

Fred James

Chief Regulatory Officer

Phone: 604-623-4046

Fax: 604-623-4407

bchydroregulatorygroup@bchydro.com

September 10, 2019

Mr. Patrick Wruck
Commission Secretary and Manager
Regulatory Support
British Columbia Utilities Commission
Suite 410, 900 Howe Street
Vancouver, BC V6Z 2N3

Dear Mr. Wruck:

**RE: British Columbia Utilities Commission (BCUC or Commission)
British Columbia Hydro and Power Authority (BC Hydro)
Customer Crisis Fund Year One Evaluation Report (Application)
Compliance with BCUC Order No. G-195-19**

BC Hydro writes to advise the BCUC of its compliance with BCUC Order No. G-195-19 (**Order**).

Directive No. 3

All BC Hydro residential customers will be notified of the Customer Crisis Fund Evaluation Report proceeding by a bill message that will appear on invoices from September 9, 2019 to November 9, 2019. In compliance with this Order and with Directive No. 2 of BCUC Order No. G-194-19, all BC Hydro residential customers will be notified of the change to the Customer Crisis Fund Rate Rider.

Directive Nos. 4 and 5

BC Hydro confirms that the Order information was provided to all registered interveners in the 2017 Customer Emergency Fund Pilot Program Application and 2015 Rate Design Application and to all parties who made a complaint to BC Hydro regarding the Customer Crisis Fund Pilot Program. BC Hydro is not privy to the contact information for the interested parties in the 2015 Rate Design Application and was advised by Commission staff that the Commission will notify them.

Directive No. 6

BC Hydro is providing copies of Appendix B as published in the following news publications:

No.	Publication Name	Publication Date
1.	Alaska Highway News	August 29, 2019
2.	Cranbrook Townsman	August 29, 2019
3.	Kelowna Daily Courier	August 30, 2019
4.	Nanaimo News Bulletin	August 29, 2019
5.	Prince George Citizen	August 29, 2019
6.	Terrace Standard	September 5, 2019
7.	The Province	August 29, 2019
8.	Vancouver Sun	August 29, 2019
9.	Vernon Morning Star	August 28, 2019
10.	Victoria Time Colonist	August 29, 2019

Directive No. 7

BC Hydro published Appendix B on its Twitter, LinkedIn and Facebook social media platforms as follows:

Twitter	https://twitter.com/bchydro/status/1167164351167381504?s=20
Facebook	https://www.facebook.com/bchydro/photos/a.340992621409/10157729161341410/?type=3&av=150306656409&eav=AfYO-kISVLGJaYYDhBEko37RDYUwOuTB3h28IhnvcmLXu6lWIkrrgB2uAp--bp9jiUk&theater
LinkedIn	https://www.linkedin.com/feed/update/urn:li:activity:6572929637247262720

BC Hydro will publish bi-weekly reminder notices on each of these platforms until the conclusion of the intervener registration period on November 18, 2019.

Directive No. 8

BC Hydro has the Notice of Application and the Application available on its website https://www.bchydro.com/toolbar/about/planning_regulatory/regulatory_documents/regulatory-filings.html and available at its head office.

September 10, 2019
Mr. Patrick Wruck
Commission Secretary and Manager
Regulatory Support
British Columbia Utilities Commission
Customer Crisis Fund Year One Evaluation Report (Application)
Compliance with BCUC Order No. G-195-19

For further information, please contact Anthea Jubb at 604-623-3545 or by email at bchydroregulatorygroup@bchydro.com.

Yours sincerely,



Fred James
Chief Regulatory Officer

jc/ma

Enclosure (1)

LOCAL NEWS

Helen Knott tells her story in new memoir 'In My Own Moccasins'

DAVE LUENEBERG
Alaska Highway News

For Fort St. John's Helen Knott, writing her first book *In My Own Moccasins: A Memoir of Resilience* may have been a journey that started five years ago, but it chronicles some of the personal challenges she faced as a young Indigenous woman years earlier.

Now, 31, Knott says the concept of a book really took shape in a bathtub in Merritt. "I was in a state of meditation/prayer. I said, okay, I'm going to start writing," and remembers the night it all began.

The longtime poet, and now author, is hoping the book will shed some light on spaces that have traditionally been kept in the dark – violence against women, addiction, and cultural identity.

"Often, I find, working in the social work field, that these stories are usually left untold. For me, writing this was about breaking the silence and allowing people who hold similar stories to see themselves," she explains.

During a book launch August 24 at Northern Lights College, Knott shared some of the reasons behind her latest project – those thoughts are part of the book's introduction. In one excerpt, she writes "I remember those who

struggle with addiction. I wrote this for you." In another – "I know that acts of violence against Indigenous women are being perpetuated every single day. I remember you sisters."

One of those to attend the book's official unveiling and support her close friend was Connie Greyyes-Dick. She believes the message the book sends needs to be told.

"The rawness and the realness of it is so vastly important for people to understand. It's actually quite a common thread (for Indigenous peoples)...all the traumas and addictions and why it's there. What it stems from," adds Greyyes-Dick. "It's a book all about coming out from the other side and the fact she had the strength to write down her truth for the world to see is amazing."

While thrilled to see the book become a reality, Knott is humbled by all the support she's received from family, friends, and those who shared their stories, calling it "her medicine." She describes that simply as a person, place, or thing that makes you feel good. "For example, going down to the water...that's something that will lift your spirit up." She also admits she draws strength from her family, particularly from her mother, during the tough times.

"My mamma has always been the one to put me back together. She reminds me of this ancient old tree that will wrap her limbs around me," Knott smiles, as she discloses that.

A graduate of the Bachelor of Social Work program at the Nicola Valley Institute of Technology in Merritt, Knott is now working towards getting her Master's Degree in First Nations Studies through UNBC, and reveals she is putting together a second book

to follow up *In My Own Moccasins*.

"I'm about half way through. It'll be called Taking Back the Bones," says Knott. "It's about me reclaiming who I am as an Indigenous woman, so the chapters are the skeletal framework and in this book I weave poetry with more of a critical lens, which I didn't get to use in *Moccasins*."

Copies of *In My Own Moccasins: A Memoir of Resilience* can be purchased both locally and online.



DAVE LUENEBERG PHOTO

Author Helen Knott takes some time to explain what led to the writing of her new book during a gathering August 24, 2019 at Northern Lights College in Fort St. John.



bcuc
British Columbia
Utilities Commission

We want to hear from you

BC HYDRO'S CUSTOMER CRISIS FUND ONE YEAR EVALUATION REPORT

On July 31, 2019, BC Hydro filed its Year One Evaluation Report for the Customer Crisis Fund (CCF) Pilot Program with the BCUC. The purposes of the Evaluation Report are to assess the CCF Pilot program set-up and operations during the first year, assess and report on customer experience and opinion, and to provide an initial evaluation of participant and non-participant benefits that intend to examine whether a crisis fund "would not amount to a social assistance program if it generates a utility benefit sufficiently justifiable on an economic or cost-of-service basis."

HOW TO PARTICIPATE

- Submit a letter of comment
- Register as an interested party
- Request intervenor status*

IMPORTANT DATES

- Monday, November 18, 2019** – Intervenor Registration Deadline
- Thursday, November 28, 2019** – BC Hydro and Intervenor Submissions on Timing, Regulatory Process and Scope

All submissions received, including letters of comment, are placed on the public record, posted on the BCUC's website (www.bcuc.com) and provided to the Panel and all participants in the proceeding. For more information on getting involved, please visit our website (www.bcuc.com/get-involved) or contact us at the information below.

*Intervenor status may be requested by those who want to actively participate in the proceeding, are directly and/or sufficiently affected, and those who have relevant information or expertise and that wish to file evidence for the BCUC Panel and other intervenors to consider.

GET MORE INFORMATION

BC Hydro Regulatory & Rates Group

- 16th Floor, 333 Dunsmuir Street
Vancouver, BC V6B 5R3
- E: bchydroregulatorygroup@bchydro.com
- P: 604.623.4046

British Columbia Utilities Commission

- Suite 410, 900 Howe Street
Vancouver, BC V6Z 2N3
- E: Commission.Secretary@bcuc.com
- P: 604.660.4700



9808 101st Ave. Fort St-John
250-785-2020
northernvisioncare.com

SATURDAY SEPTEMBER 7, 2019

FIRST LOOK

at Fall event

40% OFF SELECTED EYEWEAR*

Alfred Sung, BCBG, Champion, Glacée, Ice Cream, Nano, Roots and Vera Wang with the purchase of selected fully coated lenses.

25% OFF SELECTED SUNGLASSES*

(Offer excludes Maui Jim sunglasses.)

* SOME RESTRICTIONS MAY APPLY. SEE CLINIC FOR DETAILS.



A LUSCIOUS GIFT AWAITS THE FIRST 3 PATIENTS
to purchase their eyewear during our event. Warm yourself up with our variety of hot beverages while exploring our new frame selection. COLOURFUL EYEWEAR, AUTUMN LEAVES & HOT COCOA PLEASE! MANY DOOR PRIZES TO BE WON.

If you are injured, choose the right legal team.



Our experience, expertise and past results give you the confidence to focus on your recovery while we focus on your claim.



Ryan Irving



Allyson Edwards



Michael Yawney, Q.C.



James Cotter

Contingency fees available—no recovery, no fees. **WE DO NOT ACT FOR ICBC.**
Contact us for your free, no obligation personal injury consultation.
 Tel: 250-785-5252 • Tf: 1-800-243-5353
www.nixonwenger.com 

NIXON WENGER LLP

LAWYERS TRUSTED. RESULTS.



We want to hear from you

BC HYDRO'S CUSTOMER CRISIS FUND ONE YEAR EVALUATION REPORT

On July 31, 2019, BC Hydro filed its Year One Evaluation Report for the Customer Crisis Fund (CCF) Pilot Program with the BCUC. The purposes of the Evaluation Report are to assess the CCF Pilot program set-up and operations during the first year, assess and report on customer experience and opinion, and to provide an initial evaluation of participant and non-participant benefits that intend to examine whether a crisis fund "would not amount to a social assistance program if it generates a utility benefit sufficiently justifiable on an economic or cost-of-service basis."

<h4>HOW TO PARTICIPATE</h4> <ul style="list-style-type: none"> • Submit a letter of comment • Register as an interested party • Request intervenor status* 	<h4>IMPORTANT DATES</h4> <ul style="list-style-type: none"> • Monday, November 18, 2019 – Intervener Registration Deadline • Thursday, November 28, 2019 – BC Hydro and Intervener Submissions on Timing, Regulatory Process and Scope
---	--

All submissions received, including letters of comment, are placed on the public record, posted on the BCUC's website (www.bcuc.com) and provided to the Panel and all participants in the proceeding. For more information on getting involved, please visit our website (www.bcuc.com/get-involved) or contact us at the information below.

*Intervener status may be requested by those who want to actively participate in the proceeding, are directly and/or sufficiently affected, and those who have relevant information or expertise and that wish to file evidence for the BCUC Panel and other intervenors to consider.

GET MORE INFORMATION

<h4>BC Hydro Regulatory & Rates Group</h4> <ul style="list-style-type: none"> • 16th Floor, 333 Dunsmuir Street Vancouver, BC V6B 5R3 • E: bhydroregulatorygroup@bhydro.com • P: 604.623.4046 	<h4>British Columbia Utilities Commission</h4> <ul style="list-style-type: none"> • Suite 410, 900 Howe Street Vancouver, BC V6Z 2N3 • E: Commission.Secretary@bcuc.com • P: 604.660.4700
--	---



Gary Billmark photographed an inquisitive marten recently during a hike into the Welsh Lakes about 38 km west of Radium. The Lakes are surrounded by the Irish mountains to the east (Donnegal, Connemara, Antrim, Leitrim, Killarney) with the Welsh mountains to the west (Glamorgan, Harlech). The Shannon, Centaurus and North Star glaciers (pictured below) tower high above the lakes. Gary Billmark photo





WE'VE MOVED! but wait.....

Only part of us moved!
The Cranbrook Townsman front office staff are now located downtown to #42-12th Avenue South.

Due to an increase in production we are bringing our mailroom & press facilities together into the current location 822 Cranbrook Street North.

Please go to our **NEW LOCATION** for all Advertising, Circulation, Subscription, Editorial or even just to say hi!






cranbrooktownsman.com
250-426-5201

VALLEYINBRIEF

Man, 50, found dead in vehicle in Penticton

A 50-year-old man was found dead in a vehicle Wednesday night in Penticton, and police weren't immediately able to rule out criminal activity being involved.

The man's body was discovered on the 700 block of Government Street around 10 p.m. Wednesday.

Emergency personnel deemed the man deceased upon their arrival.

A coroner is working to determine the cause of death alongside the RCMP's general investigative and forensic identification sections.

"The investigation is in its early stages as investigators continue to work to confirm the man's cause of death," Penticton RCMP spokesperson Const. James Grandy said in a press release Thursday.

"We have not made a determination about any criminality at this time."

Drunk driver sought following Vernon crash

A suspected drunk driver who fled an early morning crash scene is being sought by Vernon police.

At 5:20 a.m. Thursday, a blue Mazda hit a utility pole near the corner of 39th Avenue and Mutrie Road. Two tipsy people — a man and a woman — were walking nearby.

The woman co-operated with police, but the

man ran away. Police say they've identified the suspect, whom they describe as a 30-year-old Vernomite, and continue to investigate.

Peachland urges ban on single-use plastics

A 10-cent deposit should be charged on all beverage containers, including milk jugs, Peachland Mayor Cindy Fortin says.

Single-use plastics should also be banned, with exceptions only for products related to health and safety, Fortin suggests.

The mayor has provided her feedback to the provincial government, which is soliciting public input as part of a so-called Plastics Action Plan Policy Consultation Paper.

Fortin based her comments on discussion at an Aug. 13 council meeting.

Focus on fashion at this year's ArtWalk

Fashion will be the theme of this year's ArtWalk in Lake Country.

The popular annual event, which usually draws more than 7,000 people, is set for Sept. 7 and 8.

The show features hundreds of original works for sale by artists from across the Okanagan. In addition to art sales, the event features children's activities, workshops, artist demonstrations and a live art auction.

It's presented at the Lake Country community complex, 10241 Bottom Wood Lake Rd. Admission costs \$2.

— The Daily Courier



DAVID CROMPTON/Penticton Herald

Federal NDP Leader Jagmeet Singh takes in a Penticton Vees game Wednesday night with local MP Richard Cannings and Cannings' brother.

FEDERAL POLITICS

New Democrats say they will deliver — even in opposition

Party leader, local MP make a pitch for votes during visit to Penticton

By JOE FRIES
Penticton Herald

Voters in South Okanagan-West Kootenay can impact government priorities even if they elect an opposition MP, the head of the federal New Democrats asserted Thursday during a visit to Penticton.

"I'm running to become prime minister," said Jagmeet Singh, also the newly elected MP for Burnaby South.

But "if people want to see the health-care system expanded, if they want to see proportional representation brought in for real, if they want to see investments in affordable housing, then having a New Democrat fighting for you is going to make it possible, whatever the next government looks like."

At the moment, most major polls suggest the federal election in October will produce a Conservative or Liberal minority government, while the NDP will hold the balance of power.

And even while fighting the current majority Liberal government from the opposition benches, rookie SOWK MP Richard Cannings said he's been able to attract what he estimates is about \$100 million in federal investments to the riding.

"From what I can see, it's above average for a riding in Canada," said Cannings.

While he didn't have many specifics to back up his estimate, Cannings noted one big-ticket item was \$20 million in federal aid for flood-stricken Grand Forks.

Cannings acknowledged he was unable to secure money for needed repairs to the Oliver agricultural water system, potentially leaving local taxpayers on the hook for millions of dollars, but said Ottawa's infrastructure funding programs are too narrowly focused.

"We did everything under the sun to get (the Oliver project funded), and it just seemed we were up against this bureaucracy where it didn't fit the government's boxes in terms of infrastructure," said Cannings.

"It wasn't drinking water . . . it wasn't waste water, it wasn't a big enough disaster. They have all these pots of money, and it just didn't fit in there."

Singh said New Democrats, who currently hold 40 seats in Parliament, 27 of which are split between B.C. and Quebec, would streamline such infrastructure funding programs to ensure they're helping municipalities in times of need.

The NDP's biggest campaign commitments, however, relate to health and the environment.

On the health file, the party is pushing for universal pharmacare by 2020, followed later by publicly funded dental, hearing and vision care.

"If you need health care, if you need medication, you should use your health card, not your credit card," said Singh.

And on the environmental front, he's proposing massive investments in renewable energy and a new program to retrofit every building in Canada over the next 20 years to not only reduce carbon emissions, but also create jobs — an estimated 300,000 of them in just the next four years.

Singh also dismissed arguments that Canada's carbon footprint, estimated at about 2% of global emissions, is small enough and reducing it will only make the country less competitive against such giant polluters as the United States and China.

"It's a global problem, and if we're not doing our part . . . there's no moral authority and no way to persuade those who aren't doing their part," said Singh.

"There are other countries that are already showing leadership, and we should get on board," added Cannings.

To pay for all those commitments, the NDP is proposing a series of tax measures, such as higher brackets for the wealthy, raising corporate taxes, closing loopholes, cracking down on offshore tax havens, reducing subsidies to the fossil-fuel sector and creating a 15% foreign buyers' tax on real estate, all of which is expected to raise billions of dollars.

And all of it is possible if voters elect New Democrats, said Singh.

"So our difference," he added, "is we want people to imagine: What would you get if you had a government that's working for people?"

URBAN WILDLIFE

Fawn impaled on spike of fence in Penticton

Man who found deer says city needs to do something about deer population

By MELANIE EKSAL
Penticton Herald

A baby deer was euthanized Wednesday after it impaled itself on a wrought-iron fence spike, says the horrified Penticton man who found it.

Haynes Street resident Gary Young said he looked out his front window around 6 a.m. and saw a doe and buck standing by the fawn, which was stuck on the neighbour's fence.

"The little fawn must have tried to jump the fence and got hung up on it," he said, explaining the spikes are approximately 30 centimetres long. "It went right through him, right back there in the stomach area, near his rear end and right through his spine."

Young said the RCMP were called, and an officer arrived approximately 20 minutes later. The fawn was shot in the head by the officer, he said.

"It bled out there, on the fence," said Young. "We lifted it off the spike and laid it on the ground."

A conservation officer then arrived to take the carcass away and kicked gravel over the large pool of blood on the ground, said Young.

Young believes the city needs to get a better handle on the deer population to avoid such situations from happening.

"They are a wild animal," he said. "They belong in the bush. They're dangerous. This happened to the deer, and it was sad to see it happen, but many ladies walking their dogs here on the doggy trails, their dogs have been attacked by these deer."

Young said he was told by the city two years ago the local government had no authority to deal with the situation, and that conservation officers were similarly unwilling to help.

"They keep passing the buck back and forth between them," said Young.

The current city council voted in April to carry on with the current hands-off approach to management of the urban deer population that favours public education over culls or relocation to reduce conflict between animals and people.

Both Penticton RCMP and the Conservation Officer Service couldn't provide any information about the situation Thursday.



We want to hear from you

BC HYDRO'S CUSTOMER CRISIS FUND ONE YEAR EVALUATION REPORT

On July 31, 2019, BC Hydro filed its Year One Evaluation Report for the Customer Crisis Fund (CCF) Pilot Program with the BCUC. The purposes of the Evaluation Report are to assess the CCF Pilot program set-up and operations during the first year, assess and report on customer experience and opinion, and to provide an initial evaluation of participant and non-participant benefits that intend to examine whether a crisis fund "would not amount to a social assistance program if it generates a utility benefit sufficiently justifiable on an economic or cost-of-service basis."

HOW TO PARTICIPATE

- Submit a letter of comment
- Register as an interested party
- Request intervenor status*

IMPORTANT DATES

- Monday, November 18, 2019 – Intervenor Registration Deadline
- Thursday, November 28, 2019 – BC Hydro and Intervenor Submissions on Timing, Regulatory Process and Scope

All submissions received, including letters of comment, are placed on the public record, posted on the BCUC's website (www.bcuc.com) and provided to the Panel and all participants in the proceeding. For more information on getting involved, please visit our website (www.bcuc.com/get-involved) or contact us at the information below.

*Intervenor status may be requested by those who want to actively participate in the proceeding, are directly and/or sufficiently affected, and those who have relevant information or expertise and that wish to file evidence for the BCUC Panel and other intervenors to consider.

GET MORE INFORMATION

BC Hydro Regulatory & Rates Group

- 16th Floor, 333 Dunsmuir Street
Vancouver, BC V6B 5R3
- E: bchydroregulatorygroup@bchydro.com
- P: 604.623.4046

British Columbia Utilities Commission

- Suite 410, 900 Howe Street
Vancouver, BC V6Z 2N3
- E: Commission.Secretary@bcuc.com
- P: 604.660.4700



RON BURGUNDY is COMING to OKVR! THURSDAY'S AT 5:00PM!

Will Ferrell reprises his role as Ron Burgundy in his brand new Ron Burgundy Podcast! Each episode has a different theme in which Ron engages in conversation with another notable person on the topic at hand. In true Ron Burgundy fashion, these conversations have a tendency to go off the rails, and we find out things about people we never knew we wanted to know. In season 2, Ron considers a run for President, continues to perform music, and blacks out at work. In Season 1, Ron addressed important issues like bullying and the mind-expanding nature of meditation, and attempted to ultimately answer the question "seriously, what is a podcast?"

Brought to you by



OkanaganValleyRadio.com

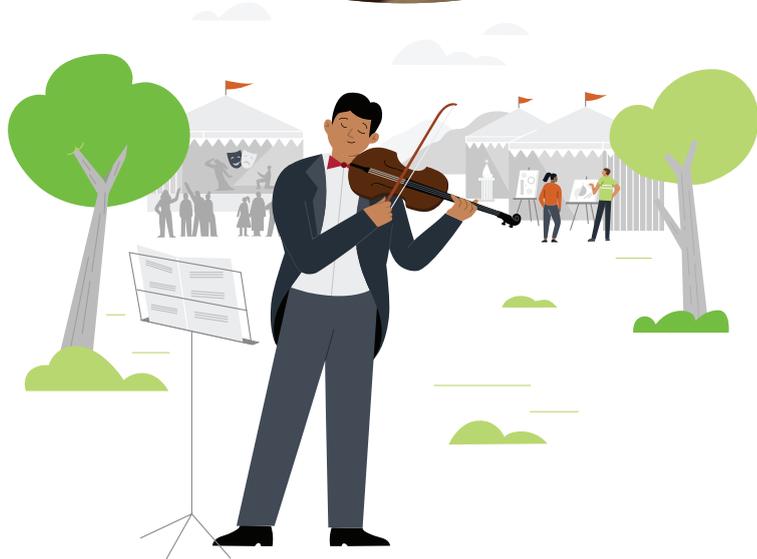
Did you know

The City of Nanaimo

receives 10% of the net revenue generated by Casino Nanaimo to fund initiatives including grants for local non-profits.

The Nanaimo Arts Council

received a portion of the City's share of provincial gaming revenue to enhance the community through creative programs and exhibitions.



When you play with BCLC, you play it forward.



Community asked to take steps toward a cure at myeloma march

Myeloma treatment options are increasing “exponentially,” and investments in research are more important than ever as doctors come closer to finding a cure, say advocates.

The second annual Vancouver Island Multiple Myeloma March is happening this Monday, Sept. 2, at Nanaimo’s Maffeo Sutton Park.

Multiple myeloma, also known as myeloma, is the second most common form of blood cancer, according to Myeloma Canada, and is incurable.

“Thanks to major strides in research, not only has quality of life improved but we’re encouraged to say that life expectancies have more than doubled in the past 15 years and this is continuing on an upward trend,” said Dr.

Adrian Yee, with the BCCA Royal Jubilee Hospital in Victoria, in a press release. “We’re now seeing incredibly promising treatment options that are helping us to stay ahead of the disease ... For the first time, we can actually say that we’re getting closer to finding a cure. Investing in research is critical, which is why raising funds is more important than ever.”

Nanaimo’s Allison Jennings and Susan McLean, organizers of the local walk, have each undergone stem cell transplants as part of their treatment and are both in full remission. Jennings is the founder of the Nanaimo Multiple Myeloma Support Group and McLean is on Myeloma Canada’s patient advisory council.

“I’m so lucky to be feeling really good right now, so it’s

a good time for me to give back,” McLean said in the release. “All of the money raised from our march goes to support patient advocacy and research.”

The five-kilometre walk starts at 9:30 a.m. Sept. 2 at the park’s Lions Pavilion.

Martine Elias, executive director of Myeloma Canada, said in the release that the march is essential to community-building and fundraising.

“Through the march, those whose lives have been touched by myeloma get to meet and connect with one another while raising funds for advancing critical clinical research,” she said. “Each step taken is one that brings us closer to finding a cure.”

For more information, visit www.myeloma.ca.

editor@nanaimobulletin.com



We want to hear from you

BC HYDRO’S CUSTOMER CRISIS FUND ONE YEAR EVALUATION REPORT

On July 31, 2019, BC Hydro filed its Year One Evaluation Report for the Customer Crisis Fund (CCF) Pilot Program with the BCUC. The purposes of the Evaluation Report are to assess the CCF Pilot program set-up and operations during the first year, assess and report on customer experience and opinion, and to provide an initial evaluation of participant and non-participant benefits that intend to examine whether a crisis fund “would not amount to a social assistance program if it generates a utility benefit sufficiently justifiable on an economic or cost-of-service basis.”

HOW TO PARTICIPATE

- Submit a letter of comment
- Register as an interested party
- Request intervenor status*

IMPORTANT DATES

- **Monday, November 18, 2019** – Intervenor Registration Deadline
- **Thursday, November 28, 2019** – BC Hydro and Intervenor Submissions on Timing, Regulatory Process and Scope

All submissions received, including letters of comment, are placed on the public record, posted on the BCUC’s website (www.bcuc.com) and provided to the Panel and all participants in the proceeding. For more information on getting involved, please visit our website (www.bcuc.com/get-involved) or contact us at the information below.

*Intervenor status may be requested by those who want to actively participate in the proceeding, are directly and/or sufficiently affected, and those who have relevant information or expertise and that wish to file evidence for the BCUC Panel and other intervenors to consider.

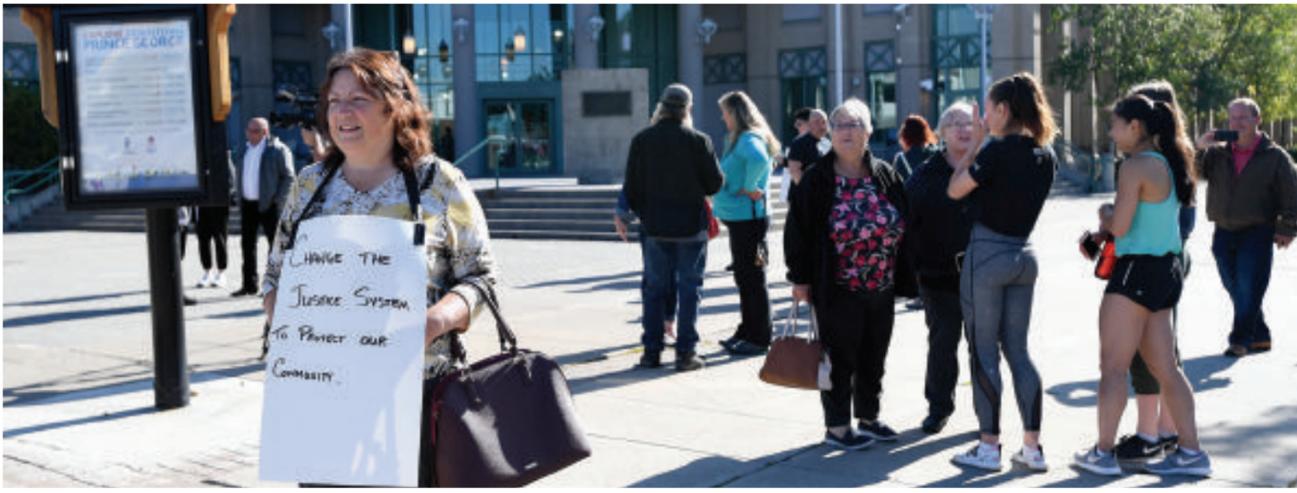
GET MORE INFORMATION

BC Hydro Regulatory & Rates Group

- 16th Floor, 333 Dunsmuir Street
Vancouver, BC V6B 5R3
- E: bhydroregulatorygroup@bhydro.com
- P: 604.623.4046

British Columbia Utilities Commission

- Suite 410, 900 Howe Street
Vancouver, BC V6Z 2N3
- E: Commission.Secretary@bcuc.com
- P: 604.660.4700



CITIZEN PHOTO BY BRENT BRAATEN

Courthouse rally

A rally was held in front of the Prince George Law Courts building on Wednesday to shine a light on the 'revolving door' justice system. Organizers of the peaceful protest hoped to bring awareness to the legal system that residents are fed up.

'I know women who are dead'

—from page 1

She met her boyfriend – now her ex – at the strip club. He was a “great guy” in the beginning, she says, but the club attracted shady characters, and soon he was lured by the glamour and status attached to the gang lifestyle. His drug dealing allowed her to quit dancing and live a life of luxury, she recalls.

“I was able to shop seven days a week if I wanted to. I barely wore the same thing twice. We had a beautiful apartment in a very high end neighbourhood of Vancouver,” the woman says.

“The fact that someone wanted to take care of me in every which way made me think he was the one. ... Women do stupid things when they are young and in love. I am a prime example of that.”

When he asked her to join him on a trip across the border, she happily went along, looking

forward to shopping in the United States. She knew he was going to meet someone but she says she wasn't involved in the plan.

The decision changed her life forever.

Border authorities searched the car of the man her boyfriend was supposed to meet and found drugs. The discovery led them to the car where she and her boyfriend were waiting, and both were arrested that afternoon.

She pleaded guilty to knowledge of a crime and failing to report it and served eight months in a federal prison.

“My family was heartbroken,” she says. “They were of course extremely disappointed in me for getting myself into this situation, as they were never a fan of my ex-boyfriend. Never liked him.”

The woman has since rebuilt her life and says a program like Her Time is long overdue.

“I know women who are dead – women who got so deeply entrenched into that life that it cost them their own.”

The gang landscape in B.C. is so unusual that when Parhar and Avelar travel to the U.S. or other parts of Canada, officers are often dumbfounded by their descriptions of gangsters' girlfriends. The women may be nurses or lawyers and look like they belong in The Real Housewives of Beverly Hills, the detectives say.

Gang membership in other jurisdictions is typically driven by poverty and need, but Avelar notes that feelings of need may be relative. In the Lower Mainland, where multimillion-dollar homes and Lamborghinis abound, young girls and women scrolling through Instagram may feel they “need” luxury goods, she says.

The main reasons why girls get involved with gangs include the

financial lure, a desire for belonging or recognition, glamour, status and protection, Parhar adds.

While they typically start out as gangsters' girlfriends, they become more entrenched over time, she says.

“Females will be used for proxy. Because they don't have a lot of negative police history or the police are less likely to stop a female driving in a car than the guy covered in chains, she kind of goes under the radar,” Parhar says.

Gangs capitalize on this by using women's names to insure vehicles or rent suites, she says. They also use females for “straw purchasing,” in which women purchase guns legally, then the gang fakes a break-in, and those guns end up being used in a drive-by shooting, she adds.

Then there's sex trafficking, which has long been a facet of organized crime. Parhar says it's

become easier to recruit girls via social media.

“It's a tough time for youth and that's why we're really big on getting that message out,” she says.

In nearby Surrey, a group of girls in their early to mid-teens gathers to practice martial arts. The program run by the anti-gang group Yo Bro Yo Girl Youth Initiative aims to keep vulnerable girls away from the lifestyle.

Social media plays a huge role, says Harnet Sahota, 20, a martial arts teacher with the group.

“Everyone's looking to fit in, especially in today's society, with social media, Instagram, Snapchat, everybody putting their best face forward, edited, photoshopped and all that,” she says.

“Especially females, it gets them feeling insecure, like they need to keep up appearances ... Once you're straying, there's many paths for you to stray down.”

'It's very difficult for the legal industry'

—from page 1

The national supply shortage has held back legal sales across the country, but B.C. was slow to open stores and it also has the strongest black and grey market in Canada, said Michael Armstrong, an associate business professor at Brock University in St. Catharines, Ont.

Vancouver and Victoria granted business licences to illegal dispensaries in the years prior to national legalization, and some of those shops have remained open despite not being authorized under the new regime, he noted.

“If there are hardly any stores, yeah, some people will go to the government website, but most people... if they're already getting good service, they'll just keep going to their grey market or black market retailer,” he said.

He said price and quality are the two biggest factors in a cannabis consumer's decision of where to shop.

Price isn't playing a big role yet because the product shortage means legal stores sell out no matter what, he said.

“There are enough consumers who are willing to pay the roughly 40 per cent extra for the legal cannabis,” he said.

“As product supply improves... then the price competition will be much more important.”

As for quality, Armstrong said legal cannabis has an advantage when it comes to consistency and safety.

But illegal marijuana users frequently report that legal weed isn't as potent as the best pot that's available on the black market, he said.

Legal edibles are expected to become available toward the end of this year, he added, and the

industry has been putting a lot of money into developing products that aren't really available in the black market, such as cannabis drinks.

Some think these products will boost the legal market, but others aren't convinced people will switch from drinking a beer to a weed cooler, Armstrong said.

Provincial governments, particularly in B.C. and Ontario, should focus on opening more stores, he said, and Health Canada needs to continue issuing licences to grow-

ers so they can scale up production.

Once the market is more competitive next year, governments need to reconsider their tax regimes, particularly the complicated excise tax, which differs by jurisdiction and creates challenges for industry, he added.

“On a more average \$10-a-gram product, a \$1 excise tax is a big chunk and if you want to compete with black market prices that are \$5 or \$6 a gram, it's very difficult for the legal industry.”

Potential customers are reading this ad right now.

Call 250-562-3301 to advertise today

We want to hear from you

British Columbia Utilities Commission

BC HYDRO'S CUSTOMER CRISIS FUND ONE YEAR EVALUATION REPORT

On July 31, 2019, BC Hydro filed its Year One Evaluation Report for the Customer Crisis Fund (CCF) Pilot Program with the BCUC. The purposes of the Evaluation Report are to assess the CCF Pilot program set-up and operations during the first year, assess and report on customer experience and opinion, and to provide an initial evaluation of participant and non-participant benefits that intend to examine whether a crisis fund “would not amount to a social assistance program if it generates a utility benefit sufficiently justifiable on an economic or cost-of-service basis.”

<p>HOW TO PARTICIPATE</p> <ul style="list-style-type: none"> • Submit a letter of comment • Register as an interested party • Request intervenor status* 	<p>IMPORTANT DATES</p> <ul style="list-style-type: none"> • Monday, November 18, 2019 – Intervenor Registration Deadline • Thursday, November 28, 2019 – BC Hydro and Intervenor Submissions on Timing, Regulatory Process and Scope
--	---

All submissions received, including letters of comment, are placed on the public record, posted on the BCUC's website (www.bcuc.com) and provided to the Panel and all participants in the proceeding. For more information on getting involved, please visit our website (www.bcuc.com/get-involved) or contact us at the information below.

*Intervenor status may be requested by those who want to actively participate in the proceeding, are directly and/or sufficiently affected, and those who have relevant information or expertise and that wish to file evidence for the BCUC Panel and other intervenors to consider.

GET MORE INFORMATION

<p>BC Hydro Regulatory & Rates Group</p> <ul style="list-style-type: none"> • 16th Floor, 333 Dunsmuir Street Vancouver, BC V6B 5R3 • E: bchydroregulatorygroup@bchydro.com • P: 604.623.4046 	<p>British Columbia Utilities Commission</p> <ul style="list-style-type: none"> • Suite 410, 900 Howe Street Vancouver, BC V6Z 2N3 • E: Commission.Secretary@bcuc.com • P: 604.660.4700
---	--

REGIONAL DISTRICT of Fraser-Fort George

NOTICE OF PUBLIC HEARING

What: Public Hearing regarding Zoning Bylaw No. 2892, Amendment Bylaw No. 3113, 2018.

When and Where:
7:00 p.m., Wednesday, September 4, 2019
Pineview Community Hall
6470 Bendixon Road, Prince George, BC

The public hearing will be chaired by a delegate of the Regional District Board.

Owner/Applicant: Tracey Bruhjel

Proposal: Zoning Bylaw No. 2892, Amendment Bylaw No. 3113, 2018 proposes to rezone the subject property from Rural Residential 1 to Rural Residential 9 to permit (2) two Residential-Single Family uses. The subject property is legally described as Lot 2 District Lot 1560 Cariboo District Plan 20376. The subject property is located at 6710 Taborview Drive.

How can I provide comment? Anyone who believes that their interest in land is affected by the proposed bylaw shall be afforded a reasonable opportunity to be heard at the public hearing or to present written comments prior to or at the public hearing regarding matters contained in the bylaw.

Written comments: Written comments will be accepted by the Regional District in advance of the public hearing until **12:00 p.m. on Tuesday, September 3, 2019** by:
Email: developmentsservices@rddf.bc.ca
Hand/Mail: 155 George Street, Prince George, BC V2L 1P6
Fax: 250-562-8676
Written comments may also be submitted at the public hearing.

Any material received before or at the public hearing will become public information.

Need more info? A copy of the proposed bylaw and other relevant background material are available for review by the public at the Regional District office **Monday through Friday, 8:00 a.m. to 5:00 p.m., between August 19, 2019 and September 4, 2019.** The Regional District office will be closed September 2, 2019.

A staff report may be viewed online at:
<https://tinyurl.com/bylaw3113>

Who can I speak to? Daniel Burka, Planner I, 250-960-4400

R0011733652

REGIONAL DISTRICT of Fraser-Fort George

Main Office: 155 George Street, Prince George, BC V2L 1P6
T: 250-960-4400 TF: 1-800-667-1959 F: 250-563-7520 www.rddf.bc.ca

Open 9 to 9 every day
www.sussexinsurance.com

We're Open 9 to 9 Labour Day Long Weekend!

Friday, Aug 30th - Monday, Sept 2nd

Auto • Home • Travel • Business • Marine • Recreational

2155 Ferry Ave, Prince George | Inside **Superstore** | 250-562-6337

We're Hiring!

Join our team! We're looking for Level 1 & 2 AutoPlan Agents. To apply, send your resume to Mark Luca at: mark.luca@sussexinsurance.com

R0011662973

BC Hydro Customer Crisis Fund Year One Evaluation Report

Page 5 of 10

Building a high-end retreat on the local level

Northern Escape Heli Skiing's first resort lodge goes up with quality jobs, Terrace economy in mind

By Natalia Balcerzak

Northern Escape Heli Skiing will be opening their first new remote mountain lodge this year for its upcoming 2020 winter season.

As a tour operator in the area for almost 17 years, the "first-class wilderness resort" is expected to increase tourism in the area as it plans to be used year-round and provide more employment.

"We really operate quietly in the background but brings hundreds of people and millions of dollars of money into the Terrace area," says John Forrest, president and general manager of Northern Escape Heli Skiing. "Our clientele is very high-end clientele... so we're trying to step it up and add to the draw of Terrace."

The resort lodge is estimated to cost approximately \$5 million dollars and would be located on 50-acres overlooking Treston Lake. Ten single rooms will be offered for guests, along with accommodation for staff. The property will also include three helipads, a heli-shack and a "cat-shack" to maintenance their snowcats, with the expectation to expand in the upcoming years.

Forrest says their company has been relying on using two lodges in Terrace but owning their own lodge will have long-term benefits as

they plan to operate their building throughout the summer, which will entice their employees to work with them longer. They currently employ approximately 50 to 60 staff for the winter season and only keep a handful of them throughout the year.

"With us leasing the lodges, staff often disappear and work seasonally somewhere else but with us now owning our lodge, our goal is to keep those people employed year-round," he says. "There would be about a 15 per cent increase in staff that we employ [too]... most of the full-time year employees then move to Terrace, become residents and contribute to the economy of Terrace."

Although conversations are still in the works, Forrest says they plan on having their lodge used by another tour operator during the summer months — either for fishing tourism, eco-tourism or even Indigenous tourism.

"About 90 per cent of our guests are international, and about 60 per cent come from Europe, so Indigenous Tourism is a big draw, it's something they want to learn about," Forrest says.

"Our preferred option is to find a partner that is looking for summer accommodations for their business, we've approached several companies



CONTRIBUTED PHOTO

Northern Escape Heli Skiing is scheduled to have their first lodge completed this upcoming fall.

to see if they'd like to utilize a first-class lodge for their guests... [If that doesn't work], our next step would be to create our own programs."

He adds the resort itself will also be available as a "touristic getaway" for locals in the region, and improve the roads and area to it.

"We've had [Kalum Road West] graded to improve the access to the area not only for us but for the public [to use]... and a high-end facility in the wilderness may give a lot of the residents someplace to go as a retreat in the summertime. I think it'll be a great addition to the economy," says Forrest. "[We also] will likely be building mountain biking trails and hiking trails within that 50 acres."

Forrest says Northern Escape Heli Skiing contributes approximately \$3 million to the Terrace economy per year as they do their best to buy locally.

"Each year, we buy fuel locally, we employ people as best we can locally, we rent out an entire hotel in town as our staff accommodations for the winter, and we purchase our food locally as best we can," he says. "We try to do pretty much everything that we can to purchase and contribute to the economy."

IDL Projects is the general contractor of the project, beginning construction in the spring of 2018 and is scheduled to be completed in the fall of 2019.



We want to hear from you

BC HYDRO'S CUSTOMER CRISIS FUND ONE YEAR EVALUATION REPORT

On July 31, 2019, BC Hydro filed its Year One Evaluation Report for the Customer Crisis Fund (CCF) Pilot Program with the BCUC. The purposes of the Evaluation Report are to assess the CCF Pilot program set-up and operations during the first year, assess and report on customer experience and opinion, and to provide an initial evaluation of participant and non-participant benefits that intend to examine whether a crisis fund "would not amount to a social assistance program if it generates a utility benefit sufficiently justifiable on an economic or cost-of-service basis."

HOW TO PARTICIPATE

- Submit a letter of comment
- Register as an interested party
- Request intervenor status*

IMPORTANT DATES

- **Monday, November 18, 2019** – Intervenor Registration Deadline
- **Thursday, November 28, 2019** – BC Hydro and Intervenor Submissions on Timing, Regulatory Process and Scope

All submissions received, including letters of comment, are placed on the public record, posted on the BCUC's website (www.bcuc.com) and provided to the Panel and all participants in the proceeding. For more information on getting involved, please visit our website (www.bcuc.com/get-involved) or contact us at the information below.

*Intervenor status may be requested by those who want to actively participate in the proceeding, are directly and/or sufficiently affected, and those who have relevant information or expertise and that wish to file evidence for the BCUC Panel and other intervenors to consider.

GET MORE INFORMATION

BC Hydro Regulatory & Rates Group

- 16th Floor, 333 Dunsmuir Street
Vancouver, BC V6B 5R3
- E: bhydroregulatorygroup@bhydro.com
- P: 604.623.4046

British Columbia Utilities Commission

- Suite 410, 900 Howe Street
Vancouver, BC V6Z 2N3
- E: Commission.Secretary@bcuc.com
- P: 604.660.4700

TERRACE CRIME STOPPERS
1-800-222-TIPS (8477)

CRIME STOPPERS JAIL AND BAILOUT 2019
THANK YOU!

Thank you to everyone that supported Terrace-Kitimat Crime Stoppers!
With your assistance we were able to raise **\$4329.25**

Thank you to Bell Media for all your support and advertising!
Mr. Mikes for the great BBQ! Scott Fillion and team!

The RCMP Cst. Crystal Evelyn (Terrace), Inspector Jayson Lucash (Terrace), Sgt. Mario Cloutier (Terrace), Cst Dava (Kitimat) and Cst. Ross (Kitimat).

Thank you to Andrea Penner our judge!!!

Cal Albright – Kermode Friendship Society
Lorna Brown – CFNR

Cal Albright – Kermode Friendship Society
Alfred McDames – Kitselas Band

Nick Adams – Securiguard Services Ltd.
Madelana Aruda – Mills Memorial Hospital

Reverend Teri Meyer – Knox United Church
Helen Smith – Mills Memorial Hospital

Bernhard Protzner – Northwest Fuels LTD.
Lenay McColl – Terrace Totem Ford

Lisa Lawley – Kermode Friendship Society
Rodney Kuehne – Coast Mountain School District 82

Wesley Hiller – Studio 3 Salon and Spa
Michael Diana

Lynn Remple – Bandstra Transport
Bryan Halbauer – Kalum Kabs

Heather Hansen – Progressive Ventures
Kimmy Walia – Skeena Diversity

Amon Kong – Westland Insurance
Cody MacDougall – Terrace Home Hardware

John Sneddon

Coroner's jury urges mental-health resources for released inmates

CAMPBELL RIVER — A coroner's jury has recommended that inmates in B.C. get the medication and mental-health resources they

need when they're released.

The jury looked into the death of James Butters, who was shot and killed by police in July 2015.

The jury made seven recommendations including that offenders are given medications related to their safety when they're released and that the B.C. government assume responsibility for arranging psychiatric assessments before they're freed.

— The Canadian Press



On your mark, get set ... shop!

A shopper gathers her purchases at the annual Aritzia Warehouse Sale in Vancouver Convention Centre West at Canada Place on Wednesday. The sale sees the Vancouver-based retailer discount a selection of its wares up to 90 per cent. NICK PROCAYLO/PNG

Search continues for missing Ahousaht First Nations man

DAVID CARRIGG

Dozens of friends and family of Travis Thomas — an Ahousaht First Nations man sent to tiny Bartlett Island to overcome the loss of his wife and a growing addiction problem — scoured moss-covered logs, clambered over lichen branches and scaled dense rocky terrain Wednesday in a desperate bid to bring this one-time champion athlete and rising community leader home.

This is the third major search undertaken for Thomas, who was sent to the island by family in July 2018 as part of a strategy to help him reconnect with his culture and spirituality after a series of setbacks, the worst of which was the loss of his young wife several months prior. Thomas has four children.

“Family members had reached out to other resources to have Travis brought to the island because of the lifestyle at the time that he was living,” band Chief Greg Louie told Postmedia News. “They wanted him to make some positive change in his life. It wasn't banishment from the chief and council or from our hereditary chiefs.”

Louie said that during the first few weeks of Thomas's isolation, family members and resource workers checked in on him to see how he was doing and to provide food and water.

However, on Aug. 7, 2018, Thomas disappeared. He was 40 at the time. After the family searched the island as best they could they notified the RCMP on Aug. 9, and a full-scale search was initiated that involved Tofino and Ahousaht

Search-and-Rescue teams, the RCMP and the Canadian Coast Guard. No one was found. Another large-scale search was conducted last October, but family and friends have regularly visited the island in search of Thomas.

As recently as last week, Thomas's mother Jean set up a tent for him on the beach he was last seen at, including food and a sleeping bag. Louie said there was still a strong belief among his community that Thomas was alive. Among the reasons, Louie cited Thomas's athleticism — he was the band's top basketball player, as well as a coach and mentor to younger players — his traditional knowledge of the local territory and that he had attended survival courses.

dcarrigg@postmedia.com



We want to hear from you

BC HYDRO'S CUSTOMER CRISIS FUND ONE YEAR EVALUATION REPORT

On July 31, 2019, BC Hydro filed its Year One Evaluation Report for the Customer Crisis Fund (CCF) Pilot Program with the BCUC. The purposes of the Evaluation Report are to assess the CCF Pilot program set-up and operations during the first year, assess and report on customer experience and opinion, and to provide an initial evaluation of participant and non-participant benefits that intend to examine whether a crisis fund “would not amount to a social assistance program if it generates a utility benefit sufficiently justifiable on an economic or cost-of-service basis.”

HOW TO PARTICIPATE

- Submit a letter of comment
- Register as an interested party
- Request intervenor status*

IMPORTANT DATES

- **Monday, November 18, 2019** – Intervener Registration Deadline
- **Thursday, November 28, 2019** – BC Hydro and Intervener Submissions on Timing, Regulatory Process and Scope

All submissions received, including letters of comment, are placed on the public record, posted on the BCUC's website (www.bcuc.com) and provided to the Panel and all participants in the proceeding. For more information on getting involved, please visit our website (www.bcuc.com/get-involved) or contact us at the information below.

*Intervenor status may be requested by those who want to actively participate in the proceeding, are directly and/or sufficiently affected, and those who have relevant information or expertise and that wish to file evidence for the BCUC Panel and other intervenors to consider.

GET MORE INFORMATION

<p>BC Hydro Regulatory & Rates Group</p> <ul style="list-style-type: none"> • 16th Floor, 333 Dunsmuir Street Vancouver, BC V6B 5R3 • E: bhydroregulatorygroup@bhydro.com • P: 604.623.4046 	<p>British Columbia Utilities Commission</p> <ul style="list-style-type: none"> • Suite 410, 900 Howe Street Vancouver, BC V6Z 2N3 • E: Commission.Secretary@bcuc.com • P: 604.660.4700
---	--



Protect your finances

On-going data hacks means no one's personal data is 100% safe. With MogoProtect, help protect yourself against the impact of identity theft.

For a limited time, get 12 months free of identity fraud protection. Sign up today at mogo.ca/protect

See website for full details.



Faizzal Fatehali, manager of exhibit space for the PNE fair, says Game Changers is perfect for the PNE fair, given the huge popularity of gaming. The exhibit explores the history of around 140 industry-changing video games, with many of them playable, including Guitar Hero, below. PHOTOS: FRANCIS GEORGIAN



New PNE exhibit explores history of video games

Breadth of educational display ranges from Pong consoles to virtual reality

NICK EAGLAND

Parents hoping to pry their kids away from Minecraft or Fortnite this weekend might want to tell them about Game Changers: The Evolution of Video Games at the PNE.

The travelling educational exhibit, developed and produced by the Canada Science and Technology Museum in Ontario, has found a home in the Garden Auditorium at the fair where it will remain until Monday before heading to the U.S.

Visitors step into an auditorium packed with interactive displays covering more than four decades of gaming, from the two-dimensional table tennis game Pong of 1972 to the complex virtual-reality systems of today.

Dozens of displays explore the history of about 140 iconic games, explaining how storytelling, technology, graphics, audio and gameplay have changed over time.

The exhibit features 16 playable games that have had big impacts on popular culture, including Mario Bros., Sonic the Hedgehog, Asteroids and Guitar Hero. There are interactive educational displays too, such as a simple motion-capture system demonstrating how characters can be mapped onto players' bodies as they move in real time.

If the playable games aren't enough, visitors get to exit the exhibit through a modest arcade.

Faizzal Fatehali, manager of exhibit space for the PNE fair, said Game Changers explores the science behind video games while tapping into the magic of turning great

stories into eye-popping pixels.

"It's a way of learning," he said. "We try not to do too much learning at the fair because it's about entertainment. But it's resonating — what's happening now and what happened back then — and that's a great teaching tool."

Fatehali said it has been wonderful watching children connect with the games their parents played while growing up in the 20th century.

"There's a bunch of kids playing Asteroids, an old-school game," he said. "They're not going to the virtual reality. They're going to the old-school Nintendo games. It's pretty cool to see."

He said the exhibit made sense for the PNE fair, given the huge popularity and broad appeal of gaming.

A 2018 report by the Entertainment Software Association of Canada found that 61 per cent of Canadians considered themselves to be a "gamer." Half were male and half were female, and their average age was 39. Sixty per cent of Canadians own a gaming console, the report found.

Fatehali said Game Changers is bringing in about 5,000 visitors each day.

"Video games have influenced pop culture in movies, in music videos," he said. "If you're a gamer, this is an exhibit you have to see."

The PNE fair's last day is Monday and Game Changers runs daily from 11 a.m. to 11 p.m. The exhibit is free with admission to the fair.

neagland@postmedia.com
twitter.com/nickeagland

We want to hear from you



bcuc
British Columbia
Utilities Commission

BC HYDRO'S CUSTOMER CRISIS FUND ONE YEAR EVALUATION REPORT

On July 31, 2019, BC Hydro filed its Year One Evaluation Report for the Customer Crisis Fund (CCF) Pilot Program with the BCUC. The purposes of the Evaluation Report are to assess the CCF Pilot program set-up and operations during the first year, assess and report on customer experience and opinion, and to provide an initial evaluation of participant and non-participant benefits that intend to examine whether a crisis fund "would not amount to a social assistance program if it generates a utility benefit sufficiently justifiable on an economic or cost-of-service basis."

HOW TO PARTICIPATE

- Submit a letter of comment
- Register as an interested party
- Request intervener status*

IMPORTANT DATES

- Monday, November 18, 2019 – Intervener Registration Deadline
- Thursday, November 28, 2019 – BC Hydro and Intervener Submissions on Timing, Regulatory Process and Scope

All submissions received, including letters of comment, are placed on the public record, posted on the BCUC's website (www.bcuc.com) and provided to the Panel and all participants in the proceeding. For more information on getting involved, please visit our website (www.bcuc.com/get-involved) or contact us at the information below.

*Intervener status may be requested by those who want to actively participate in the proceeding, are directly and/or sufficiently affected, and those who have relevant information or expertise and that wish to file evidence for the BCUC Panel and other interveners to consider.

GET MORE INFORMATION

BC Hydro Regulatory & Rates Group

- 16th Floor, 333 Dunsmuir Street Vancouver, BC V6B 5R3
- E: bhydroregulatorygroup@bhydro.com
- P: 604.623.4046

British Columbia Utilities Commission

- Suite 410, 900 Howe Street Vancouver, BC V6Z 2N3
- E: Commission.Secretary@bcuc.com
- P: 604.660.4700

THOMSON INDUSTRIES LTD
HEATING AIR CONDITIONING ELECTRICAL PLUMBING

604-552-2990
OVER 2500 ONLINE REVIEWS!
OVER 50 Vehicle Fleet to serve you!

Sizzling Summer SAVINGS

96% HIGH EFFICIENCY 2 STAGE, VARIABLE SPEED GAS FURNACE

- Two Stage gas valve operation
- Variable Speed ECM Motor
- Durable Tubular Stainless-Steel Heat Exchanger
- Quiet & Efficient Operation

\$4,595

PORTSORE REBATE \$500
THOMSON INSTANT REBATE \$100
EXPIRES AUGUST 31, 2019

\$3,995*

NO GST SALE! EXP. AUG 31

ACT NOW WHILE QUANTITIES LAST!

WIFI onboard

*Net installed. No GST based on Cash Purchase. Includes DT4272 Daikin Thermostat. Price based on homes up to 2,500 sq. ft.

3 LEVELS UP

16 SEER AC FOR 13 SEER PRICE

\$5,795*

THOMSON INSTANT REBATE \$100
EXPIRES AUGUST 31, 2019

\$5,695*

- Up to 16 SEER Performance
- High Efficiency Scroll Compressor
- Quiet & Efficient Operation

*Net installed. Limited time offer. Price based on homes up to 2,000 sq. ft. No GST based on Cash Purchase.

NO GST SALE! EXP. AUG 31

95 DAIKIN

THE QUIETEST & MOST EFFICIENT HEATING & AIR CONDITIONING PRODUCTS YOU CAN BUY!

UNBEATABLE INDUSTRY LEADING FACTORY WARRANTY & SUPPORT

• 12 YEAR PARTS • 12 YEAR LABOUR • 12 YEAR UNIT REPLACEMENT

DUCTLESS MINI-SPLIT

HEATING / AIR CONDITIONING

PERFECT FOR ANY ROOM IN YOUR HOME EVEN THE GARAGE!

BC Hydro and MANUFACTURER REBATES Available up to \$6000
contact us today for details.

LIMITED TIME OFFER

BENEFITS

- QUIET • DUCTLESS • COST SAVING • ENERGY EFFICIENT
- SUBTLE, SLEEK DESIGN • COMPACT OUTDOOR UNIT

No GST based on Cash Purchase

Financing Available

604-552-2990

THOMSONINDUSTRIES.CA

FREE ESTIMATES

Like and Follow Us For Special offers and Promotions!

Facebook, Instagram, Twitter, YouTube, LinkedIn, HomeAdvisor, 5 Star

FURNACES | BOILERS | DUCTLESS MINI-SPLITS | AIR CONDITIONING | TANKLESS HOT WATER | ROOF TOPS | COMMERCIAL

News

Dad praises CMHA suicide grief support group

Morning Star Staff

Losing a loved one to suicide can be one of the most difficult types of trauma to overcome.

Anger, depression, loneliness and guilt are just some of the emotional responses, in addition to physical symptoms that can overwhelm individ-

uals dealing with loss from suicide.

“After a traumatic event these experiences are normal to have, and people need to

know that there is help to get through the pain,” said Julia Payson, executive director for Canadian Mental Health Association (CMHA) Vernon and District.

Vernon resident Jeff Teale knows all too well the after-effects of the shock and pain he suffered after losing his son Dallas last year.

Teale took part in CMHA’s eight-week suicide grief support group offered free of charge for those who have lost a loved one to suicide.

“I needed help to understand and cope with the extreme grief and trauma that I felt about losing my son,” said Teale. “As I struggled through the pain, it was comforting to receive support from others who have suffered the same loss.”

Teale said attending the sessions helped him gain knowledge and strategies to cope with losing his son to suicide.

“It’s OK to ask for help when you are feeling alone or troubled. You are important and not alone; there is always someone to reach out to,” he said.

Grief from losing a loved one to suicide can be complicated and intense. “After losing someone, everyone needs to be treated with compassion and have their unique experiences respected,” said Payson. “The tragedy of losing someone to suicide brings unimaginable pain, but when we listen, share and provide support, we build resilience and strength in our community.”

The next support group runs Wednesdays from Sept. 4 to

Oct. 23 from 7 p.m. to 8:30 p.m. at The People Place, 3402 27th Ave.

The group provides an opportunity to discuss and share feelings and experiences related to the loss of a loved one, including the impact of guilt, anger and regret, coping as a family, building a support network, honouring the memory of a loved one, and coping with birthdays, anniversaries and holidays.

Suicide loss support groups are led by CMHA trained facilitators who have received specialized training in suicide grief support.

Pre-registration is required as space is limited. For more information or to register, contact Paula at 250-542-3114 ext. 236 or support@cmhavernon.ca.



CMHA crisis line coordinator Paula Guidi (left) and suicide grief support group participant Jeff Teale. The next support group starts Sept. 4. (CMHA - photo)

FREE WORKSHOP

ARTHRITIS MANAGEMENT

Understanding Arthritis
Sept 11, 2019 | TIME: 10:30pm - 12:30pm

Managing Chronic Pain
Oct 9, 2019 | TIME: 10:30pm - 12:30pm

Exercise and Nutrition for Arthritis
Nov 13, 2019 | TIME: 10:30pm - 12:30pm

This program is FREE and takes place at:
Okanagan Regional Library, Vernon Branch (2800 30th Avenue, Vernon BC)

REGISTER TODAY
Please call The Arthritis Society at 1.866.414.7766 or bc-registration@arthritis.ca


 arthritis.ca  

We acknowledge the financial assistance of the Province of British Columbia



We want to hear from you

BC HYDRO’S CUSTOMER CRISIS FUND ONE YEAR EVALUATION REPORT

On July 31, 2019, BC Hydro filed its Year One Evaluation Report for the Customer Crisis Fund (CCF) Pilot Program with the BCUC. The purposes of the Evaluation Report are to assess the CCF Pilot program set-up and operations during the first year, assess and report on customer experience and opinion, and to provide an initial evaluation of participant and non-participant benefits that intend to examine whether a crisis fund “would not amount to a social assistance program if it generates a utility benefit sufficiently justifiable on an economic or cost-of-service basis.”

<h4>HOW TO PARTICIPATE</h4> <ul style="list-style-type: none"> • Submit a letter of comment • Register as an interested party • Request intervenor status* 	<h4>IMPORTANT DATES</h4> <ul style="list-style-type: none"> • Monday, November 18, 2019 – Intervener Registration Deadline • Thursday, November 28, 2019 – BC Hydro and Intervener Submissions on Timing, Regulatory Process and Scope
---	--

All submissions received, including letters of comment, are placed on the public record, posted on the BCUC’s website (www.bcuc.com) and provided to the Panel and all participants in the proceeding. For more information on getting involved, please visit our website (www.bcuc.com/get-involved) or contact us at the information below.

*Intervenor status may be requested by those who want to actively participate in the proceeding, are directly and/or sufficiently affected, and those who have relevant information or expertise and that wish to file evidence for the BCUC Panel and other intervenors to consider.

GET MORE INFORMATION

<h4>BC Hydro Regulatory & Rates Group</h4> <ul style="list-style-type: none"> • 16th Floor, 333 Dunsmuir Street Vancouver, BC V6B 5R3 • E: bchydroregulatorygroup@bchydro.com • P: 604.623.4046 	<h4>British Columbia Utilities Commission</h4> <ul style="list-style-type: none"> • Suite 410, 900 Howe Street Vancouver, BC V6Z 2N3 • E: Commission.Secretary@bcuc.com • P: 604.660.4700
--	--

B.C., teachers agree on vulnerable-student supports

ZAK VESCERA
Vancouver Sun

While the province and teachers have yet to strike a deal at the collective bargaining table, they've found consensus in improving supports for B.C.'s most vulnerable child populations.

Education Minister Rob Fleming says ramping up reconciliation efforts, addressing student mental health and continuing support for gender and sexuality-inclusive SOGI 123 programming are at the top of his priorities as more than 545,000 kids return to B.C.'s public schools next week.

"We have to be focused on students that are vulnerable to mental health and addictions issues — those that are the target of bullying, sometimes on the basis of racism or anti-LGBT attitudes," said Fleming.

This school year brings a new curriculum for Grades 11 and 12 with a heavier focus on mental health. B.C. has also been expanding the Foundry network of



Education Minister Rob Fleming says reconciliation efforts, student mental health and gender- and sexuality-inclusive programming are top priorities as more than 545,000 kids return to B.C. public schools next week.
VANCOUVER SUN FILES

mental-health and addiction support centres and investing in SOGI (sexual orientation and

gender identity).

B.C. Teachers Federation first vice-president Clint Johnston says issues such as these have gained prominence in recent years, partly because of the B.C. NDP's direction and partly because of advocacy from parent groups.

"It is a focus that's sorely needed," he said. "There's a recognition that our system serves the average student quite well, but there are some gaps that need to be made up."

He sees it as a common thread linking a range of programs. LGBTQ+ students are often more likely to have acute mental-health needs, for example, and resources are scarcer in rural parts of B.C. where there are fewer teachers and support workers.

Indigenous students, whose graduation rate hit a record high of 70 per cent this year but is still substantially less than the figure of 86 per cent for non-Indigenous students, are also a government priority. Fleming highlighted newly introduced Indigenous

language programs and an expanded curriculum for First Nations studies courses in upper grade levels and the integration of Indigenous traditional knowledge into other subject areas.

"This is completely different from even 15 years ago," he said.

Johnston said he eventually wants to see a mandatory class on Indigenous culture for all B.C. students, with ideally the territory on which the respective school is located informing the curriculum.

On the issue of special-needs students, parents and teachers say they've had an open ear in Victoria — but some, like Surrey mother Nicole Kaler, want to see more resources for students' individual education plans and specific needs.

Kaler, a board member with the parental advocacy group BCed Access, says special-needs students are still sent home in cases where schools do not have adequate resources to support and teach them.

"Right now, a lot of our

students are still being excluded from schools, or they're missing out on activities like field trips," said Kaler. "We want to see some accountability for schools."

The programming comes amidst an extended collective bargaining session between teachers and the government, which restarted with a mediator earlier this month after the current contract period expired on June 30.

Johnston acknowledged the lack of a new five-year agreement is "absolutely stressful for our members," but both parties said they remain optimistic and are respecting a media blackout.

"They don't expect to make up for 16 years of neglect for classroom conditions and teachers wages to be made up for on one short three-year agreement," said Fleming in reference to the B.C. Liberal government, who he has repeatedly accused of underfunding B.C. schools. "But I think we can find a deal that's good for teachers and kids and B.C. schools."



Jessi Combs died in a crash on Tuesday in Oregon's Alvord Desert while trying to break her own land speed record. She was 36. NORTH AMERICAN EAGLE

Jet-car speed racer Jessi Combs dies trying to break record

PORTLAND, Oregon — Jet-car speed racer Jessi Combs, known by fans as the "fastest woman on four wheels," died in a crash in Oregon's Alvord Desert while trying to break a speed record, authorities said on Wednesday.

Combs, 36, died Tuesday afternoon while racing in a dry lake bed in remote Harney County, about 643 kilometres southeast of Portland, sheriff's Lt. Brian Needham said in a statement. The cause is under investigation.

Terry Madden, Combs's teammate on the North American Eagle racing team, said in an Instagram post Wednesday that he was heartbroken.

"She was the most amazing spirit that I have ever or will ever know," Madden wrote. "Unfortunately, we lost her yesterday in a horrific accident. I was the first one there and trust me, we did everything humanly possible to save her!!"

Combs was widely known in the niche sport of jet-car racing and was attempting to break the women's land speed record of 823 kilometres per hour set in 1976 by Kitty O'Neil when she died. Jet cars are race cars

propelled by jet engines.

She held the record as the fastest woman on four wheels — O'Neil piloted a three-wheeled vehicle — for a 640 km/h performance in 2013 and had driven even faster in follow-up runs, but mechanical problems prevented those from making the record books.

In an Instagram post on Sunday, Combs indicated that she hoped to break O'Neil's record in the Oregon desert.

She wrote, "People say I'm crazy. I say: 'thank you.'"

In a statement, Combs' family said her "most notable dream was being the fastest woman on Earth."

Combs was born in Rapid City, South Dakota, and lived in Long Beach, California.

She studied automotive design and fabrication and appeared as a host on Spike TV's *Extreme 4X4* before a freak accident with a piece of heavy machinery that broke her spine.

After months of rehabilitation, Combs recovered and appeared on and guest-hosted a number of TV shows.

Reservist with alleged neo-Nazi links relieved of duties, reported missing

The Canadian Press

WINNIPEG — An army reservist relieved of his duties over allegations that he belongs to a neo-Nazi group is missing.

RCMP say Master Cpl. Patrik Mathews was last seen by family members in Beausejour, Man., on Saturday. He was reported missing Monday.

The Department of National Defence said in a statement Wednesday that as a reservist working part-time for the military, Mathews was not under supervision at the time he was reported missing.

It said he had turned in his uniforms and equipment and was never issued any military weapons.

The military said it was leaving the search for Mathews to the RCMP, but would co-operate if needed.

Mathews, a combat engineer with 38 Canadian Brigade Group in Winnipeg, came into the spotlight last week after a *Winnipeg Free Press* story linked him to a neo-Nazi group called The Base. The allegation further inflamed ongoing concerns about the presence of hate groups and right-wing extremists in the Canadian Forces.

Mathews had requested this year to leave the military.

On Tuesday, the Defence Department said his request for voluntary release was to be fast-tracked and finalized in the coming weeks. In the meantime, he would not be allowed to participate in military activities in any form or return to work.

"This action was deemed necessary considering the seriousness of the allegations and the risk to unit morale and cohesion," the department said in an email.

Chief of defence staff Gen. Jonathan Vance said last week that the military "did not miss" Mathews' alleged links to

neo-Nazism, as his commanding officers had started looking into the matter back in April.

Soon after, Mathews applied to leave the Armed Forces, Vance said, even as military intelligence officers began a formal investigation.

Despite Mathews' release being expedited, defence spokeswoman Jessica Lamirande told the Canadian Press the military's investigation is ongoing.

"It is incumbent of our leaders to know their soldiers, and to take measures when they have acted in a manner that is not aligned with our beliefs and culture of respect for all people," she said in an email.

"We have taken decisive action, and we will continue to exert full energy in removing those from our ranks who harbour extremist ideologies."

The RCMP are reportedly conducting their own investigation, but have only said that officers raided a house in Beausejour, about 60 kilometres east of Winnipeg, last week and seized a number of weapons.

RCMP said they are looking for Mathews as a missing person. There is no warrant for his arrest nor any charges pending against him.

Mathews is believed to be driving a red 2010 Dodge Ram 1500 SLT with Manitoba licence plate HXJ 806.

Defence Minister Harjit Sajjan has asked Canada's military ombudsman to investigate racism in the Canadian Forces following several high-profile events and a report linking service members to right-wing extremists and hate groups.

Sailors associated with the Proud Boys disrupted a Mi'kmaq ceremony in Halifax in 2017. There have also been media reports of other members associating with neo-Nazi groups such as the Atom-waffen Division.

A military intelligence report last year said officials were aware of 30 active service members who were part of a hate group or had made statements that were discriminatory or racist.



Master Cpl. Patrik Mathews

India's top court to examine Kashmir status

NEW DELHI — India's top court on Wednesday took up legal challenges to the government's decision to revoke Indian-controlled Kashmir's special status and asked it to explain its stance to the court.

The Supreme Court ordered the federal government to file its replies to 14 petitions and inform the court about media restrictions imposed in Kashmir. It said five judges will start a regular hearing on the matter in October.

India's government, led by the Hindu-nationalist Bharatiya Janata Party, imposed a security lockdown and communications blackout in Muslim-majority Kashmir to avoid a violent reaction to the Aug. 5 decision to downgrade the region's autonomy. The restrictions have been eased slowly, with some businesses reopening, some landline phone service restored and some schools holding classes again, though student and teacher attendance has been sparse.

On Wednesday, the court allowed an Indian opposition leader to visit Kashmir to meet a party colleague who he said was under detention, but told him not to use the visit for political purposes.

Indian authorities have turned back

opposition leaders at the airport and not allowed them to visit the region since they launched the clampdown.

The revoked special status has touched off anger in the region, where local police and administrators now work under federal control and where residents fear their culture and demographic identity are under threat.

The Himalayan region is also claimed by India's archrival, Pakistan, and is divided between them. Pakistan shut train service with India, stopped bilateral trade and expelled the Indian ambassador in response to New Delhi's decision.

At the court's preliminary hearing Wednesday, Chief Justice Ranjan Gogi and two other judges rejected the government's opposition to a notice — a written response from the government setting out its stand on the issue — because it might be cited by Pakistan at the United Nations.

Attorney-General K.K. Venugopal said he and another law officer were present in court and there was no need for the notice.

"We know what to do, we have passed the order, we are not going to change," the Press Trust of India news agency quoted the judges as saying. — AP

Motel guests can file claims over shared info

SEATTLE — More than 100,000 Motel 6 guests whose information was shared with U.S. immigration agents can now file claims for part of a \$12-million US settlement the company agreed to pay Washington state.

Washington Attorney General Bob Ferguson says the hotel chain violated the privacy of the guests when it turned over entire guest lists without a warrant, and that Immigration and Customs Enforce-

ment used the lists to investigate those with Latino-sounding names. Some would be deported.

Guests who stayed at any of seven Motel 6 locations in the state between January 2015 and September 2017 might be eligible. The period for filing a claim opened Wednesday and runs until Dec. 31.

The amount that guests receive will depend on the harm they suffered and the number of claims filed. — AP

bcuc
British Columbia
Utilities Commission

We want to hear from you

BC HYDRO'S CUSTOMER CRISIS FUND ONE YEAR EVALUATION REPORT

On July 31, 2019, BC Hydro filed its Year One Evaluation Report for the Customer Crisis Fund (CCF) Pilot Program with the BCUC. The purposes of the Evaluation Report are to assess the CCF Pilot program set-up and operations during the first year, assess and report on customer experience and opinion, and to provide an initial evaluation of participant and non-participant benefits that intend to examine whether a crisis fund "would not amount to a social assistance program if it generates a utility benefit sufficiently justifiable on an economic or cost-of-service basis."

HOW TO PARTICIPATE

- Submit a letter of comment
- Register as an interested party
- Request intervenor status*

IMPORTANT DATES

- **Monday, November 18, 2019** – Intervenor Registration Deadline
- **Thursday, November 28, 2019** – BC Hydro and Intervenor Submissions on Timing, Regulatory Process and Scope

All submissions received, including letters of comment, are placed on the public record, posted on the BCUC's website (www.bcuc.com) and provided to the Panel and all participants in the proceeding. For more information on getting involved, please visit our website (www.bcuc.com/get-involved) or contact us at the information below.

*Intervenor status may be requested by those who want to actively participate in the proceeding, are directly and/or sufficiently affected, and those who have relevant information or expertise and that wish to file evidence for the BCUC Panel and other intervenors to consider.

GET MORE INFORMATION

<p>BC Hydro Regulatory & Rates Group</p> <ul style="list-style-type: none"> • 16th Floor, 333 Dunsmuir Street Vancouver, BC V6B 5R3 • E: bchydroregulatorygroup@bchydro.com • P: 604.623.4046 	<p>British Columbia Utilities Commission</p> <ul style="list-style-type: none"> • Suite 410, 900 Howe Street Vancouver, BC V6Z 2N3 • E: Commission.Secretary@bcuc.com • P: 604.660.4700
---	--