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October 27, 2021

 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)
 Fiscal 2022 Second Quarter (Q2 F2022)
 Summary Report of Customer Complaints and Consecutive Estimates**

BC Hydro writes to submit its Q2 F2022 Summary Report of Customer Complaints and Consecutive Estimates.

Customer Complaints

Table 1 Total Complaints Volume from All Sources and BCUC

	Q2 F2021	Q3 F2021	Q4 F2021	Q1 F2022	Q2 F2022
Total Complaints*	123	134	189	137	126
BCUC	18	22	18	18	19

*Total Complaints include complaints received through the BCUC

Complaint volumes increased slightly from 123 in Q2 F2021 to 126 in Q2 F2022. The Q2 F2022 volumes continue to be in line with historical norms.

Complaints received through the BCUC have remained consistent with 19 received in Q2 F2022 compared to 18 received in Q2 F2021.

Table 2 Response Time to Customer Complaints

	Q2 F2021	Q3 F2021	Q4 F2021	Q1 F2022	Q2 F2022
Average Response Time Days	4	3	3	4	4

The majority of complaints were completed within internal and external targets. The average resolution time in Q2 F2022 was four days.

Table 3 Complaints by Source

	All Sources									
	Q2 F2021		Q3 F2021		Q4 F2021		Q1 F2022		Q2 F2022	
BC Hydro	66	54%	68	51%	92	49%	71	52%	63	50%
BCUC	18	14%	22	17%	18	9%	18	13%	19	15%
Better Business Bureau	3	2%	4	3%	7	4%	3	2%	6	5%
Government*	36	30%	40	29%	72	38%	45	33%	38	30%
Media and Other	0	0%	0	0%	0	0%	0	0%	0	0%
Total	123	100%	134	100%	189	100%	137	100%	126	100%

*Government represents Office of the Minister, MLA and Ombudsperson

The majority of complaints were received by BC Hydro directly and represent 50% of the total in Q2 F2022. This is followed by complaints received through Government with 30% and the BCUC with 15% of the total for the same period.

Complaints received through Government represent 38 of the 126 total complaints in Q2 F2022, with 14 of those complaints received through MLA offices and 21 directly from the Office of the Minister.

Table 4 Complaints by Category – All Sources

	All Sources									
	Q2 F2021		Q3 F2021		Q4 F2021		Q1 F2022		Q2 F2022	
Credit	9	7%	32	24%	35	18%	23	17%	19	15%
Billing and Payments	39	32%	23	17%	34	18%	17	12%	15	12%
Customer Crisis Fund	20	16%	32	24%	18	10%	10	17%	6	5%
SMI	6	5%	3	2%	3	2%	9	7%	9	7%
Non-Customer Service	26	21%	19	14%	45	24%	56	41%	28	22%
Other	23	19%	25	19%	54	29%	22	16%	49	39%
Total	123	100%	134	100%	189	100%	137	100%	126	100%

Complaints in the Other category leads with 39% of the total in Q2 F2022. The majority of these complaints are related to Planned Outages and Rates. The second leading category for Q2 2022 was the Non-Customer Service category with 22% of the total, or 28 total complaints.

Table 5 Complaints by Category – BCUC

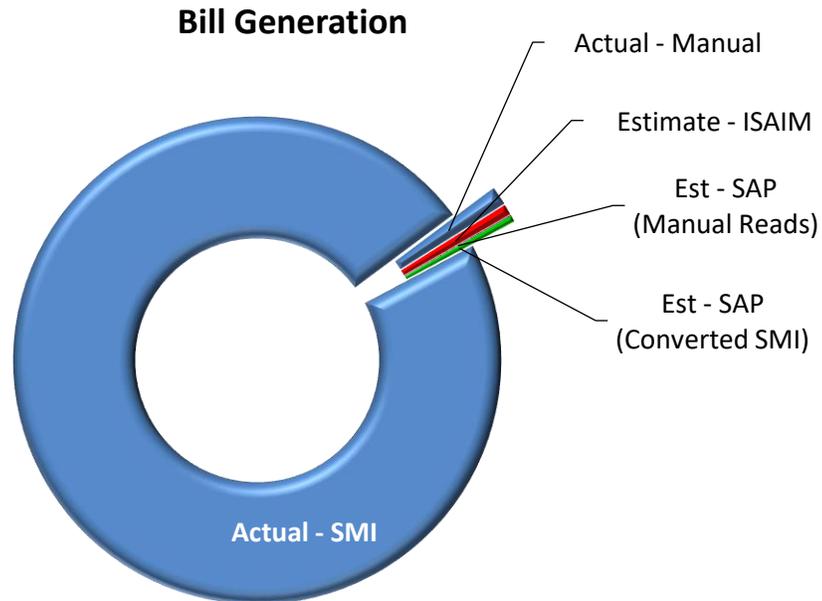
	BCUC									
	Q2 F2021		Q3 F2021		Q4 F2021		Q1 F2022		Q2 F2022	
Credit	0	0%	6	27%	7	39%	5	28%	2	11%
Billing and Payments	10	55%	9	41%	8	44%	5	28%	5	26%
Customer Crisis Fund	0	0%	1	5%	0	0%	0	0%	0	0%
SMI	3	17%	1	5%	1	6%	2	11%	1	5%
Non-Customer Service	3	17%	3	13%	2	11%	4	22%	4	21%
Other	2	11%	2	9%	0	0%	2	11%	7	37%
Total	18	100%	22	100%	18	100%	18	100%	19	100%

The leading complaint categories received through the BCUC for Q2 F2022 is Other, with 37%, which included complaints about Rates and Outages. The second highest category is complaints about Billing and Payments, representing 26% of the total. This is closely followed by Non-Customer Service with 21%.

Consecutive Estimates

In Q2 F2022, Consecutive Estimates increased compared to the previous quarter. For September 2021, 99.5% of bills were issued based on actual reads and Itron SAP AMI Integration Module (**ISAIM**) estimates. Figure 1 identifies the sources of meter reads (converted and manual reads) that received actual vs. estimates for the month of September 2021. This is consistent with other years prior to the COVID-19 pandemic.

Figure 1 Sources of Meter Reads for Invoices Issued, September 2021



Bill Issued Using:	September 2021		
	Volume	%	%
Actual - SMI	1,305,974	97.6%	99.5%
Actual - Manual	16,489	1.2%	
Estimate - ISAIM	9,462	0.7%	
Est - SAP (Manual Reads)	743	0.1%	0.5%
Est - SAP (Converted SMI)	5,498	0.4%	
Total	1,338,166	100%	100%

Note: Total does not reconcile to other tables and figures because:

- Results include all estimates, not just consecutive estimates (i.e., reflects accounts with only one estimate), and
- This view includes bills issued while the data for other charts is based on the reading of meter registers. In some cases, multiple meter registers are read but a single bill is issued (e.g., a poly-phase meter with scheduled reads for kWh, kW and kVARh).

Assessment of Meter Reading Performance

The overall number of consecutive estimates has increased by 30% since the previous quarter (Q1 F2022).

Table 6 Consecutive Estimates by Meter Reading Category – Q2 F2022

	Jun 2021	Sept 2021
Accounts with Automated Reads – last read SAP Estimate	3,393	3,968
Accounts with Automated Reads – last read ISAIM Estimate	923	2,058
Accounts with Manual Reads – last read SAP Estimate	2,449	2,778
TOTAL	6,765	8,804

In September 2021, 8,804 scheduled meter readings were unable to be obtained for a second billing period in a row, and therefore the associated accounts required consumption estimates to ensure timely delivery of bills to customers. This is a 30% increase since the prior quarter (Q1 F2022) and a 12% decrease since the same period the prior year (9,997 total consecutive estimates in Q2 F2020).

SAP estimates that are based on monthly historical data accounted for 3,968 of these bills. The remaining 2,058 were Itron SAP AMI Integration Module (**ISAIM**) estimates, which are highly accurate because they are based on daily consumption information for the days leading up to the closing of the customer’s billing period.

The 30% increase in total consecutive estimates is due to ISAIM estimates, which more than doubled. The increase was caused by a single router which affected over 2,000 meters. The router was passing reads from some meters but not others. Action was taken to resolve the issue, but over time the router started to exhibit the same behaviour which took a significant amount of troubleshooting to finally resolve. The router is now performing reliably.

ISAIM estimates are almost as good as actual reads. If ISAIM estimates were excluded from both September and June reports the increase in consecutive estimates would be 15% (with a fairly even split between increases in SAP estimates for manual reads and automated reads).

Other factors which may have contributed to an increase in overall consecutive estimates are:

- Wildfires (specifically, in some cases meters have been destroyed but are still showing as installed in SAP due to the time intensive process of inspecting affected sites and processing the removals/replacements in SAP); and
- A reporting change which increases the count of meters reported as consecutive estimates if there is more than one meter at an affected service location.

Table 7 Causes of Missed Reads by Number of Estimates

Category	2-3 estimates		4-5 estimates		6+ estimates		Grand Total	
	Meters	(%)	Meters	(%)	Meters	(%)	Meters	(%)
Customer impact nil/low								
Vacant	345	6	222	30	1,271	48	1,838	21
Disconnected	51	1	23	3	195	7	269	3
Customer-side Power Outage	62	1	126	18	655	26	843	10
Subtotal	458	8	371	51	2,121	81	2,950	34
Meter Replacement	360	7	154	21	169	6	683	8
Estimated Automated Reads								
Intermittent Comms – ISAIM	1,977	35	27	4	5	0	2,009	22
Intermittent Comms – SAP	2,196	41	65	9	154	6	2,415	28
Estimated Manual Reads								
Customer Access	85	2	37	5	66	3	188	2
Other	90	2	44	6	63	2	197	2
Recently unconverted	306	6	26	4	30	1	362	4
Grand Total	5,472	100	724	100	2,608	100	8,804	100

Table 7 above summarizes the causes of all missed meter reads that resulted in bills issued based on consecutive estimates in Q2 F2022, including automated and manually read meters.

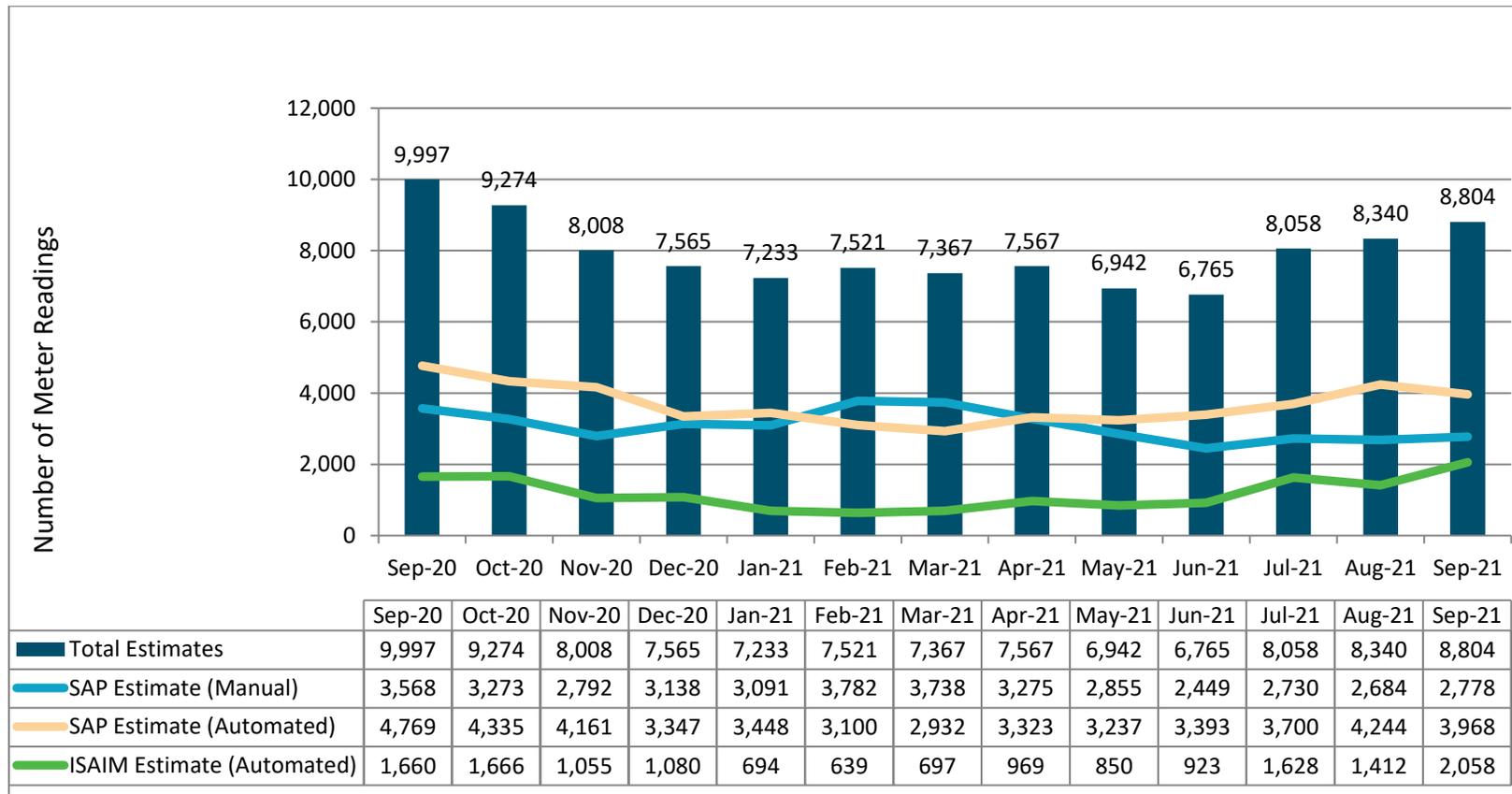
The largest category contributing to consecutive estimates overall is intermittent communications of automated meters, which accounts for 50% of estimated reads including ISAIM (22%) and SAP (28%) estimates.

The second largest category, at 34% has low or no customer impact. This category includes accounts that are vacant (21%), services with the line side breakers turned off (10%) and disconnected services (3%).

The remaining four categories have relatively low volumes totaling 8% or less and make up the remaining 16% of the overall total. The “Other” category currently relates primarily to challenges due to poor weather.

For those meters with six or more consecutive estimates, the most significant causes are vacant accounts (48%) and customer-side power outages (26%). These two categories, along with disconnected meters (7%), comprise 81% of the accounts with six or more consecutive estimates and do not impact customer billing.

Figure 2 Meter Readings Requiring Two or More Consecutive Estimates, September 2020 to September 2021, Converted and Non-converted Meters



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For further information, please contact Alicia Henderson at 604-623-4381 or by email at bchydroregulatorygroup@bchydro.com.

Yours sincerely,



Chris Sandve
Chief Regulatory Officer

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