



bcuc
British Columbia
Utilities Commission

Marija Tresoglavic
Acting Commission Secretary

Commission.Secretary@bcuc.com
bcuc.com

Suite 410, 900 Howe Street
Vancouver, BC Canada V6Z 2N3
P: 604.660.4700
TF: 1.800.663.1385
F: 604.660.1102

December 9, 2020

Sent via email/eFile

SSL COMPLIANCE WITH ORDER G-213-20
EXHIBIT A2-1

Mr. Kyle Taylor
Manager, Sustainable Services Ltd.
957 Langford Parkway
Victoria BC V9B 0A5
info@ssl-bc.com; kyle@ssl-bc.com

Re: Sustainable Services Ltd. (SSL) – Compliance with Order G-213-20 – Project No. 1599154

Dear Mr. Taylor:

Commission staff submit the following document for the record in this proceeding:

Sustainable Services Ltd.
Stream A Registration for the Westhills Thermal Energy System
November 12, 2020 filing
Compliance with Order G-213-20

Sincerely,

Original signed by:

Marija Tresoglavic
Acting Commission Secretary

/cmv

From: Kyle Taylor <kyle@ssl-bc.com>
Sent: Thursday, November 12, 2020 4:58 PM
To: Commission, Secretary
Subject: Re: SSL – Stream A Registration for the Westhills Thermal Energy System – Compliance with Order G-213-20
Attachments: Back of bill_v21_Energy&Water_forBCUC.pdf; 2020-11-12 - SSL TARIFF PAGES - ENERGY SERVICE.docx; Welcome Letter - Heating & Cooling Only_forBCUC.pdf

Caution: This email is from an external sender, please use caution before opening attachments or links. If you do not recognize the sender, please report this email to IT.

Good afternoon,

We have attached new tariff pages for the SSL Energy Service with revised headers and footers to more clearly reflect the applicability of these rates and charges to "Paradise Falls" customers and also removing the word "interim". Please review and advise if this meets your needs.

With respect to our website and other informational materials, we note that Directive 4 of Order G-213-20 confirms rates and tariffs shall continue to be set by the City of Langford. With this in mind, we attempted to comply with Directive 8 by amending any content related to TES rates and/or regulation with an accompanying statement about SSL's oversight by the BCUC under the UCA. These content revisions were made on September 11, 2020, including updates to the back page of applicable billing templates, letters contained in new customer "welcome packages", and various pages on our website (www.SSL-BC.com). Upon reviewing your letter of October 26, 2020, we noticed wording in section 1.4 of the website's FAQ page had been overlooked, but this has since been updated. Please review and advise if these revisions are sufficient.

Thank you,

Kyle Taylor, B.Sc. LEED® AP
Manager

SSL-Sustainable Services Ltd.
957 Langford Parkway
Victoria, BC V9B 0A5
Office: 250-391-7260
Cell: [REDACTED]

www.SSL-BC.com

On Mon, 26 Oct 2020 at 11:23, Commission, Secretary <Commission.Secretary@bcuc.com> wrote:

Dear Mr. Taylor,

Please see attached correspondence with respect to the above-noted matter.

Original will not follow. A hard copy of the attached is available upon request.

Please call the BCUC Regulatory Services at 604-660-4700 to request a copy.

Regards,

[REDACTED]

[REDACTED]

British Columbia Utilities Commission

P: [REDACTED] **BC Toll Free:** 1.800.663.1385 **F:** 604.660.1102

bcuc.com

The information being sent is intended only for the person or organization to which it is addressed. If you receive this e-mail in error, please delete the material and contact the sender.

SSL-Sustainable Services Ltd.**Westhills TES – Stream A & Stream B (“Paradise Falls”)****THERMAL ENERGY USAGE RATES**Standard Residential Service

Energy Usage Rate – Step 1	\$0.0829 per kWh	(for the first 675 kWh used in a 1-month period)
Energy Usage Rate – Step 2	\$0.1242 per kWh	(for all additional kWh used in 1-month period)

Multi-Family Residential Service

Energy Usage Rate – Step 1	\$0.0829 per kWh	(for the first 675 kWh used in a 1-month period)
Energy Usage Rate – Step 2	\$0.1132 per kWh	(for all additional kWh used in 1-month period)

ENERGY SERVICE CHARGES

Service Charge – 1” / 25 mm Connections	\$7.78 per month
Service Charge – 1.5” / 37 mm Connections	\$15.26 per month
Service Charge – 2” / 50 mm Connections	\$24.39 per month
Service Charge – 3” / 75 mm Connections	\$50.18 per month

HEAT PUMP LEASE FEES

Standard Residential Single-Family	\$54.00 per month
Strata or Multi-Family	<varies, based on type of equipment installed>

Effective Date: June 5, 2018

Accepted: _____

Order No: G-104-18 & G-213-20_____
Commission Secretary

STANDARD FEES & CHARGES

DESCRIPTION	FEE (\$)
Application Fee (New Service)	56.96
Service Connection Fee	569.54
Service Disconnection Fee	At cost
Deposit for Disputed Meter Testing Fees	569.54
Late Payment Charge	28.48
Energy Reconnection/Turn-on Fee	56.96
Account in Arrears - Transfer to Taxes	45.56
Adjustment/Relocation of Meter Set	284.78
Administration of Energy Service Connection Application	56.96
As-constructed drawings	569.54
Billing or Account History per Premises (Energy)	28.48
Customer Requested Service Discontinuance (Energy)	56.96
Disconnect Unauthorized Connection to Energy System	341.73
Account Service Charge for Dishonored Cheques	28.48
Engineering Services	102.51
Labour Charges for Miscellaneous Services (per hour)	170.86
Meter Set Accuracy Test	56.96
Meter Set Installation & Account Set Up Fee	512.6
Minimum Charge for repairing damaged Service Connection	569.54
Activation - Customer Request	56.96
Reactivation after Customer Request	56.96
Removal of unauthorized Meter Set	113.9
Service Call to Examine/Fix customers Pipes/Fixtures	113.9
Special Meter Readings	56.96
Tampering with Energy System	113.9
Tampering with or altering a Meter Set	113.9
Transfer of Energy Service (Change in Customer)	22.78
Unauthorized Energy Connection	227.82
Meter Set Change/Replacement at a customer's request	284.78
WSHP change/replace at Customer's request	284.78
Unauthorized Energy Use	At cost
Changes to Distribution System Requested by Customer	At cost

Effective Date: June 5, 2018

Accepted: _____

Order No: G-104-18 & G-213-20_____
Commission Secretary

PAYMENT INSTRUCTIONS

At this point in time, SSL accepts payment by cash or cheque which can be sent by mail (cheques only please) or delivered in person at our office:

SSL-Sustainable Services Ltd.
204-957 Langford Parkway
Victoria, BC V9B 0A5

Office Hours: 8:30am to 5:00pm, Monday to Friday

SSL does not accept payment by debit or credit cards. Payments are accepted through most financial institutions. All you need is your bill, including the name, account number and amount to be paid. If you are setting up online bill payments, please look for "SSL-Sustainable Services Ltd" as a biller.

*Payments received after the billing date
will not be reflected on this bill.*

MOVING

Please contact us at least 48 hours before moving so that we can close your customer account. You may do this by phone, email or in person at our office.

ACCOUNT RESPONSIBILITY

The current property owner is responsible for any unpaid account balance incurred by the previous owner or occupants.

TRANSFER TO PROPERTY TAXES

Any unpaid and overdue balance as of December 31st may be transferred to real property taxes to be collected as taxes in arrears.

ACCOUNT HISTORY

Where applicable, please retain a copy of your bills for income tax purposes. There is a charge to provide historical account invoices.

GO PAPERLESS

If you want to save paper and receive your SSL bill by email, please let us know.

ENERGY USAGE

The energy usage on your SSL bill is a measurement of the thermal energy (used for heating, cooling and hot water) provided to your heat pump by the Westhills Community Energy System. Usage is recorded in kilowatt-hours (kWh) and billed at a two-step rate structure in accordance with the City of Langford Bylaw no. 1291.

WATER

Water usage is metered and billed in cubic metres (m³) and is multiplied by a rate set by the City of Langford.

RATES & CHARGES

All rates, service charges and connection fees for water and district energy services are regulated by the City of Langford in accordance with Bylaw no. 1291 (2010). With respect to its Energy Service, SSL is also a public utility under the UCA regulated by the BC Utilities Commission. Fixed monthly charges are pro-rated by the day.

Energy Usage – Step 1: \$0.0829/kWh for the first 675 kWh in a one-month period

Energy Usage – Step 2: \$0.1242/kWh for all remaining usage in the period

Water Usage: \$2.2159/m³

Fixed Charges

Service Charge: \$0.2558/day (25 mm service connections)

Heat Pump Rental Fee: \$1.7753/day

SERVICE CHARGE

The Service Charge covers the cost of providing and maintaining an energy service connection to the property. Service charge is based on the size of the energy pipes.

HEAT PUMP RENTAL PAYMENT

Your monthly rental fee covers all regular servicing, maintenance, insurance and eventual replacement of the water source heat pump in your home, including all ancillary pipes, fittings, valves and meters. With the exception of your hot water tank, this equipment is owned by SSL and shall not be altered, removed or replaced without its written consent.

LEAKS

All water usage and piping systems beyond the water meter at each property line are the responsibility of that property owner. More information about water leaks can be found on our website.

ACCESS TO METERS

SSL must have clear access to the water meter to a minimum of one metre on each side of the water meter box and one and one-third metre above. If SSL is required to clear access to the water meter box to obtain a reading, these additional costs shall be added to the Customer's water account.

PRESSURE REGULATING DEVICE

The Customer shall install any pressure regulating devices required by the BC Plumbing Code in order to reduce the pressure of the water service within the premises and to protect the waterworks system and the Customer. SSL accepts no liability for low water pressure, inconvenience or damages resulting from interruptions in water service.

Check out our new website at www.SSL-BC.com for more billing information.

Billing Abbreviations:

CR – credit | m³ – cubic metre (1,000 litres) | mm – millimetre | kWh – kilowatt-hour

Contact Us - Phone: (250) 391-7260

Email: accounts@SSL-BC.com



Westhills

WELCOME TO WESTHILLS!

THERE ARE SOME IMPORTANT AND EXCITING THINGS TO KNOW ABOUT HOW YOUR
ENERGY AND WATER SERVICES WILL BE PROVIDED.



WHAT IS SSL?

SSL-Sustainable Services Ltd. is a provider of infrastructure services within the Westhills community. SSL was established to provide delivery of water and, through its Community Energy System (CES), thermal energy. If you have purchased a home in Westhills, we imagine that part of your decision is the issue of sustainability. For a community the size of Westhills, sustainability can come in different forms and SSL has been created to lead responsible development in energy and water delivery. The City of Langford is the main regulatory body for both the water system and the Community Energy System in accordance with the terms of its multi-utility bylaw (No. 1291). With respect to its Energy Service, SSL is also a public utility under the UCA regulated by the BC Utilities Commission.

WATER

Through efforts by both Westhills and the City of Langford, the Capital Regional District (CRD) has granted Langford the ability to provide water directly to Westhills residents. This is consistent with other cities, such as Victoria and Saanich, which have similar arrangements. Rates for water use will be comparable to rates set by the CRD in the Juan de Fuca Water Service Area.

ENERGY

As part of Westhills' overall strategy to achieve the goals of a sustainable, green community, SSL was created to become a leader in the provision of heating and cooling energy through an innovative Community Energy System (often called 'District Energy'). The CES utilizes a ground source geo-exchange system which harnesses energy from a nearby borefield on the project lands before transferring it to the homes through a central distribution network. A Water Source Heat Pump in each residence connects to this network and provides reliable heating and cooling all year round.

The end result is that residents are sharing energy with their neighbours as well as nearby non-residential structures, each forming an integral part of the overall system. As an added benefit, the borefield provides the community with a playing field for all to enjoy. The way in which both heating and cooling energy is shared throughout Westhills is truly innovative, but it is worth noting that this system is based on proven technology.

HOW DOES IT WORK?

By using an on-site borefield to leverage ground source temperature differentials, the CES is able to harness an energy source with virtually no greenhouse gas emissions, dramatically reducing the community's carbon footprint when compared to traditional sources.

- A pump station extracts thermal energy from over 200 vertically drilled GeoExchange bore holes beneath Goudy Field.
- Clean heat is transferred into the community's water-based distribution network, which connects all homes to a common loop system.
- Water Source Heat Pumps in each home take heat out of this community loop and boost the temperature for heating the home.
- After a home extracts heat from the loop circulating around the community, this fluid returns back to the GeoExchange field to collect more heat from the earth.

When homes use air conditioning, the system simply operates in reverse, taking heat away from each house and storing it deep underground so it can be used next winter.

HEAT PUMPS

Each home is equipped with a water source heat pump, generally located in a separate mechanical area within the home. This electrical appliance, owned by SSL, provides the thermal energy needed for space heating or cooling. The heat pump operates by converting the temperature differential provided by the CES into either heating or cooling for the home. Note that the heat pump does use some electricity to deliver thermal energy to the home. Each home is also outfitted with a touchscreen programmable thermostat, that has 3 AAA batteries. **It is recommended that you check or replace the batteries once a year to avoid corrosive damage.**

Operation and Use

There are some significant differences between your new heating system and a traditional home which are important to understand in order to maximize comfort and energy efficiency.

We have included some general heating and cooling tips which outline how to achieve optimum efficiency during the heating and cooling seasons.

Our helpful staff are available to meet with you and discuss the system in greater detail and provide instructions for thermostat use if needed.

LEASE AGREEMENT

The heat pump in each residence is owned and provided by SSL under a Lease Agreement with the homeowner. This Agreement allows for the use of the appliance by the homeowner, access to the appliance by SSL, and terms of payment, including: regular maintenance and servicing, the replacement reserve fee, and meter readings.

COST

Initially, the overall cost of energy for SSL customers will be approximately the same as for other homes heated by conventional energy sources (e.g. electricity or gas). Over time, we expect the cost of energy from our system to stay relatively stable as other energy sources become significantly more expensive. Currently, the cost to the homeowner for energy service will be comprised of several items:

Thermal energy use:

This is the home's metered thermal energy usage. It is billed in kilowatt-hours (kWh) and is multiplied by a rate set by the City of Langford. This rate is comparable to BC Hydro's residential electricity rate. Please note that SSL itself does not provide electricity as part of its energy service and that electrical service from BC Hydro is still required for your homes lighting, appliances and other electronics.

Service Charge:

This is a small monthly charge for providing and maintaining the physical service connection to each property, regardless of usage. This charge, also set by the City of Langford, is based on the size of the connection to each property.

Heat Pump Rental Fee:

This is a monthly Replacement Reserve Fee for the water source heat pump, which is the appliance provided to each new home by SSL. This monthly rental fee will initially be \$50 to \$75 per month which covers the cost of all maintenance and service, insurance as well as the eventual replacement of the unit in the future.

Water:

Water usage is metered and billed in cubic meters (m³). Each cubic meter is 1,000 litres of water and is multiplied by a rate set by the City of Langford, which will be comparable to the water rate set by the CRD in the Juan de Fuca Water Service Area.

CUSTOMER ACCOUNTS & BILLING

In addition to entering the Lease Agreement, each homeowner will be required to set up a customer account with SSL upon occupancy. A security deposit is not required at this time, however SSL reserves the right to request a credit check and/or require a security deposit in the future.

Fees for energy services are billed every month and fees for water services are billed every two months. Customers have the option to receive invoices by either mail or email. Acceptable methods of payment include cash, cheque or direct payments through most major financial institutions (including online banking). More information is available on our website at <http://SSL-BC.com/accounts-payments>.

SHOULD YOU HAVE ANY FURTHER QUESTIONS, PLEASE CONTACT US:

SSL-SUSTAINABLE SERVICES LTD.

ADDRESS: 957 LANGFORD PARKWAY, VICTORIA, BC V9B 0A5

PHONE: (250) 391-7260

EMAIL: INFO@SSL-BC.COM

WEBSITE: WWW.SSL-BC.COM