

## Opening Statement of Gordon Doyle (BC Hydro Rebuttal Evidence)

On July 6, 2016 BC Hydro filed rebuttal evidence (Exhibit B-31) in response to BCOAPO intervener evidence of Mr. Roger Colton (part of Exhibit C2-12, as amended by Exhibit C2-39, C2-40 and C2-41). The rebuttal evidence responds to a number of arguments advanced by Mr. Colton in support of the recommendations he made in his Direct Testimony. This opening statement summarizes some of the key elements of that rebuttal evidence.

1. BC Hydro's cost-of-serving low-income customers is about the same as serving all residential customers. The rebuttal evidence includes yearly load profiles of residential customers and low-income customers as a whole and in different segments. In all cases it is apparent that residential customers peak at about the same time and their load profiles are the same shape. In the absence of a formal cost-of-service analysis this evidence demonstrates that residential customers cause BC Hydro to incur demand-related and customer fixed costs that are recoverable through their kWh energy rates.
2. Low-income residential customers of BC Hydro could not be qualified for the purposes of any low-income discounts or preferences by the Ministry of Social Development and Social Innovation (MSDSI) without its agreement to amend the privacy consents it currently obtains from low-income customers.
3. When transition issues related to smart meters and other business process changes are accounted for, it is clear that BC Hydro's collections processes are not only very good but are also improving. In this regard BC Hydro notes that data it provided to the BCOAPO during the engagement process leading to this hearing had some material errors, which caused Mr. Colton to make an incorrect initial assessment. BC Hydro is quite sorry for the inconvenience caused by its errors.
4. BC Hydro's late payment charges are cost-based and recover the costs of BC Hydro's collection activities and carrying costs incurred from the time the service is provided.