

From: [CATHY ROBINSON](#)
To: [Commission Secretary BCUC:EX](#)
Cc: [Polak.MLA, Mary LASS:EX](#)
Subject: Customer Crisis Fund
Date: October 14, 2019 10:58:03 AM

I have tried several time to submit the form that was sent to me to respond and comment on the Customer Crisis Fund that B. C. Hydro and the B.C. Utilities Commission introduced last year. I am copying you my response as I am unable to send it - for some reason "an error" occurs every time I click on the submit button.

I have sent previous emails outlining my concerns with the B.C. Hydro Customer Crisis Fund. I will copy my emails here as they say everything that I feel needs to be said. The last email that will appear is my first email and was dated June 8, 2019. Any or all the my emails can be published with my name attached.

My last email:

I understand that a review for the Customer Crisis Fund should be happening soon. I also understand that this Crisis Fund has a tremendous surplus. Please read my previous e-mail. It is time to stop taking our hard earned money from us. What you are doing, as I have said over and over again, is morally and ethically questionable.
Cathy Robinson

From: "CATHY ROBINSON" [REDACTED]
To: "BC Hydro" <customer.advocacy@bchydro.com>
Cc: "mary polak mla" <mary.polak.mla@leg.bc.ca>
Sent: Tuesday, October 2, 2018 12:29:56 PM
Subject: Re: Customer Crisis Fund,

Thank you for finally responding to my e-mail.

I do feel that your response is an explanation of YOUR REASONS behind this crisis fund but does not address MY CONCERNS other than saying that you will pass on my concerns and this project will be reviewed after the first year.

I am curious as to how your "review" will happen when you have not made ALL of your customers aware that this program exists in the first place?

This "review" (proper research) should have happened prior to implementing this program. This review could have determined the impact on customers who are struggling but still paying their bills. Better and more widespread communication could have determined who would like to participate in this program and those who chose not to participate (for whatever reason).

Without my consent and my husband's consent I feel that you are stealing money that we have worked so hard for. WE struggled!!!

As I have said in a previous e-mail I find that what you have done to be morally and ethically questionable and we should not be forced to participate in this program for 3 years!!!!
You are in a position of power and we have no alternative but to access the services that you provide which makes what you have done even more morally and ethically questionable.

Is this the start of a new trend? Large corporations feeling quite comfortable determining where and how our hard earned money is to be spent?

My husband and I are both retired and living on fixed incomes. Living on a fixed income is very challenging and we at times have to juggle a bit to make sure that our bills are paid. We are very generous with our charitable donations - our choice. We were not given the opportunity to choose to participate in this program.

The review of this program needs to happen NOW not in a year. We do not want to contribute to this program any longer. Had we been asked perhaps we would have considered agreeing but with no consideration given to how we would like to spend our hard earned money - we want out now.

The bottom line is that this is OUR money (we worked very hard for our money) and WE should be the ones to decide how WE want to spend it.

I have asked to speak to someone - would that be you, Dave, at the number given at the bottom of your e-mail?

Cathy Robinson

From: "BC Hydro, Customer Advocacy" <customer.advocacy@bchydro.com>
To: "CATHY ROBINSON" [REDACTED] >
Sent: Tuesday, October 2, 2018 11:16:46 AM
Subject: RE: Customer Crisis Fund,

Good morning Cathy,

Thank you for taking the time to advise us your concerns with our new Customer Crisis Fund. The reason we have this new charge is because BC Hydro was asked by the BC Utilities Commission to bring forward a crisis fund pilot program proposal and the BC Utilities Commission approved the crisis fund pilot after considering the views of a range of stakeholders and groups involved. This is an opportunity to provide our customers with better service and to help those in need. The three-year pilot will run until 2021 and will be reviewed after the first year.

We appreciate your email and will be reporting back to the BC Utilities Commission (BCUC) about the program, including the feedback from our customers. Your feedback will be included in our reporting on the pilot program.

Dave | Customer Advocacy

BC Hydro
1401 Kalama ka Lake Rd
Vernon, BC V6B 5R3

P 604-528-2598
TF 1-800-355-6766
E customer.advocacy@bchydro.com

bchydro.com

Smart about power in all we do.

From: CATHY ROBINSON [REDACTED]
Sent: 2018, October 02 7:01 AM
To: BC Hydro Social Media
Cc: mary polak mla
Subject: Re: Customer Crisis Fund,

It has now been 4 weeks since my original e-mail. I am not asking for anything that needs research, consult or an in-depth thoughtful reply. You are either swamped with e-mails from unhappy customers or choosing to ignore my request. My concern now has grown from the Customer Crisis Fund to include B.C. Hydro's poor communication when dealing with customers. My request is simple and it should not take you 4 weeks to reply. Please forward to me the name of someone that I can speak to regarding the Customer Crisis Fund.

Cathy Robinson

From: "CATHY ROBINSON" <[REDACTED]>
To: "connectwithus" <connectwithus@bchydro.com>
Cc: "mary polak mla" <mary.polak.mla@leg.bc.ca>
Sent: Tuesday, September 25, 2018 7:12:46 AM
Subject: Re: Customer Crisis Fund,

It has been 3 weeks since I sent this e-mail and I still have not received a reply. I would like the name of someone that I could speak to about my concerns with B.C. Hydro taking money from my husband and me without our consent to go towards a Customer Crisis Fund. I want this to stop and need to speak to someone. Please forward to me the name and contact information of someone that I can speak to.
Cathy Robinson

From: "CATHY ROBINSON" [REDACTED]
To: "connectwithus" <connectwithus@bchydro.com>
Cc: "mary polak mla" <mary.polak.mla@leg.bc.ca>
Sent: Tuesday, September 4, 2018 1:07:53 PM
Subject: Customer Crisis Fund,

I want to voice my concern with the fact that B.C. Hydro and the B.C. Utilities Commission approved that money is, without our approval, being added to our bill to go towards a Customer Crisis Fund. This is OUR money, earned with hard work and we should be able to control the spending of OUR money. As a family we generously contribute to charities each year - our choice. My husband and I are both retired, living on a fixed income and I find this morally and ethically questionable. When I called B.C. Hydro and spoke with a representative, she very kindly read a prepared statement and gave me this e-mail address. Obviously I am not the only one with this concern and I hope that B.C. Hydro and the B.C.U.C. take note of this and do something about it. I did read that B.C. Hydro and the B.C.U.C. spent 2 years consulting with stakeholders and customers - very poor consultation with all the concerns that are being voiced. Please respond with the name of someone I can speak to. I have copied my M.L.A. so that she is also aware of my concerns.

Cathy Robinson