

Linda Dong Associates
Energy Consulting

2491 Hyannis Drive
North Vancouver, BC
Canada V7H 2E7
604.417.8877
linda@dongassociates.com

VIA COMMISSION E-FILING

May 30, 2016

Sarah Khan and Erin Pritchard
Barristers and Solicitors
BC Public Interest Advocacy Centre
Suite 208 - 1090 West Pender Street
Vancouver, BC V6E 2N7

Dear Ms. Khan and Ms. Pritchard:

**RE: BC Hydro 2015 Rate Design Application (Project No. 3698781/G-156-15)
Zone II Ratepayers Group (ZonellRPG)
Information Request #1 on evidence filed by BCOAPO *et al.***

In accordance with the Regulatory Timetable set out in Order G-50-16, enclosed are the Zone II Ratepayers Group (ZonellRPG) Information Request No. 1 on the evidence filed by BCOAPO *et al.* (Exhibit C2-12).

Yours truly,



Linda Dong
Representing Zone II Ratepayers Group

REQUESTOR NAME: Zone II Ratepayers Group (ZonellRPG)

INFORMATION REQUEST ROUND NO: 1

TO: British Columbia Old Age Pensioners' Organization, Active Support Against Poverty, BC Poverty Reduction Coalition, Council of Senior Citizens' Organizations of BC, Disability Alliance BC, Together Against Poverty Society, and The Tenant Resource and Advisory Centre (BCOAPO et al.)

DATE: May 30, 2016

PROJECT NO: 3698781

APPLICATION NAME: BC Hydro 2015 Rate Design Application

1.0 Reference: Exhibit C2-12, Part 3, pages 44-62 of 133

Topic: Low-Income DSM and BC Hydro's Rate Design Application

Explanation: Mr. Colton's evidence states:

"I review the commitment of BC Hydro to low-income usage reduction programs in light of current and expected bill increases to low-income customers." "While I will not propose specific low-income usage reduction programs for consideration in this proceeding, I will offer recommendations on the level of effort to be devoted to delivery such programs."

Request:

- 1.1 Describe low-income usage reduction programs that Mr. Colton is familiar with that have been successful in reducing consumption of low-income customers. Indicate the economics of those programs.
- 1.2 How do these programs compare to and differ from BC Hydro's low-income programs, ESK and ECAP?
- 1.3 Do low-income usage reduction programs for remote communities differ from those in urban communities based on programs that Mr. Colton is familiar with? Provide details.
- 1.4 How are low-income usage reduction programs successfully implemented in remote communities?
- 1.5 Who does the installations for low-income usage reduction programs in urban and remote communities?

2.0 Reference: Exhibit C-12, Part 4, Section D, pages 83-88 of 133

Topic: Deferred Payment Arrangements

Explanation: Mr. Colton's evidence states:

"The BC Hydro payment plan procedures and practices are largely ineffective as a means to retire unpaid account balances."....."I ultimately conclude that BC Hydro is spending more and more collection resources to obtain fewer and fewer accounts being paid, involving even few dollars, and to enter into payment plans that remain unsuccessful despite a noticeable increase in the collection activity being expended. The process is not only ineffective, but inefficient as well."

Request:

- 2.1 Explain what led Mr. Colton to the conclusion that the collection process is ineffective and inefficient.
- 2.2 Has Mr. Colton compared the uncollectible accounts of BC Hydro with other utilities?
- 2.3 Describe payment plans that Mr. Colton is familiar with that have been successful in retiring unpaid account balances for low-income customers.
- 2.4 Compare the success of the payment plans that Mr. Colton is familiar with based on statistics for bad debts and collections.
- 2.5 How do these plans compare to and contrast with BC Hydro's payment plans?