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January 26, 2022

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

Dear Patrick Wruck:

**RE: British Columbia Utilities Commission (BCUC or Commission)
 British Columbia Hydro and Power Authority (BC Hydro)
 Fiscal 2022 Third Quarter (Q3 F2022)
 Summary Report of Customer Complaints and Consecutive Estimates**

BC Hydro writes to submit its Q3 F2022 Summary Report of Customer Complaints and Consecutive Estimates.

Customer Complaints

Table 1 Total Complaints Volume from All Sources and BCUC

	Q3 F2021	Q4 F2021	Q1 F2022	Q2 F2022	Q3 F2022
Total Complaints*	134	189	137	126	89
BCUC	22	18	18	19	15

*Total Complaints include complaints received through the BCUC

Complaint volumes decreased from 126 in Q2 F2022 to 89 in Q3 F2022. The Q3 F2022 volume is the lowest quarter in the past several years and could be due to account locks on customers who were affected by weather events in the province this quarter. The account locks are used to prevent disconnection of an individual customer when arrears occur.

Complaints received through the BCUC were also lower, with 15 received in Q3 F2022 compared to 19 received in Q2 F2022 and 22 in Q3 F2021.

Table 2 Response Time to Customer Complaints

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

The majority of complaints were completed within internal and external targets. The average resolution time in Q3 F2022 was three days.

Table 3 Complaints by Source

	All Sources									
	Q3 F2021		Q4 F2021		Q1 F2022		Q2 F2022		Q3 F2022	
BC Hydro	68	51%	92	49%	71	52%	63	50%	43	48%
BCUC	22	17%	18	9%	18	13%	19	15%	15	17%
Better Business Bureau	4	3%	7	4%	3	2%	6	5%	4	4%
Government*	40	29%	72	38%	45	33%	38	30%	27	31%
Media and Other	0	0%	0	0%	0	0%	0	0%	0	0%
Total	134	100%	189	100%	137	100%	126	100%	89	100%

*Government represents Office of the Minister, MLA and Ombudsperson

Almost half of the complaints were received by BC Hydro directly, representing 48% of the total in Q3 F2022. This is followed by complaints received through Government with 31% and the BCUC with 17% of the total for the same period.

Complaints received through Government represent 27 of the 89 total complaints in Q3 F2022, with 13 of those complaints received through MLA offices, 13 directly from the Office of the Minister and one from the Ombudsperson's office.

The 43 complaints received through BC Hydro executive and staff do not include complaints received from Campbell River residents with regard to the assumption in BC Hydro's Draft 2021 Integrated Resource Plan that the Energy Purchase Agreement contract with the Island Generation facility will not be renewed. These Campbell River resident complaints began in Q2 F2022 and in Q3 F2022, we received 462 e-mails. BC Hydro responded to all complainants on this topic.

Table 4 Complaints by Category – All Sources

	All Sources									
	Q3 F2021		Q4 F2021		Q1 F2022		Q2 F2022		Q3 F2022	
Credit	32	24%	35	18%	23	17%	19	15%	13	15%
Billing and Payments	23	17%	34	18%	17	12%	15	12%	11	12%
Customer Crisis Fund	32	24%	18	10%	10	7%	6	5%	6	7%

	All Sources									
	Q3 F2021		Q4 F2021		Q1 F2022		Q2 F2022		Q3 F2022	
SMI	3	2%	3	2%	9	7%	9	7%	5	6%
Non-Customer Service	19	14%	45	24%	56	41%	28	22%	27	30%
Other	25	19%	54	19%	22	16%	49	39%	27	30%
Total	134	100%	189	100%	126	100%	126	100%	89	100%

Complaints in the Non-Customer Service and Other categories lead with 27 complaints each or a combined 60% of the total in Q3 F2022. There were 13 complaints related to Design from the Non-Customer Service category, and in the Other category, the most complaints were related to Rates and Planned Outages.

Table 5 Complaints by Category – BCUC

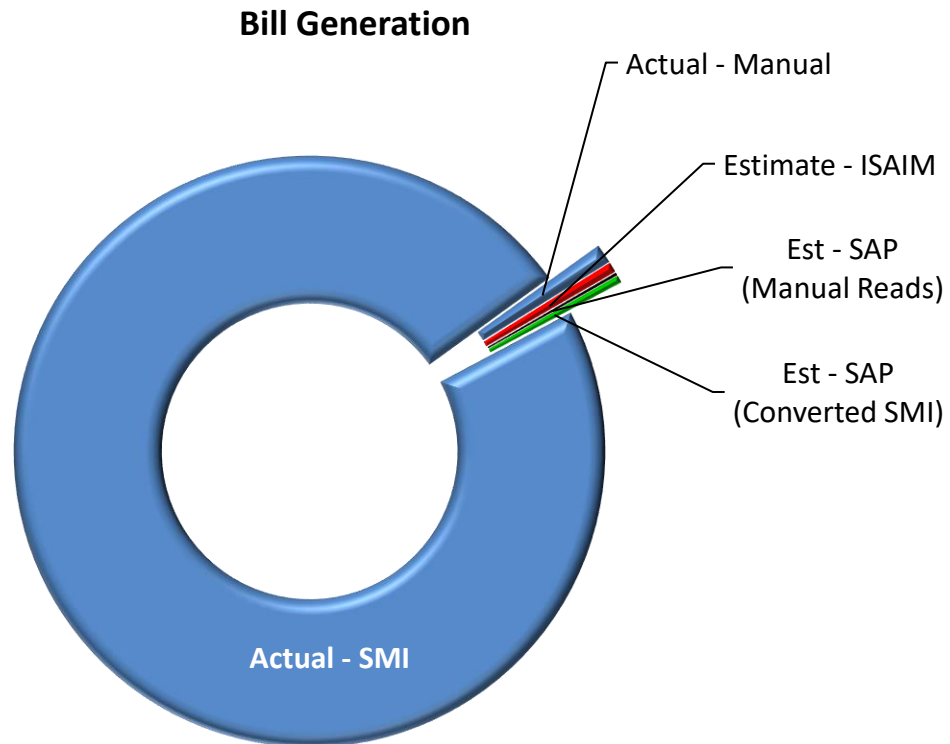
	BCUC									
	Q3 F2021		Q4 F2021		Q1 F2022		Q2 F2022		Q3 F2022	
Credit	6	27%	7	39%	5	28%	2	11%	4	27%
Billing and Payments	9	41%	8	44%	5	28%	5	26%	4	27%
Customer Crisis Fund	1	5%	0	0%	0	0%	0	0%	0	0%
SMI	1	5%	1	6%	2	11%	1	5%	0	0%
Non-Customer Service	3	13%	2	11%	4	22%	4	21%	4	27%
Other	2	9%	0	0%	2	11%	7	37%	3	19%
Total	22	100%	18	100%	18	100%	18	100%	15	100%

The three leading complaint categories received through the BCUC for Q3 F2022 were Non-Customer Service, Credit, and Billing/Payments with four complaints each. Design was the most common area for Non-Customer Service with three complaints. The next most common area for complaints was in the Other category with three complaints.

Consecutive Estimates

In Q3 F2022, Consecutive Estimates decreased compared to the previous quarter. For December 2021, 99.4% 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 December 2021. We have seen a slight increase of estimates compared to the same period in the previous year and this is likely due to inclement weather conditions.

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



Bill Issued Using:	December 2021		
	Volume	%	%
Actual - SMI	1,443,819	97.8%	99.4%
Actual - Manual	15,647	1.1%	
Estimate - ISAIM	8,314	0.6%	
Est - SAP (Manual Reads)	2,378	0.2%	0.6%
Est - SAP (Converted SMI)	6,011	0.4%	
Total	1,476,169	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 decreased by 6% since the previous quarter (Q2 F2022).

Table 6 Consecutive Estimates by Meter Reading Category – Q3 F2022

	Sept 2021	Dec 2021
Accounts with Automated Reads – last read SAP Estimate	3,968	3,833
Accounts with Automated Reads – last read ISAIM Estimate	2,058	1,222
Accounts with Manual Reads – last read SAP Estimate	2,778	3,199
TOTAL	8,804	8,254

In December 2021, 8,254 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 6% decrease since the prior quarter (Q2 F2022) and a 9% increase since the same period the prior year (7,565 total consecutive estimates in Q3 F2021).

SAP estimates that are based on monthly historical data accounted for 7,032 of these bills. The remaining 1,222 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 6% decrease in total consecutive estimates is due to a significant drop in ISAIM estimates (41%), along with a moderate increase in SAP estimates for manually read meters (15%), and a minor (3%) drop in SAP estimates from automated meters.

SAP estimates for manually read meters has increased due to some significant weather challenges faced by our field staff including flooding in the Fraser Valley, unusually high snowfall in the Lower Mainland and extreme cold in the North of the province.

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	325	7	236	21	1,322	49	1,883	22
Disconnected	30	1	34	3	196	7	260	3
Customer-side Power Outage	55	1	92	9	663	26	810	10
Subtotal	410	9	362	33	2,181	82	2,953	36
Meter Replacement	299	7	199	18	182	7	680	8
Estimated Automated Reads								
Intermittent Comms – ISAIM	1,081	23	56	5	8	0	1,145	13
Intermittent Comms – SAP	2,138	48	135	13	84	3	2,357	29
Estimated Manual Reads								
Customer Access	67	2	57	5	57	2	181	2
Other	273	6	121	11	131	5	525	6
Recently unconverted	262	5	147	14	4	0	413	5
Grand Total	4,530	100	1,077	100	2,647	100	8,254	100

Table 7 above summarizes the causes of all missed meter reads that resulted in bills issued based on consecutive estimates in Q3 F2022, including automated and manually read meters.

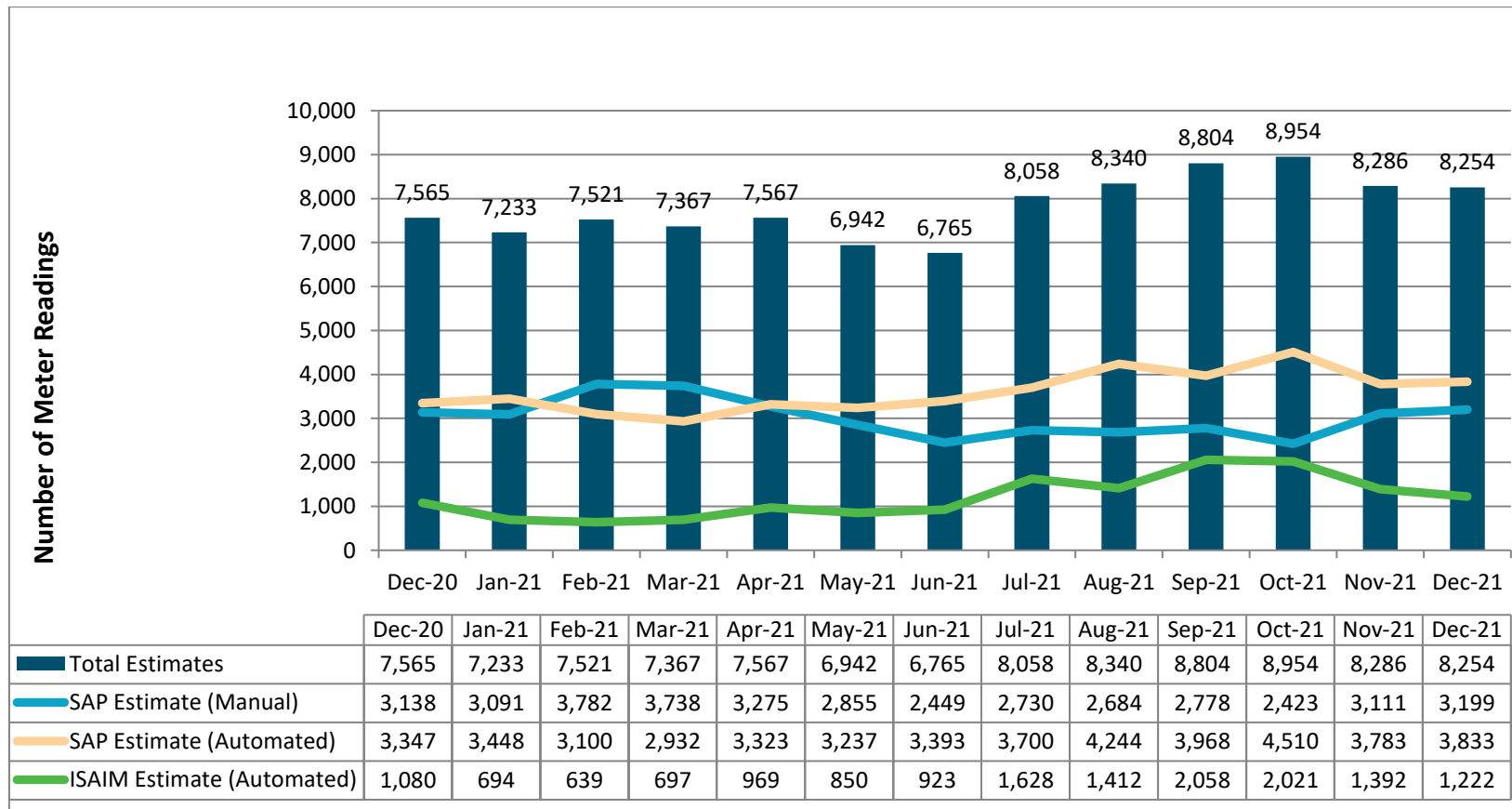
The largest category contributing to consecutive estimates overall is intermittent communications of automated meters, which accounts for 42% of estimated reads including ISAIM (13%) and SAP (29%) estimates.

The second largest category, at 36%, has low or no customer impact. This category includes accounts that are vacant (22%), 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 22% of the overall total. The “Other” category currently relates primarily to challenges due to weather.

For those meters with six or more consecutive estimates, the most significant causes are vacant accounts (49%) and customer-side power outages (26%). These two categories, along with disconnected meters (7%), comprise 82% 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, December 2020 to December 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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