

Date Submitted: August 04, 2021

Proceeding name: Hemlock Safety and Reliability Investigation

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

Name: kendra von hahn

City: Vancouver

Province: British Columbia

Email: [REDACTED]

Phone number: [REDACTED]

Comment:

Letter of Comment To: commission.secretary@bcuc.com From: [REDACTED] Wed Aug 4 2021 Order G-201-21 Thank you for investigating the Safety & Reliability of Hemlock Utility Services. I have been lucky enough to call Hemlock my second home, recreation property, for over 30 years. At Hemlock Valley, we experience dozens of power outages a year. Being part of a mountain community we are accustomed to variable road conditions, extreme weather conditions, limited communication capabilities and power outages. But as infrastructure gets better in other areas such as our road & technology increases in other utilities such as Water; I believe our community expects better stability in our electrical services. The top 6 comments I hear from Hemlock neighbours about utilities are: - Too many power outages - Concerns over liability - Confusing and/or not accurate billing - Expense electrical bills - A need for a secondary heat source (ie wood burning fireplace or propane) due to unreliable hydro - A need for a back up generator for residences It should also be noted that our community has experienced major building growth with huge cabins. Almost every street in our little village has new residential builds, both single unit dwellings and multi-units. Concerns have been mentioned in our community about the load capabilities being able to handle this new growth. In summary, I appreciate the investigation into the Safety & Reliability of Hemlock utility Services. Regards, k. von Hahn phone: [REDACTED] email: [REDACTED]

Has Attachment:

False