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www.bcuc.com**British Columbia
Utilities Commission**

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

Adrian and Esther Kreis

Are you currently registered as an intervener or interested party?

Yes, interested party

Name (first and last)

Adrian and Esther Kreis

City

[REDACTED]

Province

BC

Email

[REDACTED]

Phone number

[REDACTED]

Letter of Comment

Name (first and last)

Adrian and Esther Kreis

Date:

November 22, 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.

Good day,

We are very thankful that this issue has been brought up to the public. In 2007 we built our house and back then we have been checking into all kind of sources to heat our new home. Since we came to Canada we mainly have been using fire wood to heat our previous house. Even though we love it, we still recognize that there are more environmental friendly ways to heat a house - so we swallowed the bitter pill to install a higher priced Geothermal in favour of less future heating cost when compared to an electricity only or propane heating system.

It turned out to be a very efficient and cost effective decision. When we received the 1st invoice with your new Two-Tier Electricity Rates, I tried to reason with BC Hydro on the phone more than once but did not get anywhere. No one seemed to understand that the Geothermal requires a pump that is powered with electricity.

I highly encourage you to check our electricity bills because we are trying very hard to keep our usage within your low-rate expectation (which is not easy to achieve altogether) BUT it is impossible to keep our usage with the Geothermal Heat on the lower rate. We strongly agree that someone who wastes electricity... yes, they should absolutely pay more because we see it happening everywhere that people simply don't care and squander on electricity. **However, we don't**, and our years of invoices can prove that. As we mentioned before, Geothermal users should simply have a higher allowance of the lower rate over the heating period months from at least October until the end of March.

We thank you so much for taking this long time issue into SERIOUS consideration because we get punished for choosing a heating system that is probably one of the most efficient and energy conservative system on the market.

Sincerely,

Adrian and Esther Kreis