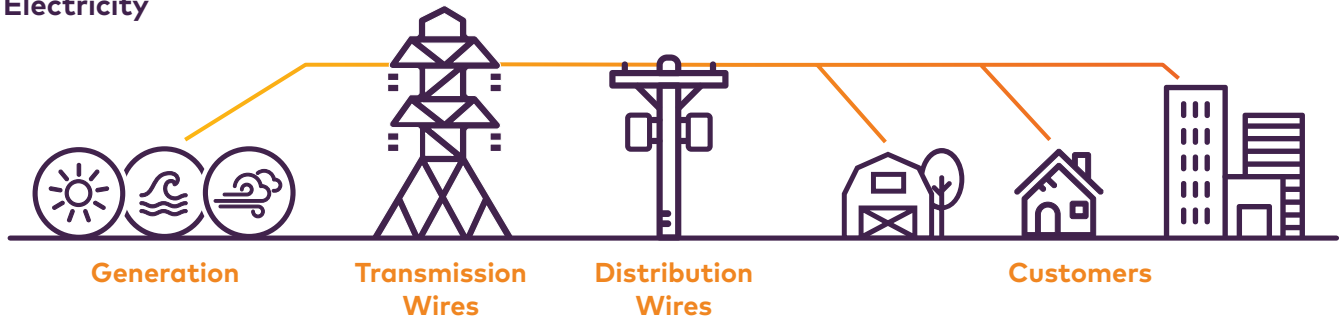




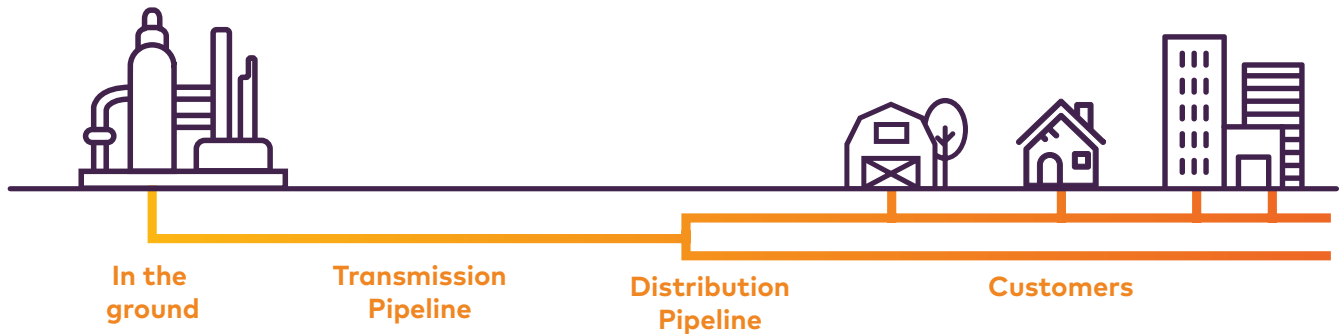
What is Energy Utility Regulation?

How Energy Gets to You

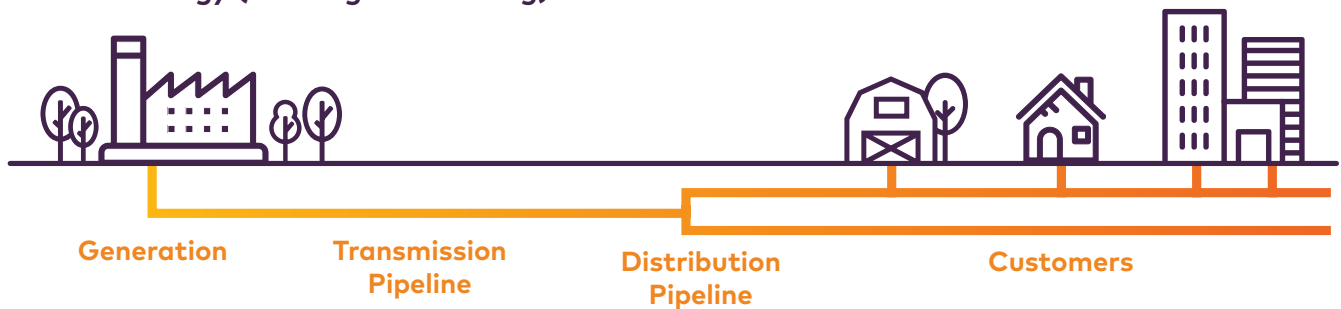
Electricity



Natural Gas



Thermal Energy (Heating and Cooling)



What is an energy utility?

An energy utility:

- owns and/or operates the equipment that delivers energy (e.g. natural gas, electricity, heating and cooling) to your home or business
- deals with a power outage or emergency
- is responsible for reading your meters
- may also produce, store and/or transmit energy

What is Energy Utility Regulation?

Energy utility regulation is a legal framework that energy utilities must follow. Regulation is generally needed when customers have limited or no choice in energy utility providers (such as natural gas or electricity). A regulator's role is to ensure that customers have access to a safe, reliable energy service at a fair price, while allowing the utility the opportunity to earn a fair return on its investment.

Certain characteristics of the energy utility business have made it more practical for one company to provide services, than several. For example, if more than one company had to install power poles and run electrical wires to each of its customers, the costs to customers would be significantly greater than just installing one set of poles and wires for all customers.

What could it mean to be a regulated utility?

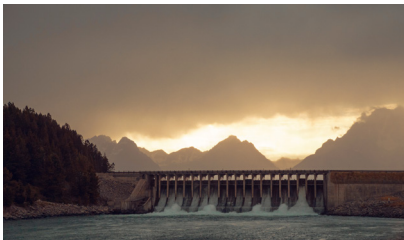
Regulated utilities may be required to follow a number of requirements including, but not limited to:

- Serving customers in the areas they operate;
- Not discriminating between customers;
- Providing information to the regulator when requested;
- Receiving approval for rates charged to customers, to ensure the rates are fair, while having the opportunity to make a fair return; and,
- Requesting approval for utilities' construction projects to confirm they are needed by the public.

Types of Energy Utilities

British Columbia has a wide range of resources available to help supply its residents with energy. In BC, energy and power may be produced in some of the following ways:

Hydroelectricity



Biomass



Wind



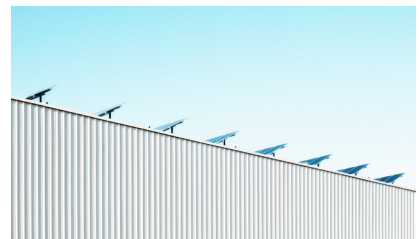
Natural Gas



Geothermal



Solar



British Columbia Utilities Commission
Suite 410, 900 Howe Street
Vancouver, BC Canada V6Z 2N3

Phone: 604.660.4700
BC Toll-free: 1.800.663.1385
Fax: 604.660.1102
Email: commission.secretary@bcuc.com