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Letter of Comment

In accordance with the Commission's Rules of Practice and Procedure, to submit a letter of comment concerning an application currently before the Commission, please provide a completed form to commission.secretary@bcuc.com. If email is unavailable, please mail the form to the address above. By doing so, you acknowledge that all letters of comment are published with the author's name as part of the public evidentiary record, both in print copy and on the Commission's website. All personal contact information provided on this page is removed before posting to the website. Forms must be received by the Commission by the last filing date included in the proceeding's regulatory timetable before final arguments.

Proceeding name Are you currently registered as an intervener or interested party? Name (first and last) City Province Email Phone number

Letter of Comment

Name (first and last)

Diane Sterne

Date:

November 8, 2016

Comment: Please specify the reasons for your interest in the proceeding, your views concerning the proceeding, any relevant information that supports or explains your views, the conclusion you support and any recommendations. The Commission may disallow comments that do not comply with the Rules of Practice and Procedure.

I live in an area that does not have access to gas. My home uses electric baseboard heat. The two-tier system is discriminatory against those in small towns without the option of gas heat. As someone with a low income, the two-tier system has caused great hardship for my husband and myself. Our insurance company will not allow a wood stove in our home, therefore, we use electric baseboards.

The report is inaccurate. [REDACTED] is not listed as an area without access to gas.

There are no programs for low income families/couples. We applied for a package of items (ESK) to help conserve energy and never received it.

In 3.3.4 the report mentions many have secondary fridges and freezers. This is true. Living in a semi-remote area, it is essential to have a means to store food should there be a rock slide on our only road out of town.

In 3.3.5.1 it is stated (lines 11-13) that high use homes are less likely to turn down the heat when no one is home or at night and if they do they maintain a warmer temperature. This is not true for us. As users of electric baseboard heat, we have programmable thermostats in various rooms of our home and they are set to go down to 60 degrees at night and 69 in the day. Our laundryroom stays at 63 degrees in the day and 60 degrees at night. With a gas system, you don't have control of the temperature in various rooms - you use one temperature for the entire house.

3.4 - retrofit programs. These are not practical for low income families. You offer money off various items, however, low income families cannot afford these items. Our home uses compact fluorescent lights, has relatively new appliances and puts shrink plastic on our windows in winter but our rates are still exorbitant. At night, our bedroom door is closed so that our body heat will help keep the room warmer. Towels are put at the bottom of doors to prevent drafts.

I heat my home with electric baseboards which are 100% efficient and, here in B.C., are greener than gas, propane or wood. Why am I being penalized for this?