

Fred James

Chief Regulatory Officer

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February 18, 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:

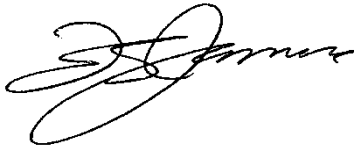
**RE: British Columbia Utilities Commission (BCUC or Commission)
British Columbia Hydro and Power Authority (BC Hydro)
General Service Rate Schedules 1205, 1206 and 1207
Amendments (General Service E-Plus)**

BC Hydro writes in response to Commission Order No. G-17-20, Directive 3, to provide a sample copy of the notice provided to the existing General Service E-Plus customers in accordance with the regulatory timetable as set out in Appendix A of Order No. G-17-20.

A copy of the sample notice is provided as Attachment 1.

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

Yours sincerely,



Fred James
Chief Regulatory Officer

bh/tl

Enclosure

February 13, 2020

 Customer Name
 Mailing Address
 City, Province Postal Code

 Account number: 0123456789
 General Service E-Plus rate: Rate Schedule 1205
 For service at: Service address, Service city

General Service E-Plus rate amendments filed with the BCUC

In June 2019, we notified you that the General Service – Dual Fuel (Closed) rate (Rate Schedules 1205, 1206 and 1207; referred to as the General Service E-Plus rate) will not be available to you beyond March 31, 2023.

To help customers with the transition, including **removing some restrictions and customer obligations**, we submitted a filing to the British Columbia Utilities Commission (BCUC) on November 14, 2019 to request approval of the following changes to the General Service E-Plus rate:

- General Service E-Plus service will no longer be interruptible (remove Special Conditions 1 and 3);
- You will no longer be required to maintain a permanent back-up heating system (remove Special Condition 2);
- You will be able to replace your existing heating system with a more energy efficient system while remaining eligible for the General Service E-Plus rate until March 31, 2023 (proposed new Special Condition 5); and
- Remove sections that no longer apply to any existing customers to improve customer understandability (Special Conditions 6, 7, 10, 11 and 12).

However, the General Service E-plus rate will continue to be available only for space, water and industrial process heating during the interim and new or additional load cannot be added to the service until the transition on April 1, 2023.

Based on your annual historical electricity use between April 1, 2018 and March 31, 2019 (Fiscal 2019) and if your usage remains similar in the future, your account will be transitioned to the Small General Service (Rate Schedule 1300) rate on April 1, 2023.

The following table provides the estimated minimum, average and maximum bill impact per customer after transitioning to the applicable General Service rate on April 1, 2023 using Fiscal 2019 annual historical billing information. It also includes a forecasted cumulative general rate increase of 6.2% through April 1, 2023.

Rate Schedule	Minimum %	Average %	Maximum %
1205	0%	65%	147%
1206	0%	78%	159%
1207	19%	124%	166%

To see a copy of the application and to keep up to date with the proceeding, visit bcuc.com/ApplicationView.aspx?ApplicationId=727. In addition, a copy of the BCUC's Order G-17-20 including the regulatory timetable is enclosed.

The BCUC invites public input and comments to ensure all perspectives are carefully considered prior to making a decision on rate applications. You can get involved and provide comments to the BCUC on this application prior to March 5, 2020. To learn more about the BCUC's public hearing process, visit bcuc.com/get-involved.

Once the BCUC has made a decision on the application, we will write to you again to notify you about their decision.

If you have any questions about the General Service E-Plus rate or would like to obtain assistance in estimating your account's annual bill impact, if any, please email BusinessAccountServices@bchydro.com or call us at 1 866 266 6366. We're available Monday to Friday from 8 a.m. to 4 p.m.

Thank you.

Sincerely,

Gordon Doyle
Sr. Manager, Customer Service Operations