

Schedule 4.2 - Attachment A: Customer Care Services

Nbr	Service Component	Service Element	Service Element Description & Supporting Activities	Approve	Assist	Requirements	Perform	Recommend	Domain	Comments
1	Billing	Calculate Bills	Apply the Tariff, Policies and documented billing procedures to customer consumption data by approved Meter Reading and Billing Schedule.	X	X	X	X	X		
2			Apply appropriate tariff, policy and/or guidelines			Tariff or Policy	ABSBC		Customer Care Services	
3			Interpretation of tariff and/or policy as required		BCH					
4			Maintain a record of historical and current tariff rates and provide as required				ABSBC		Customer Care Services	
5			Maintain un-metered charge type and code definitions per Tariff and/or policy			Tariff or Policy	ABSBC		Customer Care Services	
6			Apply edits to audit and resolve billing, meter and system issues				ABSBC		Customer Care Services	
7			Apply applicable meter/unmetered/account data			Tariff or Policy	ABSBC		Customer Care Services	
8			Confirm meter/ unmetered/ account data as required		BCH					
9			Calculate and apply applicable taxes and levies			Tariff or Policy	ABSBC		Customer Care Services	
10			Interpretation of taxes and levies as required		BCH					
11			Apply appropriate adjustments and/or reversals to produce a corrected invoice				ABSBC		Customer Care Services	
12			Provide rate increase and rate rollback as a billing adjustment as long as it is supported by existing billing system functionality				ABSBC		Customer Care Services	
13			Confirm meter/account data or field investigation as required		BCH					
14			Manage estimation routines				ABSBC		Customer Care Services	
15			Apply estimating routines (Move in/Move Out, Scheduled/Non-Scheduled) per established guidelines				ABSBC		Customer Care Services	
16			Apply interest calculations per established policy and Tariff			Tariff or Policy	ABSBC		Customer Care Services	
17			Maintain posting of historical and current interest rates and provide as required				ABSBC		Customer Care Services	
18			Set-up and maintain billing line items for un-metered charges such as fixed supply charges and a minimum charge			Policy	ABSBC		Customer Care Services	
19			Apply standard charges and other non-energy charges per the Tariff and/or as directed by BCH			Tariff or BCH	ABSBC		Customer Care Services	
20			Apply billing instructions.		BCH		ABSBC		Customer Care Services	
21			Provide information and respond to inquiries related to the bill				ABSBC		Customer Care Services	
22			Manual intervention and/or monitoring of a customer account in response to a customer issue				ABSBC		Customer Care Services	
23			Maintain and update rate tables and charges in billing system			Tariff	ABSBC		Customer Care Services	
24			Manage all systems necessary for the calculation of consumption and/or charges			Tariff or Policy	ABSBC		Customer Care Services	
25			Provide Customer Care Billing training and manage training material			Tariff or Policy Training Manual	ABSBC		Customer Care Services	
26			Provide input to training material related to policy, tariff changes				BCH			
27		Customer Bill Issuing	Issue bills per approved BC Hydro standards and schedule	X	X	X	X	X		
28			System formatting of the standard bills				ABSBC		Customer Care Services	
29			Printing of the standard bills includes duplicates				ABSBC		Customer Care Services	
30			Create, maintain and provide annual Meter Reading and Billing schedule	BCH			ABSBC		Customer Care Services	
31			Manage service address and mailing address accuracy				ABSBC		Customer Care Services	
32			Issue customer bills in accordance with approved Meter Reading and Billing schedule				ABSBC		Customer Care Services	
33			Issue customer bills at a frequency consistent with BCH policy and/or guidelines			BCH	ABSBC		Customer Care Services	
34			Prepare and issue collective invoices and collective statements				ABSBC		Customer Care Services	
35			Provide electronic downloads to customers (e.g. Data Plus)				ABSBC		Customer Care Services	
36			Resolve out of balance situation and prepare invoice and issue corrected invoice				ABSBC		Customer Care Services	
37			Prepare and mail copy invoice when an invoice is destroyed within the bill print process				ABSBC		Customer Care Services	
38			Prepare and mail copy bill when requested by customer.				ABSBC		Customer Care Services	

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39			Prepare and mail enlarged invoice for visually impaired customers				ABSBC		Customer Care Services	
40			Create and supply bill inserts. This excludes billing related materials				BCH			
41			Insert bill stuffers to a maximum weight which maintains the bill package within the postage limits				ABSBC		Customer Care Services	
42			Manual bill stuffing of multiple BC Hydro bills to the same customer (in the same envelope)				ABSBC		Customer Care Services	
43			Confirm that customers are billed				ABSBC		Customer Care Services	
44			Manage appropriate postage process and contract and mail all bills				ABSBC		Customer Care Services	
45			Maintain electronic bill presentation system				ABSBC		Customer Care Services	
46			Manage on-line customer service content	BCH	BCH		ABSBC		Customer Care Services	
47			Manage all systems necessary for the issuance of invoices				ABSBC		Customer Care Services	
48		Power & Special Billing	The general principles under calculate bills and bill issuing apply to this section. Contracts or rates will dictate whether a customer and/or account will require special handling.							
49			Manual calculation, production and issuing of account invoices when accounts require special handling.				ABSBC		Customer Care Services	
50			Maintain inventory for unmetered services and irrigation				ABSBC		Customer Care Services	
51			Provide inputs to inventory for unmetered services				ABSBC BCH Municipalities		Customer Care Services	
52			Assist in issues associated with inventory of unmetered services				BCH			
53		Power Smart Billing	The general principles under calculate bills and bill issuing apply to this section. Perform billing services for BC Hydro Power Smart Programs							
54			Provide annual program or initiative plan including contacts for each of the programs included in the plan				BCH			
55			For new programs jointly develop an implementation schedule		ABSBC		BCH		Customer Care Services	
56			Based on annual plan, request updates on program status from BC Hydro to maintain knowledge of requirements		BCH		ABSBC		Customer Care Services	
57			Calculate and apply appropriate program or initiative charges to customer accounts				ABSBC		Customer Care Services	
58			Provide BC Hydro with reporting and provide standard analysis via agreed report format that includes summary financial and volume information				ABSBC		Customer Care Services	
59		Maintain customer information	Perform administration to maintain accurate current and historical customer account information							
60			Maintain current and historical data for customer accounts per appropriate policies and regulations.		BCH		ABSBC		Customer Care Services	
61			Respond to Freedom of Information requests and requests for historical information				ABSBC		Customer Care Services	
62			Manage record retention and confidential destruction of customer records according to policy		BCH	Policy	ABSBC		Customer Care Services	
63		Provide Billing Methods	Provide customers with Billing Plans in accordance with the Tariff.							
64			Establish and maintain billing plans for customers				BCH ABSBC		Customer Care Services	
65			Establish and maintain billing plans in the billing system in accordance with the Tariff	BCH			ABSBC		Customer Care Services	
66			Recommend new billing methods as appropriate	BCH			ABSBC		Customer Care Services	
67			Prepare impact assessments on selected new billing methods	BCH	BCH		ABSBC		Customer Care Services	
68			Manage implementation of approved new billing methods	BCH			ABSBC		Customer Care Services	
69			Report and provide standard analysis via agreed report format on number of customers on each billing method				ABSBC		Customer Care Services	
70	Payments	Payment Processing	Manage, operate and maintain the activities, systems and business processes involved in payment processing including payment adjustments made by request or direction of appropriately authorized individuals/ organizations and error correction. Applying any payment debit/credit entries on accounts. Maintain record of all payment activities.							

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71			Post and apply utility and non-utility payments from approved payment channels (e.g. financial institutions, payment partners, Government Agents, Pharmasave, via collection agency, pay stations and drop boxes, by mail, preauthorized payments)				ABSBC		Customer Care Services	
72			Processing return payments, post to account and charge for the return as per tariff and policy			Tariff, Policy	ABSBC		Customer Care Services	
73			Mail customer refund cheques per regular and/or special mailing instructions after appropriate approvals are obtained			Policy	ABSBC		Customer Care Services	
74			Issue stop payment and reapply credit to account			Policy	ABSBC		Customer Care Services	
75			Reconcile security deposit balance in CCS to general ledger				ABSBC		Customer Care Services	
76			Prepare journal entries for miscellaneous payments (e.g. employee telephone use)			Policy	ABSBC		Customer Care Services	
77			Preparing supporting documentation for approval of miscellaneous write-offs and process once approved.		BCH	Policy	ABSBC		Customer Care Services	
78			Approves miscellaneous write-offs			Policy	BCH			
79			Reconcile deposit amounts per bank statement to CCS (e.g. nightly finance report) or PeopleSoft (e.g. daily balancing report) as appropriate, correct or request correction as required (e.g. GL entries).				ABSBC		Customer Care Services	
80			Reconcile EFT deposits to customer's payment confirmation email				ABSBC		Customer Care Services	
81			Investigate, deposit and post payment exceptions to customer account. Unidentified payments posted to suspense account until identified.			Backbilling Policy, Tariff	ABSBC		Customer Care Services	
82			Maintain and publish record of unidentified payments listing				ABSBC		Customer Care Services	
83			Respond to customer/ operational inquiries including necessary investigation and resolve payment processing errors				ABSBC		Customer Care Services	
84			BC Hydro provides GL codes for all accounts and updates as needed. BCH sets up GL codes				BCH			
85			Update procedures and systems to reflect GL codes as directed by BCH				ABSBC		Customer Care Services	
86			Update procedures and systems to reflect banking information as directed by BCH		BCH		ABSBC		Customer Care Services	
87			BC Hydro provides updated banking information as necessary. BCH sets up and closes bank accounts.				BCH			
88			Reconciliation of bank statement to related GL account		BCH		ABSBC		Customer Care Services	
89			BCH will respond to inquiries regarding reconciling items				BCH			
90			Establishing/maintaining PPP accounts received from customers by written request				ABSBC		Customer Care Services	
91		Provide payment options	Provide options for the payment of accounts receivable							
92			Manage drop-box payment process including drop-box pickup		BCH		ABSBC		Customer Care Services	
93			Manage payments received via royal mail				ABSBC		Customer Care Services	
94			Manage collection agencies remittance process				ABSBC		Customer Care Services	
95			Pay commissions to the collection agency				ABSBC		Customer Care Services	
96			Reconcile received payments and commissions from collection agencies		SP		ABSBC		Customer Care Services	
97			Manage various payment option processes including: - post-dated cheques - EFT - credit cards - pre-authorized bank debit (PPP) - drop-boxes - third-party providers (e.g. payment partners, SpectraPay, pay stations, collection agencies) - financial institutions (e.g. electronic channels, over the counter) - royal mail		BCH		ABSBC		Customer Care Services	
98			Renew vendor contracts as appropriate and assist with escalation of vendor issues		BCH		ABSBC		Customer Care Services	
99			Report and provide standard analysis via agreed report format on payment activities				ABSBC		Customer Care Services	

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100	Credit & Collections	Assess credit risk of new customers and apply appropriate practice	Activities associated with determining the credit risk of new customers in existing premises							
101			Determine credit risk status for new customers			Tariff, Policy	ABSBC		Customer Care Services	
102			Apply tariff rules to establish appropriate form of security on all new customers at time of application. Work done by BCH(e.g. Grow Ops, Fire, Alterations, New Service Applications) is excluded.		BCH	Tariff, Policy	ABSBC		Customer Care Services	
103			Place customers choosing to provide external credit references on secured plan at time of application. Update account after references are provided and approved			Tariff, Policy	ABSBC		Customer Care Services	
104			Explain security deposit payment options to customers (e.g. methods, locations, channels of payment)			Tariff, Policy	ABSBC		Customer Care Services	
105			Conduct name searches for previous Hydro accounts to establish a credit history and credit risk. Work done by BCH (e.g. Grow Ops, Fire, Alterations, New Service Applications) is excluded.			Credit & Collections Procedures	ABSBC		Customer Care Services	
106		Reassess collection risk of existing customers	Activities involved to reassess collection risk of customers							
107			Review accounts to ensure they are adequately secured in compliance with tariff at the time of each credit review			Tariff, Policy, Credit & Collections Procedures	ABSBC		Customer Care Services	
108			Request additional/new security in accordance with the tariff if warranted		BCH		ABSBC		Customer Care Services	
109		Collect security deposits and manage secured billing options	Activities involved in the collection of security deposits and the management of secured billing options.							
110			Calculate security deposit amounts using the appropriate tariff guidelines or as agreed to with BCH.			Policy	ABSBC		Customer Care Services	
111			Collect security deposit. If payment arrangement is required, negotiate installment amounts for the payment of security deposits				ABSBC		Customer Care Services	
112			Inform customers regarding receipt of Security Deposits, except for ESCC initiated security deposits (Confirmation of security deposits is on the customers invoice).				ABSBC		Customer Care Services	
113			Issue Security Deposit receipts to customers from ESCC (Confirmation of security deposits is on the customers invoice).				BCH			
114			Confirm collection of security deposit , except for ESCC initiated security deposits (Confirmation of security deposits is on the customers invoice).				ABSBC		Customer Care Services	
115			Confirm collection of security deposits initiated from ESCC. (Confirmation of security deposits is on the customers invoice).				BCH		Customer Care Services	
116			Review cash security deposits release dates and refund as per tariff/BCH policy			Policy, Tariff	ABSBC		Customer Care Services	
117			Prepare and issue T5 forms for security deposit interest per Canadian Revenue Agency			Legislation	ABSBC		Customer Care Services	
118			Collect, record and store non-cash security deposits				ABSBC		Customer Care Services	
119			Review non-cash security deposits and return or renew as per tariff/BCH policy			Policy	ABSBC		Customer Care Services	
120		Credit Assessment & Recommendations	Perform activities associated with assessing credit risk related to PowerSmart Incentives							
121			When requested, evaluate and recommend credit worthiness and level of accumulated exposure and risk for PowerSmart Incentives projects under \$1M in value	BCH	BCH		ABSBC		Customer Care Services	
122			Provide a semi-annual report on the declining exposure by business partner and programs				BCH			
123			Provide information that forms the basis for the assessment. Approve the final credit recommendation.				BCH			
124		Manage insolvent accounts	Perform activities associated with managing insolvent accounts							

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125			Maintain, process and collect (where applicable) all insolvency proceedings related to utility and Sundry receivables		BCH	Policy, Legislation	ABSBC		Customer Care Services	
126			Recommend timing of sale of stocks received as payment on insolvent accounts.				BCH			
127		Manage collection process	Perform activities associated with management of collection processes to improving cash flow, minimizing Bad Debt loss and balancing Customer Satisfaction							
128			Operate and Maintain all systems used to support the credit and collections processes				ABSBC		Customer Care Services	
129			Provide standard analysis via agreed report format for security deposits, credit and collection activities, bad debt and receivables				ABSBC		Customer Care Services	
130			Create, maintain, deliver and attend relevant credit and collections training				ABSBC		Customer Care Services	
131			Manage operations to minimize Bad Debt and mitigate losses			Policy, Tariff	ABSBC		Customer Care Services	
132			Develop and maintain the Collection Policy. Notify ABSBC in advance of changes and discuss with ABSBC on impact to SLAs		ABSBC		BCH			
133			Develop and maintain the collection procedures		BCH		ABSBC		Customer Care Services	
134			Assist with interpretation of BCH policy or tariff. Collaborate on changes to procedures resulting in customer and cash flow/bad debt impact.				BCH			
135			Arrange and follow-up on payment arrangements				ABSBC		Customer Care Services	
136			Maintain the text of collection correspondence	BCH		Debt Collections Act	ABSBC		Customer Care Services	
137			Print collection correspondence and manage timing of seasonal messaging (e.g. system generated messages, manual messages, and overdue notices, sub-zero warning)				ABSBC		Customer Care Services	
138			Manage and record credit events to completion and take intervention actions and handle exceptions as required				ABSBC		Customer Care Services	
139			Where appropriate use external information (by using tools such as BC Online, D&B, Equifax, etc.) to make credit or collection decisions				ABSBC		Customer Care Services	
140			Manage Rental Premise Agreements procedures (for accounts in review or through customer contact)				ABSBC		Customer Care Services	
141			Issue order to check previously disconnected meters for consumption where applicable and action as necessary				ABSBC		Customer Care Services	
142		Collect active account balances	Perform activities associated with collection of active electricity accounts							
143			Manage active account collection process				ABSBC		Customer Care Services	
144			Process and follow-up on returned bills to resolution				ABSBC		Customer Care Services	
145			Set up and maintain Dunning matrix		BCH	Policy, Tariff	ABSBC		Customer Care Services	
146			Set up alternative billing and/or payment arrangements for particular Customers (e.g. GAIN customers, annual adjustment deferrals, switch meter amount deferrals)			Policy	ABSBC		Customer Care Services	
147		Collect Sundry account balances	Managing and coordinating the collection of Sundry accounts							
148			Retention of existing Conditional Sales Agreements until expiry				ABSBC		Customer Care Services	
149			Designate appropriate contacts accountable for resolving Sundry Accounts Receivable issues				BCH		Customer Care Services	
150			Monitor the overdue Sundry Accounts Receivables and communicate status of account to designated contacts				ABSBC		Customer Care Services	
151			Request authorization to proceed with collection action from designated contacts for overdue invoices				ABSBC		Customer Care Services	
152			Resolve disputed invoices and/or authorize collection action				BCH			
153			If collection action is authorized, complete collection action for account				ABSBC		Customer Care Services	
154			Reverse finance or LPC charges where appropriate				ABSBC		Customer Care Services	
155			If collection actions have been exhausted, recommend write-off of Sundry Accounts				ABSBC		Customer Care Services	
156			Approve write-off of Sundry Accounts				BCH			

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157			Write-off Sundry Accounts only with authorization				ABSBC		Customer Care Services	
158		Collect closed account balances	Perform activities associated with collection of closed electricity accounts							
159			Manage closed account collection process				ABSBC		Customer Care Services	
160			Set up and maintain Dunning matrix			Policy	ABSBC		Customer Care Services	
161			Process and follow-up on returned bills to resolution, does not include items without a scanner code.				ABSBC		Customer Care Services	
162			Provide credit references on accounts (message on final bill and reference letters on request) on customer request				ABSBC		Customer Care Services	
163		Manage unsigned energy	Perform activities associated with application and collection process for unsigned energy							
164			Manage unsigned energy application / collection process, where consumption exists, to mitigate revenue loss including identifying responsible parties and issuing bills				ABSBC		Customer Care Services	
165		Agency Administration	The activities involved in managing the final bill portfolio assigned to third party collection agencies							
166			Assign accounts to Agencies based on performance and collection strategies and recall accounts from Agency as appropriate (includes utility and Sundry accounts)				ABSBC		Customer Care Services	
167			Select Agencies that will be used for collections			Policy	ABSBC		Customer Care Services	
168			Manage customer accounts assigned to Agencies				ABSBC		Customer Care Services	
169			Administer reporting of customer non-payment to credit rating company				ABSBC		Customer Care Services	
170			Assist Agencies in response to customer disputes of amounts outstanding				ABSBC		Customer Care Services	
171			Approve Agencies proceeding with legal action under \$10K		BCH		ABSBC		Customer Care Services	
172			Approve proceeding with legal action over \$10K		ABSBC		BCH			
173			Assist Agencies and BCH in filing defenses	BCH	BCH		ABSBC		Customer Care Services	
174			Prepare background information for legal proceedings and support BC Hydro legal council during court proceedings (including participating in court proceedings on BCH's behalf)	BCH	BCH		ABSBC		Customer Care Services	
175			Performance management of Agencies				ABSBC		Customer Care Services	
176			Respond to complaints from customers regarding the agencies		BCH		ABSBC		Customer Care Services	
177			As appropriate, review agency documents that are mailed to customers				ABSBC		Customer Care Services	
178			Approve customer correspondence used by collection agencies		BCH	Policy	ABSBC		Customer Care Services	
179			Assist ABSBC by approving customer correspondence used by collection agencies on an exception basis				BCH			
180			Operate and maintain Agency administration system (e.g. ATLAS)				ABSBC		Customer Care Services	
181			Provide operational report that measures the # of closed accounts referred over \$25 in a month divided by total closed accounts in a month. The % will remain consistent with past practice unless a change is agreed to by BCH.	BCH			ABSBC			
182		Warn on Disconnect/ Reconnect Process	Apply credit policy/ procedure to warn customer when account becomes overdue. This does not include Customers Damage and Diversions							
183			Review accounts for disconnect eligibility				ABSBC		Customer Care Services	
184			Provide verbal or written initial and final notice of disconnection (includes short-warn and terms of reconnection)			Policy	ABSBC		Customer Care Services	
185			Make payment arrangements as appropriate			Policy	ABSBC		Customer Care Services	
186			Confirm support for disconnect order from BCH when account qualifies as a high profile/ sensitive account			Policy LOB will provide guidelines for HP accts.	ABSBC		Customer Care Services	
187			Maintain all existing arrangements and protocols with municipalities regarding pre-notification prior to disconnection			Policy, City of Vancouver municipal agreement	ABSBC		Customer Care Services	

Nbr	Service Component	Service Element	Service Element Description & Supporting Activities	Approve	Assist	Requirements	Perform	Recommend	Domain	Comments
188		Disconnect Process	Apply credit policy / procedure to disconnect active/vacant accounts. Does not include customer damage and diversions.							
189			Approve and issue disconnect order				ABSBC		Customer Care Services	
190			Follow procedural requirements for sub-zero (72 hour) warning				ABSBC		Customer Care Services	
191			Schedule disconnection of single phase meters (not pole disconnects)				ABSBC		Customer Care Services	
192			Schedule disconnection of 3 phase meters and pole disconnects. Notification when activity does not occur within defined service window				BCH			
193			Disconnection of single phase meters (not pole disconnects)			Safety Policy	ABSBC		Customer Care Services	
194			Disconnection of 3 phase meters and pole disconnects			Safety Policy	BCH			
195			Disconnection of all meters within NIA (Non Integrated Areas). If collection of arrears made at time of disconnection, provide appropriate information to billing and remit payments			Safety Policy	BCH		Customer Care Services	
196			Complete investigation order for consumption at disconnected meter and take appropriate action				ABSBC		Customer Care Services	
197		Reconnect Process	Apply credit policy / procedure to reconnect accounts (check if payment received, reconnection charge raised) Does not include customer damage, reconnects requiring safety permits and diversions							
198			Deliver safety information to customer. Obtain contact information if appropriate.			Policy	ABSBC		Customer Care Services	
199			Confirm premise notes and record any access issues, i.e. keys, dogs, etc. on reconnect order			Policy	ABSBC		Customer Care Services	
200			Communicate and apply appropriate reconnection fee to the customer			Tariff	ABSBC		Customer Care Services	
201			Issue reconnection order			Policy, Tariff	ABSBC		Customer Care Services	
202			Schedule reconnection				BCH			
203			Reconnect meter				BCH			
204			Establish reconnection standard charges				BCH			
205			If reconnection not completed, reschedule reconnection				BCH			
206			Verify customers requesting an after hours reconnect have correct fee applied and adjust reconnection charge if necessary				ABSBC		Customer Care Services	
207	Call Center	Inbound Call Management (Telephone Calls)	The activities involved in providing call centre receipt of all inbound customer calls for general, billing, credit and collection, energy information and other non-trouble calls including updating customer information in the appropriate customer system.							
208			Provide and update reference materials and online content (Genius) to ABSBC call center agents to field calls. This includes policy and tariff as well as political/media events, input for training, new services and processes.				BCH			
209			Update training and on line materials (eg. Merlin) where appropriate and applicable				ABSBC		Customer Care Services / Transmission Services	
210			Receive customer calls and communications, and resolve customer inquiries and requests for information			Policy, tariff, legislation	ABSBC		Customer Care Services / Transmission Services	
211			Processing Move-In/Move-Outs including related credit activities confirmation of legal entities (eg. BC Online, PASS) account information collection, customer education of payments, billing & credit policies, as well as previous account searches as per credit & collection Schedule 4.2 services			Policy, tariff, legislation	ABSBC		Customer Care Services / Transmission Services	
212			Resolution of customer account issues and complaints		BCH	Policy Tariff Escalation Procedures	ABSBC		Customer Care Services / Transmission Services	

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213			Responding to credit and collection inquiries(e.g. negotiating payment arrangements or extensions; cancelling pending disconnections. Issuing trace payment requests, issue requests to recall accounts from collection agencies, refund requests, etc.)			Policy, tariff, legislation, credit and collection procedures	ABSBC		Customer Care Services / Transmission Services	
214			Responding to billing and consumption inquiries including referring to other areas as needed. (e.g. Receiving and entering customer-read meter readings; AOL; collective invoicing).				ABSBC		Customer Care Services / Transmission Services	
215			Educate customer on and initiate, change or cancel customer billing/payment plans			Policy, tariff	ABSBC		Customer Care Services / Transmission Services	
216			Responding to inquiries of a general nature not otherwise specified in this document (eg. vandalism, BCH recreational facilities, meter reading questions, BCTC, Powerex, Generation, etc.)		BCH	Policy, tariff, legislation, SME lists	ABSBC		Customer Care Services / Transmission Services	
217			Provide specialized subject matter experts to respond to customer inquiries of a complex nature that are not typical or covered by Genius or training				BCH			
218			Provide specialized subject matter experts to respond to customer inquiries of a complex nature that are not typical or covered by Genius or training				ABSBC		Customer Care Services / Transmission Services	
219			Maintain, manage and execute customer issue/complaint escalation procedures		BCH	Policy	ABSBC		Customer Care Services / Transmission Services	
220			Document customer complaints and calls of appreciation and share with BCH		BCH	Escalation Procedures	ABSBC		Customer Care Services / Transmission Services	
221			Document customer complaints and calls of appreciation and share with ABSBC				BCH			
222			Track and provide standard analysis via agreed report format on customer calls information and statistics (e.g. CTI System & IVR)				ABSBC		Customer Care Services / Transmission Services	
223			Refer customers to appropriate department in BC Hydro when applicable			SME List Escalation Procedures	ABSBC		Customer Care Services / Transmission Services	
224			Responding to ABSBC requests to resolve or to assist with resolving customer inquiries including updating of key contact lists.			Policy Tariff Legislation Escalation Procedures	BCH			
225			Create and maintain required business partner and account information (e.g. phone number, driver's license, date of birth)			Policy Legislation	ABSBC		Customer Care Services / Transmission Services	
226			Provide up to date energy, safety, environmental information to customers and Power Smart program information when applicable		BCH		ABSBC		Customer Care Services / Transmission Services	
227			Supply up to date energy, safety, environmental information and Power Smart program information				BCH			
228			Initiate service orders for internal ABSBC field activities (e.g. control read orders, investigation orders for stopped/broken meter, switched meter, deliver notices, etc.)				ABSBC		Customer Care Services / Transmission Services	
229			Initiate field service orders for BCH field activities (e.g. reconnects, maintenance orders - tree trimming, street/lease light, etc.) and respond back to customer				ABSBC		Customer Care Services / Transmission Services	
230			Perform field service order work (e.g. reconnects, maintenance orders - tree trimming, street/lease light, etc.				BCH			
231			Perform service order work (e.g. control read orders, investigate stopped/broken meter, switched meter, etc) and respond to customer as required				ABSBC		Customer Care Services / Transmission Services	
232			Provide notification of field services delivery availability/capacity for client performed activities				BCH			
233		Outbound Call Services	Provide outbound call centre services							

Nbr	Service Component	Service Element	Service Element Description & Supporting Activities	Approve	Assist	Requirements	Perform	Recommend	Domain	Comments
234			Perform all required outbound collection calls			Policy debt collection act, collection procedures	ABSBC		Customer Care Services / Transmission Services	
235			Return calls to customers when inbound call required a call back (e.g. research required, escalation)			Escalation procedures Policies Tariff	ABSBC		Customer Care Services / Transmission Services	
236			Initiate customer call when additional information / verification / clarification is required for correspondence or forms where appropriate				ABSBC			
237		Inbound Marketing Services	Provide inbound telemarketing services related to electricity services. (e.g. PowerSmart)							
238			ABSBC will support inbound campaign calls, utilizing a jointly defined and agreed call center volume forecast for agent-answered calls, as determined at least 2 weeks prior to campaign commencement. Maximum campaign call volumes at any time will be capped by the available ABSBC call center workstation capacity. If actual daily campaign call volumes exceed the daily forecasted campaign call volume by more than 5% and service levels are not achieved, BC Hydro will grant service level relief for the affected days on the appropriate customer care metrics (e.g. TSF). Campaigns with less than 2 weeks notice will be handled on a project basis if ABSBC cannot accommodate training and staffing requirements without incurring additional costs.				ABSBC BCH		Customer Care Services / Transmission Services	
239			Generate and provide reporting with standard analysis via agreed report format (e.g. CTI reporting, ACD reporting, IVR reporting for self-serve)		BCH		ABSBC		Customer Care Services / Transmission Services	
240		Outbound Marketing Services	Provide outbound telemarketing services on a per project basis.							
241			Plan initiatives and campaign events		ABSBC		BCH		Customer Care Services / Transmission Services	
242			Prepare customer information for initiatives and campaigns				BCH			
243			Process outbound calls for telemarketing campaign on an agreed to project basis				ABSBC		Rate Card	
244		Administration and Other Services	Provide a variety of administrative and other customer contact services							
245			Distribution of literature and/or customer account related forms				ABSBC		Customer Care Services / Transmission Services	
246			Production of (Creative and pre-production masters) for literature		ABSBC		BCH		Customer Care Services / Transmission Services	
247			Maintain and manage inventory of literature				ABSBC		Customer Care Services / Transmission Services	
248			Provide translation services for ESL customers during all Call Centre core hours (normal business and/or outage situations)				ABSBC		Customer Care Services / Transmission Services	
249			Maintain IVR scripting as appropriate, includes routine scripting and logic changes, including alternative language options for ESL customers	BCH		FOIPPA Legislation	ABSBC		Customer Care Services / Transmission Services	
250			Provide input and approve of IVR scripts, verbage and recording prior to implementation in production				BCH			
251			Operate and Maintain all systems required for customer contact operations and management including call Centre infrastructure (SW - e.g. CTI and Logical Agent) required to effectively operate the Call Centre		BCH		ABSBC		Customer Care Services / Transmission Services	
252			Maintain Call Centre infrastructure (HW, Telecomm., facilities, interconnectivity between Call Centres) required to effectively operate the Call Centre		ABSBC		BCH		Customer Care Services / Transmission Services	

Nbr	Service Component	Service Element	Service Element Description & Supporting Activities	Approve	Assist	Requirements	Perform	Recommend	Domain	Comments
253			Conduct, report and provide standard analysis via agreed report format on regular customer satisfaction surveys (currently done weekly and reported monthly)	BCH			ABSBC		Customer Care Services / Transmission Services	
254			Provide weekly call volume report and provide standard analysis via agreed report format for Customer Care and Trouble				ABSBC		Customer Care Services / Transmission Services	
255			Manage and perform call quality assurance process		BCH		ABSBC		Customer Care Services / Transmission Services	
256			Provide input and approval of evaluation criteria (e.g. scorecard, Quality document) for Quality Assurance. Participate in regular review of Quality Assurance results.				BCH			
257			Provide Customer Care CSR training		BCH	Policy, Tariff, Credit & Collection Procedures, Safety Procedures	ABSBC		Customer Care Services / Transmission Services	
258			Provide input to training material related to policy, tariff changes				BCH			
259			Provide annual reporting with standard analysis via agreed report format on benchmarking of customer satisfaction as per monthly customer satisfaction survey	BCH			ABSBC		Customer Care Services / Transmission Services	
260			Proactively manage vendor contracts associated with the delivery of call centre services (eg. SQM, Peripherals)		BCH		ABSBC		Customer Care Services / Transmission Services	
261			Renew vendor contracts as appropriate and assist with escalation of vendor issues		BCH		ABSBC		Customer Care Services / Transmission Services	
262		Process Correspondence	The activities involved in processing all non-telephone customer inquiries							
263			Record action on customer account				ABSBC		Customer Care Services / Transmission Services	
264			Track, sort and prioritize correspondence				ABSBC		Customer Care Services / Transmission Services	
265			Manage customer contact by processing required transactions, rerouting where required, replying by phone or mailing to customer				ABSBC		Customer Care Services / Transmission Services	
266			Process customer forms and applications (e.g. service, payment plans)				ABSBC		Customer Care Services / Transmission Services	
267			Filing customer service related contacts and records in accordance with BCH record retention policies and ensuring confidential destruction of sensitive/confidential information			Policy	ABSBC		Customer Care Services / Transmission Services	
268			Provide standard analysis and monthly reporting via agreed to report format on email, Royal Mail and fax correspondence				ABSBC		Customer Care Services / Transmission Services	
269	Meter Reading	Regular Meter Reading	The activities involved in capturing regular cycle meter reading data, addressing any related issues and meter issues for residential, commercial and industrial customers [Include Gulf Islands]							
270			Read residential electrical meters on a regular cycle basis according to the Tariff and Meter Reading and Billing Schedule			Tariff, Policy	ABSBC		Meter Reading Services	
271			Read all general rate class electrical meters on a regular cycle basis according to the Tariff and the Meter Reading and Billing Schedule			Tariff, Policy	ABSBC		Meter Reading Services	
272			Read Time of Use meters according to BC Hydro Guidelines			BCH	ABSBC		Meter Reading Services	
273			Upload Time of Use data from handheld into applicable software program				ABSBC		Meter Reading Services	
274			Retrieve Time of Use data from applicable software program				BCH			
275			Install meters according to BC Hydro Electric Meter Installation Guidelines				BCH			
276			Deliver electronic meter read data to the Customer Billing System through the administration of the Meter Reading Management System (MRMS) or equivalent system				ABSBC		Meter Reading Services	
277			Reset demand meters				ABSBC		Meter Reading Services	

Nbr	Service Component	Service Element	Service Element Description & Supporting Activities	Approve	Assist	Requirements	Perform	Recommend	Domain	Comments
278			Observe all existing and new meters and other distribution equipment and report breakage, broken seals, defective meters, tampering, vandalism, theft (of meters), non-registering, new meters, energy diversion detection, or any other hazard or need for repair				ABSBC		Meter Reading Services	
279			Investigate and resolve meter issues			Tariff, Policy	ABSBC		Meter Reading Services	
280			Monitor incomplete meter reading routes and deferred ledgers and complete appropriate corrective actions. Provide report with standard analysis in an agreed upon format to BC Hydro where incomplete routes have any significant community or customer impacts.				ABSBC		Meter Reading Services	
281			Perform rate checks and complete rate adjustments as required			Policy	ABSBC		Meter Reading Services	
282			Initiate and complete account and ledger estimates for unread meters				ABSBC		Meter Reading Services	
283			Maintain optimized meter reading routes				ABSBC		Meter Reading Services	
284			Make any changes or addition of new meter instructions, customer instructions or meter locations				ABSBC		Meter Reading Services	
285			Manage no access or no read issues	BCH		Policy and Process	ABSBC		Meter Reading Services	
286			Review and resolve accounts w/ dormant zero consumption meters for consideration of removal		BCH		ABSBC		Meter Reading Services	
287			Removal of dormant meters and service				BCH			
288		Special Meter Reads	The activities involved in capturing special off-cycle meter reading data and addressing any related issues for residential, commercial and industrial customers							
289			Read electric meters for off-cycle billings			BCH Policy	ABSBC		Meter Reading Services	
290			Read electric meters for check readings			BCH Policy	ABSBC		Meter Reading Services	
291			Deliver meter read information to billing system				ABSBC		Meter Reading Services	
292			Call and make appointments for access including key pickups				ABSBC		Meter Reading Services	
293			Management of special meter read schedules				ABSBC		Meter Reading Services	
294			Observe all existing and new meters and other distribution equipment and report breakage, broken seals, defective meters, tampering, vandalism, theft (of meters), non-registering, new meters, energy diversion detection, or any other hazard or need for repair				ABSBC		Meter Reading Services	
295			Investigate and resolve meter issues			Tariff, Policy	ABSBC		Meter Reading Services	
296			Manage any changes or addition of new meter instructions, customer instructions or meter locations				ABSBC		Meter Reading Services	
297			Processing of Special Reading Orders				ABSBC		Meter Reading Services	
298			Manage no access or no read issues	BCH			ABSBC		Meter Reading Services	
299		Area 33 including Irrigation Meter Reads	The activities involved in capturing area 33 meter reading data and addressing any related issues for commercial and industrial customers							
300			Manage Non Irrigation Area 33 meter reading schedule according to Tariff and BC Hydro policy			Tariff, Policy	ABSBC		Meter Reading Services	
301			Manage Irrigation Area 33 meter read schedules according to Tariff and BC Hydro policy				ABSBC		Meter Reading Services	
302			Read Area 33 meters according to Tariff and BC Hydro policy, and verify load and horsepower				ABSBC		Meter Reading Services	
303			Deliver Area 33 meter read information to billing system				ABSBC		Meter Reading Services	
304			Observe all existing and new meters and other distribution equipment and report breakage, broken seals, defective meters, tampering, vandalism, theft (of meters), non-registering, new meters, energy diversion detection, or any other hazard or need for repair				ABSBC		Meter Reading Services	
305			Investigate and resolve meter issues			Tariff, Policy	ABSBC		Meter Reading Services	
306			Remark readings on account				ABSBC		Meter Reading Services	
307			Manage Special Read Service Order to BCH Field Services				ABSBC		Meter Reading Services	
308			Complete Service Order Request to activate and read electronic meters and provide list of follow up with Field Services to completion				BCH			

Nbr	Service Component	Service Element	Service Element Description & Supporting Activities	Approve	Assist	Requirements	Perform	Recommend	Domain	Comments
309		Infrastructure and support	Provide and manage the technology required to read electric meters and transmit data to the billing system							
310			Manage replacement and delivery of handheld meter reading devices	BCH			ABSBC		Meter Reading Services	
311			Manage software, systems and hardware to collect and transmit meter reading data	BCH			ABSBC		Meter Reading Services	
312			Provide and maintain network to transmit meter reading information to and from the meter reading system				ABSBC		Meter Reading Services	
313			Maintain meter reading data interface to the billing system (e.g. upload/download)				ABSBC		Meter Reading Services	
314		Meter Reading Administration and Other Services	General and other activities associated with providing meter reading services							
315			Identify types of meter seals to be used				BCH			
316			Provide meter seals				BCH			
317			Install meter seals according to proper specification for Reset Demand meters, Sealing meters after disconnect, routine reseal of vandalized meters				ABSBC		Meter Reading Services	
318			Provide BC Hydro branding to Meter Readers: Uniforms and Vehicles			BCH	ABSBC/ BCH		Meter Reading Services	
319			Employees wear correct BC Hydro branded uniform when performing meter reading and field work on behalf of BC Hydro				ABSBC		Meter Reading Services	
320			Develop and maintain key management procedure	BCH			BCH, ABSBC		Meter Reading Services	
321			Provision of all new key vault related activities				BCH			
322			Maintain key vault related activities according to key management procedure				ABSBC		Meter Reading Services	
323			Obtain required access keys from customers		BCH		ABSBC		Meter Reading Services	
324			Maintain and manage the inventory of access keys including providing security for keys				ABSBC		Meter Reading Services	
325			Provision of keys to BC Hydro including sub-contractors			Policy	ABSBC		Meter Reading Services	
326			Provision of customer surveys (i.e. ePlus and Leased Lights)		BCH		ABSBC		Meter Reading Services	
327			Track and report on Meter Reading Customer Complaints		BCH		ABSBC		Meter Reading Services	
328			Identify service address discrepancies and remark correct service address				ABSBC		Meter Reading Services	
329			Provide and demonstrate safety training program and enforce safety protocol		BCH		ABSBC		Meter Reading Services	
330			Administer the prepaid metering system		BCH		ABSBC		Meter Reading Services	
331	Emergency Restoration	Trouble Call Processing	Perform activities related to trouble call processing and management including coordination with BC Hydro							
332			Answering customer calls during Customer Care core hours for routine and storm outage circumstances and providing information				ABSBC		Customer Care Services	
333			Answering customer calls per BC Hydro's request during Customer Care non-core hours for routine and storm outage circumstances and providing information. <i>The first 400 hours per month will be billed at the Customer Care Emergency VRC rate and additional hours billed at the Rate Card.</i>				ABSBC		VRC/ Rate Card	
334			Provide 200 minutes of translation services for ESL customers. Translation services over 200 minutes will be billed quarterly or semi-annually, at \$20 per invoice and \$3 per minute. This service will be available 24 hours per day and 365 days per year.				ABSBC		Agreed Rates in Description	
335			Answering customer calls during non-Customer Care hours for routine and storm outage circumstances and providing information				BCH			
336			BCH provide current information and status on outage situations to ABSBC / LOBs				BCH			
337			Make request for Call Centre resourcing for trouble events				BCH			
338			Provide Call Centre resourcing for trouble events				ABSBC		Customer Care Services	
339			Data entry of trouble and other outage information received from customers into CCS or through other means as requested.				ABSBC		Customer Care Services	
340			Respond to BCH requests to clarify and validate trouble call information				ABSBC		Customer Care Services	

Nbr	Service Component	Service Element	Service Element Description & Supporting Activities	Approve	Assist	Requirements	Perform	Recommend	Domain	Comments
341			Validate trouble call information				BCH			
342			Provide update on anticipated weather systems				BCH			
343			Develop trouble call training	BCH			ABSBC		Customer Care Services	
344			Deliver trouble call training		BCH		ABSBC		Customer Care Services	
345			Provide update to media sources		BCH		BCH			
346		Emergency Services	Emergency Services							
347			BCH can request ABSBC FSO personnel assist with guiding crews to specific locations for restoration work during an emergency. Potential service level impacts will be identified and documented in response to the request. This work will be completed and billed in accordance with the Emergency Rate Card.		BCH		ABSBC		Rate Card	
348	Service Conn. & Disc.	New Connections	Obtain customer information, create service orders, design service supply and connect customers							
349			Handle all customer requests and applications for new service orders. Applications to for alterations orders are handled by ABSBC.		ABSBC		BCH			
350			BCH checks for remarks in billing system pertaining to illegal activities such as grow-ops and diversions				BCH			
351			Obtain service information details				BCH			
352			Create service orders and gather all electrical distribution system information. Establish electrical rate and applicable service charges and agree on connection date with customer				BCH			
353			Check for existing customer				BCH			
354			Collect payments in advance from customers without established credits				BCH			
355			On the Electrical Distribution system, check for adequate distribution plan and determine need for upgrade				BCH			
356			Receive and process permits and declaration forms from contractors and inspection authorities				BCH			
357			Conduct site checks and/or refer tree trimming to Vegetation for proper clearance; establish service contact point and provide supply voltage class to customers				BCH			
358			Design electrical system				BCH			
359			In U/G service, Civil Inspector will inspect and verify the work is built in accordance to BCH standard				BCH			
360			Provide cost of service and service application or agreement form to customers				BCH			
361			If vegetation problems are suspected, refer tree trimming to Vegetation for proper clearance				BCH			
362			BCH staff to review billing system for out of date and irrelevant remarks and remove them as required				BCH			
363			Confirm scheduled connection date and print service orders at appropriate Field Services office				BCH			
364			Dispatch service order				BCH			
365			Perform service connection and install meter according to BC Hydro connection standard and guidelines				BCH			
366			For Design jobs, issue Service Order upon receipt of the payment.				CP&O			
367			Return service orders to the Line Dispatcher after noting all connection information				BCH			
368			Advise Line Dispatcher for service orders not completed due to not meeting BCH standards and guidelines and advise customer				BCH			
369			Update Service Order Request				BCH			
370			Check, complete and file service orders for correctness and update electrical distribution system				BCH			
371			Manage service order for correctness and complete as required.		BCH		ABSBC		Customer Care Services	
372		Disconnect Services - Customer Request	Obtain customer information, create service orders and disconnect customers							
373			Handle all customer requests and applications (Web site, fax, phone)		ABSBC		BCH			

Nbr	Service Component	Service Element	Service Element Description & Supporting Activities	Approve	Assist	Requirements	Perform	Recommend	Domain	Comments
374			Confirm the request is legitimate and requestor is entitled to make the disconnect request. Provide information on account status prior to disconnect				ABSBC		Customer Care Services	
375			BCH staff checks for remarks in billing system pertaining to illegal activities such as grow-ops and diversions				BCH			
376			Create service orders and gather all electrical distribution system information; establish applicable service charges				BCH			
377			Schedule disconnections and print service orders at the appropriate Field Services offices				BCH			
378			Dispatch service order				BCH			
379			Perform service disconnection and remove meter				BCH			
380			Return service orders to the Line Dispatcher after noting all connection information				BCH			
381			Advise Line Dispatcher for service orders not completed due to not meeting BCH standards and guidelines and advise customer				BCH			
382			Update Service Order Request				BCH			
383			Check, complete and file service orders for correctness and update electrical distribution system				BCH			
384			Manage service order for correctness and complete as required.		BCH		ABSBC		Customer Care Services	
385		Disconnect Services -illegal activities	Receive information or request from law enforcement, inspection authorities, and security services.							
386			Dispatch disconnect request				BCH			
387			Note disconnection and/or removal information				BCH			
388			Forward disconnection information to appropriate parties				BCH			
389			Create service order to cover disconnection and/or meter removal.				BCH			
390			Check for remarks in billing system and update or add new remarks as appropriate				BCH			
391			Check, complete and file service orders for correctness and update electrical distribution system				BCH			
392			Manage service order for correctness and complete as required.		BCH		ABSBC		Customer Care Services	
393	Enhanced Billing	Meter Reading	The activities involved in providing consumption and/or meter read information for Transmission customers.							
394			Add or replace master meter files where applicable		BCH		ABSBC		Transmission Services	
395			Analyze metering data for consistency and process meter adjustments if required. This may require an estimate				ABSBC		Transmission Services	
396			Inform Revenue Metering that there is an issue with the data download				ABSBC		Transmission Services	
397			Investigate to resolve issue				BCH			
398			Validate that issue identified was resolved correctly				ABSBC			
399			Confirm adequate back-up meter readings where applicable		BCH		ABSBC		Transmission Services	
400		Reading Technology	Provide and manage the technology required to download the telemetered accounts							
401			Operate and maintain the system software in order to download telemetered data from the customer's sites.				ABSBC		Transmission Services	
402			Maintain the interval metering data transfer process to the billing and other source systems				ABSBC		Transmission Services	
403		Calculate Transmission Customer Invoices	Perform all bill calculation and issuing activities related to Transmission billing requirements.							
404			Apply the Tariff, ESA rules, Policies and documented billing procedures established by BC Hydro		BCH		ABSBC		Transmission Services	
405			Receive special billing requests or information, analyze the request for appropriateness and implement on monthly invoices	BCH			ABSBC		Transmission Services	
406			Apply appropriate adjustments and/or reversals to produce a corrected invoice				ABSBC		Transmission Services	
407			Obtain appropriate approvals from BC Hydro for billing adjustments		BCH		ABSBC		Transmission Services	
408			Apply, maintain and calculate applicable taxes, tax exemptions and levies (e.g. electrolytic process exemptions)		BCH	Legis-lative	ABSBC		Transmission Services	

Nbr	Service Component	Service Element	Service Element Description & Supporting Activities	Approve	Assist	Requirements	Perform	Recommend	Domain	Comments
409			Establish and maintain legislated programs and initiatives (e.g. Power For Jobs and Job Protection Commission) billing rules and quarterly factors		BCH	Legis-lative	ABSBC		Transmission Services	
410			Review, process and obtain approvals for changes in billing that reflect special conditions in the ESA	BCH		ESA	ABSBC		Transmission Services	
411			Apply interest calculations per ESA/Tariff and established guidelines for interest or late payment charges. Follow guidelines for reversing interest calculations	BCH			ABSBC		Transmission Services	
412			Monitor contract conditions (i.e. Contract demand levels / Power Factor) and communicate abnormal conditions to Key Account Managers for resolution		BCH		ABSBC		Transmission Services	
413			Receive ad hoc power requests, perform appropriate analysis and implement appropriate charges on invoice		BCH		ABSBC		Transmission Services	
414			Create multiple copies of invoices as requested by the Customer or BC Hydro		BCH		ABSBC		Transmission Services	
415			Maintain the automated faxing and email process for invoicing and issue invoices				ABSBC		Transmission Services	
416			Provide ancillary services as identified in contracts including additional items to be included on monthly or periodic invoices (includes but is not limited to: substation maintenance charges; meter rentals; surcharges; generation agreements).				ABSBC		Transmission Services	
417			Coordinate and maintaining the Curtailment Agreement activities with PowerEx and Power Smart for the purposes of billing		BCH		ABSBC		Transmission Services	
418			Notify BC Hydro of any issue or change which materially impacts BC Hydro revenue or receivables.				ABSBC		Transmission Services	
419			Provide information and respond to inquiries				ABSBC		Transmission Services	
420		Billing Technology	Provide and manage the technology required to bill the Transmission accounts.							
421			Operate and maintain all systems and software programs necessary for data transfer and for bill transmission accounts.				ABSBC		Transmission Services	
422			Update software for new releases and enhancements. Continue to attend User's Conferences on behalf of ABSBC/BCH for billing and metering software.				ABSBC		Transmission Services	
423			Program any new rates, riders or changes to existing applications in the billing system.		BCH		ABSBC		Transmission Services	
424		Collection of Receivables	Perform activities associated with collection of accounts receivable.							
425			Maintain a record of all account receivables for transmission customers including non-energy charges				ABSBC		Transmission Services	
426			Monitor and manage billing plan and payment terms against invoices for customers		BCH		ABSBC		Transmission Services	
427			Apply payments against current invoices to reduce receivables and calculate outstanding balance				ABSBC		Transmission Services	
428			Provide information to finance regarding what has been billed and payments received including any adjustments for the purposes of Accounts Receivable reconciliation and journal entries				ABSBC		Transmission Services	
429			Provide Accounts Receivable notices for annual audit				ABSBC		Transmission Services	
430			Monitor Accounts Receivables by reviewing daily and monthly bank reports compared to expected Receivable payments				ABSBC		Transmission Services	
431			Initiate customer contact and inform the Customer of outstanding balances				ABSBC		Transmission Services	
432			Refer outstanding balances to appropriate BCH personnel for collection activities		BCH		ABSBC		Transmission Services	
433			Notify appropriate BC Hydro personnel of changes to overdue balances		BCH		ABSBC		Transmission Services	
434			Monitor special payment arrangements with appropriate BC Hydro personnel		BCH		ABSBC		Transmission Services	
435			Process CCAA and bankruptcy claims and proposals				ABSBC		Transmission Services	
436			Process uncollectible write-offs				BCH			
437		Payment Processing	Perform activities involved in payment processing.							

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438			Establish and maintain payment method with Transmission customers (note: all customers are required to pay by Electronic Funds Transfer, which include wire transfer, draw cheque and EDI)		BCH		ABSBC		Transmission Services	
439			Access BC Hydro bank account for Transmission customers and review deposit activity to identify payments by received from Transmission customers				ABSBC		Transmission Services	
440			Update billing system with payments identified through bank deposit record and reconcile against expected payments				ABSBC		Transmission Services	
441			Provide payment transactions report to BC Hydro				ABSBC		Transmission Services	
442			Identify and resolve misapplied payments				ABSBC		Transmission Services	
443			Contact customers regarding late, missing or insufficient payments				ABSBC		Transmission Services	
444			Maintain record of transactions for bank general ledger for audit purposes. Review transactions to GL for accuracy purposes.				ABSBC		Transmission Services	
445			Identify and resolve rejected payments from bank and other payment partners				ABSBC		Transmission Services	
446	Maintain customer information		Perform administration to maintain accurate current and historical customer account information							
447			Maintain current and historical data for customer accounts per appropriate policies and regulations		BCH		ABSBC		Transmission Services	
448			Maintain account reference binders including notes, invoices, copy of ESA and information relating to the billing agreements		BCH		ABSBC		Transmission Services	
449			Maintain account communication information (address; phone numbers; names)		BCH		ABSBC		Transmission Services	
450			Respond to Freedom of Information requests and requests for historical information				ABSBC		Transmission Services	
451			Manage record retention and confidential destruction of customer records according to policy		BCH	Policy	ABSBC		Transmission Services	
452	Revenue Transfer		Provide billing information for transmission customers related revenue							
453			Provide monthly billing record and notes captured from the billing system to BC Hydro				ABSBC		Transmission Services	
454			Maintain the billing system tables				ABSBC		Transmission Services	
455			Develop new tables or columns for new rates or special conditions where applicable				ABSBC		Transmission Services	
456	Maintain Contract Information		Maintaining Contract Information							
457			Work with BC Hydro to obtain new or revised ESA		BCH		ABSBC		Transmission Services	
458			Retain most up-to-date copy of ESA in billing binders		BCH		ABSBC		Transmission Services	
459			Confirm Transmission Customers are billed on the correct Tariff based on contract information				ABSBC		Transmission Services	
460			Notify BC Hydro when contract terms are violated or require amendments				ABSBC		Transmission Services	
461			Apply contract terms to billing program				ABSBC		Transmission Services	
462			Assist EBG by providing contract management and administration services relating to the Transmission accounts				BCH		Transmission Services	
463	Provide Reports		Provide Reports							
464			Create and provide electric history reports for BC Hydro access				ABSBC		Transmission Services	
465			Work with BC Hydro in a timely manner to complete ad hoc report requests		BCH		ABSBC		Transmission Services	
466	Provide miscellaneous services		Provide miscellaneous services							
467			Operate and maintain BC Hydro electronic metering data transfer program				ABSBC		Transmission Services	
468			Provide metering data				ABSBC		Transmission Services	
469			Receive and resolve correspondence or inquiries from customers and notify customer of resolution				ABSBC		Transmission Services	
470			Maintain tariff interpretations required for the billing system and contracts	BCH			ABSBC		Transmission Services	
471			Maintain Dow Jones database for energy pricing and provide energy pricing as required				ABSBC		Transmission Services	
472			Work with BC Hydro to identify and analyze new technology for serving transmission customers		BCH		ABSBC		Transmission Services	

Nbr	Service Component	Service Element	Service Element Description & Supporting Activities	Approve	Assist	Requirements	Perform	Recommend	Domain	Comments
473			Assist BC Hydro in the review and analysis of multiple real-time information sources				ABSBC		Transmission Services	
474			Provide BC Hydro with timely system information and customer information and documentation				ABSBC		Transmission Services	
475			Provide basic process or technology overview of Enhanced Billing to BC Hydro personnel				ABSBC		Transmission Services	
476			Give EBG notice of any change in priorities or procedures				BCH		Transmission Services	
477			Provide input to basic overview material related to policy, tariff changes				BCH		Transmission Services	
478	Diversions	ESCC and Customer Services - Disconnect and Billing	Activities involved in the disconnect and billing process							
479			Information regarding disconnected service comes to BCH or information is provided by ABSBC when city electrical inspector carries out disconnect			Process	BCH ABSBC			
480			Issue Removal Service Order				BCH			
481			Check for remarks regarding diversion and enters appropriate remarks into billing system				BCH			
482			Complete order or direct to ABSBC as required				BCH			
483			Resolve billing issue and complete service order				ABSBC		Customer Care Services	
484		ESCC and Customer Services - Reconnect	Activities involved in the reconnect process and billing process							
485			Advise customer of permit requirement for reconnection				BCH			
486			Refer Customer to ABSBC for application				BCH			
487			Advise customer they will be required to pay connection charges				BCH			
488			Issue Alteration service order				BCH			
489			Complete field work portion of Alteration Service Order and submit documentation				BCH			
490			Complete order or direct to ABSBC as required				BCH			
491			Resolve billing issue and complete service order				ABSBC		Customer Care Services	
492	General	Ad Hoc Requests and Mutually Beneficial Activities	Explains use of discretionary capacity in Customer Care							
493			ABSBC will provide a BC Hydro Discretionary Capacity of 1,500 hours per/year on a take or pay basis to be used for ad-hoc requests. This capacity will be authorized at the exclusive discretion of BC Hydro and supported by ABSBC customer care employees				ABSBC		Discretionary Services	
494			ABSBC and BC Hydro will jointly identify mutually beneficial activities that can improve both customer service operations and BC Hydro service objectives. If approved by both parties, these activities will be supported by ABSBC through a maximum capacity of 1,500 hours per year. These activities are operational in nature and do not include technology-related initiatives	BCH			ABSBC		Discretionary Services	
495			Manage record retention and confidential destruction of customer records according to policy		BCH	Policy	ABSBC		Discretionary Services	
496			In addition to the reports supporting service levels, the following operating reports will be provided by ABSBC to BC Hydro. The list includes: <ul style="list-style-type: none"> o Timeliness of responding to Customer Inquiries (Supervisor TSF) o Longest Wait Time o Security Deposit Effectiveness o Active Accounts in Arrears o Collection Agency Net Back o Zero Consumption Meter Follow- Up o Stopped Meters o Meter Reading Accuracy at Time of Disconnect o No Reads by no read code by area o Disconnects for non-pay vs. non-sign by area 			BCH	ABSBC		Discretionary Services	

Nbr	Service Component	Service Element	Service Element Description & Supporting Activities	Approve	Assist	Requirements	Perform	Recommend		Domain	Comments
497			Ensuring QoS and service delivery quality, BCH and ABSBC CC will conduct a joint quarterly ExPECT review session utilizing a common inventory of quality expectations.				ABSBC			Customer Care Services Meter Reading Services Transmission Services Discretionary Services	