



**bcuc**  
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Utilities Commission

**Patrick Wruck**  
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August 24, 2021

Sent via email/eFile

<b>HEMLOCK SAFETY AND RELIABILITY INVESTIGATION    EXHIBIT A2-4</b>
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Ms. Angela Roy  
Hemlock Utility Services Ltd.  
Suite 210 – 8399 200<sup>th</sup> Street  
Langley, BC V2Y 3C2  
aroy@berezan.ca; rberezan@berezan.ca

**Re:    Hemlock Valley Electrical Services Limited – Investigation into the Safety and Reliability of Hemlock Utility Services – Project No. 1599225 – BCUC Staff Submitting Hemlock Complaints Guidelines**

Dear Ms. Roy:

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

Hemlock Utility Services Ltd.  
Complaints Guidelines in Compliance with Order G-153-21 dated June 18, 2021

Sincerely,

*Original signed by:*

Patrick Wruck  
Commission Secretary

/cmv  
Enclosure

# Hemlock Utility Services Ltd

#210- 8399 200<sup>th</sup> Street, Langley BC V1M 3C2  
604-882-0808

June 18, 2021

BCUC File 65268

B.C. Utilities Commission  
Sixth Floor, 900 Howe Street, Box 250  
Vancouver, BC V6Z 2N3

## **RE: Order G-153-21- Complaints guideline**

As per the above mentioned order Hemlock Utility Services is responsible to submit complaints guideline within 60 days of the order.

The complaints Process is described below:

### **PART 1 – Submitting a Complaint**

- Complaints will be tracked thru the website: [hemlockvalleyutilities.com](http://hemlockvalleyutilities.com)
- There is a button: “Click here to report a complaint” just above the BC Hydro Power outage bar
- When a customer submits a complaint thru the website, and email will go to the [info@hemlockvalleyutilities.com](mailto:info@hemlockvalleyutilities.com) email.
  - If a complaint comes by phone call or email:
    - Whoever takes the call/email, is either to submit the complaint on the website, or email the details to the info email and the Utility Team will be responsible for submitting thru website.

### **PART 2 – Responding to Complaints**

An email notification will appear in the directed email address. The team monitors this email on a daily basis and will connect with the customer within 48 hrs.

When people submit a complaint, a message will appear on the screen to inform them message has been sent and will take up to 48hrs to respond. Additionally, it notes for emergencies to contact the phone number listed.

Once a complaint is submitted thru the website, it automatically gets added to a google doc spreadsheet. On this spreadsheet the Team will be tracking how the customer was contacted, what other details are relevant, how the issue was resolved, and any required follow up.

PART3 – Ensuring Responses are being made on a timely manner.

Our accounting department, which is independent of the Utility team responsible for answer the complaints , has direct access to the Google Docs spreadsheet and will be able to monitor the progress on the complaints. If an issue is taking longer than 48 hrs to resolve or at minimum connect with the customer, the Accounting department will review and discuss with the team and make any necessary improvements in order to assure the customers complaints are properly dealt with.

An email will be sent to the Customers no later than the June 30, 2021 detailing the process for complaints.