



Customer Crisis Fund (CCF) Pilot Program Evaluation Report for Year One

Appendix E Unsolicited Customer Feedback

Available on Request

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, October 27 7:39 AM
To: BC Hydro Social Media
Subject: Customer Crisis Fund charge??

Good Morning,

I have just noticed that without warning, BC Hydro has added on what looks like an insurance charge for a "crisis fund". I have just found out that this is NOT for us but for others that cannot pay their bill. This is unacceptable and how dare you sneak this onto my bill without permission???

We are NOT your bill collectors. We pay our bill and if people can't pay their bill they should work 2 or 3 jobs like we have so that we can afford to retire and pay OUR bills! We are both 65 and already pay taxes that supports social services. People need to live within their means AND have a emergency fund. Customers of BC Hydro should not be their emergency fund.

Please remove this charge form my bill going forward!! The amount is irrelevant....it's the fact that BC Hydro has the nerve to even attempt to do this to their customers.

Thank you,

[REDACTED]
[REDACTED]
[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, October 17 11:42 AM
To: BC Hydro Social Media
Subject: customer crisis fund charge

Sir/Madam,

I am very upset that BC Hydro has imposed a "customer crisis fund charge" on to our hydro bills. BC Hydro is a utility and as such should focus only on the production and delivery of electricity only. The "crisis fund charge" is really a social program which is beyond the mandate of a utility such as BC Hydro. Social programs are the responsibility of the provincial government. If BC Hydro wishes to set up a charity totally funded by their employees that would be one thing but imposing a program/fund on their customers is totally unacceptable. The "customer crisis fund charge" should be discontinued immediately.

Regardless of the amount, I refuse to pay these charges and as such will be deducting the "customer crisis fund charge" +GST from my bill(s) beginning with the latest invoice (due October 25/18).

[REDACTED]

[REDACTED]

Acct # [REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, October 12 4:32 PM
To: BC Hydro Social Media
Subject: crisis fund charge

Hi ...I writing this email after calling BC hydro customer service.
I understand why this crisis fund was set up. But many people have life situations and have it hard to pay their bills and do not ask for assistance and cut back on necessary items.
I am one of those people. I have been very sick for the past year without income or any benefits and have to live on my line of credit and credit cards. Therefore I am borrowing money to pay my bills each month including the crisis fund. Every bill and cost of living increases just keep adding up.
This fund should not be provided thru BC hydro there are many government services paid by our taxes to cover people that need help.

I hope this is reconsidered now than in 2 years.

Thank you
[REDACTED]

Acct# [REDACTED]

CONFIDENTIAL

From: [REDACTED]
Sent: 2018, September 18 4:31 PM
To: commission.secretary@bcuc.com
Cc: BC Hydro Social Media
Subject: Re: BC Hydro Acting Like A Social Services Organization

Dear Commissioners,

With all due respect, all your "form letter" does is confirm the points made in my complaint - that is, BC Hydro is trying to be a social services agency. Your background information clearly suggests that the Crisis program is there to address the needs expressed by BC Old Age Pensioners Organization, which "requested assistance for low income ratepayers due to rising electricity rates".

It is the role of our government social services to help people in this situation. It is NOT, NOT, NOT the role of the electricity supplier. If electricity rates are too high for some ratepayers, it is unfortunate, but I am ALREADY being taxed by all levels of government to assist those ratepayers.

You must STOP this program immediately. It is misguided and inappropriate, and I don't want to pay in to a charity as part of my electricity costs.

In a message dated 2018-09-18 7:57:35 AM Pacific Standard Time, Complaints@bcuc.com writes:

Dear [REDACTED],

Thank you for your email to the BC Utilities Commission (BCUC) regarding BC Hydro's customer crisis fund.

BC Hydro's Customer Crisis Fund is a pilot program that offers financial relief to residential customers who are falling behind on paying their BC Hydro bills as a result of a temporary financial crisis, such as a loss of employment, unanticipated medical expenses, or a death in the family.

All money collected in the Customer Crisis Fund is reported separately from BC Hydro's other collections. The money is used only to grant funds to eligible customers and to offset BC Hydro's costs for operating the pilot program. The use of any unused funds will be considered during the review of the program. The full eligibility criteria for the Customer Crisis Fund is available on BC Hydro's [website](#).

The BCUC has heard concerns from some customers about the pilot program, and in response, we are considering requiring BC Hydro to report back on the pilot sooner than initially planned. BC Hydro was originally required to report on the pilot program costs, benefits and participation after two years; in response to concerns raised by some customers, we may direct BC Hydro to file an evaluation report on the pilot at the close of the first year of the pilot program. We should have a decision on this soon.

Background

In 2015, the BCUC began an extensive, two-year process to review BC Hydro's 2015 Rate Design Application. As part of this process, the BC Old Age Pensioners' Organization, a ratepayer group that represents residential and low-income customers, requested assistance for low-income ratepayers due to rising electricity rates.

As a result of this two-year review, BC Hydro filed an application for the establishment of the Customer Emergency Fund Pilot Program July 2017. In its review of this application, the BCUC established an open and transparent process before granting approval. The Customer Emergency Fund was introduced by BC Hydro on electricity bills, effective June 1, 2018 and will run as a three year pilot program. To review the BCUC's final decision, including details regarding the BC Old Age Pensioners' Organization's low-income proposals and BC Hydro's application for this fund, please click [here](#).

The BCUC takes our responsibilities to the public and the companies we regulate seriously, and we work to maintain processes that are fair, transparent and inclusive. The BCUC values input from British Columbians, and we are committed to issuing well-reasoned, evidence-based decisions.

For more information about BC Hydro's Customer Crisis Fund, please visit BC Hydro's [website](#) or view the BCUC's [frequently asked questions document](#).

BCUC's decision to create the Customer Crisis Fund was the outcome of a proceeding. In order to have a decision reversed, you may wish to file a reconsideration application with the BCUC.

Reconsideration Process:

If a party is unsatisfied with the resolution of a proceeding, the appropriate recourse is to seek reconsideration or appeal to the Courts.

An application can be made to the BCUC to reconsider a decision under Section 99 of the Utilities Commission Act. In the interests of both efficiency and fairness, the application undergoes an initial screening phase. To pass this initial screening phase, the BCUC will review the application for reconsideration and determine if the application has established a prima facie case sufficient to warrant full reconsideration by the BCUC. The BCUC generally applies the following criteria to determine whether an application has established a prima facie case sufficient to allow reconsideration:

- The BCUC has made an error in fact or law;
- There has been a fundamental change in circumstances or facts since the Decision;
- A basic principle had not been raised in the original proceedings; or
- A new principle has arisen as a result of the Decision.

More details on the BCUC's Reconsideration Criteria Guidelines can be found on our [website](#).

We hope you find this information useful.

Kind regards,

[Redacted Signature]

Analyst, Compliance and MRS

British Columbia Utilities Commission

P: 604.660.4700 BC Toll Free: 1.800.663.1385 F: 604.660.2700

bcuc.com

From [Redacted]
Sent: Monday, September 17, 2018 1:54 PM
To: Commission Secretary BCUC:EX

Cc: connectwithus@bchydro.com
Subject: BC Hydro Acting Like A Social Services Organization

Sep 17/18

Dear Commissioners,

It seems we are being taxed in ever more creative ways by governments and crown corporations, but this latest effort by BC Hydro takes the cake.

The Customer Crisis Fund that BC Hydro introduced in June is COMPLETELY UNACCEPTABLE.

There are welfare payments and other social services available to people in a financial crunch, and there are also a number of charities all working to help such people. It is simply not necessary, and not even logical, for BC Hydro to inject itself into social services at my cost, especially without asking me if I want to donate.

This new BC Hydro program will simply INCREASE the number of people deciding not to pay their hydro bill. It will encourage them to put a higher priority on paying some other bill because BC Hydro will pick up the slack at someone else's cost - MY COST !!!

I'm already paying ENOUGH for charitable causes. I don't want BC Hydro to be in the charity business.

Please put an end to this ill advised program which is simply the thin edge of the wedge to ever increasing fees over the years. A privately run hydro company could never get away with such antics.

[REDACTED]

[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, September 26 6:29 PM
To: BC Hydro Social Media
Subject: CUSTOMER CRISIS FUND COMPLAINT

Good Day,

I'm writing in to voice my concern and objection to this forced Customer Crisis charity fund that was implemented. I'm neither willing, ***nor legally bound*** to pay into this system that subsidizes non-paying customers, no matter how little the amount. I realize this pilot program was originally intended for low income earners, one of who is myself; however, this fund is such an opportunity waiting to be grossly exploited that I refuse to pay into this extorted BC Hydro welfare bank.

It's outrageous that BC Hydro would even dare to have others pay for your non-paying customers. This isn't rocket science: cut bonuses to cover the losses! Additionally, give those delinquent customers fair warning and then cut service to avoid incurring excessive monetary loss. There are other modes of financial assistance available to people who need it, and for BC Hydro to set up a system that will absolutely enable people to scam that fund is irresponsible and ridiculous.

AND FOR THE RECORD: within the BC Hydro customer service agreement, it indicates the customer is obligated only to pay for the electricity used and the specific listed taxes. The crisis fund does NOT fall under the service agreement rules and even though it was voted on, just like the HST, I believe it's also not a legal charge and simply cannot be enforced. There's nothing in BC Hydro's agreement that mandates I pay for abstract charges, and so I won't.

I've had an immaculate payment history with BC Hydro for 30 years, and I expect my refusal to pay for this contentious program won't negatively affect my account. In fact, I expect those charges to be wiped clean, whether the pilot program comes to an end, or not. Should BC Hydro amend their customer service agreement, then I also expect to be grandfathered in as a customer under the original agreement; even if I cancel and reconnect at a different address.

I truly hope this crisis fund will be eliminated before the pilot project timeline ends, because as the saying goes: "It's the principle of the thing!"

Sincerely,
[REDACTED]

CONFIDENTIAL

From: [REDACTED]
Sent: 2018, September 30 11:42 AM
To: BC Hydro Social Media
Subject: Customer Crisis Fund , Basic Charge and Rate Rider

Dear Sir/Madam

I wish you to consider this email as feedback and "food for thought" regarding three billing items.

1. Customer Crisis Fund. I understand the reason for this fund and it's aim is commendable. But it's imposition on BC Hydro by the BC Utilities Commission, in my view, is not a "regulatory issue" and should not be part of the Commission's mission. This is a social issue and has much broader implication. It sets a precedent for all other utility companies that provide services such as energy (natural gas, electricity), water/sewage, communication, etc to start collecting these funds when this type of social issue should be the responsibility of the municipal and provincial government, not a utility company. It is akin to these two levels of government downloading their responsibilities to someone else. I would like to suggest that this concern be passed on to the BC Utility Commission for reconsideration of this policy and to the appropriate municipal or provincial government ministry and that this charge be eliminated.

2. Basic Charge. My understanding is that this charge is for the meter and its servicing. Why is the "rental charge" for the meter not considered as part of the delivery system, ie switchyard, transmission line, substations, transformers, etc? The meter is the last device in the delivery system so why is the meter being treated differently from the rest of the "delivery system"? I would recommend that the charge for this equipment and its servicing be considered as part of the delivery system cost so that the cost of power per kw hr delivered by BC Hydro can more easily be compared with other power utility companies in Canada.

3. Rate Rider 5%. In any business, there will always be unforeseen costs. Since this charge is for "unexpected costs", why is this cost broken out separately from the many other unforeseen "operational and maintenance costs". Is this a requirement imposed by the BC Utility Commission, and if so, what is their rationale? The standard response of "transparency" would be essentially a very weak excuse. Without understanding how the accounting for the various unforeseen expenditures are handled by BC Hydro, it would be difficult for me to provide a specific recommendation but you know your accounting system, you can determine how to handle contingency funds during the budget process without making it too complicated. However, if this cost is "lumped" together with all other operating, maintenance and administrative cost, it would provide a better picture of the cost per kw hr as delivered by BC Hydro to make comparison for the cost of power with other power utility companies in Canada, keeping mind the various mix of power sources such as coal, natural gas, hydro, nuclear, solar, wind, etc.

Thank you for listening.

Regards
 [REDACTED]



Virus-free. www.avast.com

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[REDACTED]

From: [REDACTED]
Sent: 2018, September 15 9:26 AM
To: BC Hydro Social Media
Subject: CCF

BC Utilities Commission

September 15, 2018

To whom this may concern:

We are writing with regard to the Customer Crisis Fund charge that appears on our July 2018 hydro bill. We understand the concept of the fund but not the reasoning. You are a large corporation in the business of making money, not a charitable organization. Does this mean that BC Hydro is operating in the red and does not make any money?

The charge to us at this time is only 39 cents per month, but next month says 59 cents and then 90 cents and so on and up it will go. We understand that it costs a considerable amount of money to administer this fund. Why not take some of the revenue that hydro makes and use that to pay the bills for those who cannot make their payments.

What about the seniors of this province that are living at or below poverty level....why do they have to pay into this fund, they are struggling to pay their bills each month but manage to do it, with a little less because you have decided to implement this fund.

We do not agree with this fund and wish it to be removed from our bill.

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

email [REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, September 17 8:24 AM
To: BC Hydro Social Media
Subject: re crisis fund charges

BC Hydro

Gentlemen:

I have received information regarding this Customer Crisis Fund pilot program after a complaint to my MLA and although your intentions for this project may be commendable your implementation needs work. The fact that this was proposed by BCOAPO is laughable.

I have struggled most of my life to pay my own bills. Little help did I get as a single parent raising two kids whose father only had to pay \$100/m and even avoided that by moving to [REDACTED]. Now that I finally qualify for my measly retirement pension I am expected to help finance other people to pay their bills as well as my own. This is not acceptable. There are other government programs available for emergency assistance to people in crises that I already support with my taxes. It may seem a paltry amount you are taking from each of us to collect your extra 5 million a year for your pocket but it adds up to someone for whom every penny counts. I may need those pennies to cover my gas bill this winter. So leave my pennies alone. I need them myself.

[REDACTED]
[REDACTED]

CONFIDENTIAL

From: [REDACTED]
Sent: 2018, September 17 1:54 PM
To: commission.secretary@bcuc.com
Cc: BC Hydro Social Media
Subject: BC Hydro Acting Like A Social Services Organization

Sep 17/18

Dear Commissioners,

It seems we are being taxed in ever more creative ways by governments and crown corporations, but this latest effort by BC Hydro takes the cake.

The Customer Crisis Fund that BC Hydro introduced in June is **COMPLETELY UNACCEPTABLE**.

There are welfare payments and other social services available to people in a financial crunch, and there are also a number of charities all working to help such people. It is simply not necessary, and not even logical, for BC Hydro to inject itself into social services at my cost, especially without asking me if I want to donate.

This new BC Hydro program will simply **INCREASE** the number of people deciding not to pay their hydro bill. It will encourage them to put a higher priority on paying some other bill because BC Hydro will pick up the slack at someone else's cost - **MY COST !!!**

I'm already paying **ENOUGH** for charitable causes. I don't want BC Hydro to be in the charity business.

Please put an end to this ill advised program which is simply the thin edge of the wedge to ever increasing fees over the years. A privately run hydro company could never get away with such antics.

[REDACTED]
[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, September 11 10:06 AM
To: BC Hydro Social Media
Subject: Customer Crisis Fund Charge Complaint

To whom it may concern:

I want to register my complaint with BC Hydro's Customer Crisis Fund Charge.

There are social services in place to assist people who are unable to pay for their services.

When did BC Hydro enter the social service realm? Or is this another tax grab?

The people that are making these decisions should be giving their head a shake.

I'm thoroughly disgusted and am now a disgruntled consumer of HYDRO.

[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, September 11 3:14 PM
To: BC Hydro Social Media
Subject: customer crisis fund

I have seen a lot of stupid things in my life but this really tops the charts
We have welfare, food banks and may other programs to help people in need.
You are know allowing double dipping by the poor.
This does not sound like a program, This sounds like a way BC hydro can collect money for dead beats who
don't pay their bill
This sounds to me that BC Hydro wants to be a hero company to the dead beats of the world.
Again I, the working guy has to pay for this.
When is it going to end, where is my help because I can put 25 dollars a month into a savings account you
people feel I have to much money!!!
End this stupidity
You not the hero to me you are the tax grabbing wallet thieves
You do not have the right to take my money and give away that is my right to do that

[REDACTED]
[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, September 11 10:18 PM
To: BC Hydro Social Media; commission.secretary@bcuc.com; premier@gov.bc.ca
Subject: Customer Crisis Fund

To BC Hydro, BC Utility Commission, Office of the Premier

We wish to express our displeasure with the Customer Crisis Fund.

We realize that some people fall upon hard times during their life and sometimes need assistance.

We have Social Services, community groups and charities that help people in need.

We do not think it is BC Hydros' or the governments' job to mandate that customers pay for this financial aid in this manner.

Private Industry would never get away with such asinine behaviour.

It is being labelled as a 3 year pilot project, We predict that in 3 years all that will happen is BC Hydro will charge us even more.

If hydro rates have to go up to pay for bad debt so be it, that is business, but this program is a bad idea, made by people with very poor judgement and should be reversed immediately, with the money already collected returned to its' rightful owners.

We do not support this initiative and request that the charge be taken off of our account immediately and money paid to date be credited to us.

[REDACTED]
[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: 2018, September 12 8:43 AM
To: BC Hydro Social Media
Subject: Crisis fund complaint

BC Hydro account number: [REDACTED]

I would like you to be aware that I am not at all pleased with the add on Crisis Fund fee which was done by BC Hydro in a very 'low profile' fashion.

I am not against those folks in need and the paltry amount I seem to be required to pay but this fee could be added on by Telus, Shaw and other outlets who feel their customers may be in some sort of crisis and require financial assistance.

Who in Hydro management decides what kind of crisis applies to a certain household? This is totally wrong !!! It is morally wrong for the aforementioned Hydro employee to decide who gets it and who does not.

I want this add on fee immediately removed from my account.

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Hydro acct. [REDACTED]

CONFIDENTIAL

From: [REDACTED]
Sent: 2018, September 13 6:52 PM
Cc: BC Hydro Social Media
Subject: Fwd: Community Crisis Fund charges

Sir/Madam,

I don't know if you are the right agency to register my complaint about BC Hydro's Community Crisis Fund charges since you are the commission that directed BC Hydro to establish and administer this fund. But I am objecting the charges in principle because it is mandatory and without my consent.

It has been a week since I sent in my comments to BC Hydro and I have not heard a peep from BC Hydro. It is disappointing, to say the least.

[REDACTED]
 Sent from my iPad

Begin forwarded message:

From: [REDACTED]
Date: September 11, 2018 at 10:16:10 AM PDT
To: connectwithus@bchydro.com
Subject: Community Crisis Fund charges

Sir/Madam,

Our household, like most households in BC, is a customer of BC Hydro. Our relationship with BC Hydro has been "BC Hydro provides electricity, we pay for the service," until recently.

In the past few months, we have been charged \$0.25 per month for "Community Crisis Fund." I called up BC Hydro and the lady kindly and patiently explained to me that this is a charge directed by BC Utility Commission to BC Hydro to collect funds to provide assistance to those households which experienced a financial crisis and are unable to pay their BC Hydro bills. She also explained to me that this is a one-year pilot project.

While I applaud BCUC and BC Hydro for their humanitarian objectives with this charge, I disagree with the principle of BC Hydro entering into social assistance business. Unless I am sadly mistaken, neither BCUC nor BC Hydro's mandate includes providing social assistance to needy families. That is a job for other agencies and charities. I don't want to quibble about the money (it is only 25 cents), but I object to the principle of forcing me (and all BC Hydro customers) to donate to a charitable program without consent. I could accept this charge provided that I have the option of opting in, that is, it is voluntary and not mandatory. This is akin to Safeway or Costco asking me to donate to a charitable cause that they are supporting. I have the option of donating or not.

It is dangerous for BC Hydro to put a charge on my bill that has nothing to do with the utility service that it is supposed to be offering. I don't know what the criteria would be for the review

of the pilot program after a year. What if it is hugely successful in helping needy families? Would BC Hydro then up the ante and charge me a dollar a month or ten dollars? Where would this lead to?

BC Hydro should focus on the business it is mandated for and not to get involved in social assistance activities or charitable programs. That is the job for charitable organizations or government agencies.

[REDACTED]
[REDACTED]
[REDACTED]

Sent from my iPad

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, August 10 1:59 PM
To: BC Hydro Social Media
Subject: Customer Crisis Fund Charge

I'm voicing my opposition to this charge. Its not up to Bchydro to pay bills for claimed hardship cases, especially at my expense.

More likely this is recovery fund for unpaid and/or fraudulent use accounts.

Social Liberals will state its only a small amount, however if this continues ,every utility and city will do this.

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, July 27 10:14 AM
To: BC Hydro Social Media
Subject: Customer Crisis Fund

Good morning.

I noticed on my bill this month a new tax called the Customer Crisis Fund. I also read on BCHydro's website exactly what it is, who decided it should be implemented, how long it will be applied to residential customers' bills, and how the money won't be refunded back to customers should the 'pilot project' be discontinued after the three year period plan. I also read should bring in approx. \$5 million & that should the project end, the funds will be in limbo until BCHydro & it's investors decide who shall reap the spoils.

I want all people to have their basic needs met however I would have thought that assistance with living expenses fell under the Social Assistance ministry of the BC government where our taxes help fund that, so how is that suddenly BC Hydro is taking a new altruistic view of it's place in our society ? It seems a little 'off' to me, especially as the funds collected should the project end, will not be refunded back to the residential customers who funded the project in the first place. I would imagine investors will more greatly benefit ultimately by this new 'tax' of sorts.

Thank you for the consultation & if we were given a 'warning' I missed it.

Sincerely,

A long time BC resident and BCHydro customer. I wonder how living off grid might be □

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, June 21 6:51 PM
To: BC Hydro Social Media
Subject: Customer Crisis Fund

As a customer who has always kept there account in good standing I am outraged by the concept of having to pay others bad debt. There are other avenues that these customers can take to get help in paying their utility bills which I support through paying my taxes.

I will be contacting BCUC to express my outrage and will be carrying a 25 cent charge every month, including any late payment charges moving forward until this cash grab is removed.

Regards,

[REDACTED]
Sent from my iPad

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, June 21 7:30 PM
To: BC Hydro Social Media
Subject: BC Hydro Welfare surcharge

I wish to take exception to the reported proposal to charge customers \$.25/mo to pay for hydro bills who choose not to pay their hydro bills.

I would point out that BC Hydro is not a provider of social assistance. Those who have financial issues have many venues to access support in British Columbia. It is not up to BC Hydro or its customers to provide support via additional taxation on customer bills.

Please mark me down as vehemently opposed to your scheme and if there is a process to opt out, please sign me up.

Regards

[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, December 19 6:19 PM
To: BC Hydro Social Media
Subject: Truth???

Query , am I being billed for people not paying their hydro? As a pensioner I resent this, my bills have always been paid in full and on time. I demand this billing be stopped at once. Checking with my lawyers to ascertain if a group lawsuit is possible.

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, December 22 3:40 PM
To: BC Hydro Social Media
Subject: Re: Customer crisis fund is theft of my money!

I am quite surprised no one has responded to my email, below.

On Dec 1, 2018, at 12:24 PM [REDACTED] wrote:

I strongly protest and oppose the Customer Crisis Fund.

I want you to stop taking MY money from me to donate it who you want to help without my permission! That is theft! I want what money you stole, returned.

I choose who and if I want to donate. I do not want to donate to this fund.

As well, I make below poverty level income and have had a life changing event for the worse but still manage to pay my hydro bill yet don't qualify for this fund because I pay your bill but go without food???

Should I just quit paying my bill?

Are you all crazy.....those that decided this was just and fair!!!!!!!!

[REDACTED]

CONFIDENTIAL

From: [REDACTED]
Sent: 2018, December 31 4:43 PM
To: Complaints BCUC:EX
Cc: BC Hydro Social Media; contact@bcndp.ca
Subject: Re: BC Hydro Crisis fund

Thank you for the useless response. Info I was already aware of. So with costs for all forms of services increasing and low income SENIORS, among others, being expected to pay other people's hydro bills I guess you most certainly don't give a s**t about those who can no longer pay their bills & being priced out apparently doesn't qualify for any help (temporary financial crisis, such as a loss of employment, unanticipated medical expenses, or a death in the family)

So now I worry every day, not whether I can pay my bills, but for how long, before I will be homeless. Something to look forward to.

I WILL BE DEDUCTING this amount from all my bills - I don't need extra useless costs. I guess that'll be interest on top of everything else which also won't be paid due to lack of funds/income. BCUC, Hydro & the Government can subsidise me after I become homeless.

THIS IS OUTRAGEOUS AND WRONG ON SO MANY LEVELS. First you force people into not being able to pay their bills, then when they're so far behind you force the other residents to pay for those people. Is this crisis fund also being added to the bills of those people behind on payments, to keep things fair it sure as hell should be.

BC Hydro dug themselves into the hole they're in & have had many opportunities to fix the problem but didn't. A cut in overpaid top people/CEO's will more than fund this project. Start there.

I AM NOT RESPONSIBLE for others who do not pay their bills.

Sent from my Samsung Galaxy smartphone.

----- Original message -----

From: "Complaints BCUC:EX" <Complaints@bcuc.com>
 Date: 2018-12-31 11:52 AM (GMT-08:00)
 To: [REDACTED]
 Subject: Re: BC Hydro Crisis fund

Dear [REDACTED]

Thank you for your email to the BC Utilities Commission (BCUC) regarding BC Hydro's customer crisis fund.

BC Hydro's Customer Crisis Fund is a pilot program that offers financial relief to residential customers who are falling behind on paying their BC Hydro bills as a result of a temporary financial crisis, such as a loss of employment, unanticipated medical expenses, or a death in the family.

All money collected in the Customer Crisis Fund is reported separately from BC Hydro's other collections. The money is used only to grant funds to eligible customers and to offset BC Hydro's costs for operating the pilot program. The use of any unused funds will be considered during the review of the program. The full eligibility

criteria for the Customer Crisis Fund is available on BC Hydro's website<<https://www.bchydro.com/index.html>>. There is no opt out option.

We have heard concerns from some customers about the pilot program. On November 8, 2018, the BCUC issued order G-221-18 which requires BC Hydro to report on the pilot program costs, benefits and participation at the close of the first year, rather than after two years. Once that report has been made, a BCUC proceeding will be established to review the report. We would encourage you and other members of the public to participate in the process.

Background

In 2015, the BCUC began an extensive, two-year process to review BC Hydro's 2015 Rate Design Application. As part of this process, the BC Old Age Pensioners' Organization, a ratepayer group that represents residential and low-income customers, requested assistance for low-income ratepayers due to rising electricity rates.

As a result of this two-year review, BC Hydro filed an application for the establishment of the Customer Emergency Fund Pilot Program July 2017. In its review of this application, the BCUC established an open and transparent process before granting approval. The Customer Emergency Fund was introduced by BC Hydro on electricity bills, effective June 1, 2018 and will run as a three year pilot program. To review the BCUC's final decision, including details regarding the BC Old Age Pensioners' Organization's low-income proposals and BC Hydro's application for this fund, please click here<http://www.bcuc.com/Documents/Proceedings/2017/DOC_48618_01-20-2017_G-5-17_BCH-2015-RDA-Decision-WEB.pdf>.

The BCUC takes our responsibilities to the public and the companies we regulate seriously, and we work to maintain processes that are fair, transparent and inclusive. The BCUC values input from British Columbians, and we are committed to issuing well-reasoned, evidence-based decisions.

For more information about BC Hydro's Customer Crisis Fund, please visit BC Hydro's website<<https://www.bchydro.com/index.html>> or view the BCUC's frequently asked questions document<<http://www.bcuc.com/consumers/BCUC-FAQ-CustomerCrisisFund-June-2018.pdf>>.

BCUC's decision to create the Customer Crisis Fund was the outcome of a proceeding. In order to have a decision reversed, you may wish to file a reconsideration application with the BCUC.

Reconsideration Process:

If a party is unsatisfied with the resolution of a proceeding, the appropriate recourse is to seek reconsideration or appeal to the Courts.

An application can be made to the BCUC to reconsider a decision under Section 99 of the Utilities Commission Act. In the interests of both efficiency and fairness, the application undergoes an initial screening phase. To pass this initial screening phase, the BCUC will review the application for reconsideration and determine if the application has established a prima facie case sufficient to warrant full reconsideration by the BCUC. The BCUC generally applies the following criteria to determine whether an application has established a prima facie case sufficient to allow reconsideration:

- The BCUC has made an error in fact or law;
- There has been a fundamental change in circumstances or facts since the Decision;
- A basic principle had not been raised in the original proceedings; or
- A new principle has arisen as a result of the Decision.

More details on the BCUC's Reconsideration Criteria Guidelines can be found on our

website<http://www.bcuc.com/Documents/Guidelines/2009/DOC_22551_Reconsideration-Criteria.pdf>.

We trust this information is useful and thank you for contacting the BCUC.

Kind regards,

[REDACTED]
Analyst, Compliance and MRS

British Columbia Utilities Commission
P: 604.660.4700 BC Toll Free: 1.800.663.1385 F: 604.660.2700
bcuc.com<<http://www.bcuc.com/>>

The information being sent is intended only for the person or organization to which it is addressed. If you receive this e-mail in error, please delete the material and contact the sender.?

From: [REDACTED]
Sent: December-30-18 1:06 PM
To: Commission Secretary BCUC:EX; connectwithus@bchydro.com
Subject: BC Hydro Crisis fund

Letter attached. As a Senior on a pension I worry every day whether I'm going to be able to pay my bills. Rediculous to think that I should be responsible to other peoples bills.

[REDACTED]

From: [REDACTED]
Sent: 2018, December 30 1:07 PM
To: commission.secretary@bcuc.com; BC Hydro Social Media
Subject: BC Hydro Crisis fund
Attachments: BC Hydro Crisis Fund.docx

Letter attached. As a Senior on a pension I worry every day whether I'm going to be able to pay my bills. Rediculous to think that I should be responsible to other peoples bills.

To All Members of BC Utilities Commission Board & BC Hydro

RE: BC Hydro Crisis Fund

I recently moved from a place where I did not have a BC Hydro bill. It has come to my attention that I am being 'forced' to make a donation to this fund through my BC Hydro bill. I was not asked nor advised about this fund, it was simply included in my first bill which I paid without realizing what it was. Now that I know, I am **NOT** interested in donating to this fund.

You are not aware of My, or anyone's, financial situation and Donations of personal funds are not for other people to donate as they please, it's not your money to donate. The information I got is this is a 3 year pilot project to help families in need pay their hydro bill, if this is the case, then BC Hydro should wave their bills or prorate them to ease their burden. If it's a 'pilot project' customers should have been given the 'choice' to opt in or out. No matter what it's called, pilot project or tax, once incorporated it will continue and the rate will continue to rise, and BC Hydro will still be in the red because the mismanagement will continue.

This is NOT an appropriate way for the Utilities Commission to proceed. This is a blatant example of corporate greed and mismanagement to make sure they get their money, and in my opinion, nothing to do with helping their customers in crisis. It's the mismanagement that needs to be managed then the rates wouldn't have to be raised to such ridiculous rates that customers can't pay their bills.

This has nothing to do with the amount of money, but everything to do with it being mandatory and the financial situations of customers, it is my responsibility to pay MY bill and I am still managing to pay my bills by 'budgeting'.

Times are hard for everyone but I'm sure there are more people that pay their bill than not. Yes \$3 bucks a year isn't a lot but why should I pay for someone else's bill when I am a Low Income SENIOR customer already struggling to make ends meet. People not paying their bills for whatever reason is NOT my responsibility. MY RESPONSIBILITY is making sure my own bills are paid first. Natural gas costs are going up, taxes are going up, New taxes are being added, retirement income does not increase, next thing is no money left for food, or medications, or warm clothing, etc. and not being able to pay monthly bills for power and heat.

Even though it says customers can't Opt out, **I AM OPTING OUT**. Going forward any monies attached to this program through my BC Hydro bill will be deducted from payments. I CANNOT AFFORD donation deductions from my income or I won't be able to make ends meet. When I can no longer pay my bill because my low income dictates it, how long before it's paid by the customers that do? OUTRAGEOUS !!

I don't see a Customer Crisis Fund for natural gas service, or cell phone service, or mortgage payments with the bank, or cable/internet service, or Rent, or Visa, etc, etc. bills that people also don't pay. I guess they're just better at 'Management'.

BC Hydro Acct. [REDACTED] (so this amount can be removed from further billings – they will be deducted from any payments made)

Account [REDACTED]

CONFIDENTIAL

Oct 16 2018

I would like to be put on your customers in crisis list. I will not be donating. I don't know how you figure things out, but I am poor. Just because I have my bill down to as low as I can get it, doesn't mean I have money left over for anything. The people that can't pay their bill are the very people that have every light in the house on 24/7. They also have computers and every other gadget that comes on the T.V. for sale, and they are all plugged in whether they're using them or not. I don't have a computer, I can't afford one and I can't afford the price of internet or the fact I will be paying more hydro. Hydro was just raised and now you want the poor to donate. I am unemployed right now and I will NOT be donating. Thank you

[REDACTED]

45¢ then 51¢ what's next? \$1.00 \$10.00 - \$100.00

My Postal Code is [REDACTED]

10/9/2018

Gmail - Charity Program forced upon BC Hydro Customers

CONFIDENTIAL

**Charity Program forced upon BC Hydro Customers**

1 message

Tue, Oct 9, 2018 at 2:12 PM

To: commission.secretary@bcuc.com

A "Crisis Fund" was recently initiated by BC Hydro whereby funds have been billed to customer accounts in order to assist others who may require what I consider charity. My understanding of charity is just that, it should be given by those who wish to do so and not forced upon the public.

This does not appear to be well thought out or perhaps it was and was intentionally not communicated in the hopes that folks would not notice or not bother to voice their dislike of this program.

The idea of paying for someone else's account should have been asked of the customers rather than taking money that is not rightfully theirs. I for one probably would have been ok with it, if I was asked to donate rather than have money taken from me - it doesn't matter who this company or government is, this is unacceptable. How have we gotten to this place where BC Hydro gets to decide who is in need and who should pay to assist those in need. If Hydro and the BCUC wish to help the less fortunate, take the money from the profits, not the customers.

Whoever thought up this one, should reflect on how their decisions are impacting their customers as a whole, how anyone could have thought this is ok or a good idea is beyond me.

By Copy to BC Hydro

<https://mail.google.com/mail/u/0/?ik=3392058ee0&view=pt&search=all&permthid=thread-a%3Ar-4767396337517235715&simpl=msg-a%3Ar-5349070...> 1/1

[REDACTED]

CUR CRISIS FUND
D11

Re Hydro
P.O. Box 10910
Vancouver, B.C.
V6B 4N1

CONFIDENTIAL

October 7, 2018

BC Utilities Commission
Suite 410, 900 Howe Street
Vancouver, BC Canada V6Z 2N3

To all members of the utilities commission board

C/O: BC Hydro crisis fund

It has come to my attention that I am being forced to make a donation to this fund through my BC Hydro bill. At this time I am not interested in donating to this fund. I have already contacted BC Hydro and lodged a complaint, and I am now letting you know.

Donations of my personal funds are not for other people to donate as they please. It's not your money to donate. The information I got from one of the supervisors at BC hydro is it's a 3 year pilot project to help families in need pay their hydro bill, if this is the case, then BC Hydro should wave their bill or prorate them to save their burden.

This is a blatant example of corporate greed to make sure they get their money, and in my opinion, nothing to do with helping their customers in crisis.

I'm sure there are more people that pay their bill than not, and I do not feel this is an appropriate way for the utilities commission to proceed in.

This has nothing to do with the money, but everything to do with it being mandatory, if this had been a voluntary act I / we probably would have joined the program. I will deduct any moneys attached to this program through my BC Hydro Bill.

Sincerely,

BC Hydro Customer in [REDACTED]

CC: BC Hydro,
Premier John Horgan

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, October 09 2:28 PM
To: BC Hydro Social Media
Subject: Crisis fund -- NO

Hi , I just got my B.C. hydro bill , and I am not happy to see a small payment to a crisis fund.
I was never asked for this "donation" and totally against it .
I would like to see it remove in the future .
Thanks , [REDACTED]
[REDACTED]

This email has been checked for viruses by Avast antivirus software.
<https://www.avast.com/antivirus>

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, October 09 8:09 AM
To: BC Hydro Social Media
Subject: Customer Crisis Fund

Good Morning,

I am a senior on a fixed income who has paid my hydro bills on time and in full since I was 18 years old. This is to inform you that I will be opting out of the Customer Crisis Fund payment. I will be deducting the amount and the GST charged on it from my Hydro invoice. Please remove this charge from my account immediately. We have all had hard times but it is not my responsibility to pay other people's bills. Maybe BC Hydro's top executives could pay this out of their very large salaries? Also, how can you charge GST on this? What goods or service are people receiving? This cannot be legal.....
Thank you.

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, October 05 10:41 PM
To: BC Hydro Social Media
Subject: Customer crises

This is a complaint about your adding .26 cents to my bill without my consent.
If this money went to build homes for the Canadian homeless I wouldn't Complain, however this money is used by you to pay the bill of someone who Can't pay their bill. So your collecting this money for your own purposes and this is So wrong.!! Your stealing from us to pay yourself and I want no part of it.
Please remove this from my bill!!!

Sent from my iPad

[REDACTED]

From: [REDACTED]
Sent: 2018, October 05 10:44 PM
To: BC Hydro Social Media
Subject: Customer complaint

Please remove this .26 cents from my bill I I refuse to pay so you can be paid for someone else's bill. It's not my responsibility to pay someone else's bill.

[REDACTED]
Account no [REDACTED]

Sent from my iPad

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, October 05 12:12 PM
To: BC Hydro Social Media
Subject: Customer Crisis Fund charge

Looking at my recent BC Hydro bill and seeing this new Customer Crisis Fund additional charge even though its only \$0.51 has made me very angry!!!

I want to opt out of the program...called and was told it is mandatory and opting out isn't an option!!! This is totally wrong!!! If I choose to give my money to a homeless person or to a family in need then great its my decision and on my terms it is downright dirty that you can force me to "donate" my money to those in need. This should be illegal!!!!

We are a middle class family that will be poor because every year taxes go up, gas goes up, water goes up, hydro goes up and wages stay the same...we can only pay so much and the day is coming that this country will either stand up and say NO, no more or it will crash and a depression will hit because costs of living in BC and Canada are out of control.

And the fact that there is no other power company we can turn to for power is a crime....you have us all and this is why you can charge and do what you want.

Not a very happy or satisfied customer!

[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, October 05 1:55 PM
To: BC Hydro Social Media
Subject: Crisis fund charge.

To whom it concerns:

Please pass on to the proper person(s) / department that is responsible for the new "Customer Crisis Fund charge."
I am OPPOSED to this charge being added to my bill monthly.
Although minimal I don't like this charge being forced on me with no opting out option.
This has nothing to do with my electricity consumption.
Further more I am also opposed to the "Regional transit levy" on my bill.
There is a Translink charge on my property tax bill every year.
In this day and age most people are struggling to pay their bills without these extra charges being added.
Enough is enough.

Regards,
[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, October 05 11:16 AM
To: BC Hydro Social Media
Subject: customer crisis fund charge

I was most annoyed to find this charge on my bill yesterday | Understand the rational but wish to express my dismay that Hydro would assume I want to support this cause. I give a great deal of my income to various charities of my choice and do not appreciate the fact that hydro would assume this is something I wish to support. Please respond explaining the rational of this move

[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, October 24 4:40 PM
To: BC Hydro Social Media
Cc: simon.gibson.mla@leg.bc.ca
Subject: BC Hydro Crisis Fund

To whom it may concern:

I am dismayed and angry to learn that BC Hydro can charge me the Crisis Fund fee without my permission to do so. I wonder if this is legal. What if all businesses, utilities and credit card companies decided to charge us a Crisis Fee for those who can't pay their bills. We, as customers and clients, would be swamped with giving donations. I have my own charities I donate to and yours is one I do not want to participate in. Why is this thrust upon me without my permission? If BC Hydro feels so obligated toward this cause, why doesn't it pay this Crisis Fund on its own rather than put it on the backs of customers who pay their bills?

I will be forwarding this email to my MLA, Simon Gibson, and hope he can rectify this situation of being forced to pay your Crisis Fund. We should be able to choose our own charities. To not be given a choice is wrong.

Thank you for your time in this matter.

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
Account number [REDACTED]

[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, October 29 10:44 PM
To: BC Hydro Social Media
Subject: Customer Crisis Fund

Hi BC Hydro,

Please include in your stats that I am very unhappy with this fund and billing structure. And something like this should be voluntary not mandatory. And even if it was mandatory, a utilities crown corporation should not be used to facilitate this. I will be deducting this amount from my bill manually and NOT paying into this fund.

Your typical pissed off bc hydro customer,
[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, October 25 7:24 PM
To: BC Hydro Social Media
Subject: \$3.00 charge yearly

I am not happy about the \$3 extra yearly charge on my hydro bill I would like you to reimburse it back to my bill / no one pays my bills / I'm not going to mandatorily/ voluntarily pay anyone else's!!!

[REDACTED]
Sent from my iPhone

CONFIDENTIAL

From: [REDACTED]
 Sent: 2018, October 26 7:53 PM
 To: commission.secretary@bcuc.com
 Cc: BC Hydro Social Media
 Subject: customer crisis fund

Good day,
 my husband and I wish to complain about the *customer crisis fund* that has been set up by BCHydro without our consent and without even consulting with customers first. Our reasons for complaining are as follows:

- first and foremost funding needy customers who supposedly cannot foot their bills comes with a notion for them that someone else will, eventually, foot their tab. This weakens self-reliance and self-responsibility. It speaks for itself that in the first few months of the newly introduced fund 10000 applications so far were received and over a quarter million Dollars dished out. Experience teaches once such a fund is there people will find ways to tap into it whether eligible or not.
- the administrative cost of monitoring monies and reviewing applications seems enormous and out of proportion versus payouts. Unless BCHydro includes house calls in their monitoring (causing even more administrative cost) it will be practically impossible to prevent fraud.
- BCHydro charges GST on top of the levy whereas, monthly statements say only electricity usage gets taxed. When we confronted customer service with this we were advised the tax is added because 'they may put taxes on all items in the bill's summary'. This is clearly against BCHydro's own statement that only usage gets taxed and as customers in good standing we feel duped by them.

Being seniors ourselves we think the invention of the crisis fund was and is - as well intentioned as it may have been - a very bad idea and an open invitation to fraudulent applications leading, eventually, to increased bureaucracy at the cost of the general hydro customer.

In the interest of fairness to all customers we expect the utility commission to abolish this nonsense in the very near future.

Yours truly,
 [REDACTED]
 [REDACTED]

Sent from Outlook

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, October 16 8:50 PM
To: BC Hydro Social Media
Subject: Crisis fund

I would like to voice my concern on your company charging clients for a charity we did not know about or consent to donate to it! I'm concerned that If your company gets away with it then other companies will follow suit. I donate to a lot of charities, but I am asked first of all. It is the principle of this matter of not being informed first as I would have been willing to donate, I don't like the fact that we have no choice!!!

[REDACTED]

Sent from my iPad

CONFIDENTIAL

From: [REDACTED]
Sent: 2018, October 19 3:06 PM
To: BC Hydro Social Media
Subject: Re: CCF

Hello there, I never got a reply to my question. Is the Hydro media team off for the weekend?
 Thanks [REDACTED]

Sent from my iPhone

On Oct 16, 2018, at 1:26 PM, BC Hydro Social Media <connectwithus@bchydro.com> wrote:

Hi there,

Thanks for reaching out.

The Customer Crisis Fund is currently a three-year pilot program running until 2021. We anticipate that it will collect approximately \$5 million per year from residential customers – or 25 cents per month from each customer – to fund the program.

If the program continues after the pilot, any unused funds will be carried into the ongoing program. The \$0.0082 charge for residential customers may also be adjusted if revenues collected are found to exceed grants and administration costs. If the program isn't continued after the current pilot, the BC Utilities Commission will assess how any unused funds should be directed. This will ensure our customers are only paying the actual cost of the program.

When it comes to the GST portion from the Customer Crisis Fund charges, we're following the direction of the Excise Tax Act (ETA). It requires us to charge the 5% tax on all rate categories (Under sub-section 165 (1)). As the Customer Crisis Fund Rate Rider (1903) is one of these charges it's also subject to GST. The average customer will be charged approximately \$0.15 annually in GST from the Customer Crisis Fund.

Hope this helps,

BC Hydro Social Media Team

From: [REDACTED]
Sent: 2018, October 16 11:00 AM
To: BC Hydro Social Media
Subject: CCF

Hello, my name is [REDACTED] and I was given this address by phone from one of your customer reps since the contact you page on the website wouldn't take all my questions. First off- what is planned for a surplus in the fund (if there is one) at year end? I noticed that I am being taxed on this involuntary donation. Is that right?

Thank You,
 [REDACTED]

This email and its attachments are intended solely for the personal use of the individual or entity named above. Any use of this communication by an unintended recipient is strictly prohibited. If you have received this email in error, any publication, use, reproduction, disclosure or dissemination of its contents is strictly prohibited. Please immediately delete this message and its attachments from your computer and servers. We would also appreciate if you would contact us by a collect call or return email to notify us of this error. Thank you for your cooperation.

CONFIDENTIAL

From: [REDACTED]
Sent: 2018, October 20 3:04 PM
To: BC Hydro Social Media
Subject: BC Customer Crisis Fund

I am a senior who has a fixed income and live within my means and it makes me angry when you take my money to help other people .. without asking....plus you have the nerve to tax me on top of that.....you probably use it as a tax deduction as well.....maybe Renvue Canada can answer that question..if you can not....I do not have internet because it costs too much.. or ,where do you get off taking money out of my pocket and giving it to someone else..... I am really unhappy finding yet another fee on my bill.....I only used 203 and it cost just under \$18 but my bill was nearly \$38.....I already feel robbed.....plus a 5% increase ...the more I heat my place.....the higher that figure qill be.....I am not the only person who is upset with this.....not that I think you care.....One of many unhappy customers

CONFIDENTIAL

From: [REDACTED]
 Sent: 2018, October 11 10:18 AM
 To: BC Hydro Social Media
 Subject: Families in Crisis Fund

I wish to strongly object to this above noted fund that has been imposed on all B.C. residential customers. It is not the amount, it is the principle of the charge. I pay taxes and donate to various charities that I chose.

Corporations should allow for non payment by customers with a "contingency fund" that would allow the families in crisis some assistance or a repayment plan that will not overly burden the customer. I also wonder if this fund now opens the door for other corporations to exert the same pressure on paying customers to pick up costs associated with non paying families.....i.e. Shaw/Telus, etc.

Sadly, my Pension does not rise with the increasing costs for food/housing/daily living and I do not feel that it is my obligation to cover costs associated with large corporations who are extremely well paid and have excellent health plans.

I spoke with a Hydro employee and when I enquired what would happen if I refused to pay the Crisis Fund fee, I was told I would suffer all the consequences of that action. I have always had excellent credit and do not wish to fall victim to a bad credit rating. This fund is robbing me of my own right to define where I want my money to be spent.

I understand that this Fund will be reviewed in April of 2019, rather than running for the three year term as originally planned. If this fund is halted, would I expect to receive a refund of monies I have donated and/or will I be issued a tax receipt so that I can claim this expense on my income tax?

I would appreciate a response to my questions at your earliest convenience.

Yours truly,

[REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, October 12 12:12 PM
To: BC Hydro Social Media

Hi I have seen the customer crisis fund charge on my bill and am discussed with this charge I have been a loyal customer for years and should not have to pay for someone that can't pay their own bills I work for a living they can work too this is a very bad Idea from management and I am going to inform the media to investigate this matter I have spoken with several people that have agreed with me on this matter I feel it is not fair and the public is being ripped off.

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, October 11 12:55 PM
To: BC Hydro Social Media
Subject: Crisis Fund

Account # [REDACTED]

This note is to let you know that I do not support the mandatory billing to the Crisis Fund. Without the choice, it opens the door to, too many "mandatory" donations.

Sincerely,

[REDACTED]

--

[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, October 12 1:49 PM
To: BC Hydro Social Media
Subject: Crisis Fund

I have sincere reservations about the installation of the "Crisis Fund". To me it sounds like a cash grab, and would recommend BC Hydro inform their customers of disbursements to needy customers to validate this account. I do, however, take severe umbrage to GST being charged on my donation. To me, that is very wrong.

I trust my comments will be taken into consideration.

Sincerely,

[REDACTED]
Account [REDACTED]

Sent from my iPad

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, October 15 12:46 PM
To: BC Hydro Social Media
Subject: crisis fee

My name is [REDACTED] and my address is [REDACTED] B.C. I am writing in regard to your decision to bill customers for a crisis fee without our permission. We who refused the smart meter are being charged a fee in the amount of \$64.80 supposedly because someone has to read our meters...MY meter is read ONCE ONLY every two months, therefore take the \$32.40 they are stealing from me for a service i do not receive and put it toward a crisis fee or let the CEO of the company absorb the cost.. I have enough trouble paying my own bill, never mind paying for others.. Donating is a choice, not a demand... Sincerely [REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, October 12 10:13 AM
To: BC Hydro Social Media
Subject: Customer Crisis Fund

Good Morning: Can you please explain to me how BC Hydro can put a fee, namely the Customer Crisis Fund, on every residential customers' bill in the Province and this charge is subject to GST? While I don't disagree with people getting a hand up (not a hand out) I draw the line at the Federal Government getting 5% of the approximate \$5 million dollars that will be raised every year of the program. This should be recognized as a Charitable Donation and not subject to GST. I am in current dialogue with the GST/HST CRA Interpretations and Rulings to get a response from them as to why GST is being charged on this levy. Again, this is one more arbitrary fee to set up a bureaucracy at BC Hydro. BC Hydro has admitted that a vast portion of the monies will go to set up and manage the program. It was bad enough that BC Hydro charges a Rate Rider that is also subject to GST and now this. If people are having trouble paying their Hydro bill, why doesn't BC Hydro, if the people qualify, give them a reduced rate or free power until they can get caught up. The power is already to the facility, they have their account number and location. I don't get it. Why set up a whole new administration to manage something that should be very easy to do at the administrative account level. This is a perfect example of Crown Corporations, the Federal Government and the BCUC having too much leverage over peoples' pocket books. No wonder people in this country are starting to feel like they may as well give you their wallets and you can take what you want and whatever is left over is given back.

Signed by a very disgruntled citizen

[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, October 12 2:11 PM
To: BC Hydro Social Media; commission.secretary@bcuc.com
Subject: BC Hydro Customer Crisis Fund

To Whom It May Concern,

I am voicing my frustration about the BC Hydro Customer Crisis Fund that is on my hydro bill every month. I realise it's only 25 cents per month, but it's the principle of the whole thing. Why should those of us who pay our bills every month, have to support those who can't? This sounds like it's a charitable donation of sorts, yet I am being forced to pay it.

I had read that the crisis fund was established as the "result of an open and transparent review process," that involved 36 groups including low-income customers, environmental organizations and commercial and industrial customers. But the fund is supported by residential owners only. Why were we not included in this review process? Of course those who don't have to pay it would say it's a great ideal

I don't imagine my email will bring about any change on this tax, but I did want to voice my disagreement with it.

Thank you for your time.

Sincerely,
[REDACTED]

CONFIDENTIAL

From: [REDACTED]
Sent: 2018, October 03 8:42 PM
To: BC Hydro Social Media; stephanie.cadieux.MLA@leg.bc.ca; commission.secretary@bcuc.com; SDPR.Minister@gov.bc.ca; EMPR.Minister@gov.bc.ca
Subject: Customer Crisis Fund Charge

To Whom It May Concern

It has come to my attention that I am being forced to make a donation to my fellow British Columbians in the form of a "Customer Crisis Fund Charge" on my BC Hydro bill. I was not asked to make a donation. I called BC Hydro to ask to OPT OUT of the program and was told I could not.

First, in any other situation, if someone was simply taking my money without my consent or permission it would be called THEFT. BC HYDRO is stealing my money. They will gain MILLIONS of dollars from this program. BC Hydro's website also says that low income citizens have to APPLY and QUALIFY and receive up to \$600 a year. It is EXTREMELY doubtful that this program will go to the actual people that need it. It is more likely to end up in BC Hydro's coffers. This is NOT about "helping" low income citizens with their bills. It is about BC Hydro pocketing money without providing a service. The amount is irrelevant. If BC Hydro (a very large multi-million dollar corporation) is so worried about its' low income customers, why don't they just DONATE with their own profits?

Second, BC Hydro has a MONOPOLY on electric power in BC. Customers do not have a choice to just "go to another provider" as one would with other companies. This is criminal.

Third, in addition to being REQUIRED to donate, I am ALSO being charged GST on my donation. It is MY understanding that when an individual makes a donation (forced or otherwise), they are entitled to a tax DEDUCTION. BC Hydro is LITERALLY taxing my (FORCED) donation? This is quite the scam.

Finally, it was promised that BC Hydro's rates were going to be frozen by our current government. It doesn't help those of us living pay cheque to pay cheque to freeze rates but then require donations.

This is a complete and total OVERSTRETCH of power by BC Hydro and the BC Utilities Commission. There absolutely MUST be an opt out option for the "Customer Crisis" donation.

I hope someone is able to figure out a way to allow British Columbians to opt out of this program.

Thank you.
 [REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, October 03 4:30 PM
To: BC Hydro Social Media
Subject: Customer Crisis Fund

Good Afternoon,

RE: Acc't # [REDACTED]

After receiving my bill yesterday, I noticed a charge on it for Customer Crisis Fund. I went back to previous bills, and noticed that this charge was on my last bill also.

I have never heard anything, about this charge being approved, or made public!!!

I choose to make donations to charities of MY CHOICE.

There are other services that will help people during hardship, when they can't pay their bills. I have a hard enough time paying my bills on occasion, but always manage.

Am I to expect that all my utility bills are going to start collecting this fund?

Is BC Hydro so broke, because of delinquent payments, that you are going to collect from the middle class, who are barely surviving ourselves!!!

I will be deducting this fee from my next payment, which will include the amount from my last bill. I will put the \$.98 in my pocket and not yours or anyone else's!!!

Regards,
[REDACTED]

Sent from Mall for Windows 10

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, October 04 10:52 PM
To: BC Hydro Social Media
Subject: Customer Crisis fund charge

To whom it may Concern,

I would like you to be aware that I am opposed to the Customer crisis Fund Charge that you feel is necessary to impose on me.

It should be my choice, not yours who I wish to donate my hard earned money to, this is NOT one of them. With the surplus that you generate I am sure YOU can figure out how to accommodate YOUR customers with their billsNOT ME !!!

Thank you

[REDACTED]
[REDACTED]

[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, September 18 6:17 PM
To: BC Hydro Social Media
Subject: Fwd: Customer Crisis Fund

Dear Hydro Representative,

I am writing this email as I am completely outraged by the Customer Crisis Fund and would like to be reimbursed for that.

I called your front line staff who have advised me that this fund is meant for individuals in crisis who cannot pay for the Hydro Bill. I would like to point out that customers like me are not an insurance company, nor are we a charity. I personally spend a good amount on insurance every year to cover expenses such as a hydro bill in the case on an emergency. So this fund does in no way benefit me at all. If i wanted to help out people in need i could write a cheque to a charity and receive a tax credit. You are not giving me a tax credit for holding my funds.

As a banker I am also outraged that you are taking funds of your clients and holding on to them. What are you doing with this fund? Is it invested and making you money? Are you claiming the tax break for "donating " my funds for people in need?

Totally not acceptable. If you made it an option maybe people would be willing to pay into it, but forcing the entire province of BC to pay you so that someone else who is not spending money on insurance can benefit is not cool.

I look forward to an adjustment on my bills. My accounts are on [REDACTED] BC and [REDACTED]
[REDACTED]
[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, September 21 10:15 PM
To: BC Hydro Social Media
Cc: commission.secretary@bcuc.com; BC Hydro, Scanned Files
Subject: Charge on my Hydro bill Acct# [REDACTED]

Hello,

I am enquiring as to why I am being charged a Customer Crisis fund charge as a forced donation?

I understand this is a fund for people who cannot pay their bill, is this correct?

If so, why am I being involved in your accounts receivable collection process? If I have an account that does not pay me, I am not able to just charge my other clients more to make up for it.

I work hard to make sure that I can pay all my bills and I don't expect a free ride, I am also not prepared to pay ahead to make sure that BC Hydro is not shorted by someone else.

This added amount is ridiculous and inexcusable...and I am asking you that you remove this from any future billing.

Regards,
[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, September 20 3:17 PM
To: BC Hydro Social Media
Subject: CCF Complaint

I am writing to file a complaint about the "Customer Crisis Fund". I am not ok with it and do not believe that I as a paying and up to date customer have to pay for others peoples wrong doings.
Yes I have been in a situation before where I didn't get my bill paid on time but there was no option to not pay it. If I didn't pay it I got a big DISCONNECTION letter.
Over the course of the three years of this program you will receive way more than the amount of outstanding bills, then where is the money going?

People should have to be able to pay their own bills and I should not be held responsible.

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

This message may contain confidential information and is intended only for the addressee(s). If I sent you this message in error, please notify me and delete it. Thank you.

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, September 20 1:15 PM
To: BC Hydro Social Media
Subject: re Custome crisis fund.

How can you possibly ad to our hydro bill to pay for people who can't pay their bill! That is your problem not ours...you should be negotiating a lower payment for them or some other way to solve the problem.
We donate where and when we choose....you cannot arbitrailly add this to our bill.
What does the Better Business say about this?
Many people are upset about this ridiculous charge.
Who has approved it???
We want this taken off our bill Acct.# [REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, September 27 3:45 PM
To: BC Hydro Social Media
Subject: Customer crisis fund

What kind of BULLSHIT is this?

We all have a hard enough time looking after ourselves in today's world. Go get a second job like I did to get by. Hi Fuck yourselves!!?

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, September 21 1:21 PM
To: BC Hydro Social Media
Subject: Extra charge

I just want to say that we are a family of 5 and have a hard time paying the ridiculous amount that our bill already is and you have the nerve to charge us an additional amount to help pay other families bills that they can't pay. Why don't your big wigs take a pay cut instead to make up the difference.

Pissed off customer.

Sent from my iPhone

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, September 21 4:57 PM
To: BC Hydro Social Media
Subject: Crisis Fund

I am writing with regard to the charge that is automatically charged on a monthly basis to my Account [REDACTED]

I called and spoke with a representative stating that I am not in agreement with this charge & requested a refund which I was denied.

It was explained that it is to cover those individuals that are not able to pay their bills for various reasons. I am not in a position to be donating money to such a fund. I am a senior citizen on a fixed pension.

I have been a customer off & on for many years. At other times I was a customer of Fortis BC. In 2003 I lost my entire home [REDACTED] & did not rely on anyone else to pay my Hydro bill. I'm sure there is some sort of insurance to cover those in crisis. I do not believe it is up to us, especially myself as a senior on a pension to contribute to others Hydro bill.

Please consider my situation & refund/delete the extra charge on my account.

Thank you.

[REDACTED]

Sent from my iPhone

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, September 24 2:10 PM
To: BC Hydro Social Media
Subject: Customer Crisis Fund

Just wanted to officially log my comments about the Customer Crisis Fund.

If our Hydro bill never exceeded \$100, maybe \$200, I wouldn't have a problem donating 50cents here and there. But, we live in the North, and our Hydro bills goes up to \$400, \$500, \$600 come winter...and at those prices, I would prefer to save a few dollars on MY OWN BILL, rather than helping someone else pay their bill.

[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, September 27 8:35 PM
To: BC Hydro Social Media
Subject: customer charges

On my recent statement I noticed a customer crisis fund charge which I did not consent to. I prefer to chose my own charity to contribute and not have it added to my statement.

Hopefully you will reconsider these charges.

[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, September 30 9:52 AM
To: BC Hydro Social Media
Subject: Customer Crisis Fund - bad idea

I am writing to express my disagreement with your pilot plan to scoop cash from paying customers in order to pay bills for those needing financial assistance.

I am all in favour of donating to help others but I want to make donations of my choice with my money, not have your company make that decision for me. There are social service agencies who are better equipped to help the needy, with trained social workers and programs to assist them. Your employees are not trained social workers. In addition you have no legal basis to charge me for services not provided.

This 'pilot' program is a bad idea, it's a back door tax/cash grab and it should be terminated immediately.

Please ensure my input is fed into your pilot review as well as passed to senior management at Hydro.

Thank You

[REDACTED]
[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, September 14 9:37 AM
To: BC Hydro Social Media
Subject: Crisis fund

Hello,
I know you already received a lot of letters like mine.
I DO NOT agree that you have the right to just 'take' extra \$3 per year from me for a charity I never was asked for.
I want to 'unsubscribe' from this nonsense.
I think it is not BCHydro's business to look after people in financial crisis.
As Wiki says: "Its mandate is to generate, purchase, distribute and sell electricity."
So, do it!
You know you are a MONOPOLY and you think you can do as you pleased...
Too sad

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, September 15 1:57 PM
To: BC Hydro Social Media
Subject: Donation

To whom it may concern

I have seen you donation on hydro bills and find it absolutely disgusting that you would steal from your customers so you can make a donation. Furthermore I would really like to know who is receiving this donation as most of the people that I know pay their own bills and those that don't don't need this. How are you guys to know who evacuated and who didn't.

Yours truly

[REDACTED]

Sent from my iPad

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, September 12 9:39 AM
To: BC Hydro, Customer Advocacy
Cc: [REDACTED]
Subject: FW: Registered Mail - CCF Charge complaint
Attachments: SCAN2970.pdf; SCAN2971.pdf

Good morning,

Please find attached registered mail for CCF charge complaint. Customer requests a written response. This is a second one of this kind.

Thanks and regards,

[REDACTED]
[REDACTED]
BC Hydro
333 Dunsmuir St, 11th floor
Vancouver, BC V6B 5R3

[REDACTED]
[REDACTED]
[REDACTED]
bchydro.com

Smart about power in all we do.

From: [REDACTED]
Sent: 2018, September 11 2:30 PM
To: [REDACTED]
Subject: Registered Mail - CCF Charge complaint

Hi [REDACTED]

Please find attached another registered mail for CCF charge complaint.

Thanks
[REDACTED]

B.C. HYDRO.

I DO NOT REMEMBER BEING ASKED
IF I WANTED TO DONATE TO YOUR
CHARITY THE CUSTOMER CRISIS FUND.

WHY ARE YOU CHARGING PEOPLE
THAT STRUGGLE TO PAY THEIR BILLS
SENIORS ON PENSION. PEOPLE ON
MINIMUM WAGE OR EVEN WELFARE.
THIS DOES NOT MAKE SENSE.

QUESTIONS

WHY NOW?

WHO DECIDES WHO GETS IT?

MONIES COLLECTED FROM BILL PAYERS
IN SPECIAL ACCT. OR GENERAL ACCT.

WILL THIS GO UP IN PRICE?

WE ALREADY HAVE:

- STEP 1 + 2. 5% RIDER GST 5%.

DURING MAJOR CRISIS - FLOOD
FIRE, GOVERNMENT + RED CROSS + PLUS
OTHERS STEP IN TO HELP.

I DO NOT WANT TO PAY THIS.

PLEASE SEND
WRITTEN RESPONSE

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, September 11 8:52 AM
To: BC Hydro Social Media
Subject: Customer crisis fund charge

I am outraged that a corporation can add a charity donation with out my permission to my monthly invoice.

The management of BC Hydro is out of control and as a member of the public and your customer it should not be allowed.

Immediately remove this charge from my account. This is not a communist country?

[REDACTED]
[REDACTED] /

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, September 11 8:58 AM
To: premier@gov.bc.ca
Cc: commission.secretary@bcuc.com; BC Hydro Social Media
Subject: CRISIS DONATION ON HYDRO BILL/ RENT INCREASE 2019

Premier John Horgan as you may know, I was billed extra .51 cents on my bill for crisis, without my consent. Please have this removed from my bill? I do charity that helps and I do not want to be forced to donate to a A BLIND CHARGE I was not involved in with making the decision. I was also charged tax on this charge forced on me, please please remove this charge as we already pay for our taxes to federal govt.

We already are in a housing crisis and my rent was jacked up 375 a month since July 2017, I do my own charity to what I feel is important, and this charge is not only a new forced tax it is not what I personally want to do with MY money at this time. This was asked to BC Hydro by a federal company and not provincial or by customer choice, why is this happening in BC?

Housing crisis now says the rental rates in 2019 will also be allowed to jack up rent 4.5 %, if that does happen, we will have to leave BC, how does a middle income earner afford this rent now in BC??? and the government doesn't help with allowing a 4.5 percent increase which will hurt thousands of families, and low income earner badly. Please stop allowing them to wreck BC for us middle to lower income people?

Please reply to what is being done and who can I write to stop the extra charge on BC HYDRO and the increase for rental next year????

Thank you,
[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, September 11 3:52 PM
To: BC Hydro Social Media
Subject: Opt out from customer crisis fund

Hello,

I just learned about the customer crisis fund charge that is appearing on our bc hydro bill.

I fully object to this fee. Please send instructions on how to opt out.

I have no objections to helping people in need, but I donate to charities of my choice, not when forced by a public utility, especially when you are the ones who claim the tax deduction.

The very notion of this is offensive to the core.

Thank you for your quick response, and I will expect the opt out to be retroactive the the first collection of this fee.

Thank you.

[REDACTED]

CONFIDENTIAL

From: [REDACTED]
Sent: 2018, September 11 1:51 PM
To: BC Hydro Social Media
Cc: [REDACTED]
Subject: Fwd: Community Crisis Fund charges

Sorry, sent the original message to the wrong address.

Sent from my iPad

Begin forwarded message:

From: [REDACTED]
Date: September 11, 2018 at 10:16:10 AM PDT
To: connectwithus@byhydro.com
Subject: Community Crisis Fund charges

Sir/Madam,

Our household, like most households in BC, is a customer of BC Hydro. Our relationship with BC Hydro has been "BC Hydro provides electricity, we pay for the service," until recently.

In the past few months, we have been charged \$0.25 per month for "Community Crisis Fund." I called up BC Hydro and the lady kindly and patiently explained to me that this is a charge directed by BC Utility Commission to BC Hydro to collect funds to provide assistance to those households which experienced a financial crisis and are unable to pay their BC Hydro bills. She also explained to me that this is a one-year pilot project.

While I applaud BCUC and BC Hydro for their humanitarian objectives with this charge, I disagree with the principle of BC Hydro entering into social assistance business. Unless I am sadly mistaken, neither BCUC nor BC Hydro's mandate includes providing social assistance to needy families. That is a job for other agencies and charities. I don't want to quibble about the money (it is only 25 cents), but I object to the principle of forcing me (and all BC Hydro customers) to donate to a charitable program without consent. I could accept this charge provided that I have the option of opting in, that is, it is voluntary and not mandatory. This is akin to Safeway or Costco asking me to donate to a charitable cause that they are supporting. I have the option of donating or not.

It is dangerous for BC Hydro to put a charge on my bill that has nothing to do with the utility service that it is supposed to be offering. I don't know what the criteria would be for the review of the pilot program after a year. What if it is hugely successful in helping needy families? Would BC Hydro then up the ante and charge me a dollar a month or ten dollars? Where would this lead to?

BC Hydro should focus on the business it is mandated for and not to get involved in social assistance activities or charitable programs. That is the job for charitable organizations or government agencies.

Yours truly,

[REDACTED]

[REDACTED]

Sent from my iPad

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, September 11 6:41 PM
To: BC Hydro Social Media
Subject: Crisis charge

Please explain to me why I should be forced to pay the bills of those that don't? I donate to charities of my choice, but forced "charitable" giving to people who may or may not have good budgeting skills, prioritize their spending to ensure bills for rent, hydro, food come first (meanwhile paying a couple of hundred a month for 268 cable channels, a fancy smart phone, wi fi, eating out, etc) is just WRONG.

I vehemently object to your new crisis fund. Allow us to opt in, if you wish, but give your customers a choice.

What next? Grocery stores will be adding an extra fee for people who claim they can't afford food? Phone companies will add an extra fee for people who run up large bills and can't pay them?

Why in the world should I have to pay other people's debts. As a senior on a limited fixed income, I budget, I set my priorities, and I have never missed a payment for any bill or service. I am disgusted with your attempt to sneak this onto our bills without consulting your customers.

[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, September 12 12:01 PM
To: BC Hydro Social Media
Subject: Opt out procedures, et al

Please provide an email address so I can forward my complaint concerning the compulsory donation for CCF that has been added to hydro bills in BC.

There are many ways this could have been done right but instead you blindsided consumers and hoped that people would just accept it.

That is shameful corporate conduct.

[REDACTED]
[REDACTED]

Sent from Yahoo Mail for iPhone

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, September 13 6:17 PM
To: BC Hydro Social Media
Subject: It's NOT your money!!!!!!!!!!!!!!!!!!!!

You do not get to decide how we donate OUR money!!!!!!!!!! I was NOT asked and I am NOT paying it. So take it off my bill. I don't care if it's 25 cents or 5 cents. You can ask first!!!! Not take it upon yourselves to decide. This is a forced donation and it isn't happening!!!! Not paying it!!!!!!!! IT SAYS AT THE END ..there is a cost to establish the fund and administer it which is expected to be about \$1 million or 20 per cent of the money collected. I WOULD be curious as to WHO gets that million???? Take it off my bill!!!!!!!!!!

[REDACTED]

CONFIDENTIAL

From: [REDACTED]
 Sent: 2018, September 13 1:12 PM
 To: BC Hydro Social Media
 Subject: Pilot project COMPLAINT
 Importance: High

Sept 13, 2018

BC Hydro crisis fund pilot project

BC Hydro Account # [REDACTED]

TO BC HYDRO

To all member of Utilities commission board,

It has come to my attention that we are being forced to make a donation to this fund through our **B C Hydro bill**. At this time I am not interested in donating to this fund. I have already called B C Hydro and lodged a complaint asking for a supervisor to call me. I am now writing you to lodge my formal complaint.

Donations of our personal funds are not for other people or businesses to decide to donate as they please, it's not your money to donate. The information I was given is it is a 3-year pilot project to help families in need to pay their B C Hydro bills. If this is the case then it should be B C Hydro who should wave their bills or prorate them to ease the burden not individual citizens.

This 3-year pilot project that the B C Utilities commission board has approved is nothing but a money grab of our money. We pay our bills; we do not feel we should be forced to pay others bills.

Remove this charge from our bill and back date it to when it was first taken from us. We were not asked about this and it is not a program we want to contribute to.

Sincerely,

[REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]

BC Hydro Account # [REDACTED]

Email: [REDACTED]



This email has been checked for viruses by Avast antivirus software.

www.avast.com

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, August 02 11:58 AM
To: BC Hydro Social Media
Cc: commission.secretary@bcuc.com
Subject: Customer Crisis Fund Charge Questions

Hi. I writing with a couple questions that I hope you might answer regarding Customer Crisis Fund Charge (CCFC) on our July 20-18 bill. As BC Hydro is the only provider of electrical power option to our home I'm a captive customer.

Our other utilities such as Fortis, Telus, and credit card companies do not charge a delinquent account fee why does BC Hydro.?

Will a charitable contribution tax deduction receipt be issued for this charge?

If I choose not to pay this Customer Crisis Fund Charge (CCFC) what will the repercussions be to my account and credit rating?

At what point will my account be classified as delinquent if I do not pay the CCFC?

If deemed a delinquent account can I then apply for help through the CCFC?

If this was a voluntary donation program I would reconsider being a participate.

FYI. At our past residence the local power company [REDACTED] had a similar program. It as voluntary and a tax receipt was issued at the end of the taxation year. We participated in that program at \$10.00/month.

Thank your for your time and I await your reply, Regards [REDACTED] Account # [REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, August 30 6:23 PM
To: BC Hydro Social Media
Subject: Customer Crisis Fund Charge

Hello -

I have been a BC Hydro client for my entire life (am 61 now) and have always paid my bills in full and on time, and never questioned them.

The Customer Crisis Fund charge is not my problem, it is BC Hydro's. I contribute to many local charities however I choose which charities I contribute to.

I am therefore reducing my August 20/18 bill by \$.51 to reflect this.

I look forward to hearing from you.

Respectfully submitted,

[REDACTED]
Account [REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, August 29 8:53 AM
To: BC Hydro Social Media
Subject: "Crisis" charge

To whom it may concern:

I was alerted to this "charge" on social media, (Facebook) so I immediately checked my BC Hydro bill, and sure enough, there it was...a .47cent charge to the crisis fund (isn't it more like "pad BC Hydro's corporate fund?)

Is BC Hydro not rich enough, just by the ludicrous amount "us" BC folks already pay, that they cannot do the right thing, and donate the money themselves? Oh no, they sneak in this "scam" charge, under the guise of a crisis fund, created to help the fire victims go BC...without OUR permission!

Yes, it's a very small amount (and most people would probably gladly help) but to add it on our bill, without asking, is just wrong. I'm curious as to how long this charge will be added? How much will it gradually increase? And most of all, how does any corporation get away with this?

I called BC Hydro and asked that the charge be removed. I was told by the rep that it could not be removed. I was informed that a customer complaint representative would call me today...I'll be shocked if I actually get the call. I have posted on FB, to urge everyone to send a email to register their complaint and demand the charges be removed. BC Hydro has sunk to a new low, and should be ashamed. Do the right thing, and ASK for charitable donations, just like every other charitable donation organization does. I am appalled by the sheer gall of BC Hydro to assume "we" are all volunteering to pay this bogus charge willingly.

Regards,
[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, August 23 8:06 PM
To: BC Hydro Social Media
Subject: re: Customer Crisis Fund

I would like to comment on the new Customer Crisis Fund charge that is now appearing on my bill.

I am not in favour of this charge, as I do not feel it is appropriate or within BC Hydro mandate to charge residential customers to create an emergency fund for those customers that cannot pay their bills due to hardships.

I do give to charity, however, I do not believe I should be forced to donate without my consent. There are resources available for anyone who is in financial hardship, certainly some companies offer some sort of relief. It should not be up to me or other residential customers of BC Hydro to provide this relief.

As this is a pilot project, please let me know how long this is going to go on, and how I can opt out of this charge.

Regards,

[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, August 22 7:35 AM
To: BC Hydro Social Media; commission.secretary@bcuc.com
Subject: customer crisis BC Hydro charge

For all the reasons that can't be stated enough times, this Customer Crisis Charge on the BC Hydro Bills is unfair and unwarranted, I'm not willing to pay this. You should be issuing a charitable donation receipt at the end of the year (in which case GST & PST charges can be reversed). There are other ways to recover delinquent account costs and if you feel that you should be supplementing the cost of defaulted accounts, then YOU supplement it, even Revenue Canada supplements it in your Bad Debts expenses. If someone can't pay their bills, it's been customary that they don't receive the product or service. There are programs in place to help fund people experiencing hardships. There is absolutely NO REASON I should be covering this on my hydro bill! REVERSE IT and don't start this unwarranted precedence ! [REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, August 31 3:20 PM
To: BC Hydro Social Media
Subject: Customer Crisis Fund

I noticed on my latest Hydro bill that I am being charged for a "customer crisis fund". On further investigation I have come to find out that what this fund boils down to is a "bad debt program"!

I pay my taxes and contribute to charities that I feel are worthy. I choose which charities I support. I choose where I spend my hard earned dollars and feel rather irked that I wasn't asked if I would like to contribute and am being forced to pay every month toward this fund. I do not want to contribute to this fund and would like this charge removed from my bill.

Sincerely

--
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

This email may be privileged and/or confidential, and the sender does not waive any related rights and obligations.

Any distribution, use or copying of this email or the information it contains by other than an intended recipient is unauthorized. If you received this email in error, please advise the sender (by return email or otherwise) immediately. You have consented to receive the attached electronically at the above-noted email address; please retain a copy of this confirmation for future reference.

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, July 03 2:39 PM
To: BC Hydro Social Media
Subject: Crisis Fund

This is outrageous!

- 1) I am paying BC Hydro for service I use. I am not paying BC Hydro to be a charity foundation.
- 2) I am very capable of selecting charity. I have that right because it is my hard-earned dollar. Why am I being forced to be charitable to BC Hydro bad customers? I also have bad customers, will BC Hydro pay for mine?
I operate a rental business. I already pay for dead beat tenants, or tenants with unexpected challenges. I don't need others to tell me to be more compassionate.
- 3) If I do want to contribute my hard earned dollar to a charity, I certainly do not need to pay someone 25% administration to do so.
- 4) Are you kidding me? Paying for dead beat, irresponsible customers AND highly inefficient organization who can't even get their own finances in order???
- 5) Are you aware this is how a communist society operate?

If you choose to be charitable to irresponsible customers, use your own dollars!
Cut back your huge bonuses, unproductive costs, and useless spending!

Why should good customers be penalized? Stop taking advantage of us who are responsible and pay our bills on time.

Stop this madness!

■

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, July 06 7:17 AM
To: BC Hydro Social Media
Subject: Customer Crisis Fund

Hello,

I just wanted to make a couple of comments on the new Crisis Fund. It must be nice to pass the new Fund charge onto people who actually pay and budget their costs and then you have to charge us an additional tax (GST) on top of it as well. In my opinion the Fund and Transit Levy (taxes) should not be charged the additional GST tax.

I appreciate that people sometimes experience financial troubles, but I do not think it should be the rest of us that have to re-examine our own budgets to make available more money for these new funds (or as I say additional taxes).

I appreciate it is a small fee, however, all of these small fees being charged by everyone adds up.

These new funds (taxations) just hurt the charities that I like to donate to, as more the Government Officials take away from us, actually take away from the charities. In my opinion, I do not appreciate that people make a decision for me what I should donate to. I have my own charities that I what to fund.

Also, you should have a like on the BC.Hydro website so that people can provide their comments.

I would appreciate an acknowledgement that you have read my email.

[REDACTED]
[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2019, June 19 3:45 PM
To: BC Hydro Social Media
Subject: CCF

Hello,

In common with many people, I prefer to decide which charities to support, rather than have BC Hydro or the government decide for me. I understand there is no option to opt out of this fund, so, since it is a charitable donation, will I be getting a tax receipt? If not, why not?

Secondly, why am I charged GST on this donation? I have received neither a good nor a service for my money, therefore charging Goods and Services Tax on it seems farcical at best. Please advise why this is so.

Thank you

[REDACTED]
[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, June 22 3:13 PM
To: BC Hydro Social Media
Subject: crisis fund

I am contacting you to express my distaste for your recently implemented "Crisis Fund". I should be clear that I am not against financial relief - I am against the model in which you have imposed on your customers. I am a firm believer that these sorts of charity contributions should be entirely altruistic from those who can afford to do so - not heavy handily forced upon us.

It is not in your best interest, nor area of expertise, to provide charity services to those in need. Please let the non-profit sector handle this.

There are many ways charities could establish themselves to accept donations, and provide this level of local community support for those who require it.

I do not trust that you are capable of deciding who is and isn't eligible to receive this level of financial relief, so please stop taking my charity without my consent.

[REDACTED]
[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, June 22 2:25 PM
To: BC Hydro Social Media
Subject: Crisis fund

It has just come to my attention that BC Hydro has decided to add a fee onto my bill that is not only not hydro related, it is basically a charitable donation on my part to those who decide not to pay. I was not consulted....I was not provided an option. Because of this, my response is that I do not wish to pay for this.

I am shocked at the arrogance on your part to assume that those of us who pay our bills on time should now be responsible for covering the bills of those who do not. This is not a Crisis issue...it is an obvious method to make sure that you as a company avoid losses and thus stick us with the bill. I find this attitude disgusting.

I have launched a formal complaint against BC Hydro with the BC Utilities Commission. As well, I will add my voice on social media against you and this practise...which by the way seems to be gathering a lot of attention in the media. Maybe you should give some thought as to why.

I would like to hear how you are responding to this. When I called, I was basically told that you can add anything to my bill and there is nothing I can do about it. Wonderful attitude.

[REDACTED]
[REDACTED]
[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, June 21 6:42 PM
To: BC Hydro Social Media; commission.secretary@bcuc.com
Subject: Crisis Fund Charge

Good Evening,

I am outraged with your forced Crisis Fund Charge on B.C. Hydro bills. The thinking behind this concept is completely flawed. You are forcing everyone to contribute to a fund a few hundred or thousand will access. If you want to collect for charity, you should be asking people if they want to contribute not force people to contribute. Your fund should be optional not forced. In my mind this is like a tax.

Your plan is open to scamming by scheming people who think nothing of misusing resources.

Another factor that is outrageous is the costs involved to set up this fund. I am retired and have to budget very carefully how dare you force me to participate in your scheme. You are not concerned about other Hydro customers who are under financial strain. There has been zero thought to the people who don't have excess cash at the end of the month.

The NDP government is already increasing my tax burden and now you are too. Shame on you!

[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, June 21 7:03 PM
To: BC Hydro Social Media
Subject: Crisis fund should not be forced

Why do we have to pay for someone else that clearly didn't make the right decisions to be able to afford their bill?

I don't go to a restaurant and pick up someone's bill if they came to eat, so why should this be any different?

You've already raised your rates and now this! If you really want to "help" people, then give the PAYING customer an option and if they want to DONATE then they so wish to choose to.

--
[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, June 21 10:16 PM
To: commission.secretary@bcuc.com; john.horgan.mla@leg.bc.ca; premier@gov.bc.ca; BC Hydro Social Media; andrew.weaver.mla@leg.bc.ca
Subject: BC Hydro "Crisis Fund"
Importance: High

I strongly disagree with this "charity fund" being forced onto my bill. It accounts to nothing other than another tax. Please ensure this charge is removed from my bill. It has nothing to do with my hydro consumption and I refuse to pay it.

Forcing my donation to a fund that has an excessive overhead to support those that can't pay their bill is abuse of BC Hydro's position as a utility provider. I donate my hard earned money, what little there is left of it, to charities of MY choice.

It is appalling how B.C. Utilities Commission, who is there to protect us consumers and residents of BC would even dream of forcing BC Hydro to create this fun. It is an outright abuse of the B.C. Utilities Commission power.

John Horgan and Andrew Weaver, what are you doing to remove this from our Hydro bill?

Regards,
[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, June 22 8:06 AM
To: commission.secretary@bcuc.com; BC Hydro Social Media
Subject: Tax Grab hidden by calling it a Mandatory Donation

The general public / tax-payers in BC are against this money grab from BC Hydro.

You have no right to add this to my bill or anyone's bill without first asking permission and giving people who struggle every month to pay their bills the option to opt out.

You will see a class action law suit over this money grab.

As a homeowner with an handicapped adult child to support along with an elderly parent to support I have been late on my hydro bill regularly for years.

Hydro already forced me to give them a 500.00 security deposit and threatens me regularly with disconnection while I struggle to pay my mortgage, property taxes, utilities, icbc payment, high cost of gas, and break down repairs on my 18 year old vehicle.

Now you force me to donate to a fund to cover someone else's hydro bill?

At the same time the set up costs for this ridiculous forced charity is through the roof.

I and the majority of people like me are looking forward to deducting this from out payment and we will see you in court.

[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, June 21 3:09 PM
To: BC Hydro Social Media
Subject: Crisis Fund Pilot Program/ Account [REDACTED]

My husband [REDACTED] and I have been paying hydro payments since 1973, never skipped a beat, even in our rough times because we budget.

This Crisis Program Pilot is so wrong in our minds. We just had a rate increase in April. We don't mind helping folks when they need it. But, by our choice, and to who we wish to help. We get Tax Receipts for most donations.

Since January we had rate increases of Hydro, ICBC, Propane heating, satellite server. The combination exceeds the rate increase in our pensions. We're going backwards!!

As far as I understand the BC Utilities Commission would only allow a BC Hydro rate increase of a specific amount. This crisis fund is merely another rate increase, and we resent it. We had no say in this charity payment, and have no option to withdraw from the program.

Perhaps those in the decision making process of this rate could take a pay cut, or no bonuses, to cover what this Crisis Fund would raise annually. I realize it is a small amount of money. So, those folks might not miss it either.

[REDACTED]
[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, June 21 8:20 AM
To: BC Hydro Social Media
Subject: crisis fund

I have to say that I am in total disagreement of this new fund which automatically takes money from me without anyone asking if I want to donate.

It is illegal to add money to my bill which has nothing to do with the consumption of my power usage!

If you want to have this 'fund' that's a wonderful idea BUT ask before you take it from me. Other companies have asked before and I have gladly donated to help out others but what you are doing is like theft!

Please revise your 'angle' on this project.

Thank you for your consideration.

[REDACTED]

Sent from Mail for Windows 10

CONFIDENTIAL

From: [REDACTED]
Sent: 2018, June 23 5:13 PM
To: BC Hydro Social Media
Subject: crisis fund

Ok, while I understand you want your money for hydro, you can't just basically STEAL it from other loyal paying customers! This is the stupidest thing I have heard of in a long time. You shouldn't be able to force me to give to charity. You want to help your customers pay it your freaking self!!! almost a million dollars to run the fund a year?!?!?! Come on! Completely ridiculous and unethical.

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, June 22 4:18 PM
To: BC Hydro Social Media
Subject: Customer crisis fund charge

Dear Sirs:

This email is to register my objection to your Customer Crisis Fund charge, upon which there is added GST!
I do not agree with the policy of mandating where my charitable dollars will be spent. Obviously it is not the dollar amount of the charge. Rather, it is the imposition of any such charge. Who are you to dictate where I give my money?
Yours truly,

Sent from my iPhone

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, June 26 6:35 AM
To: BC Hydro Social Media
Subject: Hydro Customer Crisis fund

I find it appalling and discussing that the BCUC and Hydro can dictate to us where our donation money goes. I have been donating for years to charities of my choice, I never thought the government would tell me to whom I had to donate to.

Approximately 4 million customers times approximately \$5. That's alot of donations collected without consent! It sounds like the people would be bailing out not only customers but also Hydro

Please add my name to any list against this charge.

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: 2018, June 26 2:13 PM
To: BC Hydro Social Media
Subject: Customer Complaint CCF
Attachments: [REDACTED]

Please respond to the attached letter RE the CCF.

Thank you,
[REDACTED]

[REDACTED]
Community Relations

BC Hydro
333 Dunsmuir Street, 15th Floor
Vancouver B.C. V6B 5R3

[REDACTED]

bchydro.com

CONFIDENTIAL

[REDACTED]

VIA MAIL

June 20, 2018

BC Hydro
P.O. Box 8910
Vancouver, B.C. V6B 4N1

Re: BC Hydro's Extra Fee for 'Crisis Fund'

Global News is reporting that as of June 1, BC Hydro started collecting an extra fee from all customers to create a "crisis fund" that will be used to help people who are unable to pay their hydro bill.

While I understand the amount collected from each customer will be small (at least initially), I am opposed to this in principal. My husband and I donate to many charities of choice on a regular basis. I am not opposed to helping people in need, but I feel this should not be mandatory.

In addition, this sets a dangerous precedent for other companies to follow suit.

I am joining my voice with many other British Columbians who urge you to change this to a voluntary fee or eliminate it altogether.

Yours truly,
[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, September 01 7:49 PM
To: BC Hydro Social Media
Subject: Customer Crisis Fund

What is the operating cost per year to run just this program? If after the 3 year pilot does not work as it is suppose to, what happens to our money? Does it go as a credit on our future bills? As history has proven to me any dollar amount that has the word "fee" behind it disappears into the general revenue. Does this hold true with the customer crisis fund revenue?

I have not been able to find the answers to the questions I asked above on line. Please let me know where I can find the information.

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, September 21 2:13 PM
To: BC Hydro Social Media
Cc: commission.secretary@bcuc.com
Subject: BC Hydro Crisis Fund

I want to say unequivocally that I am totally against The BC Hydro customer crisis fund charge!

All companies face potential losses by customers who cannot pay. But to charge everyone a fee to minimize those potential losses is absurd.

Social media is full of people's stories where facing some degree of hardship BC Hydro has turned their corporate backs on them. This fee is only going into the company's bank accounts, not actually helping people.

I ask the BBC utilities commission to reverse their approval of this immediately!

[REDACTED]
[REDACTED]

(Sent from my iPhone)

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, July 04 10:53 AM
To: BC Hydro Social Media
Subject: BCHydro Residential Bill Date Jun.13, 2018

Good Day:

I note a new item payable on the Jun.13, 2018 Residential Bill, this denominated as Customer Crisis Fund Charge. The amount posted \$0.09 is prorated for 11 days. Thus for the full billing cycle of 60 days it will be approx. $6 * \$0.09 = \0.60 .

Please explain what this item is and provide legislative substantiation to this charge applied.

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Disclaimer: Any erratic fonts in this e-mail are unintentional. This caused by outlook-hotmail and not visible to the writer whilst composing the text.

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, August 02 1:45 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: RE: BC Hydro Customer Crisis Fund Reference [REDACTED]
Attachments: Re: **REQUIRED ACTION** BC Hydro Customer Crisis Fund [REDACTED] Re: RE: BC Hydro Customer Crisis Fund [REDACTED]

Hi [REDACTED]

I thought you might like to read this. This is the customer who had sent us the other two emails when we requested supporting documents (attached).

[REDACTED]

[REDACTED]

[REDACTED]

BC Hydro Customer Crisis Fund

bchydro.com

Smart about power in all we do.

For more details please visit BC Hydro Customer Crisis Fund

Many account services are available online at MyHydro. You can view your bill, manage payments and track your electricity use. To create a MyHydro profile and link your account, please visit bchydro.com/myhydro

From: [REDACTED]
Sent: 2018, August 02 1:32 PM
To: BC Hydro Customer Crisis Fund
Subject: Re: RE: BC Hydro Customer Crisis Fund [REDACTED]

This is some kind of Joke what the hell are you doing??? I will take this to a higher level, am very upset over all this . You take up my time and then toss it aside. Well I will teach you a lesson, It is high time you got straithened out. Looking forward to the War.

Respectfully

[REDACTED]

On Thursday, August 2, 2018, 9:02:45 a.m. PDT, BC Hydro Customer Crisis Fund <CCF@bchydro.com> wrote:

Dear [REDACTED]

We've approved your application to the Customer Crisis Fund Program, and the amount of [REDACTED] has been applied to your account.

For information on other programs that could help you manage your BC Hydro bill please visit bchydro.com/billhelp or call 1 800 BCHYDRO (1 800 224 9376).

Should you be interested in learning about other services that may be of assistance to you such as health care, counselling, housing, financial assistance and many others, please visit www.bc211.ca.

Sincerely,

[REDACTED]

BC Hydro Customer Crisis Fund

bchydro.com

Smart about power in all we do.

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[REDACTED]

From: [REDACTED]
Sent: 2018, July 24 11:31 AM
To: BC Hydro Customer Crisis Fund
Subject: Re: **REQUIRED ACTION** BC Hydro Customer Crisis Fund [REDACTED]

Okay, the details are processed, and will be sent to you most likely today. I light of the fact hat you have asked things that are intrusive and against the law and pose considrable prejudice to my self I had to turn the evidence over to The RCMP and Crown counsel plus the Health authority to ensure that going forward with your nonsense you are stopped at the gate post. As you can see you are not god. All charities have been given the link to ensure their members are made aware of your character before you stike again.

On Tuesday, July 24; 2018, 11:05:18 a.m. PDT, BC Hydro Customer Crisis Fund <CCF@bchydro.com> wrote:

Dear [REDACTED]

We accidently sent you the first email that was sent to you. Please be advise the is the update to date email and we need the documents by 31 July 2018.

This is a reminder that we require the following information to process your Customer Crisis Fund application:

- Supporting documents for illness like doctor note, hospital stay or home care. You also indicated in your application that roof replacement caused you financial crisis. We need receipt of expenses incurred due to roof replacement.
- Last 2 months bank statement .The bank statement should include all the expenses you mention in your application, in this case please provide confirmation of your transportation of [REDACTED]. You are also welcome to submit any separate documents showing these expenses.

Please scan and email the missing information to CCF@bchydro.com so that we can process your application. If we don't receive the required information in 7 days; 31 July 2018, your application will be declined.

Sincerely,

BC Hydro Customer Crisis Fund

bchydro.com

Smart about power in all we do.

For more details please visit BC Hydro Customer Crisis Fund

Many account services are available online at MyHydro. You can view your bill, manage payments and track your electricity use. To create a MyHydro profile and link your account, please visit bchydro.com/myhydro

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[REDACTED]

From: [REDACTED]
Sent: 2018, July 24 11:35 AM
To: BC Hydro Customer Crisis Fund
Subject: Re: RE: BC Hydro Customer Crisis Fund Reference Number [REDACTED]

Look stop playing Games I need the money , and I need help getting my account corrected, please do so , currently your collectors ar in hyper drive , go straighten them out.
Now please be advised that I had more than 1/2 of ICBC staff fired due to their high handness , dont be surprised if the dragon comes after you. Just remember two can play at this game.

On Tuesday, July 24, 2018, 11:03:04 a.m. PDT, BC Hydro Customer Crisis Fund <CCF@bchydro.com> wrote:

Dear [REDACTED]

Thanks for applying to the Customer Crisis Fund Program. We require the following information to process application:

- Supporting documents for illness like doctor note, hospital stay or home care. You also indicated in your application that roof replacement caused you financial crisis. We need receipt of expenses incurred due to roof replacement.
- Last 2 months bank statement . The bank statement should include all the expenses you mention in your application, in this case please provide confirmation of your transportation of [REDACTED]. You are also welcome to submit any separate documents showing these expenses.

Please reply to this email with the information we have requested so that we can process your application. If we don't receive the required information in 14 days, your application will be declined.

Sincerely,

[REDACTED]

BC Hydro Customer Crisis Fund

bchydro.com

Smart about power in all we do.

For more details please visit BC Hydro Customer Crisis Fund

Many account services are available online at MyHydro. You can view your bill, manage payments and track your electricity use. To create a MyHydro profile and link your account, please visit bchydro.com/myhydro

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CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, September 21 5:50 PM
To: BC Hydro Social Media
Subject: CUSTOMER CRISIS FUND

I am totally against this new program.

[REDACTED]
[REDACTED]

CONFIDENTIAL

From: [REDACTED]
Sent: 2018, September 21 10:23 AM
To: BC Hydro Social Media
Subject: Re: Customer Crisis Fund


[How can we help?](#)

Hi Eiden

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We matched your question or search term to:

What is a rate rider?

Rate rider

A rate rider is applied to the total of all charges, before taxes. Amounts received from the rate rider are used to recover additional and unpredictable energy costs. For example, low water inflows and higher-than-forecast market prices.

I find it quite perplexing that "used to recover additional and unpredictable energy costs" AND My money going to this Illegal fund has absolutely nothing to do with energy costs.
 Thank you

On Mon, Jul 9, 2018 at 10:49 AM [REDACTED] wrote:

Re: Customer Crisis Fund

I have read & understand the explanation as to why this charge is being added to my account.

But it is Illegal!

Its THEFT plain & simple

"It is illegal to charge someone for a service they do not receive".

In talking with the BC Utilities Commission, they explained it was a "rate rider"??

Something I am already getting charged for one line up on my BC Hydro bill.

Plus, this charge has absolutely nothing to do with BC Hydro & the services it provides me.

If you were to ask me to volunteer to this under the rules that you created, I probably would have agreed.

So, in closing multiple Petitions are being signed, BC Utilities commission has received a complaint, as well as the Ombudsman & the Better Business Bureau

Thank you
 [REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, September 20 1:23 PM
To: BC Hydro Social Media
Subject: customer crisis fund

I am writing this email as a very strong complaint about the new added tax that was arbitrarily added to our september bill.

customer crisis fund??? What on earth is that all about? When we phoned to get an explanation and was told what it was for, I could not believe what I was hearing! You are charging us to help people pay their bill who can't afford it? Why is that my responsibility? Well, its not!

I believe in helping our less fortunate fellow humans, but to just quietly add this extra to our bill is just all kinds of wrong. The amount is certainly not the issue. the issue is hydro having the gall to quietly add this charge to our bill with no notice, no discussion, nothing.

If Hydro wants to help the less fortunate, get in touch with them, set up a better or no interest payment plan, or better yet, give them a much lower rate then the more fortunate among us.

In my opinion, this really has nothing with Hydro helping the less fortunate, and more to do with Hydro not having to make any concessions to get every penny they can.

We are beyond upset!

[REDACTED]

CONFIDENTIAL

[REDACTED]

From: BC Hydro Customer Crisis Fund
Sent: 2019, January 03 11:35 AM
To: BC Hydro, Customer Advocacy
Cc: [REDACTED]
Subject: FW: hydro help
Attachments: RE: hydro help

Hi,

Customer email is complaining about the CCF fee on the bill. I sent an email to the customer already if they how to apply, which is attached to the email. Please reply to customer about their CCF fee complaint.

Thank you,

[REDACTED]

From: [REDACTED]
Sent: 2019, January 02 10:31 PM
To: BC Hydro Customer Crisis Fund
Subject: hydro help

I'm writing this letter to inform you that the crisis grant you have extra on my bill is absolutely ridiculous I have enough problems paying my own bill, I don't think this is fair to us that are on disability I pay my bill each time, I can use some help to pay my bill if you are handing out help to people that have problems paying. I look forward to the help.

From [REDACTED] my email address is [REDACTED]

Sent from Mail for Windows 10

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, October 02 10:00 AM
To: BC Hydro Social Media
Subject: Opt out of crisis fund - account [REDACTED]

To BC Hydro:

I do not want to contribute to the 'crisis fund' and will not be participating in this pilot program.

Please remove this charge from future invoices and credit my account for the crisis fund charges I was billed for (invoices [REDACTED] and [REDACTED]).

Thank you,
[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, October 03 3:53 PM
To: BC Hydro Social Media
Subject: BILLING

My name is [REDACTED]...and I am in total agreement with this letter...I do not want to pay for any costs toward bills for customers that cannot pay their hydro bills. or have run-off. without paying their hydro.....This is totally ludicrous...absorb it yourselves, and use the cost as a taxable write-off...

[REDACTED]...

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, October 20 12:38 PM
To: BC Hydro Social Media
Subject: customer crisis fund charge

I object to having to pay for this fund.

[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2019, January 03 10:32 AM
To: BC Hydro Social Media
Subject: customer crisis fund

Please send me some info on this fund. Also why am i charged this to my account without my authorization? Sincerely
[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, December 30 6:40 PM
To: BC Hydro Social Media
Subject: Customer Crisis Fund fee deducted

Hi BCHydro,

Noting your Customer Crisis Fund trial continues, I have again deducted its \$0.50 charge from Dec 5th bill and payment as it is an unethical if not illegal fee. My deductions since June 2018 total \$1.52

regards,
 [REDACTED]

BC Hydro wrote Oct 22, 2018, 8:47 AM:

Hi there, thanks for reaching out. We understand you may have concerns, so we just wanted to share some background on the program and how it arose that may be helpful. Following a regulatory process that involved discussions with stakeholder groups representing our customers, BC Hydro was asked by the BC Utilities Commission to bring forward a crisis fund pilot program proposal. The BC Utilities Commission approved the crisis fund pilot after considering the views of a range of stakeholders and groups involved. The three-year pilot will run until 2021. The charge is applied to all residential customer bills. While you're not able to opt out, we are reporting back to the BCUC on feedback from our customers. If you'd like to share feedback on the program, please send us an email at connectwithus@bchydro.com. Please note that late fees will still be applied to bills that are not paid in full.

[REDACTED] wrote Oct 21, 2018, 9:30 PM:

BC Hydro charged my acct [REDACTED] \$0.03 in June, \$0.48 in Aug & \$0.51 this month for an unauthorized "Crisis Fund". I will not pay this in future invoices and will be encouraging fellow subscribers to do the same. The total deduction from my Oct bill is \$1.02 today.

CONFIDENTIAL

08 Oct 2018

[REDACTED]
[REDACTED]
Acct No. - [REDACTED]

Dear Sir:

I strongly oppose contributing to your project, the CCF program. I did not authorize you to debit my acct. for this project. I am not in favor of this and want you to stop immediately charging my account.

Thank - you
[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, October 09 9:13 AM
To: BC Hydro Social Media
Cc: [REDACTED]
Subject: Customer crisis fund

I am writing this letter to you to express my disapproval of this program. B.C. Utilities or hydro should have never started this program without consulting the public first. Nor has anyone ever asked for my permission to dictate charges to my account no matter how small the charges are. The program should be stopped at once. It is a dictatorship of my funds and all others. I have read about the purpose of the program, and although it will help some, the fee should have never been added to anyone's account without written permission FIRST. Thank you for your attention.

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, October 06 9:02 AM
To: BC Hydro Social Media
Subject: Crisis Fund Fee

Personally, we resent having to pay the above referenced fee. We were not asked about this and would have refused. Why would we want to support some deadbeats who do not know how to manage their money or who just want to milk the system? There are far too many irresponsible people in this world as it is.

No, you may not print our names,

[REDACTED]

CONFIDENTIAL

From: [REDACTED]
 Sent: 2018, October 05 2:25 PM
 To: BC Hydro Social Media
 Cc: [REDACTED]
 Subject: my written objection to the Customer Crisis Fund charge on my monthly BC Hydro bill.
 Importance: High

BC Hydro Utilities Commission complaint department
 October 5, 2018

To whom it may concern,

My name is [REDACTED] and my BC Hydro account number is [REDACTED]

Please accept my respectful written objections to the Customer Crisis Fund charge that you put on my monthly BC Hydro bill of \$0.49 plus the 5% tax that I am being charged as well on that \$0.49.

One Objection: I am a senior and I and many other seniors just like me need a crisis fund of our own but I seriously doubt that any of this money that you collect from us from our Hydro bill will ever come back to any of us.

My Canada Pension and my Old Age Pension cheques combined do not give me annual raises equal to this unsustainable Customer Crisis Fund charge that you have passed on to me and I might add – passed on to me without my approval.

Two Objection: I object to the collection of this money from me because first of all this is a free and democratic country and I never got to vote on this matter. This is not a communist country it is a democratic country. If there had been an option of a democratic vote on this matter and the majority voted in favor of this Customer Crisis Fund Charge then I would have to live with the voice of the majority – but that did not happen.

Three Objection: This so-called Customer Crisis Fund charge is set up merely to ensure that you get the money from unpaid customer bills off of the bills of people like me that struggle to pay our bills in full and on time. I am confident when I say that I believe that you have no idea what we sacrifice to keep our bills paid in full and on time. And now you want to penalize us for that as well. This so-called Customer Crisis Fund is unfair and merely for your benefit so please remove the charge from my bill.

Four Objection: The mandate of BC Hydro is to generate, purchase, distribute and sell electricity. Under the Utilities Commission Act, the BCUC is responsible for ensuring that customers receive safe, reliable and non-discriminatory energy services at fair rates from the utilities it regulates, that shareholders of these utilities are afforded a reasonable opportunity to earn a fair return on their invested capital, and that the competitive interests of B.C. businesses are not frustrated. Neither BC Hydro nor the BC Hydro Utilities Commission has any right to put this discriminating Customer Crisis Fund charge on my bill so please remove it.

Please reply and please remove this unfair Customer Crisis Fund charge from my bills.

Respectfully and Sincerely,

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]



Virus-free. www.avg.com

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, October 05 5:28 PM
To: BC Hydro Social Media
Cc: commissionsecretary@bcuc.com; john.horgan.mla@leg.bc.ca
Subject: Customrer crisis levy on residential power users

We would like to formally register our shock and anger at being automatically assessed a cost against our bills to help pay for those who cannot afford their bills. You run a monopoly and we're surprised that you can unilaterally force users to pay for something they are not using, have not requested and the incredible administration costs this will entail.

Please provide us with:

1. Members of the BCUC that approved and requested Hydro do this
2. What authority you have to levy this extra tax
3. What the expected annual administration costs
4. How will this project be reported and audited
5. How will we know that the levy is applied to proper accounts and what if it is too little (obviously you'll increase the levy) but if too much what happens to the money
6. Alternate company names that I can get hydro power from to show our intense displeasure against this heavy handed charge
7. Is there anywhere else we need to connect with to register our criticism to possible have this poorly thought out program reversed

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

CONFIDENTIAL

From: [REDACTED]
Sent: 2018, October 02 7:01 AM
To: BC Hydro Social Media
Cc: mary polak mla
Subject: Re: Customer Crisis Fund,

It has now been 4 weeks since my original e-mail. I am not asking for anything that needs research, consult or an in-depth thoughtful reply. You are either swamped with e-mails from unhappy customers or choosing to ignore my request. My concern now has grown from the Customer Crisis Fund to include B.C. Hydro's poor communication when dealing with customers.

My request is simple and it should not take you 4 weeks to reply. Please forward to me the name of someone that I can speak to regarding the Customer Crisis Fund.

From: [REDACTED]
To: "connectwithus" <connectwithus@bchydro.com>
Cc: "mary polak mla" <mary.polak.mla@leg.bc.ca>
Sent: Tuesday, September 25, 2018 7:12:46 AM
Subject: Re: Customer Crisis Fund,

It has been 3 weeks since I sent this e-mail and I still have not received a reply. I would like the name of someone that I could speak to about my concerns with B.C. Hydro taking money from my husband and me without our consent to go towards a Customer Crisis Fund. I want this to stop and need to speak to someone. Please forward to me the name and contact information of someone that I can speak to.

From: [REDACTED]
To: "connectwithus" <connectwithus@bchydro.com>
Cc: "mary polak mla" <mary.polak.mla@leg.bc.ca>
Sent: Tuesday, September 4, 2018 1:07:53 PM
Subject: Customer Crisis Fund,

I want to voice my concern with the fact that B.C. Hydro and the B.C. Utilities Commission approved that money is, without our approval, being added to our bill to go towards a Customer Crisis Fund. This is OUR money, earned with hard work and we should be able to control the spending of OUR money. As a family we generously contribute to charities each year - our choice. My husband and I are both retired, living on a fixed income and I find this morally and ethically questionable.

When I called B.C. Hydro and spoke with a representative, she very kindly read a prepared statement and gave me this e-mail address. Obviously I am not the only one with this concern and I hope that B.C. Hydro and the B.C.U.C. take note of this and do something about it. I did read that B.C. Hydro and the B.C.U.C. spent 2 years consulting with stakeholders and customers - very poor consultation with all the concerns that are being voiced.

Please respond with the name of someone I can speak to.

I have copied my M.L.A. so that she is also aware of my concerns.

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, October 15 1:41 PM
To: BC Hydro Social Media
Subject: relief fund

Dear BC Hydro,
I found this charge on my bill that I didn't know about and I called to find out about it. The customer relief fund sounds like a good idea and I don't mind the small amount you are taking but I don't like how it was taken. I don't remember receiving any notification that this was going to happen. There was no email or pamphlet in my mail box saying these changes were going to be made. I think the PR for this wasn't done well. I would've liked to have had the information before I noticed the money trickling out of my account.
Thank you,
[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, October 29 3:03 PM
To: BC Hydro Social Media
Subject: Crisis Fund

To whom it may concern,
I just wanted to let you know that I am one of the many people who are unhappy with being charged for the crisis fund. If you feel that strongly that a crisis fund is needed, why don't you just take it out of your own pockets?
I guess I'll have to start looking at only using natural gas and solar panels instead now.
Sincerely,
A dissatisfied customer

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, October 26 3:33 PM
To: BC Hydro Social Media
Subject: BC Hydro extra fees!

To Whom It May Concern

I would like to express my anger and frustration on how BC Hydro is charging ridiculous extra fees on my bill:

Rate Rider 5%: \$4.20

Customer Crisis Fund: 0.49

and Regional Transit: 3.74. What does BC Hydro have to do with regional transit as I am already paying this similar fee through my property taxes?

BC Hydro is losing the trust of many people including myself. This is nothing more than a scam and a complete rip-off. Going forward I am not going to pay these forced fees on my BC Hydro bill.

[REDACTED]
[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, October 29 1:32 PM
To: BC Hydro Social Media
Subject: crisisfund

To Whom It May Concern

At no time was I asked if I wished to participate in this program. Nor do I agree with it.

Why would I want to pay someone's bill, please credit my account back. all of the funds taken off my bill.

[REDACTED]

CONFIDENTIAL

From: [REDACTED]
Sent: 2018, October 28 11:12 AM
To: BC Hydro Social Media
Subject: Crisis Fund - I object
Importance: High

To Whom It May Concern

I would like to state my objection to being billed for the Customer Crisis Fund. When I called customer service to request that this be removed from my bill, I was told it was a mandatory charge.

Your actions are wrong.

Firstly no customer consultation, that I am aware of. I am the customer.

Secondly no op-in or op-out options, you just decided.

When and how did the advance notice of this charge occur. I searched my Hydro customer newsletters for information and did not find anything. Only when I looked at my bill and said, hey what is this?

While the intention of helping others at a time of desperation is very honourable, that is the purpose of managing for rainy days, by buying insurance, asking for family help, saving with a rainy day fund, or turning to other social assistance programs.

Essentially I am paying insurance for others, to ensure at a time of crisis they can keep the lights on. Why should I have to?

I am a very long standing customer of BC Hydro, I suspect since 1985 – 33 years, and automatic bank withdrawals, throughout nearly all of those years, and no missed payments!

This mandatory charge on my bill provides me with no benefit. Unless I am feeling altruistic. But in forcing this charge on me, can you not see that your actions are inconsiderate of regular customers who regularly make their payments?

I am a senior, and if this "crisis tax" was created to help seniors, they also have other social support avenues to assist them, and if B.C. Hydro is so concerned, give them a loan.

This pilot program should be stopped immediately. Just use up the money we have already contributed to assist with grants, then stop.

[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, October 17 9:22 AM
To: BC Hydro Social Media
Subject: Crisis Fund

What if I'm having financial difficulties and can't pay my bill?

Customer Crisis Fund

If you're a residential customer experiencing a temporary financial crisis, such as a loss of employment or benefit income, unanticipated medical expenses, or a death in the family and you've fallen behind on your BC Hydro bill, you may be eligible for a grant payment to avoid disconnection of your service.

Residential account holders will see a new line item on their BC Hydro bill starting June 1, 2018 -- a charge of 0.82 cents or \$0.0082 per day (approximately 25 cents per month) on residential accounts that will fund the program.

I guess when this all took place, I, as a customer of BC Hydro, had no say in this matter whatsoever! In today's economy, we are all struggling to make ends meet and I for one have a strict budget that I follow. If my bill is due and I am running low, I guess I don't go out for pizza on Friday night! I have always taken pride in the fact that I make sure my bills are paid on time, and to not default anyone else's reasons why they can't pay, I can't be held responsible.

I no longer wish to be a part of this program. I understand that it is a pilot program and if it doesn't continue (and I certainly hope it doesn't) then I would like to be refunded anything that was charged to me over the year!

Thank you for your time in this matter!

[REDACTED]
Account # [REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, October 16 9:38 AM
To: BC Hydro Social Media
Subject: customer crisis fund

To whom it may concern

I am not in favor of this being charged to my bill, at no time was I consulted about this charge (customer crisis fund). You cannot just decide to make up a charge, hydro is expensive enough.

[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, October 17 11:35 AM
To: BC Hydro Social Media
Subject: Customer crisis fund charge

To whom it may concern:

I am emailing you in regards to this monthly charge, I strongly protest against this for the following reasons:
Nobody asked me if I wanted to have this added to my Bill, so I feel that is morally wrong no matter who decided this should be done.

When I talked to the bc hydro rep & asked if at some point in the future if I no longer need power from bc hydro, if we would get the amount amassed back, she said no. That is just a bunch of horse manure, if I never use the money to pay my bill, that is still my money so I should get it back, and don't you use it to finance Site C.

I also feel this is the same as advanced billing and that was ruled as illegal and you do not have the right to just start adding arbitrarily charges to your bill.

Respectfully waiting for your reply

[REDACTED]

Sent from my iPad

[illegible]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, October 22 12:45 PM
To: BC Hydro Social Media
Subject: Customer Crisis Line

I have not agreed to pay for this tax, if BC Hydro chooses to support those who ask for grants they can do so through the profits they make. Low cost housing is already subsidized so not sure who is applying for these grants. I already donate to various charity's so please remove this off my bills.

[REDACTED]
[REDACTED]
[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, October 19 11:07 AM
To: BC Hydro Social Media
Subject: ?

Hello,

I have just discovered that you are stealing money from me every month! I am NOT ok with paying into a customer crisis fund, especially without consultation. I realize that YOUR bills must be paid, but I am not the one to pay them for others. Sorry. Please remove me IMMEDIATELY from this. I do not consent to you taking my money. I already have charities that I support, this is not one of them. I keep my thermostats low, I have an extra blanket on my bed, I wear slippers and a sweater...I have trouble paying my own bills. I am not in a position to pay anybody else's. I can appreciate what you are trying to do, which is keep your coffers full, but you are depleting mine and keeping me from being able to enjoy other expenses in my life because of it. PLEASE REMOVE ME IMMEDIATELY FROM THE CUSTOMER CARE FUND PAYMENTS.

Thanks
[REDACTED]

**Please note my email has changed [REDACTED]*

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, October 19 12:35 PM
To: BC Hydro Social Media
Subject: Customer Crisis Fund.....

To Whom It May Concern:

On my power bill I have been seeing a few cents added on for a "Customer Crisis Fund", now I realize this is just a minimal amount but it is the principal of it that annoys the heck out of me! I wonder, just WHO has the nerve to take it upon themselvesthe government I expect!....to decide to take from every consumer that has B.C. Hydro WITHOUT OUR PERMISSION? It is a very under handed thing to do and everyone that I have spoken to does NOT agree with the way this was done.

It is NOT that I disagree to helping others, because I DO HELP others less fortunate than ourselves, in fact I donate thousands of dollars every year, BUT....I CHOOSE WHO I DONATE TO....NOT be railroaded into it by someone I don't even know....SHAME ON B.C. HYDRO!!!!

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, October 20 3:00 PM
To: BC Hydro Social Media
Subject: BC Hydro Account Charge

Please remove the "customer crisis fund" charge from my account # [REDACTED]. I did not authorize this and do not feel like I should be paying for other customers hydro. I will be checking my bill next month and will advise if it has not been removed.

[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, October 19 9:57 AM
To: BC Hydro Social Media
Subject: complaints

My first complaint concerns your electronic billing – no matter what I do – and this is with help from your staff – when I try to print my bill I end up with 8 pages of garbage – and with no specifics on my account number or usage. Why can't you have a simple bill and without all the graphics? This time I resorted to pulling my bc hydro account off a previous bill and writing down the amount owing to pay through the bank.

I resent paying the extra charge for a "customer crisis fund charge". I don't believe that you gave your customer a "heads-up" on this or were we given an opportunity to deal with it through the BC Utilities Commission.

Your business tactics leave a lot to be desired.

Sincerely
[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, October 11 10:38 AM
To: BC Hydro Social Media
Subject: Unauthorized Charge on my Hydro Bills

There is an unauthorized charge on my account. The last four hydro bills have a charge called "Customer Crisis Fund Charge". This is an unauthorized charge, I expect it to be removed from my bills and a credit issued for the amounts already taken off.

What right does BC Hydro have to take my money and put it into a fund to cover charges other people do not pay.

These kind of tactics are uncalled for, sounds like it is time for a class action law suit if this charge is not removed NOW.

[REDACTED]

CONFIDENTIAL

From: [REDACTED]
Sent: 2018, October 12 1:40 PM
To: michelle mungall MLA
Cc: darryl plecas MLA; BC Hydro Social Media; commission secretary;
 sunnewstips@vancouversun.com; localnews@timescolonist.com; lynda@cknw.com;
 newsroom@abbynews.com; info@integritybc.ca
Subject: Customer Crisis Fund charge
Attachments: CCF Charge.JPG; BCH Twitter Reply.JPG

MLA: Hon. Michelle Mungall,

I am writing to you today, as the minister in charge of BC Hydro, about my concerns of the new **Customer Crisis Fund charge** showing up on customers' Hydro bills. Please see attached.

I understand that BC Hydro was asked by the BC Utilities Commission to introduce this new fund as a pilot project. In a Twitter reply to me, I have attached a snip where it states that the views of a range of stakeholders and groups involved were asked about this. What I find concerning, and very controversial, is that it appears that customers were not widely consulted how they felt about involuntarily contributing to a fund to help out others struggling to pay their Hydro bills.

A recent Times Colonist editorial echos my feelings completely on this matter. Please refer to the below link:

<https://www.timescolonist.com/opinion/editorials/editorial-b-c-hydro-shouldn-t-be-a-social-agency-1.23446540>

My opinion is, what next? Will ICBC be asked to set up a similar fund to help out customers who cannot pay their car insurance? Again, will customers be involuntarily forced to do the job of a social agency? Where does this end?

I do note that Fortis was asked, like BC Hydro, to set up a fund, and they have refused.

This Crisis Fund is to last 3 years, until 2021. I am asking you to intervene and put a stop to this practise immediately. If customers were asked if they wish to voluntarily pay into a fund, that would be another thing, but we have not been.

Thank you for reading.

Regards,

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, October 13 11:32 AM
To: BC Hydro Social Media
Subject: Remove customer crises fund charge from my bill

I have discovered a charge on my BC Hydro bill that is called "Customer Crises Fund Charge". I have not given any consent to having this charge applied and would like to have it removed.

Thank you,
[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, October 04 2:52 PM
To: BC Hydro Social Media
Subject: Re:crisis fund

To whom it may concern,

We are very unhappy to hear that BC Hydro has added a fee to our bill for people who cannot pay their hydro bills.

Since when is it the customers responsibility to pay for a service other then their own? .

We were not asked if this was ok or informed until it was implemented. It is not fair to pass this cost onto your customers & should be removed.

Sincerely,

[REDACTED]
[REDACTED]
[REDACTED]

Sent from Samsung tablet

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, October 03 10:37 AM
To: BC Hydro Social Media
Subject: Customer Crisis Fund

My husband and I would like to make a formal complaint about this additional cost added to our account.

We do not feel that we were properly and in fact ever notified of this additional cost to our hydro bill, there was never a chance to discuss this addition and there was no choice to pay or not to pay.

BC Hydro and the BC Utilities Commission have on their own, in consultation with special interest groups, decided to have the residential customers pay for what they determined to be a good thing to do. We were never consulted, warned or given any assurances that this surcharge would come off our bill in the future, be lowered, nor were we guaranteed that there would not be, at sometime, an increase to this deduction.

This is not what a democratic country does. Although we only, in BC, have one power company, and therefore we had no choice on what we are charged this additional charge and how it was done is outrageous.

This is a pure and simple money grab, there are other means to ensure that low income customers can get assistance and it should not be on our backs. We should not be paying to set up a department within B.C. Hydro to manage these payments. Hydro decided to do this, they should pay for it out of the taxes and rates we already pay.

I will be monitoring my bill more closely and I will be raising my voice about these arbitrary charges on my bills,

[REDACTED]
hydro account number: [REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, October 03 2:27 PM
To: BC Hydro Social Media
Subject: Customer Crisis Fund charge

To whom it may concern:

I have noticed a charge on our BCHydro bill since May 2018 for \$0.49 every two months.

I called one of your representative about this charge and I am asking to have this charge refunded and not be added to our bill on ongoing basis.

I don't remember anywhere in our agreement between BCHydro and us (account number [REDACTED]) that I agreed and signed that you can charge me \$\$ to this Crisis Fund. We have been customers of BCHydro since 2001 when we bought our house.

Since I never agreed to it and you don't have signed agreement between BCHydro and us (account number [REDACTED]), I am asking to refund us this charge back to May 2018 and never apply this charge in the future.

If we don't refunded for this charge and if you cannot show me that we ever agreed to be billed for this amount, we would have to seek some legal help to have this issue resolved.

This matter is very concerning even though it is such a small amount of \$\$\$ especially that Utilities Commission is mandating BCHydro to charge every customer.

Thank you for your help and hopefully we can resolve this issue without any legal actions taken.

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
Account number with BCHydro: [REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, October 02 3:30 PM
To: BC Hydro Social Media
Subject: Bc Hydro complaint

Hello BC Hydro Customer Care,

My name is [REDACTED] (Account # [REDACTED]) at [REDACTED] BC.

My complaint is in regards to the 'Customer Crisis Fund' fee I noticed in my last 2 bills. I am deeply disappointed in that without notification or any information provided by BC Hydro that I am charged this fee, but more so in that the purpose is to 'bail out' other consumers who are unable to pay their monthly fees. How is this fair to me and my family? Why should my hard-earned income go towards someone else's electricity usages? No matter what the amount of the fee, the purpose is not fair...if I choose to donate to a charity then I will do otherwise, but not through being coerced, which has been confirmed from calling a BC Hydro representative today that this is a mandatory fee'. I refuse to pay this fee and demand this fee item be removed from my billing statements going forward.

Thank you,

[REDACTED]

[REDACTED]

CONFIDENTIAL

From: [REDACTED]
Sent: 2018, September 01 12:12 PM
To: BC Hydro Social Media
Subject: Crisis Fund

I do not want to contribute to the crisis fund. I am retired and have paid my bills all my working life and choose not to pay someone else bills when they choose to spend their money on other things. I was not consulted prior to this decision BC Hydro has made on our behalf. Please reimburse me for any \$\$\$ taken without my permission. My account is registered under [REDACTED] BC
Sent from Mail for Windows 10

CONFIDENTIAL

Sept 27, 2018

To whom this may concern

I am very angry to see the Customer Crisis charge on my past two BC Hydro statements. I was not asked if I wanted to participate, nor was I given an option as to amount. I have been informed that this charge will not be removed from my account.

I will not pay this charge. This is not an electricity usage, or affiliated cost, incurred by me.

[REDACTED]
Account # [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, September 24 10:39 AM
To: BC Hydro Social Media
Subject: Account [REDACTED]

Re: Customer Crises Fund

After calling BC Hydro I was stunned to be told that this fund has been added to all residential accounts. How do you come up with these ideas? How do you get away with just adding charges on the backs of people who are (most likely) already struggling to keep their own bills paid. Companies already have factored in a percentage of lost revenue. This happens to any company that supplies goods and services to the public. Now you've figured out a way to double-dip. And surprise-surprise, I am told that business are exempted from this charge. How lucky for them! I guess this is another sample of trickle-down economics in action.

Congratulations

The above is submitted by an 80 year old pensioner already struggling to live within her means.

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, September 21 12:12 PM
To: BC Hydro Social Media

Re .25 cent charge for Crisis fund,,,,,how can B.C Hydro just add charge to ever one,s bill ?
Who is going to benefit from this and who will monitor paying out the money?
This is not right and I feel I should be given back the amount that you have charged me.

Acct [REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, September 18 4:29 PM
To: BC Hydro Social Media
Cc: rick.glumac.MLA@leg.bc.ca
Subject: Crisis Fund and Transit Levy

Follow Up Flag: Follow up
Flag Status: Flagged

To whom it may concern (and it should concern everyone),

Don't you hate it when you get crap in your mail that you didn't sign up for?

I sure do.

I was recently made aware of the idiotic decision to add a Customer Crisis Fund charge AND a Regional Transit Levy to my...*POWER BILL*?

Huh?

What is next? My daughter's braces fund? The "we like going out for pizza on Friday's" fund?

What about the "Parking is expensive downtown" fund?

Plus, YOU ADD 5% tax on top of it?

I didn't sign up for any of that, nor were we consulted of your intentions to institute the program . You take at least \$26 a year from my pocket, and my neighbours pocket and her neighbours pocket? And so on and so on.

I grew up on a farm and I know bullshit when I see it.

Please reevaluate this program immediately.

Regards,

[REDACTED]
[REDACTED]
[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, September 18 9:56 PM
To: BC Hydro Social Media
Subject: Crisis Fund on Account [REDACTED] BC

Good Evening,

Today I suspended my automatic withdrawals to our account for our bill payments.

I noticed we have been charged a "crisis fund" since June of this year. Please remove this from my bill immediately and the amounts you deducted over the last few months plus tax you billed me for I expect to be refunded to me promptly or taken off my next bill. I absolutely DID not authorize this to be withdrawn on my account nor was I asked by BC Hydro to do so. Not only do we struggle as a family of 5 and just went through the entire summer of my husband who is self employed not working as he was diagnosed [REDACTED] and had to have immediate surgery and I only work part time...we struggled and still are but I work hard to pay my bills and make it just barely.

This is the principle of the matter and you did not get permission from me, your valued customer to do so. I am disappointed, pleas make this right.

Thank you,
[REDACTED]

Sent from my iPhone

CONFIDENTIAL

From: [REDACTED]
 Sent: 2018, September 19 11:02 AM
 To: BC Hydro Social Media
 Subject: Crisis Fund

To whom: I have just realized that there is a new charge on my BC HYDRO bill Account # [REDACTED] In conversation with other customers they as well are getting the same surcharge. They as well are not happy with it. I contacted the nice lady at 1-800 224- 9376 and she very kindly explained the reasoning for it. I do realize that BC Hydro and ICBC are both government run corporations now under the auspicy of the NDP. The question I have is since when have I been responsible for the short commings on other customers payments without my knowledge and consent? What will be the next surcharge, my fuel bill or someones food bills.. I realize that some people today are struggling to have ends meet financially and it certainly concerns me.

I did some rough math in figuring that BC Hydro would have 500,000 customer accts. so that the \$3 surcharge would net \$1.5 million. Now thats a rough count and I am sure the company has more than 500,000 residential accts. I understood that this is a 3 year test run or study so at the end of that period approx. \$4.5 million will be collected. This is where I fall short in my approximation, is the number of people that will apply, and qualify for what I understand is a one time affair. I am certain that there will be a very significant amount of that \$4.5 million in the fund left at the end. Another question is where will that money go? Now I have the feeling that BC Hydro was getting accounts that fell into arrears and in the past ate the loss but now from this crisis fund they can recoup those losses from myself and others footing the tab. I also understand that commercial or industrial is not being surcharged as they cannot benefit from the fund.

I am a retiree and on a fixed pension which sadly continues to have less and less buying power thanks to inflation. There will be a point and time where I will fall into that bracket of not making ends meet and I can assure you there are many many more that will precede me due to inflation and bad government leadership. I will pay that \$3 fee but I had better see some numbers from this crisis fund or at first opportunity join a protest group to question and demand answers. As well this will make me look closely at the different government parties and their platforms. I appreciate your time and would love to have a response from the over seers of this CRISIS FUND.

Thank you

[REDACTED]
 [REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, September 20 3:05 PM
To: BC Hydro Social Media
Subject: CCF Complaint

I just noticed I have been charged on my last three bills for the "Customer Crisis Fund", I do not agree with this charge and feel I should have the option to opt out of this program and be refunded the amount I have been charged to date. I live pay cheque to pay cheque and should be given the choice.

Thank you,

[REDACTED]
[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, September 21 7:26 AM
To: BC Hydro Social Media
Subject: CCF complaint

I would like to know why I'm being charged \$0.26 a month to pay other people's bill? To punish your customers that pay bills on time with a fee to help those that don't is absolutely ridiculous and outright theft. Please stop charging ME for your collection department shortfalls!

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, September 21 8:21 AM
To: BC Hydro Social Media
Subject: CCF

To whom it may concern,
I do not agree with you stealing money from my hard earned paychecks for some crisis fund. This is unacceptable. You did not ask my permission to steal from me. I know it is just a few cents but, here's where my issue is:

You collect this money from every home. YOU get to bank this money, which in return means YOU ARE collecting the INTEREST off this money. Bull shit!

I demand you credit my account EVERY cent you STOLE from me. Next time ASK and maybe I would DONATE but until then my answer is HELL NO. THIEVES. MULTIMILLION DOLLAR ACCOUNTS. GET REAL.

Sincerely
[REDACTED]

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CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, September 21 2:22 PM
To: commission.secretary@bcuc.com; BC Hydro Social Media
Subject: Customer Crisis Fund

Good day,

I am writing you this message about the customer crisis fund on our bill. **I am not in agreement to this charge on my bill.** I pay my bill monthly and dutifully as requested.

When we bought our house the previous owners were negligent and behind on their bills with hydro ~ I had to prove that we were buying the house and send over a copy of our purchase agreement just to get hydro hooked up. I personally don't agree that it was any of Hydro's business that they needed to see my proof of purchase just so I could transfer my in-good standing account. Of which, I canceled the service at my previous residence.

Furthermore, now to see this charge on my account to support people like the previous owners of our house ~ I am not in agreement nor was I consulted about the agreement of this charge. Yet, if I was to short pay this amount I would be considered delinquent. I consider this charge to be forced charity ~ with no tax receipt ~ or consent. I would like these charges removed from my bill moving forward as I believe it is my choice to partake in charity causes. Should you have any questions about my request to remove this charge please contact me at the number below.

Have a good day.

Best regards,
[REDACTED]
[REDACTED]
[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, September 21 2:22 PM
To: BC Hydro Social Media
Cc: BC Hydro, Scanned Files
Subject: CCF my account # [REDACTED]

Good afternoon.

I just wanted to voice my surprise at the new CCF charge on my bill.

I am displeased that it has been added in to my bill without any option or heads up that Bc hydro would do that.

We are not a well off family and we do not thrifty spend at all but we make sure we save our money to pay our bills. My husband was off work for a year but we still managed to pay our bills. I do not expect other homeowners to get charged on our behalf.

There are a lot of angry people out there and Facebook has erupted with anger towards Bc hydro so it may be worth rethinking this 'pilot' and removing it off all residential bills instead.

Are commercial businesses being charged also?

I would like a reply to my email please hence the advice given by your agents to send to the scan email to ensure that you have read it, and instead of a basic generic email I would like one with statistics of how many people are in financial crises that warrants a \$600 grant per year then we can calculate how much money is being taken from us and when this charge will stop. Also I don't know if you can legally slip charges in without notice

If I saw that on my tax bill to pay for other people's taxes that wouldn't be acceptable either. I also want confirmation that the execs and powers that be are paying this too and not exempt from it. Also I think all residential homeowners need to see something legal to where this money is going and it is not being used for other purposes. This money going to these people. That counts as income also. Are you sending them some sort of tax documentation?

I look forward to your response as soon as possible please.

Thank you.

Sent from my iPhone

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, September 21 4:24 PM
To: BC Hydro Social Media
Subject: Charging extra fees for other users

It is disgusting that you are charging PENSIONERS an extra fee on their hydro because other customers cannot afford their bills.

Get your overpaid executives to foot the bill, and get them to try and exist on the pittance that is CPP!!! We are not a communist country - people are responsible for their own bills. Come up with some other way to get your money!!

[REDACTED] - a disgusted PENSIONER!!!

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, September 21 3:49 PM
To: BC Hydro Social Media
Subject: New charge on account

My name is [REDACTED] and I have an account with you. What I do not like is the fact that you can charge me a few without asking me first....

A customer crisis fund? Really?

I have been in crisis and you have threatened to shut me down....

It is the principle behind it- ask me if I want to partake..... I work hard for my money and I don't appreciate you as a business just taking out money to cut your losses.

So I'm a fiscal year if money is left over do I get my money back?

Next time I am in a bind I automatically will be covered.

With all due respect - you are a multi million dollar company and you are charging everyone to help "those in need" asking families who already are struggling to help Helping those who live pay check to pay check to help.

All we ask is that you ask the consumer FIRST before deciding to put more money in your pocket.

[REDACTED]
I have online account which does not show my account number or else I would put it on here.

Sent from my iPhone

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, September 22 11:47 AM
To: BC Hydro Social Media
Subject: Customer crisis fund

Good morning

I am a bit confused with this being automatically charged to customer accounts. I realize this is a very small fee and that is not the problem it is the principle of the fee. BCHYDRO is a company and should not be responsible to collect fees themselves just like any other company. The fact this is automatically added to paying customers bill without any option is questionable. It is the responsibility of each company to make sure payment is received and up to that company to work with each customer to help them pay back any arrears. It is not the responsibility of ALL customers to ensure a company receives payment from all their clients. I look forward to hearing from your company on this matter soon.

My contact number is [REDACTED]

Thank you
[REDACTED]

[REDACTED] BC, Canada

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[REDACTED] However, the integrity and security of this email cannot be guaranteed over the Internet. Therefore, the recipient should check the email for threats with proper software, as the sender does not accept liability for any damage inflicted by viewing the content of this email.

Please do not print this email unless it is necessary. Every unprinted email helps the environment.

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, September 22 9:03 PM
To: BC Hydro Social Media
Subject: Crisis theft

To whom it may concern,

You do NOT have the right to take any amount off my bill without my permission. Take the money from the bloated salaries of your executives. You will be charged with theft if you continue to do so on my account.

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, September 23 7:09 AM
To: BC Hydro Social Media
Subject: Added fee

I'm emailing regarding the extra fee that's being added to my account. I'd like to know how you can just do that?
I'm trying hard to conserve energy and then you go and just add this?
Why are we taxpayers being penalized?

I'm taking care of my mother's apartment as she has now passed on and she will be charged this also?? It's
atrocious!

[REDACTED]

Sent from my Samsung Galaxy smartphone.

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, September 24 10:39 AM
To: BC Hydro Social Media
Subject: Account [REDACTED]

Re: Customer Crises Fund

After calling BC Hydro I was stunned to be told that this fund has been added to all residential accounts. How do you come up with these ideas? How do you get away with just adding charges on the backs of people who are (most likely) already struggling to keep their own bills paid. Companies already have factored in a percentage of lost revenue. This happens to any company that supplies goods and services to the public. Now you've figured out a way to double-dip. And surprise-surprise, I am told that business are exempted from this charge. How lucky for them! I guess this is another sample of trickle-down economics in action.

Congratulations

The above is submitted by an 80 year old pensioner already struggling to live within her means.

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, September 22 9:27 PM
To: BC Hydro Social Media
Subject: Customer Crisis Fund

To whom it may concern,

I am not impressed with this charge that has been silently added to my bill. What is this?! A dictatorship?!

I work for a non-profit so I understand compassion and helping those in need, but this goes beyond the scope of helping others because you did not give me a say in the matter. It's the principle, and the charge on my bill amounts to theft.

The special interest groups and stockholders have no business forcing this on customers. It's outrageous!

I would like the Crisis Fund charge reversed and I want to opt out of this pilot program.

Thank you for your time and attention

[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, September 23 11:54 AM
To: BC Hydro Social Media
Subject: BC Hydro Crisis Fee

As one of the many seniors in BC and receiving a low income supplement, I feel that BC Hydro should be looking after the Crisis accounts from their profits, not the people that are struggling to meet their own life necessities.

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, September 24 2:00 PM
To: BC Hydro Social Media
Subject: CCF Complaint

Hi there,
I am absolutely appalled we are being forced to participate in this pilot project for 3 years. Please feel free to pass on to the BCUC how displeased we are not only by the charge but the fact we were not given a choice! I think at least we deserve to have a public referendum on this issue. We all are struggling these days.

[REDACTED]

CONFIDENTIAL

From: [REDACTED]
Sent: 2018, September 25 2:06 PM
To: BC Hydro Social Media
Subject: Crisis fund

I do not agree with this forced donation on my hydro bill.as it is I barely have enough left over for food and you want more from me, NO,NO AND NO. You never had any help when I needed it and I think if you want a crisis fund you, a million dollar corporation can goddamn pay into it. I for one am getting tired of always getting screwed by you guys. ENOUGH IS ENOUGH!!!

Sent from my Bell Samsung device over Canada's largest network.

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, September 25 3:05 PM
To: BC Hydro Social Media
Subject: Crisis Fund

Please take this off my bill, It was not authorized by me, nor can I afford to help pay others peoples bill. shouldn' be able to just charge what you want for whatever reason, I always pay my bill, but its MY bill Im paying

[REDACTED]
[REDACTED]

CONFIDENTIAL

From: [REDACTED]
 Sent: 2018, September 25 7:13 AM
 To: BC Hydro Social Media
 Cc: mary polak mla
 Subject: Re: Customer Crisis Fund,

It has been 3 weeks since I sent this e-mail and I still have not received a reply. I would like the name of someone that I could speak to about my concerns with B.C. Hydro taking money from my husband and me without our consent to go towards a Customer Crisis Fund. I want this to stop and need to speak to someone. Please forward to me the name and contact information of someone that I can speak to.
 [REDACTED]

From: [REDACTED]
 To: "connectwithus" <connectwithus@bchydro.com>
 Cc: "mary polak mla" <mary.polak.mla@leg.bc.ca>
 Sent: Tuesday, September 4, 2018 1:07:53 PM
 Subject: Customer Crisis Fund,

I want to voice my concern with the fact that B.C. Hydro and the B.C. Utilities Commission approved that money is, without our approval, being added to our bill to go towards a Customer Crisis Fund. This is OUR money, earned with hard work and we should be able to control the spending of OUR money. As a family we generously contribute to charities each year - our choice. My husband and I are both retired, living on a fixed income and I find this morally and ethically questionable. When I called B.C. Hydro and spoke with a representative, she very kindly read a prepared statement and gave me this e-mail address. Obviously I am not the only one with this concern and I hope that B.C. Hydro and the B.C.U.C. take note of this and do something about it. I did read that B.C. Hydro and the B.C.U.C. spent 2 years consulting with stakeholders and customers - very poor consultation with all the concerns that are being voiced. Please respond with the name of someone I can speak to. I have copied my M.L.A. so that she is also aware of my concerns.
 [REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, September 25 2:30 PM
To: BC Hydro Social Media
Subject: Crisis fund

Good afternoon,

I am writing about the crisis fund charge on my bill. I realize it may be for a good cause but I am not okay with money being taken without my consent. I live pay cheque to pay cheque and try to save as many pennies as I can. Please do not charge any other monies and put it to the crisis fund.

Thank you

Account # [REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, September 25 3:14 PM
To: BC Hydro Social Media
Subject: No to surcharge on my bill!!

This is terrorism at its finest!! You told us that smart meters were not mandatory! WRONG!! They are not mandatory if you don't want power! We were also told that hydro wanted to upgrade, which was going to cost me the consumer more \$\$ in rate hikes. Mean while you can send power to the states at free or deeply discounted prices, you can also now strong arm (terrorize) B.C. into this? I for one would like to see a tax return for donations, oh wait that will go towards you guys! I would also like to see a decrease in rates, and a cheq for the interest you will collect on your "help" fund that I feel many will not "qualify" for!

[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, September 25 6:53 PM
To: BC Hydro Social Media
Subject: Mandatory fee Crisis Fund

We would like to register a complaint about the "donation" you take off our bill every month. In no way did you ask or have our permission to debit us and bill us money every month to help people who cannot pay their bill. That is not our issue, it is yours. We feel that it is in fact illegal for you to bill and collect this money.

We demand that you stop this billing and refund the money you have forced us to pay.

[REDACTED]
[REDACTED]
Account [REDACTED]

Sent from my iPhone

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, September 25 7:42 PM
To: BC Hydro Social Media
Subject: Crisis Fund

On my bills I've noticed that I'm being charge \$0.27 for the crisis fund. I don't remember agreeing to BC Hydro using my money for any crisis fund. I will not be paying that amount and I will also be deducting the amounts that you have already deducted over the past few months.

BC Hydro will need to find another way to collect the monies they lose from interrupted services. I don't think the residents of BC should carry the burden for the people that cannot pay their bills, or from any disasters that may or may not happen. This company should be compassionate enough to assist people in times of need and not expect the rest of British Columbia to pay.

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, September 25 6:56 PM
To: BC Hydro Social Media
Subject: involuntary donation to your emergency fund

To whom it may concern:

As of next year I expect to see the moriey you are taking from me for your emergency fund, stopped! As I will be sending you my money for my bill, less the emergency fund amount.

Thank you

[REDACTED]
[REDACTED]

Sent from Mail for Windows 10

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, September 25 9:47 PM
To: BC Hydro Social Media
Subject: Fwd: Crisis Fund

Begin forwarded message:

From: [REDACTED]
Date: September 25, 2018 at 9:42:47 PM PDT
To: connectwithus@bchydro.com
Subject: Crisis Fund

Dear BC Hydro:

Please allow me to opt out of your crisis fund payment. I do not wish to pay for those that can not properly manage their money or do not put their priorities in order.

I understand that you as a company feel compassionate toward those who need help. But perhaps a different method of help is in order. This is not my problem so please do not make it mine.

I pay my bill on time and would not like to pay someone else's bill.

Thanks and please remember to opt me out of this program.

[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, September 29 6:24 AM
To: BC Hydro Social Media
Subject: Customer Crisis Fund (CCF)

Hi, I have some questions regarding the CCF.

What are the names of the stakeholder groups that BC Hydro had discussions with regarding the CCF?

Where might I be able to read the minutes of the meetings that were held with stakeholder groups representing BC Hydro customers regarding this fund?

What exactly is the regulatory process that Hydro had to follow in order to initiate this program?

If this is a charitable program, why are we being charged GST on our forced donation?

If I withhold my contribution will I be charged any additional fees?

Other than reading about the CCF program on BC Hydro's website, what form advertising or promotion of this program has Hydro done?

Thank you

[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, September 28 9:15 AM
To: BC Hydro Social Media
Subject: Customer Crisis Fund
Importance: High

*Good Morning,
I am writing to you to ask that we be removed from this extra charge, we are a low income family who heats are own home with a woodstove, this extra charge should have been more carefully thought out and not charged to low tax bracket families,
Please advise,
Thank-you,*

[REDACTED]
Account # [REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, September 14 11:16 AM
To: BC Hydro Social Media
Subject: Request to Opt out of Customer Crisis Fund Charge

This is to let you know that I was not notified of any request to opt in for this program and do not consent to being charged for it. I would love to OPT OUT as soon as possible. What happened to public consultation? This is not legal at all.
Best Regards,
[REDACTED]

CONFIDENTIAL

From: [REDACTED]
Sent: 2018, September 14 2:43 PM
To: BC Hydro Social Media
Subject: Your pilot program for paying people's bills

I would like to file a formal complaint about your pilot program to help people pay thier hydro bills.
My husband is retired I am in school.
We live on \$1800.00 dollars a month.
We have a hard time paying your high rates for hydro And I do not think it's fair that hydro is going to rake in millions of dollars with this pilot program.
I hear if I don't pay the amount it will affect my credit.
So because someone else can't afford to pay you , you will charge me for them.
You should lower your rates so people can afford to pay 🐻 🐻
Sent from my iPhone

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, September 15 10:45 AM
To: BC Hydro Social Media
Subject: Customer Crisis Fund

Good Morning,

I hope that you are having a wonderful day. I'm contacting your organization to address charges entitled 'Customer Crisis Fund's that began on my account in April 2018.

So far, I have been charged \$0.39. While this amount probably does not seem large to most people, its cumulative effects will impact myself and my family. As a single parent of two sweet boys, I have already made huge trade offs including but not limited to buying coffee, higher quality foods, new clothes for the boys, etc in order to consistently pay my expenses. I really feel that before I pay for someone else's missed hydro bill (who more than likely have more disposable cash than myself) my funds would be better directed to support my family.

In speaking with an agent from your call center today, I learned that the fees will continue until April 2019. Is there any way to opt out of this program?

Looking forward to discussing this further.

Kindest Regards,

[REDACTED]
[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, September 16 1:17 PM
To: BC Hydro Social Media
Subject: CCF Charges.

Hello, I am righting to get more information on the CCF charges on my bill?

I choose to OPT OUT of this as I do not see or trust that the money will be used in a lawful way.

As BC Hydro is a government monopoly it is required to get the consent of those affected BEFORE additional charges implemented.

As I do remember signing an agreement to participate in the CCF at all I would like to see the signed invoice by both parties that requires me to pay.

Thank you in advance, I look forward to hear from you and receiving the signed invoice.

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, September 16 10:28 AM
To: BC Hydro Social Media
Subject: I will no long be paying the crisis fund
Attachments: [REDACTED]

I can barely pay my own hydro bill being a mother on disibilty so I'll keep that 0.52 for my own crisis found ...
[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: 2018, September 16 2:04 PM
To: BC Hydro Social Media
Subject: Crisis fund

Please remove me from the crisis fund program. I did not agree to this extra charge. If you are concerned with people not being able to afford their bills then lower the cost of hydro.

The account is under [REDACTED] at [REDACTED]

Thank you

[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, September 17 11:19 AM
To: BC Hydro Social Media
Subject: Customer Crisis Fund Charge

My name is [REDACTED] and I am writing today to voice my extreme exception to BCHydro's arbitrarily adding a customer crisis fund charge on my hydro invoices and to request they be removed immediately. It is not the money, but the principle here. You have no right to add a fund such as this to the hydro bills of thousands of individuals to fund a grant for those who may or may not be able to pay in future. This is not our issue and we are expected to pay enough so please remove this charge which was not authorized by me.

Also you wish to encourage equal payments and paperless bills. This does nothing to foster customer trust in the accuracy of their billing or the desire to have hydro return to the old mail out system where we can actually see our bill in paper form and examine just what charges have been applied.

Please do the right thing and stop penalizing those that have paid to provide grants for those who may or may not in future. Otherwise what incentive to the rest of us have to keep paying ourselves.

[REDACTED]
[REDACTED]
[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, September 17:1:39 PM
To: BC Hydro Social Media
Subject: request for reimbursement of unauthorized account charges to my BC Hydro account
Attachments: [REDACTED]

BC Hydro,

My name is [REDACTED] and I live at [REDACTED] BC.

My BC Hydro account is showing a charge for a Customer Crisis Fund charge: 30 days @ \$0.00820 /day.....\$0.25*, see attachment. I did not give permission or vote for extra funds to be taken from my BC hydro account, no matter what the reason. I pay my hydro bills on time every month and this is unacceptable to have extra money taken from my account each month. I understand this \$.25 has been charged to my account every month since June 2018. I am requesting to be reimbursed the full amount of these charges. I did not give permission for extra charges, no matter what the reason or cost, to be charged to my hydro bill account. In future please do not make donations in my name without my authorization. Please provide reimbursement and feedback for my request by email –

[REDACTED]
Thank you,

[REDACTED]
[REDACTED]
[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, September 17 2:37 PM
To: BC Hydro Social Media
Subject: Customer crisis fund

I am stunned that BC Hydro thinks they have a right to take my money without asking to help poor people that can't afford to pay their Hydro bills. As sorry as I am for them, that is not my problem. I can barely afford to pay my hydro bill yet you think it is okay to give my money away to somebody else to pay theirs. This is the height of arrogance, and you should be ashamed. I want a full refund of this money. I don't want to wait for a year for your pilot project to be over. I never authorized you to take this money. I authorized you to take money to pay my hydro bill and nothing else.

I expect a rapid response to my email. Sincerely

[REDACTED]
Sent from my Samsung Galaxy smartphone.

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, September 17 3:22 PM
To: BC Hydro Social Media
Subject: customer crisis

Attention BC Hydro

Today I spoke with a hydro service agent and she explained to me what this ridiculous charge namely customer crisis fund charge is about. I would appreciate it if this was returned to me with a credit as I do not support this three year pilot program. My partner and I are both seniors and have a difficult enough time paying for the outstanding costs of bc hydro and need crisis assistance ourselves many times to get our bills paid in time. I do not want my hard earned monies going to assist others in crisis. This is outrageous for bc utilities to put this forth without asking each and every customer whether or not they wish to contribute to someone elses' problems. The average citizen does not even know about this "crisis fund" and social media and the local news need to hear from us.

Will you please rebate me the amount taken off the last several bills as I am having difficulty with paying my bills? I am very dissatisfied over this.

[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, September 17 3:10 PM
To: BC Hydro Social Media; Wendy
Subject: The Customer Crisis Fund

Re acct # [REDACTED]
[REDACTED]
[REDACTED]

We are voicing our opposition to your new charge of The Customer Crisis Fund on our bill without our knowledge or consent. We do not wish to pay for other people's bills as I am also sure that you do not wish to pay a portion of my dental, or any other of my personal bills each month. Please respond to our request. Thank you, [REDACTED]

CONFIDENTIAL

From: [REDACTED]
 Sent: 2018, September 18 8:54 AM
 To: BC Hydro Social Media
 Subject: Fwd: Customer Crisis Fund Charge

FYI. Please listen you your customers!
 [REDACTED]

----- Forwarded message -----

From: [REDACTED]
 Date: Tue, Sep 18, 2018 at 7:58 AM
 Subject: Re: Customer Crisis Fund Charge
 To: Complaints BCUC:EX <Complaints@bcuc.com>

Your explanation is all well and good. However you have no authority from me to arbitrarily begin deducting this from my bill. I am NOT responsible for folks who cannot pay their hydro bill. Hydro could "forgive" the debts of those finding themselves unable to pay...not expect its good customers to shoulder the cost. PLEASE...stop yourselves and reverse these charges. If not you may find yourselves with "good" customers no longer wanting to pay. What incentive to we have to remain good customers!!
 Please reverse these charges promptly!
 [REDACTED]

On Tue, Sep 18, 2018 at 7:41 AM Complaints BCUC:EX <Complaints@bcuc.com> wrote:

Dear [REDACTED]

Thank you for your email to the BC Utilities Commission (BCUC) regarding BC Hydro's customer crisis fund.

BC Hydro's Customer Crisis Fund is a pilot program that offers financial relief to residential customers who are falling behind on paying their BC Hydro bills as a result of a temporary financial crisis, such as a loss of employment, unanticipated medical expenses, or a death in the family.

All money collected in the Customer Crisis Fund is reported separately from BC Hydro's other collections. The money is used only to grant funds to eligible customers and to offset BC Hydro's costs for operating the pilot program. The use of any unused funds will be considered during the review of the program. The full eligibility criteria for the Customer Crisis Fund is available on BC Hydro's [website](#).

The BCUC has heard concerns from some customers about the pilot program, and in response, we are considering requiring BC Hydro to report back on the pilot sooner than initially planned. BC Hydro was originally required to report on the pilot program costs, benefits and participation after two years; in response to concerns raised by some customers, we may direct BC Hydro to file an evaluation report on the pilot at the close of the first year of the pilot program. We should have a decision on this soon.

Background

In 2015, the BCUC began an extensive, two-year process to review BC Hydro's 2015 Rate Design Application. As part of this process, the BC Old Age Pensioners' Organization, a ratepayer group that represents residential and low-income customers, requested assistance for low-income ratepayers due to rising electricity rates.

As a result of this two-year review, BC Hydro filed an application for the establishment of the Customer Emergency Fund Pilot Program July 2017. In its review of this application, the BCUC established an open and transparent process before granting approval. The Customer Emergency Fund was introduced by BC Hydro on electricity bills, effective June 1, 2018 and will run as a three year pilot program. To review the BCUC's final decision, including details regarding the BC Old Age Pensioners' Organization's low-income proposals and BC Hydro's application for this fund, please click [here](#).

The BCUC takes our responsibilities to the public and the companies we regulate seriously, and we work to maintain processes that are fair, transparent and inclusive. The BCUC values input from British Columbians, and we are committed to issuing well-reasoned, evidence-based decisions.

For more information about BC Hydro's Customer Crisis Fund, please visit BC Hydro's [website](#) or view the BCUC's [frequently asked questions document](#).

BCUC's decision to create the Customer Crisis Fund was the outcome of a proceeding. In order to have a decision reversed, you may wish to file a reconsideration application with the BCUC.

Reconsideration Process:

If a party is unsatisfied with the resolution of a proceeding, the appropriate recourse is to seek reconsideration or appeal to the Courts.

An application can be made to the BCUC to reconsider a decision under Section 99 of the Utilities Commission Act. In the interests of both efficiency and fairness, the application undergoes an initial screening phase. To pass this initial screening phase, the BCUC will review the application for reconsideration and determine if the application has

established a prima facie case sufficient to warrant full reconsideration by the BCUC. The BCUC generally applies the following criteria to determine whether an application has established a prima facie case sufficient to allow reconsideration:

- The BCUC has made an error in fact or law;
- There has been a fundamental change in circumstances or facts since the Decision;
- A basic principle had not been raised in the original proceedings; or
- A new principle has arisen as a result of the Decision.

More details on the BCUC's Reconsideration Criteria Guidelines can be found on our [website](#).

We hope you find this information useful.

Kind regards,

[REDACTED]

Analyst, Compliance and MRS

British Columbia Utilities Commission

P: 604.660.4700 BC Toll Free: 1.800.663.1385 F: 604.660.2700

bcuc.com

From [REDACTED]
Sent: Monday, September 17, 2018 11:27 AM
To: Complaints BCUC:EX
Subject: Fwd: Customer Crisis Fund Charge

Please accept this e mail to BCHydro as my complaint to you the BC Utilities commission and my formal request to have this unauthorized charge removed from my hydro bills immediately.

[REDACTED]

----- Forwarded message -----

From: [REDACTED]
Date: Mon, Sep 17, 2018 at 11:19 AM
Subject: Customer Crisis Fund Charge
To: connectwithus@bchydro.com <connectwithus@bchydro.com>

My name is [REDACTED] and I am writing today to voice my extreme exception to BCHydro's arbitrarily adding a customer crisis fund charge on my hydro invoices and to request they be removed immediately. It is not the money, but the principle here. You have no right to add a fund such as this to the hydro bills of thousands of individuals to fund a grant for those who may or may not be able to pay in future. This is not our issue and we are expected to pay enough so please remove this charge which was not authorized by me.

Also you wish to encourage equal payments and paperless bills. This does nothing to foster customer trust in the accuracy of their billing or the desire to have hydro return to the old mail out system where we can actually see our bill in paper form and examine just what charges have been applied.

Please do the right thing and stop penalizing those that have paid to provide grants for those who may or may not in future. Otherwise what incentive to the rest of us have to keep paying ourselves.

[REDACTED]

[REDACTED]

[REDACTED]

CONFIDENTIAL

18 September, 2018

BC Hydro
P.O. Box
8910
Vancouver, BC
V6B 4N1

Dear Sirs:

Removal of Customer Crisis Fund Charge
Account: [REDACTED] BC

It is with considerable surprise that we find a 'Customer Crisis Fund Charge' on our Hydro bill.

The way this charge was added without public consultation and by an un-elected Crown corporation is underhanded.

We have no intention of paying such a charge. Please remove it from further invoices and credit any amount previously charged.

Thank you for your attention to this matter.

[REDACTED]
[REDACTED]
[REDACTED]

CC

BC Utilities Commission
Suite 410, 900 Howe Street
Vancouver, BC
V6Z 2N3

MLA Ian Paton
4805 Delta Street
Delta BC
V4K 2T7

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, September 11 9:52 AM
To: BC Hydro Social Media
Cc: [REDACTED]
Subject: Strong feedback

Good Morning BC Hydro and or BC Utilities Commission:

I need to make a comment about this 'crisis' fund that BC Hydro has put on everyones bill recently.
I do not agree with this at all.

1) I did NOT agree to have you take this money from my bank account, you did not have my permission for me to be part of this.

You are taking my money without asking to give to someone else, how can this be allowed? When I choose to donate or help others financially or other ways (which I do) it is my choice to whom and how I give. No one else makes this personal decision for me.

2) I fully understand that residents go through difficult times, however I do NOT believe it is BC Hydro or BC Utilities Commission position or role to step in here and automatically take from others to give to the ones who are having difficult times. It is not in your mandate in my opinion. There are other agencies who people can go for to get help.

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, September 11 2:48 PM
To: BC Hydro Social Media
Subject: Feedback for crisis fund

Hello I just wanted to express that I, along with many others, do not want to pay into a fund. This should be something that your customers can choose to opt in, not a mandatory pilot, or even a fully fledged program after your initial three years.

As a young family on a fixed income, working multiple jobs, we already see our hard earned money going to programs to help those who choose not to help themselves. It is frustrating to say the least.

However, your proposed fee of 25c a month is NOT outrageous. If you could put this enormous pool of money towards something better than free power for some, bonuses for ceos, and collecting interest on Canadian citizens money and lining your pockets, I will support it.

Address the homeless issue if your company is going to suddenly become activists.

Affordable housing is something greatly needed in bc right now.

Address veterans.

Address mental health funding.

I look forward to seeing how your company can create a brighter BC in all aspects of the word, not just lights for someone having a bad month...

[REDACTED]
Young homeowner
[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, September 11 4:10 PM
To: BC Hydro Social Media
Subject: Crisis Fund Charges

Dear BC Hydro, I am voting against your extra charges to pay for the crisis fund.

Please remove these charges from my bill. This was your idea, not mine or the public's and I did not agree to it.

Thank you for your immediate attention in this matter.

[REDACTED]

Sent from Yahoo Mail on Android

[REDACTED]

From: [REDACTED]
Sent: 2018, September 11 2:28 PM
To: BC Hydro Social Media
Subject: CRISIS FUND

Hello, I am a long time customer with b.c hydro. & have learned that you are taking money from me for this CRISIS FUND without my consent!!!. I realize that you are not taking a large amount, but the point is ...you never asked for my permission!.. & that is not even legal to do without written consent!! I would like you to IMMEDIATELY quit charging me for this & I would also like an apology for taking my money without asking!... [REDACTED]

Sent from my iPhone

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, September 11 3:20 PM
To: BC Hydro Social Media
Subject: Crises fund

Hello, I am writing today, to let you know that this new charge on our bill is absolutely ridiculous. I have enough of my own bills to pay.. I will not be paying this fee any longer on my statement. Shame on all of you for sneaking it in in the first place. This people is thievery... I am 57 years old and have been paying Hydro since I was 22 years old and no one "Ever" helped us out. We learned very quickly to pay our bills. If this is for the refugees that need help then I suggest you talk to Mr. Trudeau..

I will be deducting this amount from my statements.

Again Shame on all of you.....

Sent from Mail for Windows 10

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, September 12 11:54 AM
To: BC Hydro Social Media
Subject: Crisis fund.

Is it legal to bill customers for nothing ?

How do you opt out?

What if the customer who gets the "grant" smokes and spends \$600.00 or more on cigarettes, the grant is going to pay for his addiction and failure to plan his / her spending.

What gives you the right !?

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, September 11 6:43 PM
To: BC Hydro Social Media
Subject: Customer crisis fund charge

I want to voice my opinion and it to be recorded that I am not in favour of the customer crisis fund charge on my hydro bill and I believe that this charge should not have been considered without the consent of all BC hydro customers and residents of BC who own BC hydro.

Thank you

[REDACTED]

Sent from my iPhone

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, September 12 7:45 AM
To: BC Hydro Social Media

Hello

I am writing to you in regards to this new charge on my bill for people that cant pay their bill why is it up to me to be responsible for someone else's bill this is just teaching them that it's ok not to be responsible and pay their Bill's, I was a single mom for years and believe you me I struggled but my Bill's were paid, this charge needs to be dropped and people need to grow up and be responsible.

Thank you [REDACTED]

[REDACTED]

From: [REDACTED]
Sent: 2018, September 11 6:45 PM
To: BC Hydro Social Media
Subject: Crisis fund

I would like to opt out of contributing to this crisis fund. I do not appreciate an extra charge on my bill without being given the option to opt in. I donate to many charities that help people as well as pay my own overinflated bills Thankyou
[REDACTED]

Sent from my iPhone

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, September 12 7:45 PM
To: BC Hydro Social Media; [REDACTED]
Subject: CCF charge

Hello

I am just letting you know that I so very much disagree (even at .25\$ plus GST) about the Customer crisis fund charge.

In no way or form should I be paying for someone's inability to pay their bill for whatever the reason.

I am not happy about this, want it to be stopped and absolutely do not authorize it.

Oh I had to defer my property taxes this year...can you help?

Sincerely (but quite PO),

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: 2018, September 12 10:03 PM
To: BC Hydro Social Media
Subject: Lower you rates

Lower your rates and people would need help paying their bill!!!! I pay my bill and I DONT want to be paying anyone else's bill. I live pay cheque to pay cheque and dont have extra to pay someone else's bill!!!! Stop stealing from us and lower your rates!!!!!!

CONFIDENTIAL

From: [REDACTED]
Sent: 2018, September 13 9:49 AM
To: BC Hydro Social Media
Subject: customer crisis fund

add me to the list of unhappy people who were not informed of your new tax. another example of the government dictating to the utilities for their own election purposes. why not deduct \$3.00 per year from my PAID bill instead of adding more to it? what other fees are you contemplating next?



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CONFIDENTIAL

From: [REDACTED]
Sent: 2018, September 13 1:28 PM
To: BC Hydro Social Media
Subject: COMPLAINT RE CUSTOMER CRISIS FUND

Importance: High

I am writing to you regarding this new bogus CUSTOMER CRISIS FUND charge that is now showing up on our BC Hydro bill.

What is this crap????? Why should be paying for someone with hardships as we have our own to endure each month????? How can you just start adding a monthly charge like to our already High hydro bills??? Can you imagine if every creditor out there starts doing this to every one of our monthly bills???? Next the province will be asking for an Opioid crisis Fund along with M/C, Visa, Fortis Gas, Groceries etc. What is going on???

My husband and I are seniors, we still have to work to make ends meet and you have the NERVE to do this. You should be ASHAMED of yourself. Our incomes do not reflect what you are making At BC Hydro????? Why don't you stop paying all these top executives these huge bonuses each year and give it back to the average middle class folks and use this money to pay for such an idiotic fund.

I guess the next time I'm in line at the grocery store and the person in front of me debit card is declined the clerk will be asking the customer behind to pay for the Customer Crisis Fund – WHAT NEXT
 ABSOLUTELY ABSURD, RIDICULOUS, OUTRAGEOUS, CRIMINIAL, & GREEDY!!!!!!!!!!!!!!!!!!!!

Believe me there will be a movement like you have never seen on this bogus added monthly charge that you are sticking us with. Very alarming and concerning to say the least
 I will be fighting this every step of the way as I'm sure most British Columbians will – Shame on you.

ENOUGH IS ENOUGH

[REDACTED]
 [REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, September 13 9:40 AM
To: BC Hydro Social Media
Subject: Customer Crisis Fund charges

Dear customer service:

It had come to my attention that BC Hydro had placed a charge - Customer Crisis Fund on my account and I am totally disagreed with it.

I don't think it's right for BC Hydro to charge me before any notification and consultation regarding this matter. I am willing to pay for any power that I had consumed and keep my account with BC Hydro up-to-date, but not for BC Hydro to force me to make a donation on something that I am not agree to.

I am also very concern what role is BC Hydro acting as? Social service? Or providing power to customers?

Any reply is appreciated.

Regards,

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: 2018, August 10 10:39 AM
To: BC Hydro Social Media
Subject: Crisis fund

What the hell is this? This is not ok. I feel this is a way for bhydro to have it's customers take care of others and shoulder all the responsibility. BC Hydro needs to be accountable for the customers who can't pay, not your other customers. Not only that you didn't even give us an option. One more way for bhydro to make money. I was taught to teach the person to fish , then they can take care of themselves. There are alot of programs out there that help.

I live on [REDACTED] many times these people have there Hydro turned off because they don't pay there bill.

Not because they couldn't, but because they choose to use the money for something else. So now good customers are going to pay for there irresponsible decisions.

Guess BC Hydro will end up having there customers pay for irresponsibility of others.

This is just not ok, wrong on so many levels.

BC Hydro enabling irresponsible people to use others who aren't.

Be a big difference if it was an option on the bill, not forced

For your info I am not paying 49 cents to your cause that I was not asked about.

Shame on this company and the commission.

I will be sharing the heck out of this to let all of BC know what you are doing. So disgusted and disappointed.

[REDACTED]
[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, August 13 3:17 PM
To: BC Hydro Social Media
Subject: Account [REDACTED] and CCF

Good afternoon.

We are writing to you to express our extreme displeasure with the unilateral addition of a fee for the CCF to our bill. At no time did we give permission for you to add this to our bill.

Although the amount is small, it is the principle of the matter that we are objecting to. We will choose our own charities to contribute to. If we wish to pay for our neighbour/friend/family's hydro bill arrears, we will do that. Please do not take from us to contribute to an anonymous "slush fund".

It has also come to our attention that there was no notice to the public or account holders that this was being discussed or considered and we will also be contacting the BC Utilities Commission regarding their role in this.

Please note that we will not be paying this fee until this matter is addressed. We have deducted the \$0.40 amount from this month's bill.

We look forward to hearing from you.

[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, August 30 5:43 PM
To: BC Hydro Social Media
Subject: Customer crisis line

This is just another way to get a rate hike without saying so I do not for one minute believe bc hydro out of the goodness of their heart is going to forgive anyone that does not pay their bill bc hydro will cut them off all that is for so that if they cannot collect they will get it from the people that pay which is rediculus I think we pay high enough without having to aid in the payments of others which is just so that bc hydro gets its payment

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, August 31 5:56 AM
To: BC Hydro Social Media
Subject: Crisis Fund - absolutely against

Hi,

I would like to send a message to whomever is collecting information on this Crisis Fund.

I am against this. I didnt sign up for this.

I wish I could get my electricity from another company.

Yes, its "only 25 cents a month" however, you didn't ask, I don't get a choice and what's to stop it from increasing even further?

My other bills have already increased this month. My ICBC rates went up because of other people's inability to drive defensively and safely and because they cant lock their vehicles up due to crime.

My internet bill just went up.

My food bill has increased.

Now, when another family cannot manage their money properly, I have to pay for it? Do you know how many people mismanage their money every day out of complete entitlement and then when something happens they expect a bail out?

My co worker had her hydro shut off!

Funny, she has the latest Iphone and buys her coffee everyday and gets her nails done.

I'm not happy at all about this. I'm extremely frustrated and thought I would share that. Whatever good it will do.

[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, August 31 12:42 PM
To: BC Hydro Social Media
Subject: Customer crisis fund charge

Hello BC Hydro

First off hydro rates are far too high anyhow, but then you see fit to add more costs to our monthly bills in the name of the customer crisis fund charge. So ordinary people become responsible to pay costs for others. Unbelievable.

Here i live downright frugally in order to get by and keep my bills paid, and you want me to be responsible for others.

This is a total affront to those of us who are struggling to make ends meet. A real violation.

I'm appalled.

It is completely wrong of you to DEMAND unilaterally and arbitrarily that your customers pay this.

I am choked with your b.s.

[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, August 31 12:48 PM
To: BC Hydro Social Media
Subject: Customer Crisis Fund

I am providing my feedback in regards to the Customer Crisis Fund that you implemented. The response I received from your BC Hydro Facebook account indicates this feedback will be delivered to the BC Utilities Commission on the pilot program.

After reading the information on the BC Utilities website's FAQ's, I understand why this was implemented however, the lack of communication to customers regarding this is, in my opinion unacceptable. If communication had been forthcoming before implementation, the backlash on social media may have been avoided.

Some people indicated they had called BC Hydro and were told it was BC Utilities Commission's initiative, when the Utilities Commission was called they were told it was BC Hydro's initiative. Perhaps a bit of employee training would have been wise.

Not having an opt out option is pretty outrageous. No government agency should have the right to force individual citizens to support others in need if they choose not to. I suspect the majority of people would be willing to help if they understood the reasons behind the initiative but to make the donation mandatory is totally unacceptable. I am under the impression that some of my various taxes are used to help those in need. Hmmmm, is this just another tax...disguised as ???

Due to the negative impression I have of BC Hydro's money management skills, my reaction is that the money collected will probably go to something it is not intended for, even if you say otherwise.

I wonder which executive will get a nice bonus for dreaming up this gem of an idea!

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: 2018, August 30 10:31 AM
To: BC Hydro Social Media
Subject: Re crisis fund

Acct. # [REDACTED] [REDACTED] As per conversation with supervisor [REDACTED] I would like to opt out of the crisis fund charge on my bill, as BC Hydro is charging me for a product that I am not receiving.

Thanks

[REDACTED]
Sent from my iPad

[REDACTED]

From: [REDACTED]
Sent: 2018, August 29 8:36 PM
To: BC Hydro Social Media
Subject: Crisis Fund

Hello,

I just received my bill and noticed a charge for a crisis fund, I've since googled this and found out what it is. I'm writing to say that even though it's a small amount each month that's not the point, I never agreed to help support other people who can't pay their bill. I'm a single mother who struggles to pay my bill each month. What happens if I disagree and don't pay this portion of my bill?

Thanks,

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: 2018, August 27 3:06 PM
To: BC Hydro Social Media
Subject: Mandatory Crisis fund

BC Hydro Customer Crisis Fund is on my mind. Is it even legal? I'm so tired of large corporations being allowed to do pretty much anything. This mandatory charge from the same corporation that thought site C a good idea. ☹️ Your corporation will collect 5.3 million each year at the present rate and the program will cost you 900,000. Most businesses have studied risk and have risk mitigation plans in place which does not include MAKING - NOT ASKING their clients pay for their risk. Bc hydro could have an OPTIONAL insurance plan for those unforeseen crisis in customers lives. Many people already have some kind of insurance that covers unforeseen life events in place. The cost isn't what incensed me it's the principal of it. I'm more than happy to help a need but not mandatorily be made to. I am not happy to be forced to pay BC hydro bad debt while the CEO's collect insane salaries! It's the principal of the thing! And who decides what you will end up charging every month? How much has hydro increased in the last few years? Also who oversees the administering of this fund - an independent or BC hydro?
Enough , I am very incensed at this and look forward to seeing it removed from my bill!

[REDACTED]

Sent from my iPad

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, August 23 11:14 PM
To: BC Hydro Social Media
Subject: BC Hydro Crisis Fund

Please remove this from my bill. I do not want to pay for this because it is not part of our customer / service agreement.

Thanks

Sent from Mail for Windows 10

[REDACTED]

From: [REDACTED]
Sent: 2018, August 21 3:09 PM
To: BC Hydro Social Media
Subject: customer crisis fund

To whom this may concern:

My name is [REDACTED] and my account number is [REDACTED]

I am writing to inform you that I am not paying the customer crisis fund charge.

You cannot arbitrarily add an amount to my invoice that I did not authorize.

We all know that you will increase this amount over time and as we, along with many other Hydro customers, are pensioners on a fixed income and any extra added expense creates even more of a strain on our already tight finances so we have to say NO to this charge now!

There are months that we have trouble making ends meet and paying our own bills so why would I want to help someone else when I cannot pay my own bills?

I would like to know what kind of country we are becoming when it seems like all you have to do is hold your hand out and you get money for something. In this day and age if you are not working then you have a problem. In the service industry alone they need another 14,000 people. So, those people looking for a handout from pensioners should just get a job.

Remember the saying; I will give you a hand up but not a hand out. It is time to put that saying to work.

If Hydro wants to help these people so bad take the money from your own bank account.

[REDACTED]

CONFIDENTIAL

From: [REDACTED]
Sent: 2018, August 01 8:59 PM
To: BC Hydro Social Media
Subject: Customer Crisis Fund

I will DEDUCT the line charge for the Customer Crisis Fund and the associated taxes. Going forward, I will only pay for my actual charges and taxes. I will NOT pay any penalty charges for not paying my bill in full. I am NOT paying for any Hydro usage other than my own. If you need to pay for indigent customers, take it out of your executive bonuses You Scheming Parasitic Vultures.

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, August 02 8:44 AM
To: BC Hydro Social Media
Subject: Regarding the so-called "Customer Crisis Fund" ...

Hello,

I would like to register a complaint about this new charity, the "Customer Crisis Fund", that I am now being billed for on my BC Hydro accounts.

I was not asked if I would like to participate in this program and hereby request to opt out. If opting out is not available, I will implement my own opt out by not paying that portion of my bill.

Unfortunately I paid my most recent bill before I noticed these fraudulent charges so I will expect to have those amounts refunded on my next bill(s).

The hubris exhibited by BC Hydro with this affair is breathtaking in its audacity. This is simply unbelievable.

If BC Hydro is so concerned with plight of deadbeats and welfare bums not paying their bills, BC Hydro's overpaid executives should help those poor people.

Thank you,

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: 2018, August 02 9:50 AM
To: BC Hydro Social Media
Subject: Customer Crisis Fund

Good Morning, Could you please tell me if it is legal to charge and penalize residential customers on there monthly bill, for your customers who don't pay their own bill?

I do not want to pay for anyone else hydro bill regardless of what the fund is called.

To penalize residential customers for people who don't pay or can't pay or whatever the case may be is unethical.

Please advise if this is legal that you as a corporation, can make others pay into your fund.

I want to make a written complaint against this.

Regards,
[REDACTED]

CONFIDENTIAL

From: [REDACTED]
Sent: 2018, August 25 8:36 AM
To: BC Hydro Social Media
Subject: crisis fund

This email is in response to the "crisis fund" that BC Hydro has decided to take off our bills without the permission of us who pay our bills. I think this might have gotten a much better response from BC residents had you asked us if we were willing to pay this. I honestly think most people would have said yes. The fact that you did not and we were told we had to pay it, that has not gone over very well. I think that's wrong that you are able to just add something to our bill and we are made to pay it. That is not right. I don't see how that can even be legal. Apparently if we don't pay that crisis fund amount, our hydro can get cut off? Unbelievable. My hydro continues to get up every single year and yet we have gone from 5 people in the house to 2, we do less laundry, less everything. And yet I'm told we are using more. That is not possible. Maybe if you stop increasing the rates you wouldn't need a crisis fund. If you stop paying the CEO's their ridiculous salaries, there is your crisis fund money.

I hope in my lifetime that another company comes into BC and gives you competition, cause I am pretty sure everyone would jump ship and you would then be in big trouble.

Not a happy customer.
[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: 2018, August 25 6:30 AM
To: BC Hydro Social Media
Subject: Complaint about Customer Crisis Fund

To Whom it May Concern:

I found out through good old Facebook today about this new charge on our Hydro bills. I certainly don't trust Facebook and so did some research, logged into my online account with BC Hydro and lo and behold they were right. A charge of \$.40 plus taxes on my last small summer bill of \$164.13. I spoke with [REDACTED] at BC Hydro today who put me through to a supervisor, [REDACTED], who then gave me this email address to write to and voice my concerns.

Why should I subsidize someone else who can't pay their bill? In any private enterprise business, no one helps pay the delinquent bills for them. And I think the biggest complaint I have is, I wasn't asked if I wanted to 'donate' to the cause and I also wasn't informed of this new charge. I have automatic bill payment and have opted for paperless billing. Two things that sure make it easy for something like this to happen without much of a complaint because we don't know it is happening. It is certainly encouraging me to go back to receiving my bill by paper bimonthly and paying my bill in person at my bank each time. It will certainly cost YOU, BC Hydro, more and certainly more inconvenient for me BUT at least, I will see and know my bill each time.

I am requesting the \$.40 plus taxes to be removed from my last bill and for the fee NOT to be put on any future bills.

Thank you for looking into this situation,

[REDACTED]

[REDACTED]



Virus-free. www.avast.com

[REDACTED]

From: [REDACTED]
Sent: 2018, August 24 5:16 PM
To: BC Hydro Social Media
Subject: Customer Crisis Fund

I am writing to complain about the Customer Crisis Fund. I do not think that we should have to pay for people who cannot pay their bills. I pay so much in taxes and bills of my own, am on disability and only made \$19,000 last year. I am having a crisis of my own trying to pay everything. I guess I should just say I can't pay my bill and let the rest of BC pay it. This is really outrageous and I want to see if off my bill.

[REDACTED]
[REDACTED]
[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, August 25 8:45 AM
To: BC Hydro Social Media
Subject: Customer crisis fund charge on my bill

Please remove the customer crisis charge from my bill. I did. It authorize it nor do I agree with BC Hydro's implementation of this fund.

If there is a petition to protest this I will find it and sign it. This does not seem to be a legitimate charge for services rendered - it seems to be a way for you to guarantee your accounts receivable is paid. This is not acceptable.

Thank you:

[REDACTED]

Sent from my iPad

[REDACTED]

From: [REDACTED]
Sent: 2018, August 24 7:44 PM
To: BC Hydro Social Media
Subject: Customer Crisis Fund

This is not a charge that I have authorized you to put on my bill.
As a pilot project, trying to sneak this through, is disgusting. If I choose to make a contribution to a cause, I will choose my own, thank you very much.

I expect this charge will be reversed at some point.

"Do more of what you love to do"

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: 2018, August 05 11:34 PM
To: BC Hydro Social Media
Subject: customer crisis fee

I am not paying for other peoples bill due to BC HYDRO EXPENSIVE RATES... That's the problem.. Typical government ran businesses.. Screw the tax payer and stuff your own pockets.. What a joke..

We are not paying that GST taxed customer crisis fund charity...

[REDACTED]

From: [REDACTED]
Sent: 2018, August 05 2:16 PM
To: BC Hydro Social Media
Subject: Customer crisis fund

To whom it may concern, I and all my family and friends are not going to be paying into the Customer crisis fund. Try lowering your hydro rates so the poor can also afford electricity.. Sad to see you government workers gouge your own people... Crown corporation never work as there is no need to better yourself... Just reach into the people's pockets as YOU need...

Sad to it coming to this... Communism..

No Thank you, from me..

[REDACTED]

From: [REDACTED]
Sent: 2018, July 10 3:58 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: FW:
Attachments: [REDACTED]

Looping [REDACTED] in.

Thanks,
[REDACTED]

-----Original Message-----

From: [REDACTED]
Sent: 2018, July 10 3:57 PM
To: BC Hydro, Customer Advocacy
Cc: [REDACTED]
Subject: FW:

Please respond thanks

BC Hydro
333 Dunsmuir St, 4th floor
Vancouver, BC V6B 5R3

[REDACTED]
[REDACTED]
[REDACTED]

Smart about power in all we do.

-----Original Message-----

From: [REDACTED]
Sent: Tuesday, July 10, 2018 3:55 PM
To: [REDACTED]
Subject:

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

BC Hydro
PO Box 8910
Vancouver, B.C.
V6B 4K3

Dear Sirs,

What is this Customer Crisis Fund charge? I resent your adding additional charges without giving an explanation. **I DO NOT WANT TO PAY FOR people that have not paid their bills.** Part of any business is having an allowance for bad debts or items of this nature. This should not be passed off to your customers.

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, July 24 12:50 PM
To: BC Hydro Social Media
Subject: Customer Crisis Recovery fund

I would like to voice my opposition to this charge.
I realize that it a directive from the BC Utility Commission and BC Hydro was just following the directive.

I feel that good paying customers are being penalized

[REDACTED]
[REDACTED]
[REDACTED]

Account # [REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, July 07 12:44 PM
To: BC Hydro Social Media
Subject: Customer crisis fund charge

I am dead against B.C. Hydro's customer crisis fund charge. I am on a fixed pension for life and at the rate all levels of Government and quasi Government businesses such as B.C. Hydro are going I will soon be eligible for the crisis fund. The B.C. Government feels I should contribute to their \$550 million housing fund in Prince George for First Nations even though these people are the responsibility of the Federal Government.

Metro Vancouver thinks I should participate in their \$50.7 million spending plan for affordable housing even though it is made up of Mayors from all over the lower mainland who have these needs included in their budgets – double tax dipping.

And now B.C. Hydro comes up with the brain wave that I should pay to light up some other guy's house.

In addition, I am trying to help our two kids who are also struggling with all these costs while trying to raise small children.

It appears very few people are accountable these days and enough is enough!

I urge you to drop the Crisis Fund because I'm already at this stage!!!

[REDACTED]
[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, July 06 9:30 AM
To: BC Hydro Social Media
Subject: Customer crisis fund

I am strongly opposed to this. You should not be forcing your regular customers to pay in to this. Your approach is entirely wrong. Yours sincerely, [REDACTED]

Sent from my Samsung Galaxy Tab@4

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, July 25 6:35 PM
To: BC Hydro Social Media
Cc: [REDACTED]
Subject: Customer Crisis Fund Charge

Hello - Re Account # [REDACTED]

This is to complain about the Customer Crisis Fund Charge that I am being forced to pay for something that I have no say about. I think that this is just another way of ripping off the customers. How many millions of dollars does this equal to every year?

Why should I have to pay for someone in crisis that can't pay their bills? Whenever I was in tough times, nobody paid my bill. My hydro was cut off if I didn't pay the bill.

I am not happy about this.

Which brings me up to another sore spot. Smart meters. Is that another way of artificially increasing hydro usage now that there is no meter to read? We as consumers are supposed to trust you that your "Smart Meters" are accurate? I don't think so.

My next letter will be to the B.C. Utilities Commission.

Bye for now,
[REDACTED]

CONFIDENTIAL

OPEN LETTER

July 17, 2018

BC Hydro
Corporate Head Office
333 Dunsmuir St.
Vancouver, B.C., V6B 5R3

BC Utilities Commission
Corporate Head Office
Suite 410, 900 Howe Street
Vancouver, B.C., V6Z 2N3

Attention:

Chris O'Riley, President & COO and
Janet Fraser, Executive, Vice-President,
People, Customer, Corporate Affairs

Attention:

Mr. David Morton, Chair

Office of the Premier Of British Columbia
PO Box 9041 STN Prov. Govt.
Victoria, BC V8W 9E1

Attention:

Hon. John Horgan, Premier, BC Government

Re: BC Hydro Customer Crisis Fund

To: Honourable Premier, Mr. Riley and Ms. Fraser:

This letter speaks to the outrageous decision to implement a customer "crisis fund" by increasing BC Hydro billings to customers in good standing to pay the debt incurred by delinquent BC Hydro residential customers.

Friends, family, internet chat groups and coffee shop voters are extremely upset with the BC Hydro "Customer Crisis Fund." As you should be aware, the backlash by the public to the horrendous action by BC Hydro has been overwhelmingly negative, yet I see no withdrawal of the crisis fund. Your blissful ignorance is a demonstration of poor leadership. You want us to believe that BC Hydro customers wouldn't blink at a small increase in our monthly utility bills. Don't be fooled. I don't believe this is the case or the issue.

There are glaring oversights in this decision. Here are a few.

BC Hydro's website clearly states "a regulatory process that involves discussion with stakeholder groups representing BC Hydro's customers". I respectfully ask what stakeholder

group represented me as a BC Hydro customer. I was left in the dark. There was no prior discussion with me or anyone else. It was the media that brought this decision to our attention.

Furthermore, it is my understanding this crisis recovery fund only applies to BC Hydro's residential customers and not to your commercial account customers. If this is correct, I then assume there are no business account delinquencies therefore no commercial customers were conscripted to donate to the crisis fund

BC Hydro states that they "were asked by the BC Utilities Commission (BCUC) to bring forward a program proposal". So BC Hydro is the owner of the program proposed and accepted by BCUC. This is concerning. It is obvious BC Hydro lacks accountability by not standing-up to BCUC advising such a fund is outside of your respective jurisdictions, mandates, and possibly the law.

The mission of the BCUC "is to ensure that ratepayers receive safe, reliable and non-discriminatory energy services at fair rates from the utilities it regulates, and that shareholders of those utilities are afforded a reasonably opportunity to earn a fair return on their invested capital". The fact is neither BC Hydro nor BCUC have a mandate to create a charity or collect charitable donations on my behalf. This Robin Hood methodology has nothing to do with energy services I receive from BC Hydro. If I wish to use my spare money to donate to a worthy charity or help out an individual, that's my choice and **not** BC Hydro's decision to make on my behalf. If the BC government wishes to set a charity for delinquent account holders that's their choice, but you cannot regulate the public to donate and payoff the debts incurred by others by increasing our hydro bills.

Does BC Hydro, or BCUC plan to issue taxable donation receipts to those BC Hydro customers who are being charged extra to help those customers who don't or unable to pay their hydro bills? BC Hydro's decision failed to cut to the heart of what's wrong with delinquent account situations and address the critical issue at hand. Instead, BC Hydro took the easy way out to double-dip hydro clients in good standing to increase their hydro billings not for more energy consumption, but to pay off the debt of other customers. This is abuse and looks like corporate fraud.

The evidence is clear, both BC Hydro and BCUC do not walk the talk – lack of communication, consultation, and meaningful discussion which you boast about. BC Hydro and BCUC have no legal authority to operate its business like a charity.

What next will we have, ICBC setting up a similar fund for those who are unable to insure!

Who is the beneficiary of this crisis fund? Is it the delinquent account holder, or is it BC Hydro, the collection agency? The fact is, BC Hydro will collect the whole \$5.3 million a year from BC Hydro residential clients in good standing. Start-up cost for this fund is \$600,000 with annual administrative costs estimated at \$900,000. This amounts to 15 FTEs (full time employees) depending upon average salaries. It is clear this crisis fund is being set-up for the long-term and is not a temporary band aid solution. BC Hydro is the

actual and only beneficiary to the entire fund. And \$5.3 million this is not a trivial amount of money like you and others have suggested.

As for transparency, there is no transparency. When the crisis fund was announced, BC Hydro had already adjusted its system, as the additional increase was quickly included in our recent June billing statements. Unfortunately, this is a terrible deception that was carried out by BC Hydro and BCUC.

A number of constituents throughout BC have referred to this crisis fund as corporate welfare, and rightfully so. This is not about BC Hydro providing customers with better service. It is a scam designed and built using BC Hydro delinquent account customers as an opportunity to increase its organizational power and revenue base.

What would happen if I and other BC Hydro customers in good standing stop paying our utility bills and become another million plus delinquent account holders? Who then are you going to double-dip?

I am truly dismayed by the underhanded manner the "crisis fund" was established, rolled out to the public and the manner in which BC Hydro pretends to be a benevolent charity, and expects us to gleefully embrace the double-dipping scam. I expect BC Hydro to be run as a business like every other non-Crown corporation in BC or in Canada for that manner.

And Mr. Premier, as head of the BC government and its agencies, the buck stops with you. One who preaches about openness, fairness, the need for consultation and effective communications to all constituents, your government has failed once again by allowing this corrupt plan to be implemented. For leaders at a higher level I expect more intelligence, honesty, fairness, respect, decency and integrity than what we are receiving. If BC Hydro and BCUC fail to do what is right, you should immediately step-in, cancel this ill-conceived, and misguided charity fraud and the most excessive bureaucracy and revenue generation scheme.

Mr. Premier, please understand I'm just trying to help.

I apologize for the lengthiness of this letter but the devil is in the detail!

Respectfully submitted,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, June 29 4:18 PM
To: BC Hydro Social Media
Subject: Complaint - Sund (Account# [REDACTED])

BC Hydro,

We're totally against the Customer Crisis Fund! This extra charge is basically funding your delinquent accounts.

We're also against the Rate Rider charge. BC Hydro should also plan within existing rate system instead of including an extra charge. What's next a fund for company truck maintenance. Is there a refund if this fund is never used?

Side Note — Power prices are already insanely high at \$88/MW. Crazy at \$132/MW

No more extra charges!!

[REDACTED] (Account# [REDACTED])

This message is intended for the addressee or its representative only. Any form of unauthorized use, publication, reproduction, copying or disclosure of the content of this e-mail is not permitted. If you are not the intended recipient of this e-mail message and its contents, please notify the sender immediately and delete this message and all its attachments subsequently.

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, June 22 2:46 PM
To: BC Hydro Social Media
Subject: Crisis Fund.

>
> I in no way was contacted or did I authorize you to charge me for a crisis fund. This is theft and I am not going to pay you the money you wrongfully add to my bill without my permission.
> I am your customer and pay (too much) for a service you provide me. I should be treated as a paying customer not as a cash grab to fix your bad customers bills. I have no idea how this is legal or allowed to happen. See you in court when you take me to collections. NEVER PAYING IT 😞😞😞
>
> Sent from my iPhone

[REDACTED]

From: [REDACTED]
Sent: 2018, June 21 7:00 PM
To: BC Hydro Social Media
Subject: Crisis payment

I am writing to say that I feel as though my rights have been violated by BC Hydro "in principle" by imposing \$3 a year for the Crisis payment.

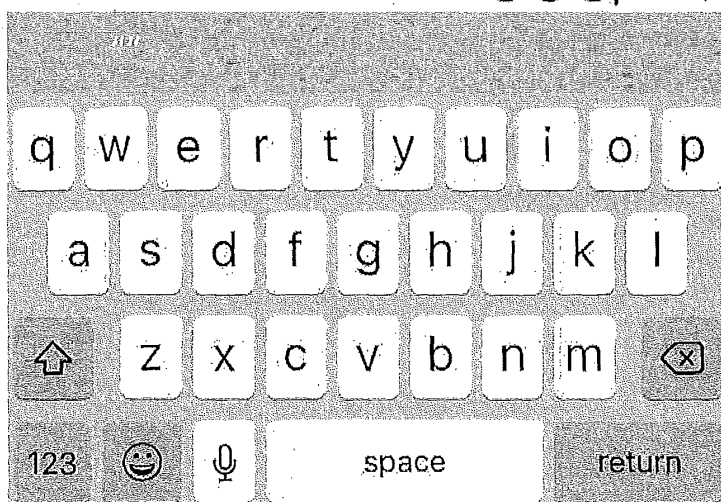
[REDACTED]

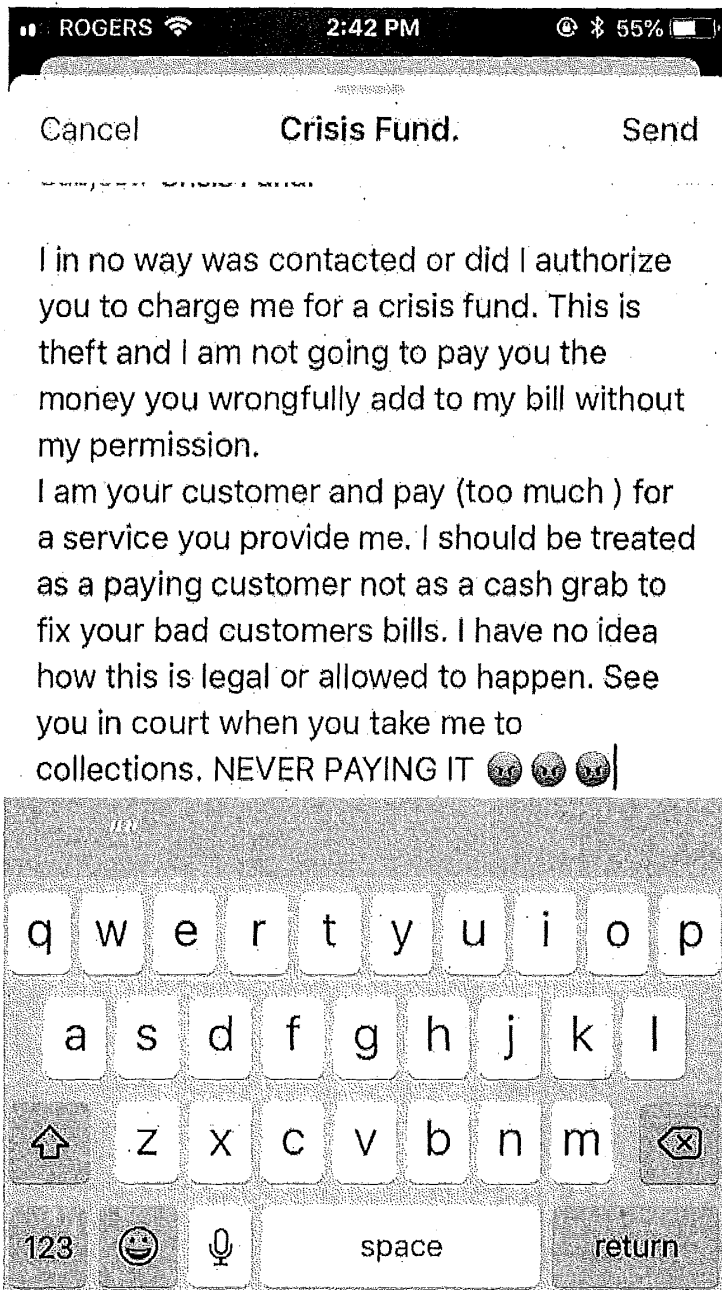
From: [REDACTED]
Sent: 2018, June 22 4:04 PM
To: BC Hydro Social Media
Subject: HYDRO

ROGERS 2:42 PM 55%
Cancel Crisis Fund. Send

I in no way was contacted or did I authorize you to charge me for a crisis fund. This is theft and I am not going to pay you the money you wrongfully add to my bill without my permission.

I am your customer and pay (too much) for a service you provide me. I should be treated as a paying customer not as a cash grab to fix your bad customers bills. I have no idea how this is legal or allowed to happen. See you in court when you take me to collections. NEVER PAYING IT 🙄🙄🙄





CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, June 21 7:25 PM
To: BC Hydro Social Media

To whom it may concern,

It has come to my attention that BC Hydro will be implementing a \$3 a year fee for 'crisis' payments.

I'd like to know why a company that makes BILLIONS, is passing off their cost of doing business to their customers ?!?

You're honestly saying with BILLIONS in earnings every year, YOU can't afford to not hit the 'disconnect power switch' without \$3 from each person in B.C. ?!?

Not to mention that I don't believe for 1 minute that is where the money will end up !!

We already pay a fortune for hydro, and you make a fortune!!!

So how many of us can get away with not paying our hydro, which most typical households struggle to make your astronomical fees, under this program?

[REDACTED]
Sent from my iPhone

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, June 21 8:15 PM
To: BC Hydro Social Media
Subject: New \$3 charge

Hello,

I am writing to tell you how ridiculous and unconstitutional this new \$3 charge a year on our bill is. It should be OPTIONAL not mandatory. I already have a hard time paying my own bill now I have to pay a levy for incase in the future people hit hard times and are unable to pay their bill. I for one will not be paying this \$3 and you will see i will not pay it each year because i will not endorse this. I hope people follow through and do the same. You guys are a joke and should be ashamed of your greediness.

Sincerely,

[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, June 22 9:11 AM
To: BC Hydro Social Media
Subject: Crisis payment

I am concerned regarding information I have heard re BC Hydro wanting permission to apply a yearly charge of \$3.00 per customer. Apparently the purpose is so you can use these funds to pay the bills of those who for some reason do not pay their account.

I understand that the bill you send each month is for the electricity I use in that month.

Therefore I **STRONGLY OBJECT** to B.C. Hydro being granted permission to apply this charge to customers.

Also, if it occurs, I would like to know how it will be accounted for in B.C. Hydro's financial statements. I assume it will be in a separate account and just build up, perhaps into the hundreds of thousands of dollars. This might be a temptation for some future management group/person to want to "borrow from the fund" for some purpose they deemed worthy.

Also I question whether the commission that oversees B.C. Hydro's authority for rates charging has the authority to grant such a request since it is not a charge to each individual customer for the services received in the month.

[REDACTED]
[REDACTED]
Sent from [Mail](#) for Windows 10

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, June 22 10:01 AM
To: BC Hydro Social Media
Subject: Crisis Payment

I am deeply disturbed and upset by being charged extra on my hydro bill. I am disabled, my husband and myself have to try and survive on less than \$26 000.00 net income, paying the bill is hard enough. I strongly resent being charged extra.

[REDACTED]
[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, June 21 8:08 PM
To: BC Hydro Social Media
Subject: 3\$ annual fee

Hello,

I would really like to contact with someone over the \$3 annual fee our bills will be charged for and I would strongly like to opt out of this.

I do not wish to pay the \$3.

Thank you,

[REDACTED]

Sent from my iPhone

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, June 22 12:16 PM
To: BC Hydro Social Media
Subject: Customer Crisis Fund

Good morning,

I am emailing my thoughts on the added "Customer Crisis Fund" fees that were added to my bill without notice or my consent. I feel that it should be illegal for a corporation who has continued to raise the rates to a point where homelessness is occurring, where people have to make a choice between food and power, to be able to just add fees to people's bills. Since we all are aware how much BC Hydro has increased the rates almost yearly and shoved Site C down the throats of your customers. We are sick of having to bail this company out yet again from situations that have been created by corporate greed! What prevents this "small charge" from also increasing just like the hydro rates have been for years. I did not agree to having a charge added. BC Hydro should have done a survey and asked customers opinions, then perhaps people would have offered to "donate" to a fund. I pay my bills each month, on time and in full, and we have helped friends and family also pay bills. BC Hydro should have a fund to pay for these crisis accounts already as a cost of doing business.

When you take, without permission, that is called theft.

Stop stealing from your customers!

[REDACTED]
[REDACTED]

Sent from my iPhone

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, June 21 3:09 PM
To: BC Hydro Social Media
Subject: Customer Crisis Fund Charge

To Whom this may concern;

I am beyond upset with this Crisis fund. First I did not give permission for BC Hydro to add another charge to my account. I DO NOT AGREE TO PAY SOMEONE ELSE'S BILL. I really don't believe people think before they act. I am on a low income and your charging me to pay someone else's bill. Not acceptable and Not ok with me. I would like this charge taken off my bill and in the future would appreciate being asked before adding more expenses to my cost. I pay for enough between dictatorship from the government and now BC Hydro dictating who I will give charity to is WRONG. Please remove the Customer Crisis Fund from my future bill's. If your so inclined to help these people who aren't paying their bill then take it out of the account of the person who thought this was such a good idea. Every time I turn around someone is taking more of my income and I'm getting less, I don't ever see retirement in my future. I'll be dead and even then I have to pay taxes on my funeral.

[REDACTED]

Sent from Mail for Windows 10

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, June 21 4:39 AM
To: BC Hydro Social Media
Subject: Crisis Fund June 21, 2018

To Whom It May Concern:

I was watching on Global News yesterday and B.C Hydro announced that they are setting up a Crisis Fund for people who have trouble making their payments. I would like to know why people keep getting things just handed to them. ? I work very hard to pay my monthly bills and I have the equal payment plan so that I am able to budget my money for the month, I will not have any amount added to my bill to help people who can not budget their money, I do not care if it is .5 cents added or \$1.00 added I will not pay it. It is bad enough that the homeless people get new modular housing (they do not even want it) all for free, who is paying their rent, their food , hydro they get free injection sites and free health etc. us the tax payers how is that fair.

Please do not add any amount for the crisis fund to my account, as this is really unfair and where was the notice given to any of us.? I will not have it on my bill and will not pay it if it shows on my bill.

Thank you for your time

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, June 20 6:32 PM
To: BC Hydro Social Media
Subject: CCF

Hi

I am writing today as I see the CCF charge on my latest bill. I did call BC Hydro and the customer service rep provided this email for me to ask a few questions.

Why was there no heads up this is coming? If you are helping people you would think you would be all over promoting this, in fact just the opposite and applied it to our bill.

Is there a cap of the fund? I understand you are predicting a 5 million balance for the first year. What happens if not all the money is used by customers who need the help? Are you going to refund all the customers who contributed and have paid their bills on time? Are there going to be raises for your employees? I noticed that when I called into BC Hydro, there was a message about our rates going up, I guess that won't happen as you can use some of the money to pay for any further increases.

Are you going to post a balance sheet showing what is collected, and what has been disbursed? What is the debt yearly of the people who would qualify for this help?

I think that would only be fair as we (residents of BC) are helping pay for your accounts that are not being paid. Why didn't BC Hydro give loans to these customers and leave the people who pay their bills on time out of this?

These kinds of things get out of hand. It is like fund raising you start off and before you know you have too much money. I can see this happening here. This move by BC Hydro is sneaky and could have been dealt with another way. I do believe that some people need the help, however being forth coming with that charge would have left a better taste in everyone's mouth.

[REDACTED]

Sent from Windows Mail

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, June 21 12:03 PM
To: BC Hydro Social Media
Subject: Crisis Fund

I completely disagree with this. The only entity benefiting from this is BCHydro. If someone doesn't pay their bills walks away BCHydro doesn't get paid. I'm not paying extra just so BCHydro can collect their money. If you have customers in arrears deal with it, don't steal my money.

How do I opt out of this crisis fund?

Thank you,
[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, June 20 5:08 PM
To: BC Hydro Social Media
Subject: Crisis fund program

Please report to the utilities commission that you have another outraged customer about the crisis fund. I have never given authority to "BC Hydro" to bill me for anything other than my utility bill, and if you take money without authorization it would be theft.

If you need a crisis fund, take the bonuses that your managers are expecting this year and set up a fund, then let people know how to access it.

Thank you

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, June 20 9:50 AM
To: BC Hydro Social Media
Subject: Crisis fund

After sending my concerns on the new crisis fund to BC Hydro I received the attached e-mail attached below.. First, thanks for getting back to me so promptly. And second, the "veiled threat about keeping my account up to date" you can't know how distasteful that is. Please take a look at my account you will find, that I have never been arrears and don't plan on starting now, nor did I even infer that. The fact that I am upset with another arbitrary charge has nothing to do with refusing to pay my bills. As a concerned senior, on a fixed income that is constantly under attack by so called caring Gov. and crown Corp. My voice is small and when I use it I only ask that you listen, and I don't expect your condescending altitude. [REDACTED] [REDACTED]
[REDACTED]

From BC Hydro

Hi there, thanks for reaching out. The customer crisis fund charge is a mandatory charge for all residential customers and is part of the amount due on your bill. We encourage you to stay up to date with your bill to avoid affecting your account standing or incurring late payment charges on your bill. We do want to note that the crisis fund program is a pilot that we were asked to set up by the BC Utilities Commission, and we'll be reporting back to the BC Utilities Commission about the program, including the feedback from our customers. If you'd like to share your feedback on the program, please email connectwithus@bchydro.com and feedback will be included in our reporting on the pilot program.

[REDACTED]

From: [REDACTED]
Sent: 2018, June 27 4:04 PM
To: BC Hydro Social Media
Subject: Fwd: Crisis fund

Sent from my iPhone

Begin forwarded message:

From: [REDACTED]
Date: June 27, 2018 at 4:02:01 PM PDT
To: connectwiththis@bchydro.com
Subject: Crisis fund

Good afternoon,

I would like to be removed from this pilot project as I sacrificed other items to pay my bills. This is not a fair method and what I remember in school was classified as pure socialism!! Please remove from account [REDACTED]

Thank you,
[REDACTED]

Sent from my iPhone

[REDACTED]

From: [REDACTED]
Sent: 2018, June 27 1:59 PM
To: BC Hydro Social Media
Subject: Customer crisis charge

Customer Crisis Fund Charge.

This is beyond outrageous! No consultation with customers and it is just added to our monthly bill. I live on a fixed income and I pay my Hydro bill on time every month. I do not appreciate being told that I will now have to contribute to a fund for those that do not pay their bills.

I make numerous charitable donations throughout the year to help others and DO NOT want to arbitrarily be TOLD that this will be another one.

You need to rethink this immediately!

I am now a VERY ANNOYED customer.

Sent from my iPad

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, June 25 10:03 AM
To: BC Hydro Social Media
Subject: Extra charge

Why do I have to pay \$3 a year for someone that can't pay their bill? I do not want to see this on my bill and you can remove it from my bill right away! Maybe if you had asked about it first I would have been happy to donate this money to someone.. I work hard for my money and I have had a credit with you guys for YEARS so why do I get penalized that I can pay my bill... so now I have to help pay others as well?!? I do t think so!

Remove this charge ASAP!!!

Thank you!

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: 2018, June 22 4:06 PM
To: BC Hydro Social Media
Subject: Crisis Fund

I just went and purchased two Honda Generators, I would rather pay the gas company then you crooks, good luck with that whole crisis fund deal....

Sent from my iPhone

2018 JUN 25 AM 10:42

[REDACTED]

From: [REDACTED]
Sent: 2018, June 25 10:42 AM
To: BC Hydro Social Media
Subject: Crisis fund

Please remove me from the crisis fund program. I did not agree to this extra charge. If you are concerned with people not being able to afford their bills then lower the cost of hydro.

The account is under [REDACTED] at [REDACTED]

Thank you

[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, June 22 9:51 PM
To: BC Hydro Social Media
Subject: Customer crisis program

Thank you for starting this program.

I am a senior and had my power shut off a couple times in the past few years.

I asked how can a customer of 30 years suddenly be cut off when I fell on hard times. I was devastated.

I had to pay a huge reconnection fee. I think it was \$150 twice and the second time I also had to come up with a \$350 deposit plus come up with the money to pay my past due balance. I still don't have my \$350 back. But I know I will get it back because I have worked hard to maintain my payment plan.

It seemed so personal at the time even though I knew it wasn't. It affected me personally simply because I was poor. It's very hard to recover from poverty. This program looks like it will help people now and in the future facing a financial crisis.

I am so glad that this CCP pilot program is in place now. This Program will really be appreciated by those that know what it is like to have no lights and heat in the winter.

Thank you.
[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, June 24 10:45 AM
To: BC Hydro Social Media
Subject: Thanks

Dear BC Hydro:

I'm just writing to offer support for the program to assist those who cannot afford to pay their electricity bill. I think paying \$3 per year is a tiny amount to assist others.
Good luck with the project.

[REDACTED]
[REDACTED]
[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, October 10 5:28 PM
To: BC Hydro Social Media
Subject: bills

Why is BC Hydro charging an additional "COSTUMER CRISIS FUND" We didn't have the opportunity to vote on this EXTRA TAX I'am a senior on a fixed income and NO ONE ever helped me pay for my hydro in over 50 years Same question on the RATE RIDER FEE?????

Perhaps if there were less staff at the management level with their high salaries and over inflated pensions and bonuses these extra taxes wouldn't be applied to our bills.

[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, October 18 3:48 AM
To: BC Hydro Social Media
Subject: CCF tax

This crisis fund you have forced on all residential customers is nothing more than a tax. Why should I have to contribute to paying other people's bills? And you charge GST on top of that tax. I pay my bill on time and if I ever needed help to pay my bill I wouldn't expect strangers to chip in.

Remove this tax from everyone's bill.

[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, September 20 6:02 PM
To: BC Hydro Social Media
Subject: Customer Crisis Fund Charge

Hello

I strongly oppose the customer crisis fund charge. This is nothing more than an added tax and with operating costs exceeding \$600,000 a year its a very inefficient program. Of course you will deny it's a tax. If the program must continue, make it voluntary & take me off of it.

[REDACTED] Hydro account number [REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, September 11 6:40 PM
To: BC Hydro Social Media
Cc: commission.secretary@bcuc.com
Subject: Objection to Crisis Fund

Dear BC Hydro and the BC Utilities Commission,

Please add our voices to the discontented ones you've already heard from about your "Customer Crisis Fund." We don't think this charge should be mandatory on BC Customers' Hydro bills. This is a taxation issue, and a utility company should not be collecting taxes. You must end this pilot project. If there is an issue with people not being able to pay their bills, it should be handled in a very different way, through the taxes citizens already pay.

[REDACTED]
[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, September 12 10:34 PM
To: BC Hydro Social Media
Cc: premier@gov.bc.ca; Scott Fraser MLA
Subject: BC Hydro Customer Crisis Fund Charge

This email is directed to the BC Utility Commission.

My concerns are about the customer crisis fund charge. I am a long term customer who has never defaulted on any of my hydro bills and currently pay for hydro at 3 different locations. Although I do sympathize with people that are having a difficult time with loss of jobs or sickness that prevents them from going to work, I lost my job a year and half ago and as difficult as things can be, I have never defaulted on any of my hydro bills. I gather this fund was created to avoid raising our rates (again) and my hope is that it will be manage better than BC Hydro funds in the past, which does not reflect very well in BC Hydro's favour.

What I do not understand is why I am being charged GST on the amount that I am "donating" to a crisis fund? This seems like a tax grab for the Federal Government, there is no "service" received by me for this amount I am being forced to pay. I do not agree with this and would like an explanation as to how this was determined to be taxed in this way?

[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, September 13 12:20 PM
To: BC Hydro Social Media
Subject: Customer Crisis Fund Charge

My Name is [REDACTED] email address is [REDACTED] -Acct # [REDACTED] and was advised by a relative of this new charge to my bill without prior communications or notice -As Canadians we are already taxed too heavily and I see this as just another way to exploit all BC Hydro customers

My wife and I are both retired and on a fixed modest income and both worked hard and saved as best we could in our productive working years -and as it is only 25 cents a month today without consultation it leaves the question open to how much will it rise too and what surprises are in store

For us seniors and all of BC -We strongly oppose this added fee -we already pay a transit levy here and at the gas pumps to pay for services we generally do not use -Please consider this email as a formal Protest against this and all future extra taxation fees -Best Regards [REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, August 27 2:52 PM
To: BC Hydro Social Media
Subject: Crisis Fund

[REDACTED]

Sent: Friday, August 24, 2018 9:30 AM
To: Simons.MLA, Nicholas <Nicholas.Simons.MLA@leg.bc.ca>
Cc: premier@gov.bc.ca; Weaver.MLA, Andrew <Andrew.Weaver.MLA@leg.bc.ca>; Wilkinson.MLA, Andrew <Andrew.Wilkinson.MLA@leg.bc.ca>; James.MLA, Carole <Carole.James.MLA@leg.bc.ca>
Subject: BC Hydro Crisis Fund

BC Hydro

This email is to express my disagreement with BC Hydro forcing a Crisis Fund charge of 25 cents per month on my monthly hydro bill. This is pure and simple another Tax Money Grab by Hydro and the NDP Government needs to put a stop to this immediately.

If BC Hydro has customers who are having difficulty paying there hydro bills then they need to work that out directly with their customer and not put the burden on the people of BC. If this is a serious issue for hydro then they need to have these potential losses showing on their books and not collecting money from the people of BC so they can provide a grant. The people of BC should not be required to be a bank for BC Hydro.

This is absolutely ridiculous and must be stopped. As I was unable to locate an email address I would request that you forward this email to Chris O'Reilly at BC Hydro.

<https://app.bchydro.com/accounts-billing/bill-payment/ways-to-pay/customer-crisis-fund.html>

Regards
[REDACTED]
[REDACTED]
[REDACTED]

CONFIDENTIAL

From: [REDACTED]
Sent: 2018, July 11 11:22 AM
To: BC Hydro Social Media; EMPR.Minister@gov.bc.ca; tips@therebel.media ;
 admin@taxpayer.com; premier@gov.bc.ca
Subject: BC Hydro's Back-Door "Customer Crisis Fund" Tax

Sent from Mail for Windows 10
 To Whom it May Concern,

My Wife and I were disappointed to see we have an additional tax added to our June BC Hydro bill labelled, "Customer Crisis Fund charge: 26 days @ \$0.00820 /day" that amounted to an additional \$0.21 being added to our billing.

We spoke with a BC Hydro supervisor, by the name of [REDACTED] on Wednesday, July 11th, 2018 and he informed us that this is not a tax but a, "donation" to a, "fund" that is compulsory.

Question 1) Please elaborate for us how a government, "fund", that is compulsory to pay into, is in any way, shape or form different from a tax?

tax

taks/

noun

noun: **tax**; plural noun: **taxes**

1. 1. a **compulsory** contribution to state revenue, levied by the government on workers' income and business profits or added to the cost of some goods, **services**, and transactions.

char·i·ty

'CHerədē/

noun

noun: **charity**; plural noun: **charities**

2. 2. the **voluntary** giving of help, typically in the form of money, to those in need.
 synonyms: financial assistance, **aid**, **welfare**, **relief**, financial relief; More

charge

CHärj/

verb

verb: **charge**; 3rd person present: **charges**; past tense: **charged**; past participle: **charged**; gerund or present participle: **charging**

3. 1. demand (an amount) as a price from someone for a **service rendered** or goods supplied.
 "the restaurant charged \$15 for dinner"
 synonyms: ask in payment, **ask**, **levy**, **demand**, **want**, **exact**; More

By definition your, "fund" is not charitable giving, because it is not voluntary, therefore, it is NOT a, "donation". It is compulsory, which by definition makes it taxation. A, "fund" is simply where the taxation was placed after it was collected. To define something as a, "charge" or, "donation" when it is clearly a tax is dishonest. A, "charge" is something that is applied for services provided. Admittedly BC Hydro are not providing any service to the customer for the \$0.21 charge on our bill. Charity is not a, "service". Compelled giving is not, "charity".

Question 2) In the interest of complying with BC Hydro's stated mandate of, "transparency" why is a tax being presented on our billing as a, "charge" or "donation"?

Question 3a) Is BC Hydro now a provider of social services?

Question 3b) Does collecting taxes for the purpose of duplicating a provincial program (Income Assistance) fall under BC Hydro's mandate? Where specifically?

Under the 2018/19 mandate letter I could find no reference to new taxation for the express purpose of providing a redundant social assistance program.

Question 4)a Please show me where in the Financial Information Act I can find reference to the governments new tax, "fund" or "charge"?

Question 4b) How is this back-door tax, "increasing transparency" when it is completely hidden from the public at large and there is no reference to the programs financials disclosed to the public?

Question 5a) Can you please direct me to the financial information or economic development reports regarding the, "Customer Crisis Fund".

Question 5b) What economic information was used to set the current tax rate of \$0.00820/day? How was this rate determined?

<https://www.bchydro.com/content/dam/BCHydro/customer-portal/documents/corporate/accountability-reports/financial-reports/annual-reports/BC-Hydro-FIA-F17.pdf>

In conclusion I would like it made known that this new tax is an outrage. It was foisted upon the public with no public consultation, no public accountability, no disclosure and no warning. It is immoral. BC Hydro is going well beyond it's stated mandate and this is unacceptable to the public at large. We ask that this non-voluntary, "donation" either be removed from our account or be properly labelled as a, "tax", because that's what it is by definition, and to claim otherwise is dishonest and unethical. At least have the decency to deal with the public honestly in regards to the taxes you are charging us.

Thank you

[REDACTED]

Yes I called it a tax and is it not illegal to impose a tax without provincial legislature so I will not be paying it and I do not care about the amount it's the very fact that you implement it in such away as if to say to hell with you you are just a piggy bank we can rob any time we feel like it .

Try reducing some of the outrageous salaries and see how much you can come up with for your Crisis fund never mind that its going to take 57 million just to put it in place. I think its time for a real provincial audit of BC HYDRO and see what shakes out. .

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, June 22 2:21 PM
To: Customer, Relations
Subject: [REDACTED] Program Charge - CCF - [REDACTED] FW: Forwarding phone message from unhappy BC Hydro customer; request call back

Is this something your team can respond to or do you suggest I route elsewhere?

If you respond, please advise completion so I may reply to government.
 Do you have a phone template for the conversion?

Regards
 [REDACTED]

[REDACTED]

BC Hydro
 333 Dunsmuir St, 15th floor
 Vancouver, BC V6B 5R3

[REDACTED]
 [REDACTED]
bchydro.com

Smart about power in all we do.

From: [REDACTED]
Sent: 2018, June 20 1:06 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: Forwarding phone message from unhappy BC Hydro customer; request call back

Hi [REDACTED]

[REDACTED] of [REDACTED] left me a voice mail message and would like a return phone call.

Issue: He is not happy about being charged \$3.00 on his BC Hydro bill. He feels that if he is not paying for a product he should not be automatically charged to pay for someone else's bill – he should be asked first.

[REDACTED] can be reached at [REDACTED]

Please let me know when the customer has been contacted.

Thank you!

[REDACTED]
 [REDACTED]
 [REDACTED]

[REDACTED]

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CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, June 26 1:37 PM
To: Customer, Relations
Subject: [REDACTED] - Phone message from BCH customer - request for return call

Another government request email below using phone template.

As per our meeting this morning, let's continue with this process temporarily but I will reach out to our contacts in government correspondence unit to advise them of these requests from other areas of government and how they choose we handle these requests going forward.

Please advise upon completion of this request so I may reply to government.

Regards
[REDACTED]

[REDACTED]

BC Hydro
333 Dunsmuir St, 15th floor
Vancouver, BC V6B 5R3

[REDACTED]

bchydro.com

Smart about power in all we do.

From: [REDACTED]
Sent: 2018, June 22 1:41 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: Phone message from BCH customer - request for return call

Please contact [REDACTED] of [REDACTED] at [REDACTED]

Re: issue with the arbitrary addition of \$.025 to hydro bill

[REDACTED]

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CONFIDENTIAL

June 25, 2018

Janet Fraser
BC Hydro

Hello Ms. Fraser,

RE: Customer Crisis Fund

I have a concern about your latest rate increase. Have you considered its effect on Senior Citizens? I don't believe it should be mandatory for Seniors. For those of us who have only Government Pension to rely on, \$3 per year is a substantial amount of money. For example: the only part of my pension that adjusts to the cost of living sat at \$353.52 for all of 2016; then rose to \$364 per month where it sat for the entire year of 2017. Then it rose to \$369.45 in January 2018, which equates to \$65.40 per year.

Looking at numbers like this, you can see why \$3 per year is significant for me. I am not alone; there are many other seniors dependent on Government Pensions who are living at or below the poverty line. I urge you to reconsider how you are applying this Fund.

I would like to hear feedback and can be contacted as follows:

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

CONFIDENTIAL

From: [REDACTED]
To: OfficeofthePremier, Office PREM:EX; Minister, EMPR EMPR:EX
Cc: johnmartinmla@leg.bc.ca; Complaints BCUC:EX; [REDACTED]
Subject: BC Hydro - Additional Tax
Date: Thursday, June 14, 2018 3:27:19 PM

Hello

I noticed a new line item/tax on my hydro bill for June. BC Hydro added a tax for the new compassionate crisis fund.

To add further insult, the new tax is further taxed by the GST.

Your offices have unilaterally added a new tax on residential customers to subsidize those who cannot pay their hydro bill.

Please remove this tax from all residential hydro customers and fund the program elsewhere.

I prefer to choose my own charitable donations.

I'm dismayed that the Premier, the energy minister, and BCUC expect ordinary folks to fund the misfortune of others.

[REDACTED]
[REDACTED]

CONFIDENTIAL

Received: July 19, 2018

July 10, 2018

Dear Mr. Horgan
I am writing this letter in protest of my mandatory involvement in the BC Hydro Customer Crisis Fund. I have the right to donate what I want and to whom.

My question to you is:
By what authority can you make BC citizens make a donation without their permission?

Sincerely,
[Redacted Signature]

cc: Nicholas Simmons MLA
BC Hydro
BC Utilities Commission

Rate schedules to be filed with commission

- 61** (1) A public utility must file with the commission, under rules the commission specifies and within the time and in the form required by the commission, schedules showing all rates established by it and collected, charged or enforced or to be collected or enforced.
- (2) A schedule filed under subsection (1) must not be rescinded or amended without the commission's consent.
- (3) The rates in schedules as filed and as amended in accordance with this Act and the regulations are the only lawful, enforceable and collectable rates of the public utility filing them, and no other rate may be collected, charged or enforced.
- (4) A public utility may file with the commission a new schedule of rates that the utility considers to be made necessary by a change in the price, over which the utility has no effective control, required to be paid by the public utility for its gas supplies, other energy supplied to it, or expenses and taxes, and the new schedule may be put into effect by the public utility on receiving the approval of the commission.
- (5) Within 60 days after the date it approves a new schedule under subsection (4), the commission may,
- (a) on complaint of a person whose interests are affected, or
 - (b) on its own motion,
- direct an inquiry into the new schedule of rates having regard to the setting of a rate that is not unjust or unreasonable.
- (6) After an inquiry under subsection (5), the commission may
- (a) rescind or vary the increase and order a refund or customer credit by the utility of all or part of the money received by way of increase, or
 - (b) confirm the increase or part of it.

CONFIDENTIAL

OPEN LETTER

July 17, 2018

BC Hydro
Corporate Head Office
333 Dunsmuir St.
Vancouver, B.C., V6B 5R3

Attention:

Chris O'Riley, President & COO and
Janet Fraser, Executive, Vice-President,
People, Customer, Corporate Affairs

BC Utilities Commission
Corporate Head Office
Suite 410, 900 Howe Street
Vancouver, B.C., V6Z 2N3

Attention:

Mr. David Morton, Chair

Office of the Premier Of British Columbia
PO Box 9041 STN Prov. Govt.
Victoria, BC V8W 9E1

Attention:

Hon. John Horgan, Premier, BC Government

Re: BC Hydro Customer Crisis Fund

To: Honourable Premier, Mr. Riley and Ms. Fraser:

This letter speaks to the outrageous decision to implement a customer "crisis fund" by increasing BC Hydro billings to customers in good standing to pay the debt incurred by delinquent BC Hydro residential customers.

Friends, family, internet chat groups and coffee shop voters are extremely upset with the BC Hydro "Customer Crisis Fund." As you should be aware, the backlash by the public to the horrendous action by BC Hydro has been overwhelmingly negative, yet I see no withdrawal of the crisis fund. Your blissful ignorance is a demonstration of poor leadership. You want us to believe that BC Hydro customers wouldn't blink at a small increase in our monthly utility bills. Don't be fooled. I don't believe this is the case or the issue.

There are glaring oversights in this decision. Here are a few.

BC Hydro's website clearly states "a regulatory process that involves discussion with stakeholder groups representing BC Hydro's customers". I respectfully ask what stakeholder

group represented me as a BC Hydro customer. I was left in the dark. There was no prior discussion with me or anyone else. It was the media that brought this decision to our attention.

Furthermore, it is my understanding this crisis recovery fund only applies to BC Hydro's residential customers and not to your commercial account customers. If this is correct, I then assume there are no business account delinquencies therefore no commercial customers were conscripted to donate to the crisis fund

BC Hydro states that they "were asked by the BC Utilities Commission (BCUC) to bring forward a program proposal". So BC Hydro is the owner of the program proposed and accepted by BCUC. This is concerning. It is obvious BC Hydro lacks accountability by not standing-up to BCUC advising such a fund is outside of your respective jurisdictions, mandates, and possibly the law.

The mission of the BCUC "is to ensure that ratepayers receive safe, reliable and non-discriminatory energy services at fair rates from the utilities it regulates, and that shareholders of those utilities are afforded a reasonably opportunity to earn a fair return on their invested capital". The fact is neither BC Hydro nor BCUC have a mandate to create a charity or collect charitable donations on my behalf. This Robin Hood methodology has nothing to do with energy services I receive from BC Hydro. If I wish to use my spare money to donate to a worthy charity or help out an individual, that's my choice and **not** BC Hydro's decision to make on my behalf. If the BC government wishes to set a charity for delinquent account holders that's their choice, but you cannot regulate the public to donate and payoff the debts incurred by others by increasing our hydro bills.

Does BC Hydro, or BCUC plan to issue taxable donation receipts to those BC Hydro customers who are being charged extra to help those customers who don't or unable to pay their hydro bills? BC Hydro's decision failed to cut to the heart of what's wrong with delinquent account situations and address the critical issue at hand. Instead, BC Hydro took the easy way out to double-dip hydro clients in good standing to increase their hydro billings not for more energy consumption, but to pay off the debt of other customers. This is abuse and looks like corporate fraud.

The evidence is clear, both BC Hydro and BCUC do not walk the talk – lack of communication, consultation, and meaningful discussion which you boast about. BC Hydro and BCUC have no legal authority to operate its business like a charity.

What next will we have, ICBC setting up a similar fund for those who are unable to insure!

Who is the beneficiary of this crisis fund? Is it the delinquent account holder, or is it BC Hydro, the collection agency? The fact is, BC Hydro will collect the whole \$5.3 million a year from BC Hydro residential clients in good standing. Start-up cost for this fund is \$600,000 with annual administrative costs estimated at \$900,000. This amounts to 15 FTEs (full time employees) depending upon average salaries. It is clear this crisis fund is being set-up for the long-term and is not a temporary band aid solution. BC Hydro is the

actual and only beneficiary to the entire fund. And \$5.3 million this is not a trivial amount of money like you and others have suggested.

As for transparency, there is no transparency. When the crisis fund was announced, BC Hydro had already adjusted its system, as the additional increase was quickly included in our recent June billing statements. Unfortunately, this is a terrible deception that was carried out by BC Hydro and BCUC.

A number of constituents throughout BC have referred to this crisis fund as corporate welfare, and rightfully so. This is not about BC Hydro providing customers with better service. It is a scam designed and built using BC Hydro delinquent account customers as an opportunity to increase its organizational power and revenue base.

What would happen if I and other BC Hydro customers in good standing stop paying our utility bills and become another million plus delinquent account holders? Who then are you going to double-dip?

I am truly dismayed by the underhanded manner the "crisis fund" was established, rolled out to the public and the manner in which BC Hydro pretends to be a benevolent charity, and expects us to gleefully embrace the double-dipping scam. I expect BC Hydro to be run as a business like every other non-Crown corporation in BC or in Canada for that manner.

And Mr. Premier, as head of the BC government and its agencies, the buck stops with you. One who preaches about openness, fairness, the need for consultation and effective communications to all constituents, your government has failed once again by allowing this corrupt plan to be implemented. For leaders at a higher level I expect more intelligence, honesty, fairness, respect, decency and integrity than what we are receiving. If BC Hydro and BCUC fail to do what is right, you should immediately step-in, cancel this ill-conceived, and misguided charity fraud and the most excessive bureaucracy and revenue generation scheme.

Mr. Premier, please understand I'm just trying to help.

I apologize for the lengthiness of this letter but the devil is in the detail!

Respectfully submitted,

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

CONFIDENTIAL

From: [REDACTED]
Sent: 2018, July 09 5:18 AM
To: Customer, Relations
Subject: [REDACTED] BBB Complaint Case# [REDACTED]

Categories: Debbie

[REDACTED]
 BC Hydro
 11 Fl 6911 Southpoint Dr
 Burnaby, BC V3N 4T8

re: [REDACTED]

Better Business Bureau (BBB) has been asked by the above named consumer to assist in dispute resolution. Most companies receive complaints from time to time - what separates a business is how they handle these disputes, and we are here to help.

As a BBB Accredited Business, you have committed to respond to our office within two weeks of being notified of a complaint. This means we require that a written response be submitted no later than July 23, 2018. BBB does not take sides, pass judgment, or determine who is right or wrong. We are here to facilitate communication in an effort to help both parties reach common ground.

After reading the complaint, please provide, in writing:

- * Your perspective of the situation, addressing all issues in a professional and productive manner.
- * Your suggested resolution, if different than the consumer's desired resolution.

Please view and respond to the complaint through our online complaint system. By clicking the following link, you can access the complaint details, respond to the complaint, and check the status at any time:
<https://mbc-web.app.bbb.org/complaint/view/1291532/b/5626ba6b58>

Please understand that the complaint content and your response may be publicly posted on the BBB web site (BBB reserves the right to not post in accordance with BBB policy). Please do not include any information that personally identifies your customer. By submitting your response, you are representing that it is a truthful account of your experience with this consumer. BBB may edit the complaint or your response to protect privacy rights and to remove inappropriate language.

Should you encounter any difficulties accessing the link, please contact me directly [REDACTED] or [REDACTED] for details. You are also welcome to email/mail/fax your response (plus any additional documentation you deem relevant) directly to my attention at the contact information provided below. Please know that a copy of your response will be sent to the consumer, and if we receive further correspondence from them we will forward that information for your review.

Thank you, in advance, for your prompt attention to this urgent matter. Please contact me with any questions. I look forward to your response.

Sincerely,

[REDACTED]
[REDACTED]
[REDACTED]

Better Business Bureau of Mainland B.C.
788 Beatty Street, Suite 404
Vancouver, B.C. V6B 2M1
Fax: 604-681-1544
Website: www.bbb.org/mbc

BBB Serving Mainland B.C.

604-682-2711

mybbb@mbc.bbb.org

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<https://mbc.app.bbb.org/emailopt/preferences/Y3VzdG9tZXIucmVsYXRpb25zQGJjaHlkcm8uY29tYmJi>

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, July 11 3:56 PM
To: Customer, Relations
Subject: [REDACTED] Phone Call Request from MO

Please see request below.

Thank you
[REDACTED]

[REDACTED]

BC Hydro
333 Dunsmuir St, 15th floor
Vancouver, BC V6B 5R3

[REDACTED]

[REDACTED]

bchydro.com

Smart about power in all we do.

From: [REDACTED]
Sent: 2018, July 11 3:48 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Phone Call Request from MO

H [REDACTED]

Below is a request from the MO's office; DMO asking that this fellow to get a call back tomorrow (July 11) on his query.

Thank you;

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Energizing BC - clean, sustainable and productive

From: [REDACTED]
Sent: Wednesday, July 11, 2018 3:20 PM

To: [REDACTED]
Subject: Phone Call Request from MO

Hi [REDACTED] Can you please ask staff/Hydro to call this fellow back tomorrow. Thanks very much.

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

From: [REDACTED]
Sent: Wednesday, July 11, 2018 3:02 PM
To: [REDACTED]
Subject: Caller

Hello [REDACTED]

I had a voicemail from a man named [REDACTED] and he has some questions regarding the BC Hydro Crisis Fund and why he's being billed for it. Could someone please give him a call when you get a moment at [REDACTED]?

Thank you,

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

CONFIDENTIAL

From: Minister, EMPR EMPR:EX
To: EMPR Correspondence EMPR:EX
Cc: [REDACTED]
Subject: FW: BC Hydro
Date: Monday, July 30, 2018 2:32:21 PM

Could we please get BC Hydro to respond to this individual?

Thank you,
[REDACTED]

-----Original Message-----

From: [REDACTED]
Sent: Wednesday, July 25, 2018 7:33 PM
To: Minister, EMPR EMPR:EX
Subject: BC Hydro

I saw that you were going to help low income people with reductions in their hydro rates Has this been initiated .
If so how do I apply?

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2018, August 08 8:22 AM
To: Customer, Relations
Cc: [REDACTED]
Subject: [REDACTED] FW: CONSTITUENT CONCERNS - CUSTOMER CRISIS FUND

Good morning,

Please see the email that Janet received this morning. Are you able to provide a response?

Thank you,
[REDACTED]

From: Fraser, Janet
Sent: Wednesday, August 08, 2018 8:12 AM
To: [REDACTED]
Subject: FW: CONSTITUENT CONCERNS - CUSTOMER CRISIS FUND

Please have customer service/comms provide a response

Janet Fraser | Executive Vice-President
People, Customer & Corporate Affairs

BC Hydro
333 Dunsmuir St, 18th floor
Vancouver, BC V6B 5R3

[REDACTED]
[REDACTED]
[REDACTED]

bchydro.com

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From: [REDACTED]
Sent: 2018, August 07 3:11 PM
To: Fraser, Janet
Cc: [REDACTED]
Subject: FW: CONSTITUENT CONCERNS - CUSTOMER CRISIS FUND

Janet Fraser
Executive Vice-President, People, Customers, Corporate Affairs
BC HYDRO

Dear Ms. Fraser:

RE: CUSTOMER CRISIS FUND PROGRAM

I am in receipt of some correspondence from constituents recently regarding BC Hydro's new *Customer Crisis Fund* charge, in my capacity as the MLA for the Abbotsford-Mission constituency.

It is definitely laudable that BC Hydro is caring for its disadvantaged customers through a fund which I realize provides a grant to those folks who would otherwise face the possibility of disconnection. The impact of disconnection is obviously troubling to say the least, and could impact the security of families and threaten the well-being of children.

My sense is that this crisis fund has really not been explained sufficiently which may account for the "*push back*" from customers who have contacted my office expressing their concerns.

I think, too, that the additional billing - which is being passed on to responsible customers - carries a negative cachet because it stresses more the "spreading around" of the generation of the fund, as opposed to any caring attitude of BC Hydro. I believe BC Hydro could have shown more corporate responsibility - and generated more public support - if it had addressed the matter internally. As it stands, this fund charge is a regular (monthly) reminder that BC Hydro is using the payments of responsible customers to essentially *subsidize* the payments of those customers who may be struggling.

Thank you, Ms. Fraser, for receiving my concerns regarding the Customer Crisis Fund. I look forward to hearing from you.

Best regards,

[REDACTED]

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[REDACTED]

From: BC Hydro, Customer Advocacy
Sent: 2018, August 14 1:10 PM
To: Customer, Relations
Subject: [REDACTED]
Attachments: [REDACTED]

I think this should have started with you since it came from the MLA's office

[REDACTED]

BC Hydro
 1401 Kalamalka Lake Rd
 Vernon, BC V6B 5R3

[REDACTED]

[REDACTED]

[REDACTED]

bchydro.com

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From: [REDACTED]
Sent: 2018, August 14 12:52 PM
To: BC Hydro, Customer Advocacy
Subject: [REDACTED]

Hi [REDACTED]

I have an inquiry from MLA Clovechuk re a customer and his meter choices fee. Could you please look into his situation?
 Thanks a lot,

[REDACTED]

Sent from my iPhone

Begin forwarded message:

From: [REDACTED]
Date: 14 August 2018 at 11:02:18 GMT-7
To: [REDACTED]
Cc: [REDACTED]
Subject: [REDACTED]

Hello [REDACTED]

[REDACTED] did contact BCHydro and was told a supervisor would call him. Someone did call but he missed it and that's where things just sort of ended.

I've attached a consent form. To recap, [REDACTED] is very displeased with the increase in the legacy meter fee which went from \$64.80 to \$74.56. He also had a \$.41 charge for the customer crisis fund, which he

does not want to be paying, as his tax dollars are already subsidizing programs that offer support to people who struggle financially. He had paid his bill in full, minus the new increase and the customer crisis charge, but I advised him that it was not a good idea to with hold payment in protest as it will still affect his credit rating etc. He decided to pay it in full, but wants it to be known that this payment is in no way a sign of acceptance of these new charges.

Please let me know where [REDACTED] can direct his feedback re: pilot project crisis fund. I would like to be able to give him some background of the process that ok place before it was introduced, ie: was there public consultation etc.

Thanks in advance [REDACTED] and please let me know if I can give you any more info.

Have a great day,



LEGISLATIVE ASSEMBLY
of BRITISH COLUMBIA

CONFIDENTIAL

Received: August 14, 2018

August 7, 2018

Mr. Chris O'Riley
President and Chief Operating Officer
BC Hydro
333 Dunsmuir St.
Vancouver, B.C.
V6B 5R3



Leonard Krog, MLA
Nanaimo

RE: Customer Crisis Fund

Dear Mr. O'Riley,

As you might guess, many of my constituents have contacted me about this special charge, approved by the British Columbia Utilities Commission and designed to provide assistance to those who cannot pay their hydro bills. I suspect many of these constituents are people who have managed their money carefully, managed their electricity use equally carefully, and are in some cases merely offended and others genuinely very upset by the prospect that they now have to pay a special levy to help those who for whatever reason cannot pay their electricity bills.

One of my constituents has come up with a rather novel and very interesting suggestion that I ask you to consider. He has suggested that you request that the BC Hydro look at the possibility of making the payment a deduction for charity purposes, and the complexities of setting that up process I leave to you. In addition there would be no GST charge on this so that people could elect to pay whatever modest amount, \$0.35, \$1.00 whatever the charge is or will be cover time, voluntarily as a charitable donation, get the tax deduction, not pay the GST, and have a clear conscience and achieve the same social policy goal of the change the way it is currently levied. I promised the constituent who was an innovator in the private sector that I would pass on this suggestion, and am doing so.

Sincerely,

Leonard Krog, MLA
Nanaimo

Nanaimo Constituency Office

4-77 Victoria Crescent
Nanaimo BC V9R 5B9
T 250-714-0630 F 250-714-0859
leonard.krog.mla@leg.bc.ca
www.leonardkrog-mla.ca

Legislative Office

East Annex Parliament Buildings
Victoria BC V8V 1X4

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[REDACTED]

From: [REDACTED]
Sent: 2018, August 28 11:00 AM
To: Customer, Relations
Subject: [REDACTED] CCF FW: For Direct Response-BC Hydro caller-[REDACTED]

Another government email request below.

Regards
[REDACTED]

[REDACTED]

BC Hydro
333 Dunsmuir St, 15th floor
Vancouver, BC V6B 5R3

[REDACTED]
[REDACTED]
bchydro.com

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From: [REDACTED]
Sent: 2018, August 28 10:58 AM
To: [REDACTED]
Subject: For Direct Response-BC Hydro caller-[REDACTED]

Good morning!

Can someone please call this customer regarding charges of the BC Hydro Crisis Fund. Please let me know once resolved so that I can update our Minister's office.

Thank you,
[REDACTED]

From: [REDACTED]
Sent: Monday, August 27, 2018 4:24 PM
To: [REDACTED]
Subject: BC Hydro caller

Hi [REDACTED]. Can you please ask someone to contact the fellow below regarding the Crisis Fund? Thanks.

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

From: [REDACTED]
Sent: Monday, August 27, 2018 9:15 AM

I had a call from a man named [REDACTED] who has some questions as to why he is being charged the BC Hydro Crisis Fund without his consent. Could someone please call him back at [REDACTED]?

Thank you,

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

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[REDACTED]

From: [REDACTED]
Sent: 2018, August 28 11:01 AM
To: Customer, Relations
Subject: [REDACTED] CCF

Here is another one. Please advise upon completion.

[REDACTED]

BC Hydro
333 Dunsmuir St, 15th floor
Vancouver, BC V6B 5R3

[REDACTED]

bchydro.com

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From: [REDACTED]
Sent: 2018, August 28 10:59 AM
To: [REDACTED]
Subject: For Direct Response-Hydro caller [REDACTED]

Good morning!

Can someone please call this customer regarding charges of the BC Hydro Crisis Fund. Please let me know once resolved so that I can update our Minister's office.

Thank you,
[REDACTED]

From: [REDACTED]
Sent: Tuesday, August 28, 2018 10:13 AM
To: [REDACTED]
Subject: Hydro caller

Hi [REDACTED] Please ask staff to contact the person below regarding the Crisis Fund charge. Thanks.

[REDACTED]

From: [REDACTED]
Sent: Monday, August 27, 2018 12:08 PM

To: [REDACTED]
Subject: Hydro caller

Hello again,

I had another person call from [REDACTED] how BC Hydro was able to push through the BC Hydro Crisis Fund without the consent of the customers. Could someone please give [REDACTED] a call back at [REDACTED]?

Thank you,

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

CONFIDENTIAL

Received: August 14/18

[REDACTED]
August 10, 2018

Chris O'Riley
President & Chief Operating Officer
BC Hydro
333 Dunsmuir Street
Vancouver, BC V6B 5R3

Dear Sir,

We are writing to convey our displeasure with the Customer Crisis Fund Charge.

This is a charge that customers should have the opportunity to participate in or opt out of. Many people have difficulties paying bills but usually look to family or friends for help and of course there are always loans or lines of credit through financial institutions. BC Hydro could also defer payment of their hydro bill in extenuating circumstances. To charge someone like my wife and myself who are seniors on fixed incomes, **is not right**. We scrimped each and every month for years to ensure our bills were paid in full and on time and now we are being charged (without our consent) to help pay someone else's bills. This could be considered unlawful as we are being charged for something that we didn't agree to. If this continues, we will then have other companies and businesses doing the same thing.

We would suggest that you rethink this whole Crisis Fund Program or else you will have a lot more customers taking advantage of the Crisis Fund. If customers are willing to participate and make donations to the above mentioned fund, so be it, but you should obtain their consent first.

We have paid our most recent hydro bill. We have also paid the Customer Crisis Fund Charge under protest. We are offering you the opportunity to do the right thing and refund us for the Customer Crisis Fund Charge, and make no further charges to our account for that purpose.

Sincerely,

[REDACTED]
[REDACTED]
Account # [REDACTED]

CONFIDENTIAL

Received: Sept 19/78

To:

BC Hydro
6911 Southpoint Drive
Burnaby, BC V3N 4X8

From:

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

\$0.30

Customer Crisis Fund charge: 36 days @ \$0.00820 /day

I am vehemently opposed to the CCF. I donate \$200-300 to charities that mean something to me (my Dad died of [REDACTED] my husband is a [REDACTED] and I have [REDACTED] every year. I do not care who decided that I should donate another \$3 without asking me and without my knowledge. It may seem like a small amount but that is not the issue. The issue is that you have no right to do so. I pay BC Hydro for Electricity and the costs of supplying that electricity, not to provide free or subsidized electricity to others. You have no right to decide where I spend my pension dollars. I demand a refund immediately and I am going to suggest that a class action suit be formed to have all CCF charges reversed and that BC Hydro and the BC Utilities Commission be told to mind their own business. They should not have listened to the Special Interest Group that suggested this charge in the first place.

CC: Premier John Horgan and the Minister of Energy, Mines and Petroleum Resources Michelle Mungall
and the BC Utilities Commission

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

CONFIDENTIAL

[REDACTED]

From: Complaints BCUC:EX <Complaints@bcuc.com>
Sent: Friday, September 28, 2018 10:28 AM
To: Customer, Relations
Subject: BCUC (Sept) CCF GST

Categories: [REDACTED]

Good morning,

The Customer Crisis Fund rate rider that appears on customer's bills also has GST applied to it. Can you please provide information on which specific legislation is relied upon to charge the GST?
We have received customer queries regarding the matter.

Kind regards,

[REDACTED]
Analyst, Compliance and MRS

British Columbia Utilities Commission

P: 604.660.4700 **BC Toll Free:** 1.800.663.1385 **F:** 604.660.2700

bcuc.com

The information being sent is intended only for the person or organization to which it is addressed. If you receive this e-mail in error, please delete the material and contact the sender.

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SEPT 22.

HYDRO!

THANK YOU FOR THE FORM
LETTER. BUT YOU DID NOT ANSWER
MY QUESTIONS.

WHO DECIDED, WHY WERE WE
NOT TOLD, WHAT ACCOUNT, WHO
GETS IT,

WE HAVE TO PAY - HOW ARROGANT.
PLEASE REPLY

[REDACTED]

1809250712



BC. A TO [REDACTED]
PO BOX LETTERS RE: CCF
VANCO
V68.

Thanks

BCHydro 
FOR GENERATIONS

CONFIDENTIAL

Daren Sanders,
Director, Contact Centre and Billing Operations,
BC Hydro

[REDACTED]
[REDACTED]
[REDACTED]

8 October 2018

Dear Mr Saunders:

I am writing to register my objections to the imposition of a Customer Crisis Fund (CCF) charge that BC Hydro has added to my bills since June 2018. My concerns are multiple:

1. The implementation was deceitful. There was no notification to the customer of the imposition of this "Tariff" which was buried as a line-item in tiny print in the overall bill.
2. It is also outrageous that BCUC directed that what is effectively a charitable donation be called a "Tariff" to avoid any legal challenge.
3. I pay BC Hydro to provide a service and it is not appropriate for the Utility to extract a service charge (ie tax) from a customer who pays their bills regularly, to hand out to other customers who do not pay their bills, for whatever reason. I already pay high provincial and federal taxes that support a variety of government programs for those in financial difficulties.
4. The CCF is self-serving for BC Hydro. It frees the Utility from the responsibility of meeting bad debts, and transfers the financial liability to hard-working customers. It effectively creates a "slush-fund" for BC Hydro.
5. It has set up an additional costly bureaucracy to adjudicate and investigate applications to the fund, and opens avenues for fraud if this is not done properly.
6. The excuse that this was proposed by "Stakeholder" groups is ridiculous – these are advocacy groups whose job it is to get more money from the average tax-payer for their interests.
7. It has been implemented as a 3 year Pilot project. Why so long – I can guess that this is because it will make it difficult to reverse (like all taxes) whatever the outcome, and BC Hydro hopes that any outrage will die down ?
8. How is this pilot program to be evaluated ? I am sure that your Stakeholders, when asked, will be very happy with the program, as will those who have extracted payment for their bills. However, the vast majority of customers will not get a chance to express their dissatisfaction, either because they have not noticed the

charge, or they are so busy working to pay their bills that they do not have the time and energy to protest.

I am making this protest on principle, as this is just another hidden government indirect tax, not because the amount charged is large for the individual consumer (although it will provide a huge fund for BC Hydro to set against bad debts).

Yours sincerely,

A black rectangular redaction box covering the signature of the sender.

cc. Honorable John Horgan, BC Premier; Honorable Michelle Mungall, Minister of Energy, Mines and Petroleum Resources

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: Monday, October 01, 2018 3:03 PM
To: Customer, Relations
Subject: [REDACTED] CCF Charge FW: REQUEST FOR BCH to contact caller (name not provided) re: Customer Crisis Fund

Please see request below.

Regards
[REDACTED]

[REDACTED]

BC Hydro
333 Dunsmuir St, 15th floor
Vancouver, BC V6B 5R3

[REDACTED]

bchydro.com

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From: [REDACTED]
Sent: 2018, October 01 2:35 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: REQUEST FOR BCH to contact caller (name not provided) re: Customer Crisis Fund

As per request below, please have someone contact the caller at [REDACTED] and advise when completed.

Thank you

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

From: [REDACTED]
Sent: Monday, October 1, 2018 12:27 PM
To: [REDACTED]
Subject: FW: Missed call

Hi [REDACTED]

Please have BCH follow up with this customer, thanks.

[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

From: [REDACTED]
Sent: Monday, October 1, 2018 12:24 PM

To: [REDACTED]
Subject: Missed call

Hi [REDACTED]

I had a voicemail from an individual complaining about the Customer Crisis Fund and being charged against their will. The caller did not provide their name or where they live, and they also did not ask any questions. They simply expressed their displeasure and left their phone number. Do you think it advisable for someone in the CU to call her back? Their phone number is [REDACTED]

Let me know what you think is best!

Thank you,

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

CONFIDENTIAL

From: [REDACTED]
 Sent: Wednesday, July 11, 2018 11:22 AM
 To: connectwithus@bchydro.com; Minister, EMPR EMPR:EX; tips@therebel.media ;
 admin@taxpayer.com; OfficeofthePremier, Office PREM:EX
 Subject: BC Hydro's Back-Door "Customer Crisis Fund" Tax
 Categories: [REDACTED]

Sent from Mail for Windows 10
 To Whom it May Concern,

My Wife and I were disappointed to see we have an additional tax added to our June BC Hydro bill labelled,
 "Customer Crisis Fund charge: 26 days @ \$0.00820 /day" that amounted to an additional \$0.21 being added to our
 billing.

We spoke with a BC Hydro supervisor, by the name of [REDACTED] on Wednesday, July 11th, 2018 and he informed
 us that this is not a tax but a, "donation" to a, "fund" that is compulsory.

Question 1) Please elaborate for us how a government, "fund", that is compulsory to pay into, is in any way, shape
 or form different from a tax?

tax
 taks/
 noun
 noun: tax; plural noun: taxes

- 1.1. a compulsory contribution to state revenue, levied by the government on workers' income and business profits
 or added to the cost of some goods, services, and transactions.

char-i-ty
 'CHerədē/
 noun
 noun: charity; plural noun: charities

- 2.2. the voluntary giving of help, typically in the form of money, to those in need.
 synonyms: financial assistance, aid, welfare, relief, financial relief; More

charge
 CHärj/
 verb
 verb: charge; 3rd person present: charges; past tense: charged; past participle: charged; gerund or present
 participle: charging

- 3.1. demand (an amount) as a price from someone for a service rendered or goods supplied.
 "the restaurant charged \$15 for dinner"
 synonyms: ask in payment, ask, levy, demand, want, exact; More

By definition your, "fund" is not charitable giving, because it is not voluntary, therefore, it is NOT a, "donation". It is

compulsory, which by definition makes it taxation. A, "fund" is simply where the taxation was placed after it was collected. To define something as a, "charge" or, "donation" when it is clearly a tax is dishonest. A, "charge" is something that is applied for services provided. Admittedly BC Hydro are not providing any service to the customer for the \$0.21 charge on our bill. Charity is not a, "service". Compelled giving is not, "charity".

Question 2) In the interest of complying with BC Hydro's stated mandate of, "transparency" why is a tax being presented on our billing as a, "charge" or "donation"?

Question 3a) Is BC Hydro now a provider of social services?

Question 3b) Does collecting taxes for the purpose of duplicating a provincial program (Income Assistance) fall under BC Hydro's mandate? Where specifically?

Under the 2018/19 mandate letter I could find no reference to new taxation for the express purpose of providing a redundant social assistance program.

Question 4a) Please show me where in the Financial Information Act I can find reference to the governments new tax, "fund" or "charge"?

Question 4b) How is this back-door tax, "increasing transparency" when it is completely hidden from the public at large and there is no reference to the programs financials disclosed to the public?

Question 5a) Can you please direct me to the financial information or economic development reports regarding the, "Customer Crisis Fund".

Question 5b) What economic information was used to set the current tax rate of \$0.00820/day? How was this rate determined?

<https://www.bchydro.com/content/dam/BCHydro/customer-portal/documents/corporate/accountability-reports/financial-reports/annual-reports/BC-Hydro-FIA-F17.pdf>

In conclusion I would like it made known that this new tax is an outrage. It was foisted upon the public with no public consultation, no public accountability, no disclosure and no warning. It is immoral. BC Hydro is going well beyond it's stated mandate and this is unacceptable to the public at large. We ask that this non-voluntary, "donation" either be removed from our account or be properly labelled as a, "tax", because that's what it is by definition, and to claim otherwise is dishonest and unethical. At least have the decency to deal with the public honestly in regards to the taxes you are charging us.

Thank you

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[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Ms. Janet Frazer
Executive Vice President
People, Customer and Corporate Affairs
333 Dunsmuir St.
Vancouver B.C., V6B5R3

Re: Customer Crisis Fund Charge

Dear Ms. Frazer

Please accept this letter as my formal disapproval and complaint in relation to the above charge levied on my Hydro Bill. If the Provincial government wishes to impose a tax to support persons who are unable to pay their bills, let them. We then have recourse through the election process. If BC Hydro wishes to show charity to people who are in need, let those funds come out of your bottom line. Your consultation with a "stakeholder Group" does not give you my permission to take my money that I have not consented to or owe through my use of your services. This levy may be illegal at worst, and is certainly very poor customer relations at best. Do we now allow all other utility providers and service companies to charge us fees to support charities of their choice without our consent? I believe that this corporate policy exposes BC Hydro to class action by British Columbia citizens as no other recourse exists. I would urge you to rethink your approach and either discontinue this practice or seek the consent of individual rate payers.

This letter is my formal notice for BC Hydro to stop levying this charge on my bill. If I wish to contribute to charity I will do so as a voluntary choice and not as a means to fund a grant program which has no public accountability mechanism. Customers should have been given the option to opt into or out of this "grant" program and a choice as to the donated amount.

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

cc. - Mr. Doug Routley, Member of the Legislative Assembly
- British Columbia Utilities Commission
- Minister of Energy, Mines and Petroleum Resources

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[REDACTED]

From: [REDACTED]
Sent: Thursday, November 01, 2018 12:21 PM
To: Customer, Relations
Subject: [REDACTED] CCF Charge FW: Customer Crisis Fund
Categories: [REDACTED]

Hello,

Please let me know if we have responded to the email below.

Thank-you,
[REDACTED]

From: [REDACTED]
Sent: 2018, October 03 4:14 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Customer Crisis Fund

Hi [REDACTED]

Please respond to the email below and copy me on the response.

Thank-you,
[REDACTED]

-----Original Message-----

From: [REDACTED]
Sent: 2018, October 03 3:44 PM
To: O'Riley, Christopher; commission.secretary@bcu.com;
ian.paton.mla@leg.bc.ca
Cc: [REDACTED]
Subject: Customer Crisis Fund

I am 81 years old, have resided in BC most of my life, and am on a fixed pension. I have enough money to meet my day to day needs. Each week a group of us meet at a local coffee shop and discuss "World Affairs" as seen by a super senior retirees. At a recent meeting, a friend told us about the "Customers in crisis tap B.C. Hydro fun for nearly \$300,000" article in the Vancouver Sun. He indicated the BC Old Age Pensioners Organization, who none of us have ever heard about, made a presentation at a Commission Hearing on Rates that resulted in this new fee. None of us heard about the "open and transparent review process" although we are all home owners, BC Hydro customers, retired and many over 80.

I volunteered to write and request that BC Hydro stop this payment from my monthly bill. It is not a cost to BC Hydro and should not be billable to me. It seems to be a social benefit offered and dispersed by BC Hydro but funded by me, that if it has any merit decreases the risk of bad debt accounts for BC Hydro. I already fund charities, and receive both the satisfaction of funding charities I believe in and get a tax receipt. If my calculations are correct, I think the BC Hydro billing procedure requires I pay taxes on this "donation".

As our discussions continued, we could not understand how BC Hydro could justify a required BC Hydro Customer Crisis charge on our BC Hydro Bill, when they feel that we can afford to pay a Transit Levy on our bill, which is also not a cost to BC Hydro or related to a service we purchase from them. However, the collection of the levy and disbursement to BC Transit must have some cost to BC Hydro. I understand that Metro Vancouver requires BC Hydro to bill us for this levy, but I do not see any line on my Transit ticket that covers a levy by BC Hydro. Does this levy apply to all regions that are serviced by both BC Hydro and BC Transit, or just in Metro Vancouver?

I request that you discontinue Customer Crisis charge on my BC Hydro bill. [REDACTED]

[REDACTED] [REDACTED]

While you are at it, you could also discontinue my Transit Levy payment on your bill. I think it is appropriate that I fund this in my ticket purchase and taxes identified as specific to Transit.

[REDACTED]

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From: [REDACTED]
 Sent: Tuesday, November 20, 2018 12:37 PM
 To: Customer, Relations
 Subject: [REDACTED] CCF Charge FW: [REDACTED] - direct letter response - due date Nov 9, 2018 - BC Hydro Bill Crisis Fund concerns
 Attachments: [REDACTED]

I am sorry I must have missed this incoming email from government correspondence.
 Please provide response and I will rush the process so as to get back to government.

Regards and sorry for late relay of this one.

BC Hydro
 333 Dunsmuir St, 15th floor
 Vancouver, BC V6B 5R3

bchydro.com

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From: EMPR Correspondence EMPR:EX [mailto:MEM.Correspondence@gov.bc.ca]
 Sent: 2018, October 25 3:29 PM
 To: [REDACTED]
 Subject: [REDACTED] direct letter response - due date Nov 9, 2018 - BC Hydro Bill Crisis Fund concerns

Hi [REDACTED]

Please ask BCH staff to direct respond by letter to [REDACTED] attached Oct 23, 2018 letter to the BCUC. I've spoken with [REDACTED] at the BCUC, and he has just received a copy of [REDACTED] letter. [REDACTED] agreed that BCH should respond to [REDACTED] concern about the Customer Crisis Fund charge, the tax charged, and his questions as to what is done with these funds.

Please ask that the response includes a sentence advising [REDACTED] that the BCUC has received a copy of his letter.

As usual, please provide us with a copy of the sent response.

Thanks,

From: [REDACTED]
 Sent: Thursday, October 25, 2018 11:46 AM
 To: Minister, EMPR EMPR:EX

Subject: Fwd: [REDACTED] BC Hydro Bill Crisis Fund and Basic charges concerns - Case file [REDACTED]

Sent from my iPhone

Begin forwarded message:

From: [REDACTED]
Date: October 25, 2018 at 11:32:01 AM PDT
To: [REDACTED]
Subject: [REDACTED] BC Hydro Bill Crisis Fund and Basic charges concerns - Case file [REDACTED]

Good morning:

Enclosed herewith consent and authorization from [REDACTED] with reference to the above captioned subject concerns. [REDACTED] telephoned last week and came into the MLA office, his day off, requesting clarification, assistance and wished me to forward copy of his letter to BC Utilities on his behalf. [REDACTED] is a single dad working when able to due to health concerns and work availability. He insisted sharing his income stub showing his monthly income along with copies of his BC Hydro bill which I have included in this transmission.

[REDACTED] says he finds it difficult enough keeping rental apartment, food, utilities, no vehicle (unable to afford) for his family. Shared monies receives for teenage girl, she says hers and uses for clothes, makeup, health supplies, transportation and entertainment. [REDACTED] says due to income does not qualify for Crisis Fund depicted by BC Utilities Commission

As low income/senior fund. Enclosed herewith copy of letter [REDACTED] requested I send to BC Utilities Commission and responsible Ministry on his behalf.

Please at your earliest convenience able to respond to [REDACTED] concerns and forward copy of same to MLA Eric Foster office for our records would be much appreciated.

If further information required please do not hesitate to contact the writer. Office hrs. Monday to Friday 9:00am noon and 1:00pm to 4:00pm

Regards,
[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: Friday, November 23, 2018 1:04 PM
To: Customer, Relations
Subject: [REDACTED] CCF Charge FW: FOR HYDRO: URGENT Phone Call by 2:00 TODAY

Importance: High

Please see RUSH request as per email below.

[REDACTED]

BC Hydro
333 Dunsmuir St, 15th floor
Vancouver, BC V6B 5R3

[REDACTED]

bchydro.com

Smart about power in all we do.

From: [REDACTED]
Sent: 2018, November 23 12:56 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: FOR HYDRO: URGENT Phone Call by 2:00 TODAY
Importance: High

[REDACTED]

This lady is requesting a call back by 2:00 today. Please let me know when this has been actioned.

[REDACTED]

From: [REDACTED]
Sent: Friday, November 23, 2018 12:11 PM
To: [REDACTED]
Subject: FOR HYDRO: URGENT Phone Call
Importance: High

Hi [REDACTED] Can you please ask someone to contact the customer below. (I have also resent the MO your latest bullets on the fund from November 15.) Thank you.

[REDACTED]

From: [REDACTED]
Sent: Friday, November 23, 2018 12:03 PM
To: [REDACTED] EMPR Correspondence EMPR:EX
Cc: [REDACTED]
Subject: URGENT Phone Call
Importance: High

Hi [REDACTED] and team,

I had a phone call from a woman named [REDACTED] who is very upset about the BC Hydro Customer Crisis Fund and is asking where in legislation allows the govt to charge this tax? She said that if someone doesn't call her by 2pm today she is going to her father who is a lawyer and they are going to file a lawsuit against the provincial govt. Could someone please call [REDACTED] back at [REDACTED]?

Thank you,

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: Thursday, November 22, 2018 7:56 AM
To: Customer, Relations
Cc: [REDACTED]
Subject: [REDACTED] FW: Consumer Crisis Fund

Hello,

Please respond to the email below sent to Chris O'Riley.

Thank-you,
 [REDACTED]

[REDACTED]
 [REDACTED]
 [REDACTED]

BC Hydro
 333 Dunsmuir St, 18th floor
 Vancouver, BC V6B 5R3

[REDACTED]
 [REDACTED]
 [REDACTED]

bchydro.com

Smart about power in all we do.

From: [REDACTED]
Sent: 2018, November 21 10:29 PM
To: O'Riley, Christopher
Subject: Consumer Crisis Fund

Dear Mr. O'Riley

I recently reviewed my Hydro bill and found that BC Hydro is charging residential customers 25 cents a month to fund a program (the Consumer Crisis Fund) that helps customers that cannot pay their bill.

The charge, while very small, is regressive in that it is the same for all customers and not related to ability to pay. Nor, so far as I am aware, was I or any other customer consulted by BC Hydro as to whether we wished to participate in the program. The charge sets a dangerous precedent in that it may lead to other more substantial charges that are not related to BC Hydro's business and that are imposed without consultation. BC Hydro's web site defines its purpose as "to generate, and to purchase, reliable, affordable electricity for our customers". BC Hydro is not a social agency.

It seems to me that this program, if thought worthwhile, should be funded by a government department or social agency, not by BC Hydro customers. I look forward to your reply.

Yours truly,

[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: Tuesday, December 04, 2018 5:10 PM
To: Customer, Relations
Subject: [REDACTED] FW: Customer Crisis fund

Hello,

Please respond to the email below sent to Chris O'Riley.

Thank-you,
[REDACTED]

From: [REDACTED]
Sent: 2018, December 04 8:55 AM
To: O'Riley, Christopher
Subject: Customer Crisis fund

I'm wearing a coat and leaving my heat off and you're charging me to pay the accounts of people you're disconnecting from Hydro in the winter? Maybe you could cover that cost. You can afford it much better than I. Jesus.

CONFIDENTIAL

[REDACTED]

From: O'Riley, Christopher
Sent: Wednesday, January 02, 2019 10:23 AM
To: [REDACTED]
Subject: [REDACTED] - CCF Fwd: Crises Fund

[REDACTED] would you please have someone look at this. Thanks.

Sent from my iPhone

Begin forwarded message:

From: [REDACTED]
Date: January 2, 2019 at 10:09:20 AM PST
To: "O'Riley, Christopher" <Chris.Oriley@bchydro.com>
Subject: RE: Crises Fund

[REDACTED]

From: O'Riley, Christopher [mailto:Chris.Oriley@bchydro.com]
Sent: Wednesday, January 02, 2019 7:36 AM
To: [REDACTED]
Cc: commission.secretary@bcuc.com; premier@gov.bc.ca; [REDACTED]
Subject: Re: Crises Fund

Mr [REDACTED]

Please send me your neighbour's name and address and I will look into her situation right away.
 Thanks for raising it to me.

Chris

Sent from my iPhone

On Jan 1, 2019, at 10:08 PM, [REDACTED] wrote:

Dear Sir/Madam:

I am writing to express my disgust and disappointed in the BC Utilities Commission and BC Hydro's "Crises Fund".

First of all, we as many BC Hydro customers were livid at the deduction, without consultation, of monies from out bi-monthly bills for a CRISES FUND.

Second, and most disgustingly, is the example/experience we have witnessed in the last months with this so-called Crises Fund being administered:

Our neighbour, an elderly senior, without any living family, recently hit a crises in her life. She has lived in her patio home fo approximately 10 years, the entire time paying her hydro. Then she ran into some financial issues and having to cut back she did not file her CRA return for which she paid, to have done as, she was not aware that as a senior there are agencies the will do it for free. Subsequently her Seniors Supplement was discontinued and the real crises occurred and not knowing what to do, she “turtled” and stopped paying her bills, in order to keep food on the table, and over months her hydro was cut off in approximately April 2018.

As neighbours we noticed something was wrong and offered to help, but pride and embarrassment set in and she said everything was under control and her hydro would be back on soon. Getting into October and still no Hydro and not accepting any help, we took it upon ourselves to contact the BC Seniors Advocate, who put us in touch with a Social Worker from Island Health. The Social Worker found out about how she got into this financial crisis and immediately put her in touch with an agency that did her CRA Return for free. Then she was put in touch with the [REDACTED] Citizens Advocacy group who assisted her in filling out the Hydro “Crises Fund Application”, which was to complicated for her to do herself.

After all that she was denied for “not demonstrating an attempt to make a payment”.

The Social Worker then filed an appeal and she was again turned down for the same reason.

It is now January 1, 2019 and still no Hydro. Cannot your people look into these situations and have a heart. This Senior has now been without Hydro for 9-10 months and we are well into winter.

****Could any of you image yourself as a senior or even your mother being without Hydro for that length of time and into winter without being able to cook/heat a meal, wash, shower, bath, wash clothes, and spend your whole day in bed to keep warm!**

COME ON PEOPLE, THIS SENIOR IS IN CRISIS! You should all be ashamed of yourselves, this is Canada we live in!

[REDACTED]
[REDACTED]
[REDACTED]

This email and its attachments are intended solely for the personal use of the individual or entity named above. Any use of this communication by an unintended recipient is strictly prohibited. If you have received this email in error, any publication, use, reproduction, disclosure or dissemination of its contents is strictly prohibited. Please immediately delete this message and its attachments from your computer and servers. We would also appreciate if you would contact us by a collect call or return email to notify us of this error. Thank you for your cooperation.

CONFIDENTIAL

[REDACTED]
[REDACTED]
November 15th 2018

The Honourable John Horgan
Premier of British Columbia
P O Box 9041, STA Prov Gov't
Victoria, BC. V8W 9E1

RE BC HYDRO CRISIS FUND.

Dear Sir:

I am writing to you because I have had absolutely no luck in finding a human being at BC Hydro to whom I can talk.

I have two questions for you. 1. What is the crisis fund charge for on my Hydro bill?

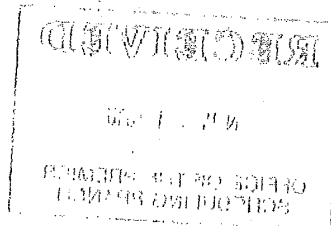
From what I can understand that it is for, I should be eligible to get it, not pay for it.

2. I am a senior approaching 80 and I live on a fixed income about the same as a welfare receiptant gets out of my pocket every month. Question: **How do I apply to receive this customer care fund?**

I look forward to your answer.

Yours truly

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
A British Columbia resident and tax payer!



CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2019, February 14 7:49 PM
To: michelle.mungall.MLA@leg.bc.ca; Customer, Relations
Cc: John.Horgan.MLA@leg.bc.ca; editor@nanaimobulletin.com; letters@timescolonist.com; vantips@postmedia.com
Subject: [REDACTED] CCF Fund/Minister BC Hydro billing

To all concerned:

Part of the mandate of BC Hydro is:

"Regulatory power to the British Columbia Utilities Commission (BCUC), to ensure our customers receive safe, reliable and non-discriminatory energy services at **fair rates**"

Specifically relating to the words '**fair rates**':

My husband & I have limited funds for charities & our income is not increasing at the same rate as our expenses, so we are voicing a complaint about the extra charge on our BC Hydro billing for 'Customer Crisis Fund Charge'. Although it's not a large amount, it's the fact that we nor the public had any input into agreeing to pay this charge & it should be removed or allow the public to vote on this. Why should we be subsidizing those who fail to budget or manage their money? Are we now going in the direction of a Communist rule?

We would also request that we be billed monthly, as there is no excuse for bi-monthly billing when no meter readers are required & a good portion of the billing is now done online so less mailing is required. With bi-monthly billing it's often an incorrect billing especially in high use months with 2 months of consumption lumped together & most of the usage is billed in the second step being a much higher rate. For example in our previous 2 month billing for total consumption of 5,805 kwh only 1,366 kwh is billed in step1 while a **huge** amount of 4,429 kwh is billed in the much higher rate in step 2. There is no way we would be billed this high use in the 2nd step if billed monthly so it would be more accurate if billed monthly on exact use as opposed to being lumped into 1 bill.

We are requesting that both of these issues be reviewed and changed.

Regards,

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: February 06, 2019 12:37 PM
To: BC Auditor General
Subject: extra charges to cover those that can't afford to pay their bills.
Importance: High

Hi

Is it ethical for each and every BC Hydro customer to pay extra and cover those that can't pay?

We weren't asked and those that need hydro should pay like everyone else. We work for our money.

This, in my mind is dictatorship.

At .25 /month x gzillion customers in BC = Gzillion dollars out of customer pockets. This is stealing, pilfering, fraud.

Please check into this.

We talk to a lot of people and they all feel the same way.....livid.

Thank you for your time.

Best regards

[REDACTED]

CONFIDENTIAL

[REDACTED]

From: [REDACTED]
Sent: 2019, March 15 8:39 AM
To: Customer, Relations
Subject: [REDACTED] CCF Charge - Fwd: REQUEST for BCH to call [REDACTED] re BCH complaints

Sent from my iPhone

Begin forwarded message:

From: [REDACTED]
Date: March 15, 2019 at 8:33:28 AM PDT
To: [REDACTED] [hydro.com>](#)
Cc: [REDACTED]
Subject: REQUEST for BCH to call [REDACTED] re BC

Good morning [REDACTED]

Forwarding request for BCH to contact clients regarding her complaints. I'll contact Fortis for this other part of her email.

Please advise when actioned.

Thank you,

[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

From: [REDACTED]
Sent: Thursday, March 14, 2019 11:11 AM
To: [REDACTED]
Subject: Hydro and Fortis caller

Hi [REDACTED] Can you please ask Hydro and Fortis to contact [REDACTED] Thank you.

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

From [REDACTED]
Sent: Thursday, March 14, 2019 9:57 AM
To: Cochrane, [REDACTED]
Cc: EMPR Correspondence EMPR:EX <MEM.Correspondence@gov.bc.ca>
Subject: Hydro and Fortis caller

Good morning,

I had a voicemail left for me from [REDACTED] in [REDACTED] and when I called her back she had a lot of complaints with BC Hydro and Fortis BC, more specifically with extra charges on her bill. Her complaints also started lapsing into ICBC and teacher complaints, but I told her those fall under other Ministries. I suggested she bring forward some of those complaints with her local MLA and she refuses to do that. This may need to go through Hydro or Fortis or both, but could someone please give [REDACTED] a call back at [REDACTED]? I don't know exactly how much we can help her aside from registering her concerns as complaints, but we'll see.

Thank you,

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

CONFIDENTIAL

From: [REDACTED]
Sent: 2019, April 01 8:23 AM
To: Customer, Relations
Subject: [REDACTED] B.C. Hydro "Crisis Fund"

[REDACTED]
 Could you please see if you have received this email for [REDACTED]

Thanks,
 [REDACTED]

Begin forwarded message:

From: [REDACTED]
Date: March 21, 2019 at 1:45:12 PM PDT
To: "chris.oriley@bchydro.com" <chris.oriley@bchydro.com>
Cc: "Michelle.Mungall.MLA@leg.bc.ca" <Michelle.Mungall.MLA@leg.bc.ca>
Subject: Re: B.C. Hydro "Crisis Fund"

CEO B.C. Hydro Chris O'Riley:

I just recently received my B.C. Hydro Statement and upon a closer review found a Customer Crises Fund Charge, I rarely review my statement in detail as I am a paperless client, receive my statement via e-mail and simply check the amount owing, if it's average I pay little attention to it as I trust my Utility Provider to be accurate as to the charges.

I was somewhat surprised at such a charge, as I had not been notified or consulted about such a charge being attached to my utility bill. I further pressed the (?) mark behind the charge and it read (Residential customers are billed a small daily charge for the Customer Crises Fund, a pilot program available to residential customers experiencing a temporary financial crises).

Since when has a Utility Company become an agency to collect and support individual families who can not afford to pay for their hydro electric consumption, I find it appalling that this has happened without my consent. This in my view is a charity forced upon me. If B.C. Hydro want to run a "charity" pay for it out of the profits, don't make the every day paying customer responsible for the individuals that can not afford the service. I do note that it is not referred to as a charity but a "fund", just another word for collecting money for a cause.

After a closer look and review, what I really see here, is the Utility ensuring that they receive what they consider their just charges for hydro electricity. B.C. Hydro supplies electricity to customers upon request, should that customer not be able to meet the Utilities demand for services that is the Utility's problem not the every day paying customer. I am quite positive that you the CEO and upper Management have not miss any take home salaries because you have designed a program that insures that consumer charges are paid in full in each and every instance. What a scam!

I believe that B.C. Hydro has 1.8 million residential customers, at what I am invoiced for, would equate into about \$450,000.00 a year, I do not see where there is any accounting to the paying customer where this money goes. I contributed without choice, I am of the opinion you need to answer where is the money?

Further Is there any reason that the every day paying residential customer was not consulted in this regard?

Give me one good reason why I should trust my Utility supplier when they see fit to charge me a fee so they don't loose any income?

To The Minister of Energy, Mines & Petroleum Resources, Michelle Mungall:

Do you support such a charge that is self serving to the Utility!

Note:

Just so you know it is not the amount of the charge, it is the way it came about and the disgusting self serving attitude of the Utility.

Copy to:

The Honorable Michell Munghall Minister of Energy, Mines & Petroleum Resources
The Honorable Michelle Stilwell MLA Qualicum Parksville

[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]

CONFIDENTIAL



Financial
Institutions
Commission

April 24, 2019
Ref. No.: INV18.331.39355

VIA E-MAIL

BC Hydro
connectwithus@bchydro.com

Dear Sirs/Mesdames,

Re: Complaint about Customer Crisis Fund Program

I am contacting you as the Financial Institutions Commission (FICOM) received a complaint regarding BC Hydro's Customer Crisis Fund (CCF) pilot program.

Based on my understanding of the complaint, there were two main issues raised:

1. whether CCF fee is a "rate" as no service was provided – I understand this is not within FICOM's jurisdiction; also, the matter was addressed in the publicly available documents (*CCF Proposal*, *CEF Tariff Changes*);
2. whether CCF falls under the definition of insurance – This may fall within FICOM's jurisdiction as the role of our office is to ensure that insurance companies have appropriate authorizations in place to conduct insurance business in British Columbia. We do this by administering various statutes including the *Financial Institutions Act* and the *Insurance Act*.

During our review of the second issue, I recognize that we may not have all the relevant information to make that determination. Therefore, I contacted the BC Utilities Commission (BCUC), however, the information provided was not sufficient enough for us to provide a fulsome response to the complainant. Hence, I am writing to BC Hydro to obtain more information on the CCF program regarding its day-to-day operations. I hope you can help to answers the following questions:

- I understand there are certain terms and conditions to be met to be qualified for a grant (*CCF Application*, page 6), are customers aware of those when they pay into the CCF funds?
- Is the grant guaranteed as long as an individual meets all of the eligibility criteria?

.../2

- Superintendent of Financial Institutions
- Superintendent of Pensions
- Registrar of Mortgage Brokers

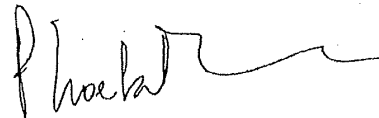
2800-555 West Hastings
Vancouver, BC V6B 4N6
Telephone: 604 660-3555
Facsimile: 604 660-3365
www.fic.gov.bc.ca

-2-

- What happens if the money collected from customers are not enough to cover the grants issued during the pilot period?
- Is there an opt-out option for a residential account holder who does not wish to participate the program? If so, please describe the process. If not, please explain whether this is considered a statutory program.
- How are the funds being administered? Please provide some details around who holds and manages the funds? Who reviews the application and makes the approval decisions? Who communicates the decision to the individual applicants?
- If an individual is not satisfied with one's CCF application decision, and requests for an escalation, who is the "escalation team" that handles it? How does this process work?
- When BC Hydro proposed the CCF program to BCUC, was there any discussion or legal opinion obtained on whether the program is or is not considered an insurance product/program?

You are invited to provide any other information that may assist our understanding of how the program operates. In the meantime, please do not hesitate to contact me if you have any questions at phoebe.tran@ficombc.ca or at 778 617-2491.

Regards,



Phoebe Tran
Market Conduct Officer

Enclosure

CONFIDENTIAL

From: [REDACTED]
 Sent: 2019, April 01 8:23 AM
 To: Customer, Relations
 Subject: [REDACTED] B.C. Hydro "Crisis Fund"

[REDACTED]

Could you please see if you have received this email for response?

Thanks,
 [REDACTED]

Begin forwarded message:

From: [REDACTED]
 Date: March 21, 2019 at 1:45:12 PM PDT
 To: "chris.oriley@bchydro.com" <chris.oriley@bchydro.com>
 Cc: "Michelle.Mungall.MLA@leg.bc.ca" <Michelle.Mungall.MLA@leg.bc.ca>
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The Honorable Michell Munghall Minister of Energy, Mines & Petroleum Resources
The Honorable Michelle Stilwell MLA Qualicum Parksville

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]