

Date Submitted: April 28, 2018

Proceeding name: FortisBC Inc. 2017 Cost of Service Analysis & Rate Design

Are you currently registered as an intervener or interested party: No

Name (first and last): Sean M. Kubara

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Province: British Columbia

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Comment:

I am a senior living in Kaslo BC on the lowest possible pension income. I have two accounts with Fortis as I own and live in a duplex. I have a "radio off" meter for both Unit A and Unit B. Two Tier billing: Two consecutive winters my bills have been estimated for several billing periods leading up to the period of peak use during the coldest part of winter. Then a manual read was done. The result was that I was bumped into the second tier when I should not have been. Both winters I had to phone Fortis to get an adjustment to my bills (I did get a credit to my accounts both winters). This past March the adjustment was a credit of nearly \$200 for unit A. Two tier billing is a problem because it allows for this issue to occur. It is also unfair to those who cannot afford to live in newer well insulated accomodation and must rely on electric heat. Rate increase: This is a serious concern for me as I am a low income senior. It baffles me that we fortis customers should have to pay more than either Nelson Power or BCHydro. I request the Commission investigate this discrepancy. My two previous letters sent to the Commission re: Fortis 2017 Cost of Service Analysis and Rate Design were intended as a comment but treated as a complaint. I have been in communication with Fortis concerning the complaint aspect. I remain concerned about the large rate increases proposed, as well as any rate structure that permits "fudging" that requires me to "police" my utility. Fortis has assured me that the issues around manual reading of radio off meters is being addressed by them, but only time will tell. Regards, Sean M. Kubara