

BC Ministry of Energy, Mines and Petroleum Resources  
Information Request No. 1 to Community Energy Association

British Columbia Utilities Commission  
Inquiry into the Regulation of Electric Vehicle Charging Service

Project No. 1598941

May 15, 2018

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1.0 Reference: [Exhibit C34-2](#), pp. 5, 7  
Charging station service levels/expectations

On pages 5 and 7 of Exhibit C34-2, the Community Energy Association states:

Ongoing costs are currently a significant challenge for small local governments. This is why Accelerate Kootenays has negotiated agreements with BC Hydro and FortisBC to own and operate stations in their service areas that the project has funded on behalf of local governments. Service levels / expectations were also negotiated which was also a first in BC

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As noted above, small host local governments can obtain capital but currently require utilities to own/operate the DCFC in a professional manner which results in the high availability and high visibility required to achieve the public policy objectives that underlie the deployment of DCFC. Accelerate Kootenays negotiated the first service level expectation for DCFC in BC. This may be surprising given the number of years that BC Hydro has been operating a DCFC network in BC. Accelerate Kootenays negotiated the agreement to ensure that the service level for the network funded by the project had higher availability and visibility than the experience to-date of the BC Hydro network including examples of stations being down for months at a time and few timely and informative updates to EV drivers or outages and restoration timelines.

- 1.1 Please provide further information regarding the aspects of service and the service level expectations that are captured in the agreements that the Community Energy Association negotiated with FortisBC for the Accelerate Kootenays project.