apply to all operations of BC Hydro?
5. Can BC Hydro please confirm that, at 81.02 cents per day (as per RDCK IR #1 12.0), a customer with an after tax income of \$9,000 per year will pay approximately 3.3% of their daily income towards administrative and smart meter off fees, whereas a customer with a \$50,000 per year after tax income will only pay .59%.
6. Can BC Hydro please explain why a customer with a disability pension of \$9,000 after tax income or less per year would not feel that spending 3.3% or more of their income to choose a smart meter off option was discriminatory, especially when they could observe that a healthy customer with an income of \$50,000 a year will only pay .59% of their income for residential electrical service?
7. Does BC Hydro's Smart Meter Choices Program allow customers who had a smart meter forcibly installed on their property the right to have an analog meter reinstalled, at no installation cost to the customer, where that customer never gave permission for installation of a smart meter?
8. Has every BC Hydro customer who has had a smart meter installed been advised by BC Hydro that they can have a smart meter uninstalled if they did not want a smart meter in the first place?
9. In an appeal of a decision of the Alberta Human Rights Commissioner, Burrows B. stated:

"In my view the Chief Commissioner gave inappropriate emphasis to the fact that the doctors who assessed Ms. Brewer's symptoms were unable to diagnose her condition. A distinction should be drawn between the question of whether a disability exists and the question of whether medical science has a label for it or has

determined its cause.

and further:

"There may be a question as to whether Ms. Brewer's symptoms amount to a physical disability but the inability of doctors to put a label on the symptoms or to identify the cause of the condition (as opposed to the triggers of the symptoms) does not answer that question. The definition of "physical disability" in the Act does not exclude infirmities caused by illnesses which medical science does not yet fully understand."

(Brewery. FraserMilnerCasgrainLLp, 2006ABQB(CanLII) at paras.29&32 (rev'd on other grounds 2008 ABC A435 (CanLII))

In light of this observation by Burrows B., can BC Hydro please explain how charging a disabled customer, whose physician declares in writing that their patient cannot, for health reasons, tolerate installation of a smart meter, fees for the smart meter off or legacy meter option is not discriminatory against them due to their health condition?

10. Is there any legal reason under the Hydro Power and Authority Act and/or the BC Utilities Act and/or the current BC Hydro electrical tariff why a customer could not self-read a legacy meter?

11. Please list these legal reasons, if any.

12. Is there any technical or practical reason why a customer could not report the meter reading online as FortisBC is currently providing due to a labour strike?

13. Please list the technical or practical reason(s), if any, and fully explain each technical or practical problem that could arise.

14. Is there any technical or practical reason why a customer who cannot access the internet or chooses not to access the internet, could not phone in the information from a self-read meter?

15. Please list the technical or practical reason(s), if any, why a customer who cannot access the internet or chooses not to access the internet, could not phone in self-read meter information and fully explain each technical or practical problem, if any.

16. Further to BC Hydro's evasive answer to BCUC IR#1, 9.2, which is used as substitute to answer RDCK IR#1, 15.0, has BC Hydro previously had a policy of asking customers in remote and rural areas to self-read analog meters when BC Hydro meter readers could not reach that location to read the meter, yes or no?

17. Is it true that BC Hydro previously estimated the bill at 13533 Highway 31, in Meadow Creek in Electoral Area D, for the entire year because the location was too remote?

18. Do BC Hydro employed meter readers obtain any information from an analog meter that cannot be obtained by being read by a human eye?

19. Does BC Hydro have a manual for its meter reader employees to use when reading analog meters and for how many hours does BC Hydro train an employee how to visually read an analog meter? To be very exact, will BC Hydro please state how much actual time a meter reader spends learning how to read

an analog meter?

20. Does BC Hydro have a record of what percentage of customer self-read reports have been considered inaccurate?

21. Could BC Hydro please explain the basis of its apparent belief that a customer allowed to self-read an analog meter would falsify the record of consumption and run the risk of losing the right to self-read the meter?

22. Is it BC Hydro's policy to believe that the vast majority of its customers are dishonest in their dealings with BC Hydro?

23. Does BC Hydro acknowledge that a certain percentage of its customers, including some low income and disabled customers, are mistrustful of the smart meter program and honestly believe that the smart meter program could harm their health?

24. Is it BC Hydro's policy to provoke and anger customers who are mistrustful of its smart meter program?

25. Does BC Hydro have a program or programs to support and/or assist employees who are disabled and/or suffering from illness?

26. Does BC Hydro acknowledge and accept that certain customers have been diagnosed by a qualified and certified physician as hyper-sensitive to wireless devices?

27. Can BC Hydro please explain why, as a matter of customer policy, it has not, as yet, developed a written policy on how to accommodate customers with diagnosed hyper-sensitivity to wireless devices?

28. Can BC Hydro please confirm that the cost of the legacy meter reading program at \$420 per year, or approximately \$1.15 per day, when added to BC Hydro's pre-existing administration costs, would amount to a daily legacy meter fee and administrative cost of \$1.3034 per day?

29. Can BC Hydro please provide a comparative financial cost estimate of what an online self-reporting meter reading program would cost to administer?

30. Can BC Hydro please provide a comparative financial cost estimate of what a phone in self-reporting meter reading program would cost to administer?

Respectfully submitted,
Andy Shadrack
Director Area D