

**To:** [BCUC](#)  
**Subject:** Letter of Comment - Hemlock – Application to Change Terms and Conditions - Nancy and David Evans  
**Date:** Tuesday, February 9, 2021 4:12:32 PM  
**Attachments:** [Hemlock Utilities Liability Application.docx](#)

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**Date Submitted:** February 09, 2021

**Proceeding name:** Hemlock – Application to Change Terms and Conditions

**Are you currently registered as an intervener or interested party:** Yes, Interested Party

**Name:** Nancy and David Evans

**City:** Agassiz

**Province:** British Columbia

**Email:** [REDACTED]

**Phone number:** [REDACTED]

**Comment:**

We are customers of Hemlock Valley Utilities and are directly impacted by any changes in terms of service.

**Has Attachment:**

True

Regards page 2, item 4: Billing and Payment of Account: This wording could prove problematic to the customer as meter reading and bill rendering is very erratic. At present electrical invoices that we receive from Hemlock Utilities do not have an invoice production date, they only show an end of the month date in which the electricity units were used. Further customer receipt of these bills wildly fluctuates and according to the calculation in Item 4 the majority of bills are/will be delinquent when the customer receives them. We would suggest a clear cut system of bill production and that there is a certainty that the bill will make its way to the customer in a timely manner. At present Hemlock Utilities invoices state that the terms are Net 45 and we feel that under present conditions anything less is vastly unfair to the customer.

Regards Hemlock Utility's statement that it will provide a regular and uninterrupted supply of electricity: Having been a customer of Hemlock Utilities for years, we are well aware of the undependability of the power supply to Hemlock Utility customers. When the Sakwi Creek Power project came into existence in 2014 we as customers of Hemlock Utilities we were lead to believe that 'islanding' (the condition is which a distributed generator continues to power a location even though electrical grid power is no longer present) would be a process that would be to our benefit. It appears that the infrastructure was put into place for this plan, but in the intervening years **islanding** has never appeared as a benefit to the utility's customers, nor has an explanation as to 'why not' ever been offered. However, a large diesel generator did go in at the lodge which does, of course, aid the Berezan group to run their commercial operations during our annoying and inconvenient power outages. This action did not show any interest in providing constant supply to the company's customers; they, more or less, leave us to sit us it out in the dark.

Regards Item 19, company liability: We feel that a comment must be made regards Hemlock Utilities position on company liability and the fact that it is so broadly stated. Power outages and frying a few electronics is one thing, but injury and potential death due to company conduct, potential lack of maintenance, etc. surely would be viewed by the Commission in a different light. In our times, companies should be taken to task as to the manner in which they handle their business with a view as to how it affects their customers as well as the general public (who may come into contact with Hemlock Utility's equipment).