

Fred James
Chief Regulatory Officer
Phone: 604-623-4046
Fax: 604-623-4407
bchydroregulatorygroup@bchydro.com

April 26, 2019

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 2019 Fourth Quarter (Q4 F2019)
Summary Report of Customer Complaints and Consecutive Estimates**

BC Hydro writes to submit its Q4 F2019 Summary Report of Customer Complaints and Consecutive Estimates.

Customer Complaints

Table 1 Total Complaints Volume from All Sources and BCUC

	Q4 F2018	Q1 F2019	Q2 F2019	Q3 F2019	Q4 F2019
Total Complaints*	160	141	152	175	136
BCUC	49	42	38	36	25
*Total Complaints include the BCUC					

Complaint volumes decreased from 136 in Q4 F2019 compared to 160 in Q4 F2018. This decrease can be attributed to the decrease in complaints related to credit and billing issues.

Complaints from the BCUC were also lower, with 25 in Q4 F2019 when compared to 49 in Q4 F2018.

Table 2 Response Time to Customer Complaints

	Q4 F2018	Q1 F2019	Q2 F2019	Q3 F2019	Q4 F2019
Average Response Time Days	2	3	2	2	3

The majority of complaints were completed within internal and external targets. The average resolution time in Q4 F2019 was three days.

Table 3 Complaints by Source

	All Sources									
	Q4 F2018		Q1 F2019		Q2 F2019		Q3 F2019		Q4 F2019	
BC Hydro	44	27%	33	23%	57	38%	94	54%	62	46%
BCUC	49	31%	42	30%	38	25%	36	21%	25	18%
Better Business Bureau	4	3%	0	0%	2	1%	0	0%	3	2%
Government*	60	37%	65	46%	52	34%	44	24%	46	34%
Media and Other	3	2%	1	1%	3	2%	1	1%	0	0
Total	160	100%	141	100%	152	100%	175	100%	136	100%

**Government represents Office of the Minister, MLA and Ombudsperson*

Complaints received within BC Hydro represent 46 per cent of the total in Q4 F2019 and 18 per cent from the BCUC for the same period.

Complaints submitted from Government represent 34 per cent of the total in Q4 F2019. This represents 46 of the 136 total complaints, with 27 complaints submitted from the Minister's office.

Table 4 Complaints by Category – All Sources

	All Sources									
	Q4 F2018		Q1 F2019		Q2 F2019		Q3 F2019		Q4 F2019	
Credit	54	34%	57	40%	39	26%	37	21%	28	21%
Billing and Payments	60	38%	36	26%	26	17%	35	20%	27	20%
Customer Crisis Fund	n/a	n/a	14	10%	48	32%	20	11%	12	9%
SMI	3	2%	5	4%	19	13%	52	30%	18	13%
Non-Customer Service	23	14%	14	10%	10	7%	19	11%	25	18%
Other	20	12%	15	11%	10	7%	12	7%	26	19%
Total	160	100%	141	100%	152	100%	175	100%	136	100%

Complaints related to credit decreased from 34 per cent in Q4 F2018 when compared to 21 per cent in Q4 F2019.

This is also consistent for billing related complaints with a decrease from 38 per cent to 20 per cent for the same period.

Table 5 Complaints by Category - BCUC

	BCUC									
	Q4 F2018		Q1 F2019		Q2 F2019		Q3 F2019		Q4 F2019	
Credit	15	31%	18	43%	17	45%	15	42%	9	36%
Billing and Payments	22	45%	10	24%	6	16%	12	33%	5	20%
Customer Crisis Fund	n/a	n/a%	1	2%	4	11%	1	3%	0	0%
SMI	2	4%	3	7%	4	11%	5	14%	5	20%
Non-Customer Service	7	14%	4	10%	3	8%	3	8%	4	16%
Other	3	6%	6	14%	4	11%	0	0%	2	8%
Total	49	100%	42	100%	38	100%	36	100%	25	100%

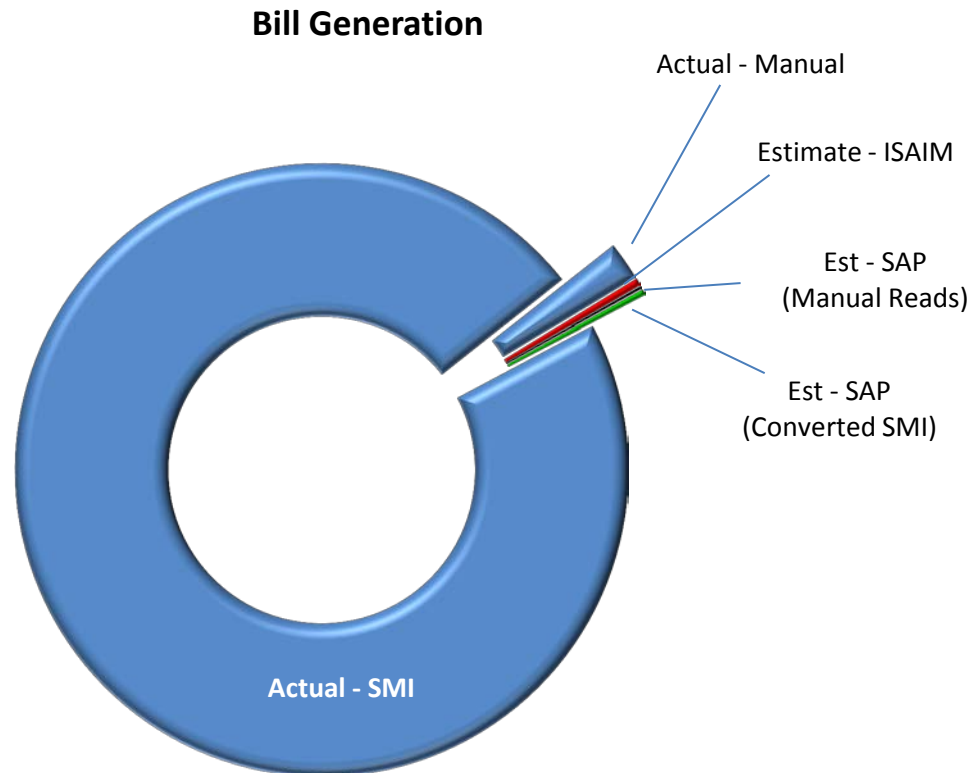
The leading complaint category from the BCUC is related to credit with an increase to 36 per cent in Q4 F2019 compared to 31 per cent in Q4 F2018.

Billing related complaints decreased significantly from 45 per cent in Q4 F2018 to 20 per cent in Q4 F2019. This decrease is attributed to a lower number of high bill complaints.

Consecutive Estimates

For March 2019, 99.5 per cent of bills were issued based on actual reads and ISAIM estimates. **Figure 1** identifies the sources of meter reads (converted and manual reads) that received actual vs. estimates for the month of March 2019.

Figure 1 Sources of Meter Reads for Invoices Issued, March 2019



	March 2018		
Bill Issued Using:	Volume	%	%
Actual - SMI	1,325,657	97.1%	99.5%
Actual - Manual	27,577	2.0%	
Estimate - ISAIM	5,529	0.4%	
Est - SAP (Manual Reads)	1,956	0.1%	0.5%
Est - SAP (Converted SMI)	4,353	0.3%	
Total	1,365,072	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 kVAR).

Assessment of Meter Reading Performance

The overall number of consecutive estimates has increased by 22 per cent since the previous quarter (Q3 F2019).

**Table 6 Consecutive Estimates by Meter Reading
Category – Q4 F2019**

	Dec 2018	Mar 2019
Accounts with Automated Reads – last read SAP Estimate	2,780	3,530
Accounts with Automated Reads – last read ISAIM Estimate	1,436	1,187
Accounts with Manual Reads – last read SAP Estimate	2,666	3,679
TOTAL	6,882	8,396

In March 2019, 8,396 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 22 per cent increase since the prior quarter (Q3 F2019) and a 32 per cent decrease since the same period the prior year (Q4 F2018).

SAP estimates that are based on monthly historical data accounted for 7,209 of these bills. The remaining 1,187 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 22 per cent increase in total consecutive estimates is driven by a 38 per cent increase in estimated manual reads, due to poor weather conditions. SAP estimates for automated reads also increased, by 27 per cent, while ISAIM estimates decreased by 17 per cent.

Table 7 Causes of Missed Reads by Number of Estimates

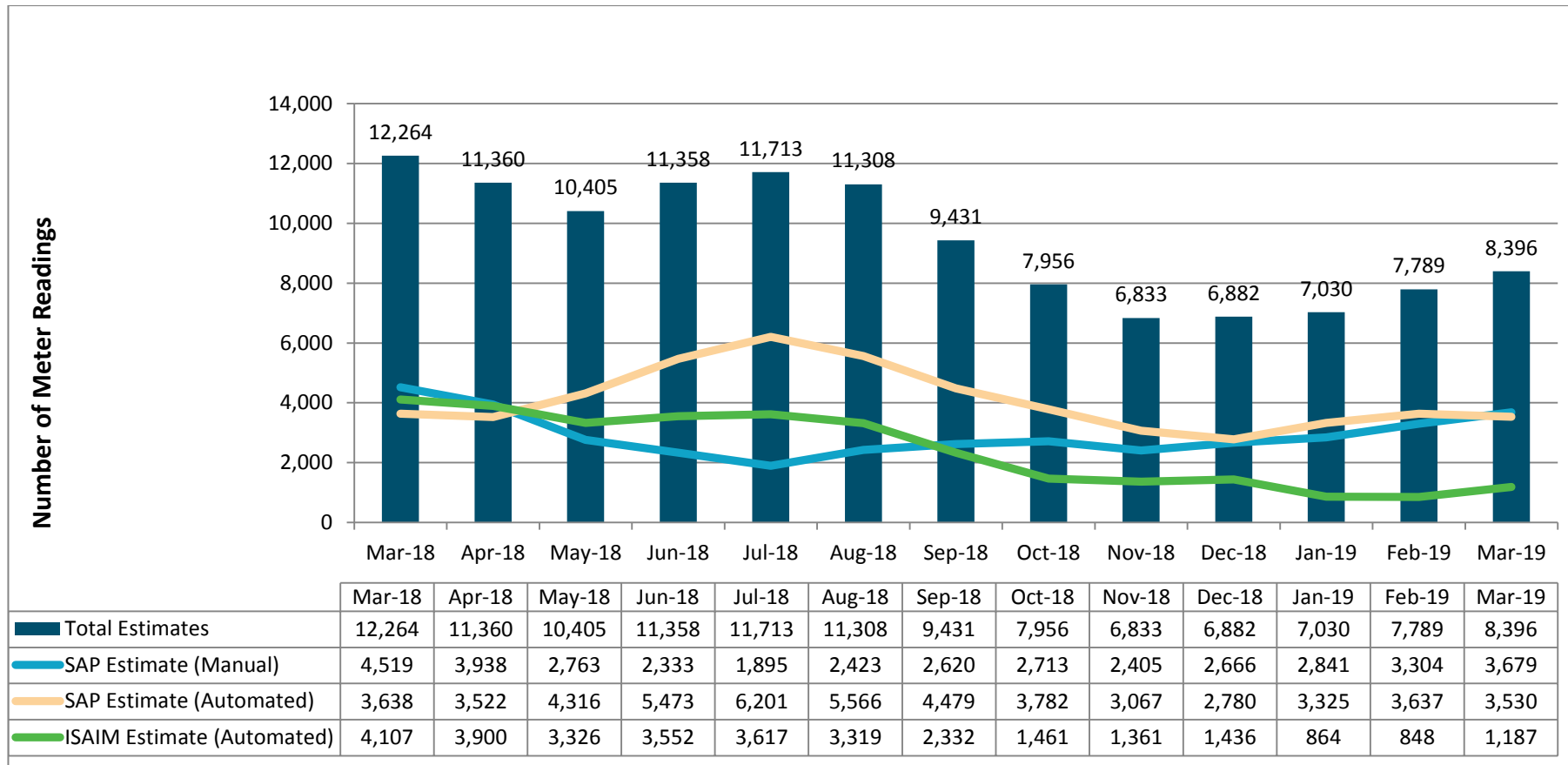
Category	2-3 estimates		4-5 estimates		6+ estimates		Grand Total	
	Meters	(%)	Meters	(%)	Meters	(%)	Meters	(%)
Customer impact nil/low								
Vacant	532	10	353	22	937	53	1,822	21
Disconnected	45	1	32	2	166	9	243	3
Customer-side Power Outage	56	1	89	6	315	19	460	6
Subtotal	633	13	474	29	1,418	80	2,525	30
Meter Replacement	387	7	263	16	237	13	887	10
Estimated Automated Reads								
Intermittent Comms – ISAIM	818	16	320	22	2	0	1,140	14
Intermittent Comms – SAP	2,010	41	263	16	24	1	2,297	28
Estimated Manual Reads								
Customer Access	69	1	29	2	23	1	121	1
Other	1,053	21	118	7	62	4	1,233	14
Recently unconverted	52	1	140	8	1	0	193	2
Grand Total	5,022	100	1,607	100	1,767	100	8,396	100

The above **Table 7** summarizes the causes of all missed meter reads that resulted in bills issued based on consecutive estimates in Q4 F2019, including automated and manually read meters.

For consecutive estimates of all counts, intermittent communications of automated meters continues to be the largest cause accounting for 42 per cent of estimated reads between ISAIM (14 per cent) and SAP (28 per cent) estimates. Vacant accounts comprise an additional 21 per cent of estimates. The remaining six categories have relatively low volumes, each 14 per cent or less, making up the remaining 37 per cent. Under the Estimated Manual Read category, the Other category has increased significantly this quarter, from 5 per cent to 14 per cent. The volume increase lies predominantly in 2-3 consecutive estimates, and is attributable to poor weather conditions preventing Field Service Representatives from accessing meters for manual reads.

For those meters with six or more consecutive estimates, the most significant causes are vacant accounts (53 per cent) and customer-side power outages (19 per cent). These two categories, along with disconnected meters (9 per cent), comprise 80 per cent 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, March 2018 to March 2019, Converted and Non-converted Meters



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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

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