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April 27, 2020

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

**RE: British Columbia Utilities Commission (BCUC or Commission)
British Columbia Hydro and Power Authority (BC Hydro)
COVID-19 Customer Relief Program Application
Report No. 1 – March 2020**

BC Hydro writes in compliance with BCUC Order No. G-79-20, which directed BC Hydro to, among other things:

1. Track the accruals in the Customer Crisis Fund (**CCF**) Regulatory Account resulting from the COVID-19 relief measures separately from those accruals to the account that were directed in BCUC Order No. G-166-17;¹ and
2. Report monthly to the BCUC, commencing May 1, 2020 and for a period of six months thereafter, on the activities captured by the CCF Regulatory Account as a result of the COVID-19 relief measures and the CCF program. The activities to be reported for the COVID-19 relief measures include:²
 - a. Bill credits provided to customers under the COVID-19 relief fund for residential customers;
 - b. BC Hydro costs for administering the COVID-19 relief measures for residential customers;
 - c. Interest costs; and
 - d. Amounts paid to BC Hydro pursuant to Rate Schedule 1903.³

¹ BCUC Order No. G-166-17 approved, among other things, the Customer Emergency Fund (**CEF**) Regulatory Account and Rate Schedule 1903, which established a CEF Rate Rider. The CEF Regulatory Account and CEF Rate Rider were renamed the Customer Crisis Fund (**CCF**) Regulatory Account and Customer Crisis Fund Rate Rider, by BC Hydro's Customer Emergency Fund Application - Compliance with Commission Order No. G-166-17 Directive 5, filed on April 30, 2018.

² BCUC Order No. G-79-20, item 13.

³ CCF Rate Rider revenue, in accordance with BCUC Order Nos. G-166-17 and G-194-19.

In this report, BC Hydro is providing the information in compliance with these directives as at March 31, 2020. As BC Hydro will not have completed its internal reporting for April 2020 until mid-May 2020, the costs and revenues related to the CCF Pilot Program and the COVID-19 relief measures for April 2020 will be provided in the June 1, 2020 report, those related to May 2020 will be provided in the July 1, 2020 report, and so on.⁴

As at March 31, 2020, no interest costs were applied to the CCF Regulatory Account. Interest will be applied to the CCF Regulatory Account starting in April 2020, and will be included in monthly reports, starting with the June 1, 2020 report.⁵

[Table 1](#) below provides the information on the COVID-19 relief measures, including the bill credits provided to residential customers (line a), BC Hydro's incremental costs to administer the COVID-19 relief measures (line b), and interest costs (line c), for the current month, the fiscal year total and the life to date amounts.

Table 1 BC Hydro COVID-19 Relief Measures

\$ million (credit amounts appear in parentheses)		Current Month	Fiscal 2020	Life to Date
		March 2020	Total	
a.	Bill credits provided to customers under the COVID-19 relief fund for residential customers	-	-	-
b.	BC Hydro incremental costs for administering the COVID-19 relief measures for residential customers	-	-	-
c.	Interest costs	-	-	-
Total COVID-19 Relief Measures (a+b+c)		0.00	0.00	0.00

[Table 2](#) below provides information on BC Hydro's incremental costs to administer (i.e., set-up and operating costs) the CCF Pilot Program (i.e., excluding costs related to the COVID-19 relief measures; lines e, f and g) as well as revenues paid to BC Hydro from the Rate Schedule 1903 CCF Rate Rider (line d) for the current month, the fiscal year total and the life to date amounts.

⁴ As of April 24, 2020, BC Hydro received 87,000 residential applications for the COVID-19 relief measures.

⁵ Order in Council 159 and BCUC Order No. G-79-20 directed BC Hydro to apply interest to the CCF Regulatory account balance.

Table 2 BC Hydro – CCF Pilot Program

\$ million (credit amounts appear in parentheses)	Current Month	Fiscal 2020	Life to Date
	March 2020	Total	
Amounts paid to BC Hydro pursuant to RS 1903 (CCF Rate Rider Revenues)	(0.25)	(4.39)	(8.46)
Total CCF Rate Rider Revenues	(0.25)	(4.39)	(8.46)
CCF Pilot Program grants	0.17	1.26	1.97
BC Hydro incremental costs for administering the CCF Pilot Program	0.04	0.42	1.21
Interest costs	-	-	-
Total CCF Pilot Program Costs (e+f+g)	0.21	1.68	3.18
Net CCF Costs (CCF Rate Rider Revenues less CCF Pilot Program Costs)	(0.04)	(2.71)	(5.28)

[Table 3](#) below provides a continuity schedule of the CCF Regulatory Account, including the prior month closing balance, current month additions to the regulatory account for the COVID-19 relief measures, the CCF Pilot Program costs (i.e., CCF grants and incremental costs to set-up and operate the CCF Pilot Program), and the CCF Rate Rider revenues, as well as the current month-end closing balance.

Table 3 BC Hydro – CCF Regulatory Account Additions and Balance

\$ million (credit amounts appear in parentheses)	
h. CCF Regulatory Account Balance as at February 29, 2020	(5.24)
i. COVID-19 Relief Measures - March 2020	0.00
j. CCF Pilot Program Costs - March 2020	0.21
k. CCF Rate Rider Revenues - March 2020	(0.25)
CCF Regulatory Account Balance as at March 31, 2020 (h+i+j+k)	(5.28)

For further information, please contact the undersigned.

Yours sincerely,



Fred James
 Chief Regulatory Officer