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**VIA EMAIL**

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March 8, 2016

Mr. Tom Loski  
Chief Regulatory Officer  
Regulatory & Rates Group  
British Columbia Hydro and Power Authority  
16th Floor - 333 Dunsmuir Street  
Vancouver, BC V6B 5R3

Dear Mr. Loski:

**RE: British Columbia Hydro and Power Authority  
2015 Rate Design Application**

In accordance with the Regulatory Timetable set out in Order G-166-15, enclosed are the Zone II Ratepayers Group (ZonellIRPG) Information Request No. 2.

The non-integrated areas and Zone II ratepayers have issues in common with Zone I ratepayers. In addition one of the rate options proposed for Zone II is harmonization with Zone I which will be further examined in Module 2. Should BC Hydro have any questions on the ZonellIRPG IRs or if BC Hydro may not respond to any IRs, we ask that BC Hydro promptly contact the ZonellIRPG to discuss the specific IRs.

Yours truly,



Linda Dong

Enclosure

cc: Registered Interveners

**REQUESTOR NAME: Zone II Ratepayers Group (ZonellRPG)**

**INFORMATION REQUEST ROUND NO: 2**

**TO: British Columbia Hydro & Power Authority**

**DATE: March 8, 2016**

**PROJECT NO: 3698781**

**APPLICATION NAME: BC Hydro 2015 Rate Design Application**

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**1.0 Reference: Exhibit B-1, Section 5.2.2.2, Figure 5-12**

**Topic: Residential Rate Design (RIB Default Rate)**

**Explanation:** Figure 5-12, Consumption Distribution of Select Residential Customer Segments, 20th to 80th percentile of Annual Consumption in F2015 includes "electric space heating".

Some BC Hydro residential customers do not have clean, reliable and economic heating options such as natural gas whether due to availability or construction design and in some cases rely on electric heat and water including as backup. As well, there are climate and construction differences within BC. For example, some residences in remote areas are "substandard" since they were not built to current standards and located in northern communities resulting in increased electricity consumption.

**Request:**

- 1.1 Provide 1-year data showing range and average of monthly electricity consumption for households with electric heat and hot water by region in Zone I.
- 1.2 Provide 1-year data showing range and average of monthly electricity consumption for households with electric heat by region in Zone I.
- 1.3 Provide 1-year data showing range and average electrical consumption for households without electric heat and water by region in Zone I.

**2.0 Reference: Exhibit B-5, Zone II IR 1.10.1, BCOAPO IR 1.192.1 Attachment 1 (pages 45 - 52 of 63)**

**Topic: Disconnection; BC Hydro Electric Tariff Terms and Conditions**

**Explanation:** In BC Hydro's Zone II IR 1.10.1 response:

*"The term minimal supply electricity was used in the context of potential load limited devices as part of a winter disconnection policy.....BC Hydro's first step has been to test the technical and process feasibility of using smart meters for this purpose. Accordingly,*

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*it has not yet undertaken detailed research or stakeholder engagement to establish an appropriate level of electrical supply if load limiting were introduced."*

**Request:**

- 2.1 Provide a description of the research and stakeholder engagement to be undertaken by BC Hydro.
- 2.2 Provide a schedule for when these activities will occur.
- 2.3 Provide an estimated in-service date for when BC Hydro will implement load limited devices based on using smart meter technology.
- 2.4 Will BC Hydro consider regional differences in determining the minimum load?

**3.0 Reference: Exhibit B-5, Zone II IR 1.10.6**

**Topic: Disconnection; BC Hydro Electric Tariff Terms and Conditions**

**Explanation:** Disconnection and the threat of disconnection is experienced by many remote and low-income customers. Options such as monthly billing would be helpful for customer budgeting purposes.

In BC Hydro's Zone II IR 1.10.6 response:

*"BC Hydro is currently evaluating the opportunity to move additional customers to monthly billing.....BC Hydro acknowledges that impacts would not be large if monthly billing was targeted towards remote communities."*

**Request:**

- 3.1 Provide a schedule for BC Hydro's evaluation of monthly billing.
- 3.2 Provide an estimated in-service date for implementing monthly billing for these additional customers.
- 3.3 Provide the criteria for determining which customers/remote communities will be offered monthly billing.

**4.0 Reference: Exhibit B-5, BCOAPO IR 1.178.1; Exhibit B-1, Section 8.3.3**

**Topic: BC Hydro Electric Tariff Terms and Conditions, Late payment charge**

**Explanation:** Disconnection and the threat of disconnection is experienced by many remote and low-income customers. The threat of disconnection (BC Hydro notices), late payment charges, deactivation of payment plans (EPP) and disconnection is very alarming and disruptive.

In BC Hydro's response to BCOAPO IR 1.178.1 Attachment 1, BC Hydro provided the "Dunning Process - Active Residential Accounts".

## Dunning Process – Active Residential Accounts

"Days" = Days late after standard 21 day payment term)

Dunning Procedure (1)	Credit Writings	Min / Max \$Amount	DL1 – 7 Days	DL2 – 21 Days	DL3 – 35 Day	DL4 – 49 Days	DL5 – 63 Days	DL6-73 Days	DL7 –83 Days
<b>AA</b> Active Account (Good)	0 – 150	> 30.00 < 10,000.00	1. No activity	1. Reminder	1. Important Notice 2. If not on Security Deposit, Print Warning	1. Final Notice of Disconnection	>70.00	>70.00	>70.00
<b>AA</b> Active Account (Medium)	151 – 325	> 30.00 < 10,000.00	1. No activity	1. Important Notice 2. If not on Security Deposit, Print Warning	1. Final Notice of Disconnection	> 70.00 1. Operator Review	> 70.00 1. Deactivate EPP 2. Operator Review	>70.00 1. Operator Review	>70.00 1. Operator Review
<b>AA</b> Active Account (Bad)	= or >325	> 30.00 < 10,000.00	1. Final Notice of Disconnection 2. Security Deposit Request (if not secured)	> 70.00 1. Operator Review	> 70.00 1. Operator Review	>70.00 1. Operator Review	>70.00 1. Deactivate EPP 2. Operator Review	>70.00 1. Operator Review	>70.00 1. Operator Review
<b>AN</b> Active New	All	> 30.00 < 10,000.00	1. Final Notice of Disconnection 2. Security Deposit Request (if not secured)	> 70.00 1. Operator Review	> 70.00 1. Operator Review	> 70.00 1. Operator Review	>70.00 1. Deactivate EPP 2. Operator Review	>70.00 1. Operator Review	>70.00 1. Operator Review
All Accounts	All	> 10,000.00	1. Operator Review	1. Operator Review	1. Op. Review	1. Op. Review	1. Op. Review	1. Op. Review	1. Op. Review
<b>SD</b> Security Deposit	All	> 70.00	1. Final Notice of Disconnection	1. Operator Review					
<b>IP</b> Installation Plan (IP)	All	>30.00	1. Deactivate IP						
<b>IG</b> GAIN IP	All	>30.00	1. Operator Review	1. Deactivate IP					

### Request:

- 4.1 Confirm that the Dunning Process applies to all of BC Hydro's residential accounts including Zone I, Zone IB and Zone II.
- 4.2 If the Dunning Process does not apply across all zones, explain the differences.

**5.0 Reference:** Exhibit B-5, BCOAPO IR 1.179.1; Exhibit B-1, Section 8.3.3

**Topic:** BC Hydro Electric Tariff Terms and Conditions, Late payment charge

**Explanation:** In BCOAPO IR 1.79.1, BCOAPO requests late payment charge information by residential accounts, as follows:

1.179.1 For the most recent 12-month period available, by month for residential accounts, please provide:

- (a) What percentage of bills were paid by the due date of the bill.
- (b) What percentage of bills were paid by the time the next month's bill is rendered.
- (c) What percentage of those bills were paid by the time the second subsequent bill is rendered.
- (d) What percentage of those bills were paid by the time the third subsequent bill is rendered.

BC Hydro states that this data "will be provided as part of BC Hydro's responses to Round 2 IRs."

**Request:**

5.1 Provide the data requested in (a), (b), (c) and (d) separated into residential accounts according to regions and Zone I, Zone IB and Zone II.

**6.0 Reference: Exhibit B-5, BCOAPO IR 1.180.2 Attachment 1; Exhibit B-1, Section 8.3.3**

**Topic: BC Hydro Electric Tariff Terms and Conditions, Late payment charge**

**Explanation:** Electricity affordability is an issue for some BC Hydro ratepayers in Zone I and NIA communities due to income, climate, lack of available and affordable electricity options, etc.

In BCOAPO IR 1.180.2, BCOAPO requests late payment charge information by residential accounts. In Attachment 1, BC Hydro provided this information for its residential accounts, as shown below:

Number of accounts incurred Late Payment Charge

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
2012	146,815	132,654	150,456	143,512	151,144	150,381	150,858	155,617	132,884	158,866	135,117	124,358
2013	149,799	128,155	143,394	156,920	152,503	144,432	158,865	148,137	147,085	154,771	127,948	136,992
2014	153,668	124,704	152,607	142,566	159,678	151,576	161,534	145,168	154,121	148,894	128,812	139,670
2015	148,472	126,944	149,947	139,669	137,128	155,977	157,463	142,469	146,474	150,702		

**Request:**

- 6.1 Confirm that Attachment 1 includes all residential accounts in BC Hydro's service territory including NIA.
- 6.2 Provide the number of residential accounts that incurred Late Payment Charges as provided in Attachment 1 separated according to region and Zone I, Zone IB and Zone II.

6.3 Provide the total number of residential accounts for Zone I, Zone IB and Zone II.

**7.0 Reference: Exhibit B-5, BCOAPO IR 1.182.1 Attachment 1; Exhibit B-1, Section 8.3.3**

**Topic: BC Hydro Electric Tariff Terms and Conditions, Late payment charge**

**Explanation:** Electricity affordability is an issue for Zone I and NIA communities due to income, climate, lack of available and affordable electricity options, etc. NIAs are remote and small communities and include northern and First Nations communities. The seasonal nature of employment, maintaining First Nations traditional heritage and lifestyles, long absences from main residences, remoteness from services, different use of residences, added heating and food preservation needs, as well as lack of internet or poor internet access and banking affect electricity bill payment options and may require education and flexibility.

In BCOAPO IR 1.182.1, BCOAPO requests a distribution of the number of residential accounts in arrears by the size of the arrears and BC Hydro responded by providing a breakdown of active residential account arrears based accounts in arrears on December 2, 2015, as shown below:

**BCO IR 1.182.1 Attachment 1**

**Active Residential Accounts in Arrears on Dec 2, 2015**

AR Buckets	Accounts		Amount		Accounts	Amount
	Electrically Heated	Non-Electrically Heated	Electrically Heated	Non-Electrically Heated		
A: \$0-\$100	27,188	42,364	\$1,003,030	\$1,676,626	69,552	\$2,760,656
B: \$101-\$200	9,362	15,342	\$1,127,176	\$2,240,705	24,704	\$3,567,881
C: \$201-\$300	3,852	5,507	\$934,046	\$1,345,099	9,409	\$2,280,345
D: \$301-\$500	2,344	2,342	\$679,477	\$1,000,232	4,686	\$1,938,709
E: \$501-\$750	715	002	\$427,342	\$473,016	1,517	\$901,100
F: \$751-\$1,000	233	266	\$199,230	\$229,517	499	\$420,747
G: \$1,001-\$2,000	264	302	\$362,694	\$408,870	566	\$771,564
H: \$2,001+	120	225	\$555,137	\$948,745	354	\$1,503,882
<b>Grand Total</b>	<b>44,087</b>	<b>68,300</b>	<b>\$5,777,736</b>	<b>\$8,384,212</b>	<b>112,387</b>	<b>\$14,161,948</b>

  

**Aging of Active Residential Accounts in Arrears on Dec 2, 2015**

AR Buckets	B: 30-60 Days		C: 61-90 Days		D: 91-120 Days		E: 121-150 Days		F: 151-180 Days		G: 181+ Days		Grand Total
	Electrically Heated	Non-Electrically Heated	Electrically Heated	Non-Electrically Heated	Electrically Heated	Non-Electrically Heated	Electrically Heated	Non-Electrically Heated	Electrically Heated	Non-Electrically Heated	Electrically Heated	Non-Electrically Heated	
A: \$0-\$100	20,764	32,622	4,594	7,950	800	1,406	372	570	90	161	150	246	60,552
B: \$101-\$200	7,170	12,232	1,095	2,034	642	1,068	229	301	98	122	128	185	25,304
C: \$201-\$300	2,871	3,984	481	756	276	476	130	153	55	65	69	123	9,409
D: \$301-\$500	1,542	1,738	323	392	233	366	38	127	63	78	90	141	5,185
E: \$501-\$750	370	371	110	99	93	117	38	75	37	24	67	86	1,517
F: \$751-\$1,000	98	97	20	44	28	36	16	21	15	15	56	53	499
G: \$1,001-\$2,000	107	120	23	37	25	27	9	15	12	18	83	79	566
H: \$2,001+	60	115	8	18	12	13	3	10	4	2	30	67	354
<b>Grand Total</b>	<b>32,988</b>	<b>50,680</b>	<b>7,004</b>	<b>11,330</b>	<b>2,109</b>	<b>3,509</b>	<b>655</b>	<b>1,281</b>	<b>363</b>	<b>510</b>	<b>688</b>	<b>980</b>	<b>112,387</b>

**Request:**

- 7.1 Confirm that that Attachment 1 includes all residential accounts in BC Hydro's service territory including NIA.
- 7.2 Provide the distribution of active residential accounts in arrears separated according to region and Zone I, Zone IB and Zone II in the form of Attachment 1.

**8.0 Reference: Exhibit B-5, BCOAPO IR 186.1; Exhibit B-1, Section 8.3.3**

**Topic: BC Hydro Electric Tariff Terms and Conditions, Late payment charge**

**Explanation:** In BCOAPO IR 1.186.1, BCOAPO requests the percentage of residential accounts making payments by day through Day 30, as follows:

1.186.1 In a typical month, with Day 1 being the day a bill is issued, please provide the percentage of residential accounts making payments by day through Day 30. If reporting of such data is only by a time period other than a day (e.g., weekly), provide by the reporting by that time period.

BC Hydro's response is "...Given the complexity of this analysis (it requires analysis of over 134 million points of data) it will be provided as part of BC Hydro's responses to Round 2 IRs."

**Request:**

- 8.1 Provide the data requested in BCOAPO IR 1.186.1 separated into residential accounts according to regions and Zone I, Zone IB and Zone II.

**9.0 Reference: Exhibit B-5, BCOAPO IR 1.187.1; Exhibit B-1, Section 8.3.3**

**Topic: BC Hydro Electric Tariff Terms and Conditions, Late payment charge**

**Explanation:** Income Assistance for eligible First Nations clients is funded by Aboriginal Affairs and Northern Development Canada (AANDC). First Nations bands administer and qualify clients for Income Assistance according to the AANDC guidelines.

In BC Hydro's response to BCOAPO IR 1.187.1, BC Hydro states that:

*"In addition to the above reasons for stopping the collections process, other reasons why the account would not be disconnected include:*

.....The customer has applied (or indicated they will be applying) for MSDSI assistance, during the period of MSDSI's evaluation;..."

**Request:**

- 9.1 Confirm that the above criteria also includes First Nations customers who have applied (or will be applying) for Income Assistance from the First Nations band funded by AANDC..
- 9.2 If not, please explain the reasons why First Nations are not being included in this criteria.

**10.0 Reference: Exhibit B-5, BCOAPO IR 1.191.1; Exhibit B-1, Section 8.3.3**

**Topic: BC Hydro Electric Tariff Terms and Conditions, Low-income terms and conditions**

**Explanation:** In BC Hydro's response to BCOAPO IR 1.191.1, BC Hydro provides billing information for residential accounts disaggregated by heating and non-heating residential customers based on a point-in-time data extraction on December 2, 2015.

**Request:**

- 10.1 Confirm that that the response to BCOAPO IR 1.191.1 includes all residential accounts in BC Hydro's residential rate classes including NIA.
- 10.2 Disaggregate the billing information responses for residential accounts in (a), (b), (c), (d), (e), (d) and (f) into regions and Zone I, Zone IB and Zone II.

**11.0 Reference: Exhibit B-5, BCOAPO IR 1.192.1 Attachment 1 (page 5 of 63; page 18 of 63)**

**Topic: BC Hydro Electric Tariff Terms and Conditions; Low-income terms and conditions**

**Explanation:** Income Assistance for eligible First Nations clients is funded by Aboriginal Affairs and Northern Development Canada (AANDC). First Nations bands administer and qualify clients for Income Assistance according to the AANDC guidelines.

In BC Hydro's response to BCOAPO IR 1.192.1 BC Hydro provided the "Assessment of Potential Low Income Terms and Conditions" (Assessment). Zone IIRPG have interests related to First Nations generally both in the integrated and the Non-Integrated Areas (NIA) for incorporating into the Assessment.



BC Hydro states in the Assessment that:

*"The definition of 'Eligible Low Income Customer' for purposes of this review consists of the two criteria:*

A residential customer (1) who has a pre-tax household income at or below the pre-tax Low Income Cut-off (**LICO**) according to Statistics Canada (2) as qualified by a social service agency or government agency such as MSDSI as meeting (1).

**Request:**

- 11.1 Confirm that criteria (2) would include residential customers on reserves and qualified by the First Nations band offices under the AANDC guidelines.
- 11.2 Confirm that the "Potential Low Income Terms and Conditions" would apply to low income residential ratepayers in the NIA as well as in Zone I.
- 11.3 Confirm that the "Potential Low Income Terms and Conditions" would apply to low income residential First Nations ratepayers living on reserve whether in the integrated or non-integrated areas.
- 11.4 Provide details on any programs that BC Hydro is undertaking with AANDC/First Nations bands to assist their residential ratepayers on Income Assistance with paying their electricity bills, as per the low income programs available for MSDSI clients.
- 11.5 Confirm that the low income programs described for MSDSI clients, such as disconnection grace period, direct payments, waiver of security deposits, will also be available for First Nations residential ratepayers on Income Assistance.
- 11.6 Confirm that any creation of a BC Hydro Low Income Advisory Group (page 11 of 63) will also include representatives from AANDC, First Nations and NIA.
- 11.7 Provide the most recent draft of the "Assessment of Potential Low Income Terms and Conditions".

**12.0 Reference:** Exhibit B-5, BCOAPO IR 1.194.1; Exhibit B-1, Section 8.6

**Topic:** BC Hydro Electric Tariff Terms and Conditions, Low-income terms and conditions

**Explanation:** In BC Hydro's response to BCOAPO IR 1.194.1 (Attachment 1), BC Hydro provides the number of residential (electrically heated and non-electrically heated) accounts by month for each month January 2012 to present.

**Request:**

- 12.1 Confirm that that the response to BCOAPO IR 1.194.1 includes all residential accounts in BC Hydro's residential rate classes including NIA.
- 12.2 Disaggregate the number of residential (electrically heated and non-electrically heated) accounts provided in Attachment 1 into regions and Zone I, Zone IB and Zone II.

**13.0 Reference: Exhibit B-5, BCOAPO IR 1.198.1; Exhibit B-1, Section 8.6**

**Topic: BC Hydro Electric Tariff Terms and Conditions, Low-income terms and conditions**

**Explanation:** In BC Hydro's response to BCOAPO IR 1.198.1, BC Hydro provides an analysis of bad debts and Aged A/R (Attachment 1), a summary of opportunities and recommendations related to security deposit processes (Attachment 2); and an overview of bad debt accounting and collections practices (Attachment 3).

On Attachment 2 (page 1 of 4), BC Hydro provided the following table:

Accounts that ended up in the 2014 residential bad debt were then segmented in a number of ways such as housing type and the size of average monthly bill.

Apartments	Non-Apartments with average monthly bills under \$500	Non-Apartments with average monthly bills greater than \$500
27% of total accounts	73% of total accounts	0.5% of total accounts
54% of accounts in bad debt	45% of accounts in bad debt	1% of accounts in bad debt
23% of bad debt expense	59% of bad debt expense	18% of bad debt expense

**Request:**

- 13.1 Disaggregate the analysis provided in Attachment 1 into regions and Zone I, Zone IB and Zone II.
- 13.2 Confirm that that the table shown above includes all residential accounts in BC Hydro's residential rate class including NIA.
- 13.3 Disaggregate the table shown above into regions and Zone I, Zone IB and Zone II.

**14.0 Reference:** Exhibit B-5, BCOAPO IR 1.204.1; Exhibit B-1, Section 8.6

**Topic:** BC Hydro Electric Tariff Terms and Conditions, Low-income terms and conditions

**Explanation:** In BC Hydro’s response to BCOAPO IR 1.204.1, BC Hydro provides information on Installment Plans on an aggregated basis across BC Hydro’s system in Attachment 1 to the IR response.

**Request:**

14.1 Disaggregate the analysis provided in Attachment 1 into regions and Zone I, Zone IB and Zone II.

**15.0 Reference:** Exhibit B-5, BCOAPO IR 1.205.1, Zone II IR 1.10.7; Exhibit B-1, Section 8.6

**Topic:** BC Hydro Electric Tariff Terms and Conditions, Low-income terms and conditions

**Explanation:** In BC Hydro’s response to BCOAPO IR 1.205.1, BC Hydro describes a number of Residential DSM programs and other initiatives including:

- **First Nations Outreach:**
  - **Community visits for the purpose of informing First Nations government and community members of billing process and tools available to manage their consumption and accounts.**

As well, BC Hydro states that 12 visits were made by Customer Service representatives to remote and First Nations communities in the past year.

**Request:**

- 15.1 Provide any reports, data and/or analysis showing the effectiveness of First Nations Outreach on reducing electricity consumption and delinquent accounts.
- 15.2 Provide information on where these 12 visits were made and the agenda items that were discussed.

**16.0 Reference:** Exhibit B-5, BCOAPO IR 1.208.1 (Attachment 1); Exhibit B-1, Section 8.6

**Topic:** BC Hydro Electric Tariff Terms and Conditions, Low-income terms and conditions

**Explanation:** In BC Hydro's response to BCOAPO IR 1.208.1, BC Hydro provides a segmentation study of low income customers (Attachment 1).

**Request:**

- 16.1 Confirm that the study in Attachment 1 (Low Income Profiles: Electrical Consumption Patterns, Demographic Characteristics) includes low income profiles from the NIA regions and First Nation reserves.
- 16.2 If not, provide any segmentation studies that BC Hydro has undertaken on low income profiles for First Nations on reserves and the NIA regions.

**17.0 Reference:** Exhibit B-5, BCOAPO IR 1.221.1 (Attachment 1); Exhibit B-1, Section 8.6

**Topic:** BC Hydro Electric Tariff Terms and Conditions, Low-income terms and conditions

**Explanation:** In BC Hydro's response to BCOAPO IR 1.221.1, BC Hydro offers several options for customers to pay their bills as shown below and provides transaction data on these payment options (Attachment 1).

Remote communities have unreliable or no access to the internet, and community members have little or no means of traveling to a Service BC location and in some instances do not even have bank accounts so these payment options may not be available to all BC Hydro customers.

**BC Hydro offers several options for customers to pay their bills:**

- **Online banking;**
- **Pre-authorized payments;**
- **Cheque (by mail or in dropbox at the Dunsmuir or Edmonds offices);**
- **Credit card;**
- **Over-the-counter bank transaction;**
- **At a Service BC location (outside the Lower Mainland);**
- **At a community payment agent (e.g., general store or First Nations band office) in certain remote areas; and**
- **Electronic Funds Transfer (for commercial customers).**

**Request:**

17.1 Disaggregate the analysis provided in Attachment 1 into regions and Zone I, Zone IB and Zone II for the various payment options.

**18.0 Reference:** Exhibit B-5, BCOAPO IR 1.223.1; Exhibit B-1, Section 8.6.2.3, page 8-33

**Topic:** BC Hydro Electric Tariff Terms and Conditions, MSDSI

**Explanation:** In BC Hydro's response to BCOAPO IR 1.223.1, the BC Hydro response refers to customers for who MSDSI directly pays their electricity bills.

18.1 Confirm whether BC Hydro currently has payment programs in place with other government or social agencies similar to the arrangement with MSDSI for their clients.

18.2 If so, does this include First Nations bands (AANDC)?

18.3 If not, explain the reasons for not implementing this option for First Nations bands (AANDC).

**19.0 Reference:** Exhibit B-5, BCOAPO IR 1.226.1 Attachment 1

**Topic:** BC Hydro Electric Tariff Terms and Conditions

**Explanation:** In BC Hydro's response to BCOAPO IR 1.226.1, BC Hydro provides account distribution based on the first three digits of postal codes for privacy reasons.

**Request:**

19.1 Identify the relevant Zone IB and Zone II communities and provide account distribution information in the form of Attachment 1.

**20.0 Reference:** Exhibit B-5, Zone II IR 1.5.2, Exhibit B-1, section 5.6.2 (Figures 5-30 and 5-31), BC Hydro website

**Topic:** DSM and Electricity Affordability

**Explanation:** In BC Hydro's response to Zone II IR 1.5.2, BC Hydro refers to Section 5.6.2 of Exhibit B-1 to describe low income DSM programs available for NIA's (ESK and ECAP).

From BC Hydro's website, Energy Savings Kits (ESK) contain:

- Compact fluorescent light bulbs (CFLs)
- Weatherstripping to reduce drafts around windows and doors
- A high efficiency showerhead
- Fridge and freezer thermometer
- A [step-by-step instruction guide](#) (PDF, 1.0 MB) to help you install each product
- And more

From BC Hydro's website, the Energy Conservation Assistance Program (ECAP) works as follows:

1. A home energy evaluator visits your home and completes a free home energy assessment to examine the efficiency of your home and identify areas for improvement.
2. Energy-saving products are installed throughout your home. Products installed include energy-efficient light bulbs, water-saving showerheads, and weatherstripping to reduce drafts. Some homes may also qualify for an ENERGY STAR® refrigerator, insulation in their walls, attic, and/or crawlspace or a high-efficiency gas furnace\*.
3. Your energy evaluator will then provide you with advice and tips for how you can further improve your home's efficiency and make it more comfortable for you and your family.

\*To be eligible for the furnace offer, you must be a FortisBC natural gas customer, meet the income qualification, and minimum consumption requirement. Mobile homes are not eligible.

**Request:**

- 20.1 Confirm that all low income residential customers including those in Zone IB and Zone II are eligible for ECAP and ESK.
- 20.2 Provide Approved ECAP Applications for Fiscal 2015 for Zone IB and Zone II in the form of Figure 5-30.
- 20.3 Provide Energy Savings Kit Participants for Fiscal 2015 for Zone IB and Zone II in the form of Figure 5-31.

**21.0 Reference:** Exhibit B-1, page 4-75 to 5-78; Exhibit B-5, BCOAPO IR 1.103.1

**Topic:** DSM and Electricity Affordability

**Explanation:** In BC Hydro's response to BCOAPO IR 1.103.1, BC Hydro states:

*"Of the about 170,000 low income customers estimated using LICO as the threshold, about 50 per cent have received ESKs."*

**Request:**

- 21.1 Confirm the 170,000 low income customers include low income NIA.
- 21.2 What proportion of the 50% are First Nations on reserve?
- 21.3 What proportion of the 50% are NIA?
- 21.4 Provide breakdown of the 50% receiving ESKs by region.

**22.0 Reference: Exhibit B-1, page 4-75 to 5-78; Exhibit B-5, BCOAPO IR 1.103.1**

**Topic: DSM and Electricity Affordability**

**Explanation:** In BC Hydro's response to BCOAPO IR 1.107.2, BC Hydro states:

*"BC Hydro has two DSM programs specifically targeted at low income customers: ESKs and ECAP, which collectively have provided nearly half a million dollars in electricity cost savings to low income customers."*

**Request:**

- 22.1 Provide details on how the half a million dollars electricity cost savings was calculated.
- 22.2 Provide a regional breakdown of these cost savings as well as by Zone IB and Zone II.
- 22.3 Provide any studies, reports, analysis, etc. to substantiate the electricity cost savings, GWh savings, DSM benefits, etc. for low income ECAP and ESK participants.

**23.0 Reference: Exhibit B-5, BCOAPO IR 1.112.1**

**Topic: DSM and Electricity Affordability**

**Explanation:** In BC Hydro's response to BCOAPO IR 1.112.1, BC Hydro states:

*"The REUS typical features sample sizes ranging from 4,000 to 8,000 customer households and is the most representative BC Hydro residential survey for understanding customer demographics."*

**Request:**

- 23.1 Confirm that the REUS includes all BC Hydro residential customers in its residential rate classes.

23.2 If not, provide demographic surveys for those residential customers not included in the REUS.

**24.0 Reference: Exhibit B-5, BCOAPO IR 1.120.1**

**Topic: DSM and Electricity Affordability**

**Explanation:** In BC Hydro's response to BCOAPO IR 1.120.1, BC Hydro states that when offering low income DSM programs:

*"BC Hydro also looks for opportunities to coordinate its Residential programs on an ongoing basis, which would include partnerships with institutions serving low income customers such as MSDSI, BC Housing and BC Non-Profit Housing Association."*

**Request:**

24.1 What partnerships does BC Hydro has in place with institutions serving low income First Nations customers on reserve?

24.2 What partnerships does BC Hydro has in place with institutions serving low income customers in NIA?

**25.0 Reference: Exhibit B-5, BCOAPO IR 1.135.1, IR 1.235.5.1**

**Topic: DSM and Electricity Affordability**

**Explanation:** In BC Hydro's response to BCOAPO IR 1.135.1 inquiry about BC Hydro developing a First Nations Power Smart program, BC Hydro states that:

*"BC Hydro is currently developing a pilot offer for First Nations and remote communities in an attempt to further address the unique market barriers for these communities."*

BC Hydro's response to BCOAPO IR 1.235.5.1 states that:

*"BC Hydro plans to run the pilot with two communities in F2016-F2017."*

**Request:**

25.1 Provide further details on the pilot program; such as business plan, studies, etc.

25.2 Describe what is meant by "unique market barriers".

25.3 Identify the two communities.

25.4 What is the schedule/timeline/budget for the implementation of the pilot?



25.5 Will the program be extended to other First Nations and remote communities once the pilot program has ended? When is this expected to occur?

**26.0 Reference: Exhibit B-5, BCOAPO IR 1.135.7, IR 1.135.8**

**Topic: DSM and Electricity Affordability**

**Explanation:** Electricity affordability is a concern for low income customers in remote communities and First Nations communities generally. As such energy efficiency upgrades are of key importance to reduce electricity usage. Some housing in remote areas and First Nations reserves are "substandard" since they were not built to current standards and may be located in northern communities resulting in increased electricity consumption.

In BC Hydro's response to BCOAPO IR 1.135.7 inquiry about households receiving Advanced ECAP and Basic ECAP, BC Hydro states that:

*"In F2015, 1148 homes received ECAP Basic offerings and 62 electrically heated homes received ECAP Advanced offerings."*

In BC Hydro's response to BCOAPO IR 1.135.8 inquiry about First Nations households receiving Advanced ECAP and Basic ECAP, BC Hydro states that:

*"In F2015, 111 First Nation households participated in ECAP Basic offerings. No First Nations households participated in ECAP Advanced offerings."*

**Request:**

- 26.1 What % of eligible households does 1148 represent?
- 26.2 What % of eligible First Nations households does 111 households represent?
- 26.3 Explain reasons why no First Nations households participated in ECAP Advanced offerings.
- 26.4 Confirm that these 111 First Nation households were on reserve.
- 26.5 Did these First Nation households include any NIA communities?