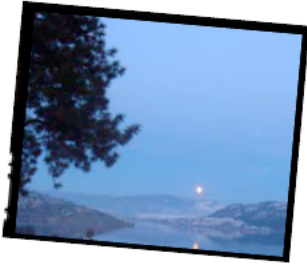


From: [REDACTED]
To: [Complaints BCUC:EX](#)
Subject: Phase 2 costing by BC Hydro is unfair and discriminatory
Date: Friday, January 23, 2015 10:26:28 AM
Attachments: [nwra complaint to BCUC re Phase 2.doc](#)

Attached is our Complaint with respect to the above mentioned topic. Please give this attention your full authority.

Thank you Diane Baldwin, North Westside Ratepayers Association



«Organization»

January 22, 2015

BC Utilities Commission
Sixth Flr., Box 250
900 Howe Street
Vancouver, B.C.
V6Z 2N3
(via email Complaints@bcuc.com)

Dear Sir/Madam:

Re: **Complaint: Phase 2 Costing of BC Hydro Power Bills**

It is the intention of this correspondence to bring to your attention, what we feel, is the unfair, uneven and discriminatory process of Phase 2 costing. Many of us are now monitoring our hydro bills particularly with respect to Phase 2 Costing as the jump in rate is alarming. Phase 2 is 30% higher than normal costing. Consumers, especially those who live in rural areas, where there is no natural gas, have no alternative but to pay these costs as they must use electricity to heat. Because of this Phase 2 costing, many people are turning to alternative sources of heat which cannot be good for the environment.

Phase 2 pricing discriminates against people with families as they generally speaking need a larger space, more showers and laundry etc. It also discriminates against people who must strictly use electricity for heating as well as the disabled who must use electricity on a regular basis to run medical equipment. We know of a resident in our subdivision (Westshores) who has to run his "oxygen concentrator" on a 24/7 basis which drives his bill above Phase 2 on a regular basis. Many of us have already taken steps to become more energy efficient i.e., use of LED lights, turning our heat and water temperature down, installing double pane windows etc. Turning off the electric heat is not an option for us particularly when our winter temperatures are well below zero.

Clearly, there is no shortage of hydro power in BC. It is a well known fact that we sell a large volume of power to the USA. If we are in the business of selling power (for profit I presume), why are we penalizing people that must go to Phase 2?

We are already paying increased rates (that have risen each year for several years) in anticipation of the cost of the needed LNG infrastructure are we not?

Please give this complaint your full and timely attention.

Yours truly,

Diane Baldwin (for)

NORTH WESTSIDE RATEPAYERS ASSOCIATION