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July 29, 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 2020 First Quarter (Q1 F2020)  
Summary Report of Customer Complaints and Consecutive Estimates**

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BC Hydro writes to submit its Q1 F2020 Summary Report of Customer Complaints and Consecutive Estimates.

## Customer Complaints

**Table 1 Total Complaints Volume from All Sources and BCUC**

	Q1 F2019	Q2 F2019	Q3 F2019	Q4 F2019	Q1 F2020
Total Complaints*	141	152	175	136	150
BCUC	42	38	36	25	38
*Total Complaints include the BCUC					

Complaint volumes increased from 141 in Q1 F2019 compared to 150 in Q1 F2020. Complaints from the BCUC were lower, with 42 in Q1 F2019 when compared to 38 in Q1 F2020.

**Table 2 Response Time to Customer Complaints**

	Q1 F2019	Q2 F2019	Q3 F2019	Q4 F2019	Q1 F2020
Average Response Time Days	3	2	2	3	3

The majority of complaints were completed within internal and external targets. The average resolution time in Q1 F2020 was three days and is consistent with the previous quarter and for the same period in Q1 F2019.

**Table 3 Complaints by Source**

	All Sources									
	Q1 F2019		Q2 F2019		Q3 F2019		Q4 F2019		Q1 F2020	
BC Hydro	33	23%	57	38%	94	54%	62	46%	57	38%
BCUC	42	30%	38	25%	36	21%	25	18%	38	25%
Better Business Bureau	0	0%	2	1%	0	0%	3	2%	2	1%
Government*	65	46%	52	34%	44	24%	46	34%	52	35%
Media and Other	1	1%	3	2%	1	1%	0	0	1	1%
<b>Total</b>	<b>141</b>	<b>100%</b>	<b>152</b>	<b>100%</b>	<b>175</b>	<b>100%</b>	<b>136</b>	<b>100%</b>	<b>150</b>	<b>100%</b>

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

The majority of complaints were received within BC Hydro and represent 38 per cent of the total in Q1 F2020 and 25 per cent from the BCUC for the same period.

Complaints submitted from Government represent 35 per cent of the total in Q1 F2020. This represents 52 of the 150 total complaints, with 31 complaints submitted from MLA offices.

**Table 4 Complaints by Category – All Sources**

	All Sources									
	Q1 F2019		Q2 F2019		Q3 F2019		Q4 F2019		Q1 F2020	
Credit	57	40%	39	26%	37	21%	28	21%	45	30%
Billing and Payments	36	26%	26	17%	35	20%	27	20%	34	23%
Customer Crisis Fund	14	10%	48	32%	20	11%	12	9%	13	9%
SMI	5	4%	19	13%	52	30%	18	13%	10	7%
Non-Customer Service	14	10%	10	7%	19	11%	25	18%	38	24%
Other	15	11%	10	7%	12	7%	26	19%	10	7%
<b>Total</b>	<b>141</b>	<b>100%</b>	<b>152</b>	<b>100%</b>	<b>175</b>	<b>100%</b>	<b>136</b>	<b>100%</b>	<b>150</b>	<b>100%</b>

Complaints related to credit decreased from 40 per cent in Q1 F2019 when compared to 30 per cent in Q1 F2020.

This is also consistent for billing related complaints with a decrease from 26 per cent in Q1 F2019 to 23 per cent for the same period in F2020.

**Table 5 Complaints by Category - BCUC**

	BCUC									
	Q1 F2019		Q2 F2019		Q3 F2019		Q4 F2019		Q1 F2020	
Credit	18	43%	17	45%	15	42%	9	36%	14	37%
Billing and Payments	10	24%	6	16%	12	33%	5	20%	14	37%
Customer Crisis Fund	1	2%	4	11%	1	3%	0	0%	1	3%
SMI	3	7%	4	11%	5	14%	5	20%	3	8%
Non-Customer Service	4	10%	3	8%	3	8%	4	16%	5	12%
Other	6	14%	4	11%	0	0%	2	8%	1	3%
<b>Total</b>	<b>42</b>	<b>100%</b>	<b>38</b>	<b>100%</b>	<b>36</b>	<b>100%</b>	<b>25</b>	<b>100%</b>	<b>38</b>	<b>100%</b>

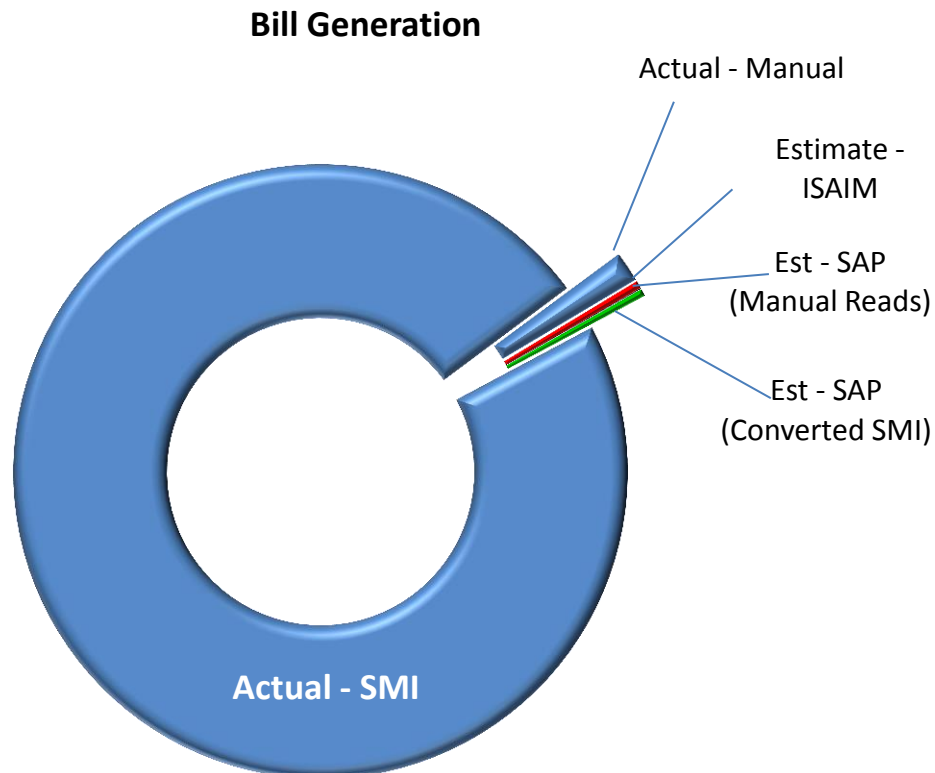
The leading complaint categories from the BCUC are related to credit and billing with 37 per cent each.

Credit related complaints decreased from 43 per cent in Q1 F2019 compared to 37 per cent in Q1 F2020. Billing related complaints increased from 24 per cent in Q1 F2019 to 37 per cent in Q1 F2020.

## Consecutive Estimates

For June 2019, 99.6 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 June 2019.

**Figure 1 Sources of Meter Reads for Invoices Issued, June 2019**



	June 2018		
Bill Issued Using:	Volume	%	%
Actual - SMI	1,244,793	97.6%	99.6%
Actual - Manual	20,152	1.6%	
Estimate - ISAIM	5,151	0.4%	
Est - SAP (Manual Reads)	543	0.0%	0.4%
Est - SAP (Converted SMI)	4,778	0.4%	
<b>Total</b>	<b>1,275,417</b>	<b>100%</b>	<b>100%</b>

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 decreased by 21 per cent since the previous quarter (Q4 F2019).

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

	Mar 2019	Jun 2019
Accounts with Automated Reads – last read SAP Estimate	3,530	3,214
Accounts with Automated Reads – last read ISAIM Estimate	1,187	1,114
Accounts with Manual Reads – last read SAP Estimate	3,679	2,324
<b>TOTAL</b>	<b>8,396</b>	<b>6,652</b>

In June 2019, 6,652 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 21 per cent decrease since the prior quarter (Q4 F2019) and a 41 per cent decrease since the same period the prior year (11,358 total consecutive estimates in Q1 F2019).

SAP estimates that are based on monthly historical data accounted for 5,538 of these bills. The remaining 1,114 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 21 per cent decrease in total consecutive estimates is driven by a 37 per cent decrease in estimated manual reads, likely relating to an improvement in weather conditions as we progress through spring. SAP estimates for automated reads and ISAIM estimates also decreased, by 9 per cent and 6 per cent respectively.

**Table 7 Causes of Missed Reads by Number of Estimates**

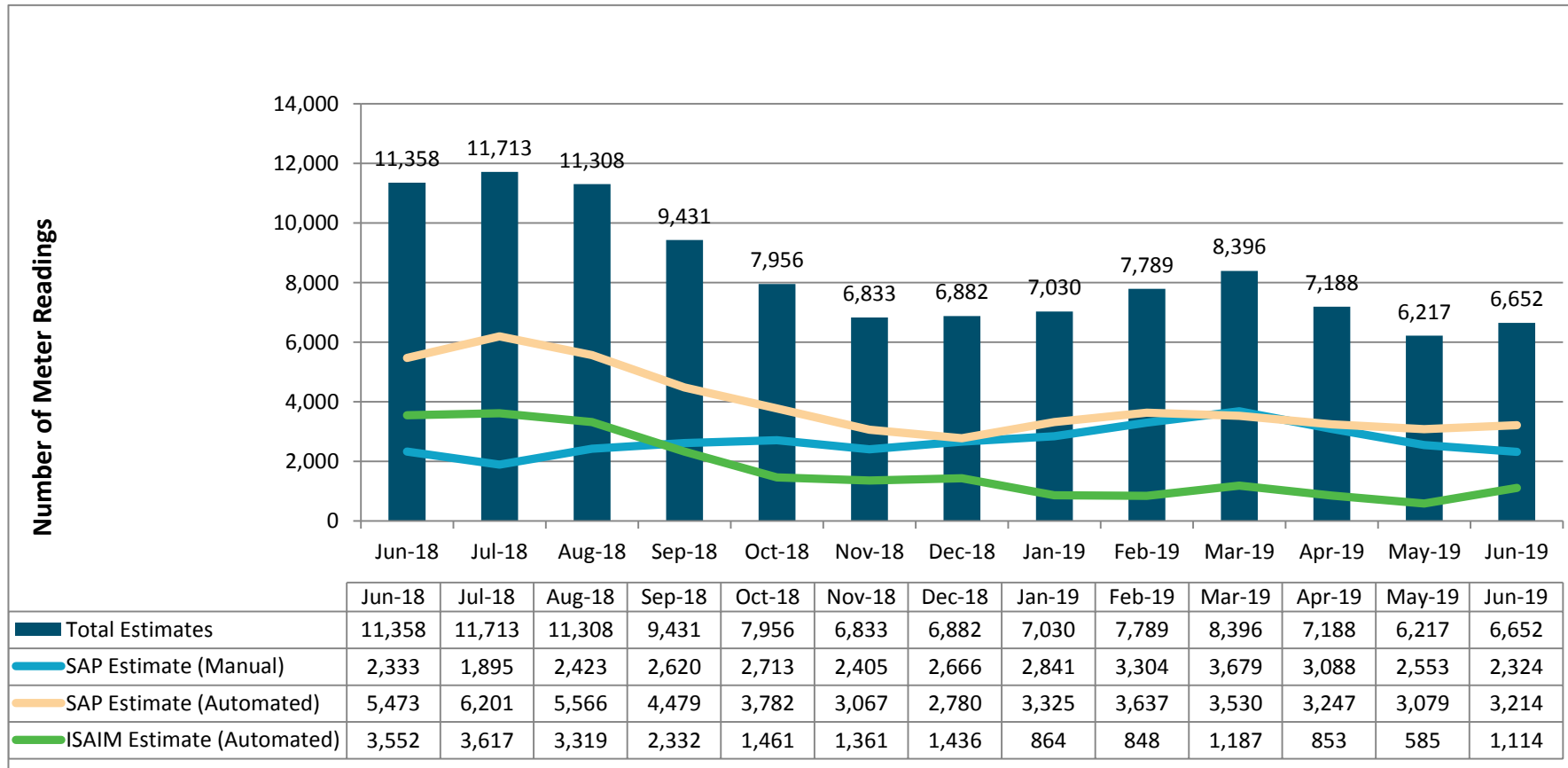
Category	2-3 estimates		4-5 estimates		6+ estimates		Grand Total	
	Meters	(%)	Meters	(%)	Meters	(%)	Meters	(%)
<b>Customer impact nil/low</b>								
Vacant	335	9	275	25	940	51	1,550	23
Disconnected	41	1	22	2	185	10	248	4
Customer-side Power Outage	65	2	83	8	326	19	474	8
<b>Subtotal</b>	<b>441</b>	<b>12</b>	<b>380</b>	<b>35</b>	<b>1,451</b>	<b>80</b>	<b>2,272</b>	<b>35</b>
<b>Meter Replacement</b>	<b>262</b>	<b>7</b>	<b>185</b>	<b>16</b>	<b>255</b>	<b>14</b>	<b>702</b>	<b>10</b>
<b>Estimated Automated Reads</b>								
Intermittent Comms – ISAIM	1,058	28	33	3	0	0	1,091	16
Intermittent Comms – SAP	1,772	48	262	24	54	3	2,088	31
<b>Estimated Manual Reads</b>								
Customer Access	46	1	47	4	25	1	118	2
Other	104	3	61	6	34	2	199	3
Recently unconverted	51	1	130	12	1	0	182	3
<b>Grand Total</b>	<b>3,734</b>	<b>100</b>	<b>1,098</b>	<b>100</b>	<b>1,820</b>	<b>100</b>	<b>6,652</b>	<b>100</b>

The above **Table 7** summarizes the causes of all missed meter reads that resulted in bills issued based on consecutive estimates in Q1 F2020, 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 47 per cent of estimated reads between ISAIM (16 per cent) and SAP (31 per cent) estimates. Vacant accounts comprise an additional 23 per cent of estimates. The remaining six categories have relatively low volumes, each 10 per cent or less, making up the remaining 30 per cent.

For those meters with six or more consecutive estimates, the most significant causes are vacant accounts (51 per cent) and customer-side power outages (19 per cent). These two categories, along with disconnected meters (10 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, June 2018 to June 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](mailto:bchydroregulatorygroup@bchydro.com).

Yours sincerely,



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