

BC Hydro Rate Design Application – Module 2

Stakeholder Meeting – Tsay Keh Dene Council

Summary 26 October 2016 10:30 AM TO 11:30 AM Prince George Native Friendship Centre,
 Prince George

TYPE OF MEETING	Stakeholder Meeting
FACILITATOR	Shane Hiebert
PARTICIPANTS	Chief and Council, Tsay Keh Dene First Nations
BC HYDRO ATTENDEES	Daren Sanders, Manager, Customer Service Operations Shane Hiebert, Senior Regulatory Advisor, Regulatory & Rates Group Eva Hoffman Elofir, Relationship Manager, Customer Service Darin Thompson, Director, Regional Operations Sandy Reid, Manager, Non-Integrated Area Operations Lindsay Thompson, North Regional Manager Rian Hill, Manager, Northern Environment Carolyn Stock, Aboriginal Relations Lisa Whitney, Aboriginal Relations
AGENDA	<ol style="list-style-type: none"> 1. Presentation and Input Sought - BC Hydro RDA, Rate Structures, Electricity Consumption and Customer Characteristics 2. Presentation and Input Sought - Terms and Conditions of Service, proposed changes to Standard Charges and Customer Service Commitments 3. Next steps

MEETING MINUTES	
ABBREVIATIONS	NIA Non-Integrated Areas; BC Hydro's service territories not connected to BC Hydro's integrated electrical system REUS..... Residential End-Use Survey RDA Rate Design Application RIB Residential Inclining Block rate Zone I ... Rate zone that applies to all customers on BC Hydro's Integrated System Zone II.. Rate zone that applies to all Non-Integrated Area customers except for Bella Bella District (Zone IB)
1. PRESENTATION AND INPUT SOUGHT - BC HYDRO RDA, RATE STRUCTURES, ELECTRICITY CONSUMPTION AND CUSTOMER CHARACTERISTICS	
<u>Introduction</u> BC Hydro explained that the presentation is meant to be a primer, covering a wide range of information and topic areas related to BC Hydro's current Rate Design Application. BC Hydro emphasized that it wants to hear input on what areas or information Tsay Keh Dene thinks is particularly relevant or helpful to explore in BC Hydro's review of Non-Integrated Area Rate Structures and Terms and Conditions of service. <u>Rate Design Application and Rate Structures</u> BC Hydro presented information on the Rate Design Application, the Non-Integrated Area and broad considerations that BC Hydro looks at when reviewing rate structures. BC Hydro then presented information on the Zone II rate structures and in particular, the components of the Zone II residential rate. <u>Community Electricity Use and Customer Characteristics</u> BC Hydro presented information comparing the current Zone II Residential Rate and the Zone I Residential Inclining Block (RIB) rate. BC Hydro explained that monthly differences in bill amounts differences are relatively small until monthly consumption approaches the 2000 kWh per month consumption level. It is also explained that between 1125 and 1700 kWh per month, Zone II customer bills are slightly lower than if customers were billed on the Zone I RIB rate. Beyond the 2000 kWh per month consumption level, bill amounts for Zone II residential customers start to become more expensive compared with the Zone I RIB rate.	

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BC Hydro then showed Tsay Keh Dene a profile of community electricity use covering the period April 2014 to March 2015, which showed that electricity use for the mid-point Tsay Key Dene customer was in the region of 30% higher than the Zone II mid-point customer in the winter months and around 15-20% higher in non-winter months.

Tsay Keh Dene advised that the Band covers housing, health care and electricity for the community. Because Tsay Key Dene residents do not directly pay the electricity bill, they are not as motivated to reduce electricity consumption.

Tsay Keh Dene commented that there is limited access to affordable heating options for their community. Natural gas is not available.

Tsay Keh Dene would like to know the average consumption level for integrated system communities (Zone I) vs non-integrated communities. This information is provided as Attachment A.

Customer Characteristics

BC Hydro presented information from the 2012 Residential End Use Study comparing Zone II and Zone I customers. The results showed that most Zone II residential customers live in single detached and mobile homes whereas in Zone I, a majority of residential customers live in townhomes and apartments. As well, in Zone II, water heating is almost entirely heated by electricity whereas most Zone I customers heat water with natural gas. BC Hydro also noted that the number of residents per account is similar across both rate zones. As well, the percentage of customers using electricity for space heating was also similar.

Tsay Keh Dene asked if they could be provided with a list of questions that BC Hydro asked residential customers so that it can consider what other customer characteristics BC Hydro may wish to investigate. BC Hydro agreed to forward a copy of the 2012 REUS questionnaire to Tsay Keh Dene. The 2012 REUS questionnaire is provided at Attachment B1. The 2017 REUS questionnaire, which was recently sent out to a large proportion of Zone II customers, is also provided as Attachment B2.

2. PRESENTATION AND INPUT SOUGHT - TERMS AND CONDITIONS OF SERVICE, PROPOSED CHANGES TO STANDARD CHARGES AND CUSTOMER SERVICE COMMITMENTS

Terms and Conditions / Proposed Changes to Standard Charges

BC Hydro explained that the general Terms and Conditions for all customers were last reviewed in 2007 and that BC Hydro proposed a number of changes to make the wording easier to understand as well as updates to the standard charges. BC Hydro provided a table showing that most charges were unchanged or reduced.

Customer Service Commitments

BC Hydro described the customer service commitments that BC Hydro made during the Rate Design Application Module 1 that are relevant to remote community customers, including a customer service presence in the Prince George office as well as considering improvements to customer service for remote community customers.

Tsay Keh Dene stated that they would like to have a conservation handbook or guide for residents to help reduce energy consumption in the community.

Tsay Keh Dene also commented that mail is not consistently delivered to Reserve Communities. Just because a notice has been sent by BC Hydro does not mean that it was received by the band or individual.

3. Next Steps

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Input – Tsay Keh Dene asked that BC Hydro come to talk to the community about the design of NIA rates, and terms and conditions. BC Hydro committed to provide more information for their community with details to follow. Tsay Keh Dene's energy manager will also provide additional feedback on how Tsay Keh Dene can participate in the NIA Rates discussion as part of the RDA Module 2.

Electricity Consumption Comparisons – BC Hydro to add Zone I consumption information to future customer presentations.

Customer Characteristics - BC Hydro will provide the 2012 REUS Questionnaire to Tsay Keh Dene for review and feedback.

Low Income Advisory Council - Tsay Keh Dene to advise BC Hydro if they are interested in participating in the Low Income Advisory Council. The Zone II Ratepayers Group, which BC Hydro understands represents Tsay Key Dene, is a participant in the Low Income Advisory Council.