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**From:** Hamilton, Erica BCUC:EX  
**Sent:** Thursday, October 22, 2015 11:17 AM  
**To:** Commission Secretary BCUC:EX  
**Subject:** FW: BC Hydro RDA Submission

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**From:** Janis Hoffmann [mailto:iknowjanis@shaw.ca]  
**Sent:** Thursday, October 22, 2015 11:16 AM  
**To:** Hamilton, Erica BCUC:EX  
**Subject:** BC Hydro RDA Submission

Dear Erica Hamilton,

Re: BC Hydro Rate Design Application

Comments pertain to Point 5, "any other relevant matters that parties wish to bring to the attention of the Panel before the procedural conference."

***Discrimination in rates***

1. Smart Meter customers are not being charged any fees for a meter reader to come to their home and read their meter manually. Yet analog customers are paying a legacy fee of \$64.80 for a bi-monthly reading for the same service. I have watched the meter reader walk past my house after reading the Smart Meters in my neighbourhood. These legacy fees are clearly punitive and discriminatory.

2. Analog customers should not be discriminated against because we have valid concerns about Smart Meters and the health risks from the exposure to the pulsating radiation. Concerns about the safety of the uncertified Smart Meters and the unexplained house fires. We also have a right to decide whether we want to share our personal information.

3. BC Hydro was willing to forgive unpaid legacy fees if a customer accepted a Smart Meter. These legacy fees are being used to punish the people who are refusing to install Smart Meters on their homes.

**BC Hydro Tariff:**

**59 (1) A public utility must not make, demand or receive**

**(a) an unjust, unreasonable, unduly discriminatory or unduly preferential rate for a service provided by it in British Columbia, or**

**(b) a rate that otherwise contravenes this Act, the regulations, orders of the commission or any other law.**

**(2) A public utility must not**

**(a) as to rate or service, subject any person or locality, or a particular description of traffic, to an undue prejudice or disadvantage, or**

**(b) extend to any person a form of agreement, a rule or a facility or privilege, unless the agreement, rule, facility or privilege is regularly and uniformly extended to all persons under substantially similar circumstances and conditions for service of the same description.**

4. Customers on the Equal Payment Plan have received huge bills at the end of their billing year because Hydro has not read their meter for months. BC Hydro has failed to take the agreed monthly payment from the customers account and then decided to take random lump sums with no authorization. Customers should be compensated for poor billing practices and allowed to keep the estimate as per the tariff.

5. Because BC Hydro decided to base their billing on estimates this falls within the six-month guideline for residential billing and **customers should be billed as per the estimate** that BC Hydro chose as their billing practice.

Under the Tariff Agreement all BC Hydro customers are to be provided with **actual meter reading every second month.**

Section 5.2.2 of BC Hydro's Electric Tariff allows for bills to be based on estimated reads:

Page 23 #5.8 Subject to item 4 above, **in every case of under-billing, BC Hydro will back-bill the Customer for the shorter of:**

(a) the duration of the error; or

(b) **six months for residential**, small General Service (commercial) or irrigation; and

(c) one year for all other Customers or as set out in a special or individually negotiated contract with BC Hydro.

*"If meter readings cannot be obtained for any reason, the demand or consumption or both may be estimated by BC Hydro and used for billing purposes, **and the next bill, which is based on actual meter readings,** will be adjusted for the difference between estimated and actual use over the interval between meter readings.*

*Estimated bills are deemed to have the same force and effect as bills which are based on actual meter readings".*

6. As taxpayers, BC Hydro customers have a right to view the financial statements concerning the legacy fees collected and the expenses occurred.

Janis Hoffmann

416 Bidwell Place

Victoria BC V9C 2E6