

Fred James

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December 12, 2019

Mr. Patrick Wruck
Commission Secretary and Manager
Regulatory Support
British Columbia Utilities Commission
Suite 410, 900 Howe Street
Vancouver, BC V6Z 2N3

Dear Mr. Wruck:

**RE: Project No. 1599030
British Columbia Utilities Commission (BCUC or Commission)
British Columbia Hydro and Power Authority (BC Hydro)
Customer Crisis Fund (CCF) Pilot Program – Year One Evaluation Report
Reply Submission on Timing, Regulatory Process, and Scope**

BC Hydro writes in response to BCUC Order No. G-195-19, which requests reply submissions from BC Hydro and interveners on the timing, regulatory process and scope of the review of BC Hydro's Year One Evaluation Report (**Evaluation Report**) on its CCF three-year pilot program (**Pilot Program** or **Pilot**).

Most of the interveners who provided submissions are in agreement with BC Hydro that the review of the Pilot Program, including whether and how it should continue, should be deferred until after the completion of the second year of the Pilot.

As a few interveners noted, the Evaluation Report is comprehensive and contains no gaps. BC Hydro further notes that the Evaluation Report was filed for information purposes in compliance with BCUC Order No. G-211-18 and included no requests for BCUC approval.

For further information, please contact Anthea Jubb at 604-623-3545 or by email at bchydroregulatorygroup@bchydro.com.

Yours sincerely,



Fred James
Chief Regulatory Officer

jc/ma