

Fred James

Chief Regulatory Officer

Phone: 604-623-4046

Fax: 604-623-4407

bchydroregulatorygroup@bchydro.com

July 31, 2019

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

Dear :

**RE: British Columbia Utilities Commission (BCUC or Commission)
British Columbia Hydro and Power Authority (BC Hydro)
Application to Amend the Customer Crisis Fund (CCF) Rate Rider
(Application)**

BC Hydro writes to apply, pursuant to sections 58 to 61 of the *Utilities Commission Act (UCA)*, for the BCUC's approval to amend Rate Schedule (**RS**) 1903 - Customer Crisis Fund Rate Rider (**CCF Rate Rider**), effective October 1, 2019. The CCF Rate Rider is for the Customer Crisis Fund Pilot Program (**CCF Pilot or CCF Pilot Program**). The amendment, if approved, would reduce the CCF Rate Rider from 0.82 cents per day to 0.43 cents per day (equivalent to a reduction from 25 cents per month on average to 13 cents per month on average).

The above reduction has been determined after considering the forecast costs to operate the CCF Pilot to April 30, 2021, the revenue to be collected under the existing CCF Rate Rider, the need to better align revenue with costs and to manage the balance of the Customer Crisis Fund Regulatory Account to the benefit of customers, and to minimize the need for a potential later increase of the CCF Rate Rider. Except for the proposed amendment to the CCF Rate Rider, BC Hydro does not propose any other changes to the CCF Pilot and will continue to provide funding to customers who apply and meet the CCF Pilot Program criteria.

BC Hydro requests that the amendment be effective October 1, 2019 in consideration of the time required for the BCUC to consider this Application. In the event that the BCUC cannot approve the requested CCF Rate Rider change before October 1, 2019, BC Hydro requests, pursuant to sections 89 and 90 of the UCA, that the BCUC approve the CCF Rate Rider of 0.43 cents per day on an interim basis, effective October 1, 2019.

BC Hydro notes that it requires approximately one week to implement the amendment to the CCF Rate Rider after receiving the BCUC's approval. Accordingly, BC Hydro respectfully requests the BCUC accommodate this in its order approving the CCF Rate Rider.

If the interim CCF Rate Rider is necessary, BC Hydro proposes any difference between the interim approved CCF Rate Rider and the final approved CCF Rate Rider to be deferred to the Customer Crisis Fund Regulatory Account. BC Hydro does not propose that the difference between the interim CCF Rate Rider and final CCF Rate Rider be refunded to, or collected from, residential customers (i.e., the interim approval is on a non-refundable basis). The rationale for this is that we expect the period between the interim and the final CCF Rider Rate will likely be short, the difference in the revenue collection would not likely be large, and the administration costs to refund to, or to collect from, residential customers would likely exceed the difference in the amounts. Moreover, the disposition of the Customer Crisis Fund Regulatory Account is to be considered at the end of the CCF Pilot.

Revenue collected from residential customers through the CCF Rate Rider is used solely to provide credits to the BC Hydro accounts of CCF Pilot participants and to fund BC Hydro's incremental costs associated with the CCF Pilot. Currently, based on the CCF Rate Rider of 0.82 cents per day, BC Hydro collects revenue of approximately \$0.4 million per month, while the operating and grant costs associated with the CCF Pilot are approximately \$0.2 million per month. Operating costs for the CCF Pilot are comprised of incremental costs for program management and support, administration and adjudication, Information Technology, evaluation and community service organizations (organizations that are contracted by BC Hydro to assist customers with their grant applications). Grant costs are itemized separately.

Based on the CCF Rate Rider of 0.82 cents per day, the current CCF Pilot costs and the forecast costs of operating the CCF Pilot for the remainder of the three year pilot to April 30, 2021 (as it has been approved by the Commission), BC Hydro expects that the revenue collected will continue to be greater than the forecast costs (including operating costs and grants). If the CCF Rate Rider remains unchanged, we forecast that the Customer Crisis Fund Regulatory Account would have a credit balance of approximately \$3.8 million by September 30, 2019, which could increase to approximately \$7.9 million by April 30, 2021, as shown in Table 3 below.

BC Hydro seeks BCUC approval to amend the CCF Rate Rider, reducing the current amount of 0.82 cents per day to 0.43 cents per day. The analysis to support this proposal is provided in section [3](#) below. Besides the rate rider amount, BC Hydro, at this time, does not propose to make any other changes to RS 1903 or to the CCF Pilot

Program. RS 1903 continues to apply to Residential Service RS 1101/1121, 1107/1127, 1148 and 1151/1161.

This proposed reduction to the CCF Rate Rider better reflects forecast costs, helps to manage the balance of the Customer Crisis Fund Regulatory Account at the end of the pilot period, and mitigates the risk of having to increase the amount collected in the future if the program continues beyond April 30, 2021, or if participation levels increase beyond expectation.

1 Background

In its Order No. G-5-17¹ and accompanying decision on BC Hydro's 2015 Rate Design Application (**2015 RDA**), the BCUC directed that BC Hydro file an application for "a proposed crisis assistance pilot program for residential customers who have arrears with BC Hydro and are unable to pay their electricity bills."²

On July 24, 2017, BC Hydro filed its Customer Emergency Fund³ Application (**CEF Application**) proposing the establishment of a two-year pilot program that would offer financial assistance, in the form of credits on customer bills⁴, to eligible customers. In the CEF Application, BC Hydro sought BCUC approval of, among other things:

- a rate rider of 0.82 cents per day (equivalent to 25 cents per month on average), effective June 1, 2018, to be applicable to all Residential Service accounts (with two exceptions); and
- The Customer Emergency Fund Regulatory Account to address differences in forecast program participation, costs, and the timing of revenues, for the duration of the pilot program.

The 25 cents per month amount was based on a proposal by an intervener group during the 2015 RDA proceeding as BC Hydro did not have a solid base for forecasting customer participation in the pilot program and thus the operating costs and grant amounts.

By Order No. G-166-17, the Commission approved the CCF Pilot Program for a three-year period (rather than the proposed two-year period) and approved the

¹ [2015 RDA Decision, January 20, 2017, Order No. G-5-17.pdf](#).

² *Ibid*, pdf page 122 of 148.

³ The pilot program names of "Customer Intervention Fund" and "Customer Emergency Fund" were renamed to the "Customer Crisis Fund" to better reflect the pilot program's criteria of a temporary financial crisis.

⁴ BC Hydro has also referred to the credits on customer bills as "grants". A customer's application for the customer crisis fund has been referred to as a grant application.

proposed rate rider of 0.82 cents per day (equivalent to 25 cents per month on average) and the Customer Emergency Fund Regulatory Account.

As recommended by the BCUC in its Order No. G-5-17, BC Hydro had worked collaboratively with its Low Income Advisory Council (**LIAC**) in the development of the CCF Pilot proposal and also customer participation eligibility criteria. BC Hydro appreciates the LIAC members for their assistance in launching the CCF Pilot.

On May 1, 2018, BC Hydro started offering the customer crisis fund to customers meeting eligibility criteria. On June 1, 2018, BC Hydro began billing the CCF Rate Rider of 0.82 cents per day on applicable residential customers' bills.

2 Customer Crisis Fund Regulatory Account

As mentioned above, in its Decision on the CEF Application, the BCUC approved the establishment of the Customer Emergency Fund Regulatory Account (later renamed the Customer Crisis Fund Regulatory Account). The net difference between the revenue collected through the CCF Rate Rider from the residential customers and the incremental costs for the CCF Pilot in each fiscal year (i.e., the Net CCF Costs) is transferred to the Customer Crisis Fund Regulatory Account. The incremental costs are the sum of the actual CCF grants, actual set-up costs, and actual operating costs. The Customer Crisis Fund Regulatory Account ensures that residential customers only pay for the actual Net CCF Costs.

Any remaining balance in the Customer Crisis Fund Regulatory Account at the end of the CCF Pilot would be returned to, or collected from, residential customers. The method to recover or refund any remaining balance in the Customer Crisis Fund Regulatory Account will be addressed after completion of the CCF Pilot in April 2021.

The balance in the CCF Regulatory Account as at April 30, 2019 is shown in Table 1 below.

Table 1 Customer Crisis Fund Regulatory Account Balance as of April 30, 2019

	April 30, 2019 (\$ million)
Revenue from CCF Rate Rider	4.5
Less:	
CCF Pilot Set-up Costs	0.3
CCF Pilot Operating Costs	0.6
CCF Grants	0.8
Customer Crisis Fund Regulatory Account Balance	2.8

2.1 Revised Forecast of Operating and Grant Costs⁵

Based on BC Hydro’s experience in the first year of the CCF Pilot’s operations, BC Hydro has revised its forecasts of operating costs from October 1, 2019 to the end of the approved CCF Pilot on April 30, 2021, as shown in Table 2 below.

To illustrate the range of the forecast costs, BC Hydro has used two customer participation scenarios:

- Scenario 1 reflecting grant application volumes for the Customer Crisis Fund and BC Hydro’s grant acceptance level as of May 2019; and
- Scenario 2 reflecting a 50 per cent increase in the number of grant applications to account for increased customer awareness of the Customer Crisis Fund and resulting increased participation.

**Table 2 Forecast CCF Pilot Costs from
 October 1, 2019 to April 30, 2021
 (19 Months)**

		Scenario 1 - Current Participation	Scenario 2 - 50% Increase in Participation
		(\$ million)	(\$ million)
A	19 Month CCF Pilot Operating Costs	0.8	1.1
B	19 Month CCF Grants (net of reversals ⁶)	3.8	5.7
C = A+B	Forecast Costs	4.6	6.8

The assumptions used in these forecasts are reflective of the most recent months of the CCF Pilot’s operation and include the following:

- Forecast costs as of October 1, 2019, which, as mentioned above, is the proposed effective date for the amended CCF Rate Rider;
- The average time of 45 minutes to process a grant application;
- CCF Pilot participation level, based on the highest daily volume of grant applications received so far in the CCF Pilot (i.e., 27 applications per day);
- The average grant amount of \$371, which remains constant;
- The application acceptance rate of 65 per cent; and
- The forecast costs in Table 2 do not include CCF Pilot Program set-up costs.

⁵ Refer to BC Hydro’s CCF Pilot Program Evaluation Report for Year One, filed July 31, 2019, for details on revisions made to forecast grants and costs.

⁶ A reversal occurs when a successful CCF grant application is rejected following an audit and the grant is reversed.

2.2 Revenue Required to Recover Costs Under Two Scenarios

BC Hydro collects revenue of approximately \$0.4 million per month under the existing CCF Rate Rider, while the current operating and grant costs for the CCF Pilot are \$0.2 million per month.

Based on the current CCF Rate Rider amount and the current costs, the Customer Crisis Fund Regulatory Account is forecast to have a balance of approximately \$3.8 million by September 30, 2019. If the CCF Rate Rider remains unchanged and if the costs for the CCF Pilot remain at the same level (i.e., under Scenario 1), the Customer Crisis Fund Regulatory Account could have a forecast balance of up to \$7.9 million by the end of the CCF Pilot (i.e., April 30, 2021), as shown in Table 3 below. Under Scenario 2 (i.e., with a 50 per cent increase in the customer participation level and thus increased operating costs and grants), BC Hydro forecasts the balance of the Customer Crisis Fund Regulatory Account to be reduced to approximately \$5.7 million.

Table 3 Forecast Customer Crisis Fund Regulatory Account Balances at April 30, 2021

	Scenario 1 - Current Participation (\$ million)	Scenario 2 - 50% Increase in Participation (\$ million)
Forecast Balance on September 30, 2019	3.8	3.8
Plus		
Revenue for remainder of CCF Pilot (@25 cents/month)	8.7	8.7
Less		
CCF Pilot Operating Costs	0.8	1.1
CCF Grants	3.8	5.7
Forecast Balance on April 30, 2021	7.9	5.7

Maintaining the CCF Rate Rider at 0.82 cents per day (equivalent to 25 cents per month on average) will likely result in BC Hydro collecting more revenue than is expected to operate the CCF Pilot. Based on the forecast CCF Pilot costs shown in Table 2 above, a CCF Rate Rider of between 0.43 cents per day (equivalent to 13 cents per month on average) and 0.64 cents per day (equivalent to 19 cents per month on average) would be needed to recover the costs under the two scenarios (i.e., the current participation level and a 50 per cent increase in participation level), as shown in Table 4 below.

Table 4 Revenue Required to Recover Program Costs

		Scenario 1 - Current Participation	Scenario 2 - 50% Increase in Participation
C	Remaining CCF Pilot Costs (\$ million)	4.6	6.8
D	Number of Residential Accounts	1,836,048	1,836,048
E = C/D	19 Month Cost per Residential Account (\$)	2.50	3.70
F	Number of Days	578	578
G=E/F	Required Daily Revenue per customer (\$)	0.0043	0.0064
H	Number of Months	19	19
I=E/H	Average monthly revenue required per customer (\$)	0.13	0.19

3 Consideration of Three Different Rate Rider Amounts

An amendment to the CCF Rate Rider is proposed to better match the revenue and costs for the CCF Pilot and better manage the balance of the Customer Crisis Regulatory Account, while continuing to allow BC Hydro to recover costs for the CCF Pilot for the remainder of the CCF Pilot.

BC Hydro has considered three options of CCF Rate Rider amounts between 0.28 cents per day (equivalent to 9 cents per month on average) and 0.64 cents per day (equivalent to 19 cents per month on average) under the two scenarios described above (i.e., the current customer participation level and 50 per cent increase in participation level). For each option, BC Hydro provides a table that shows the revenue, the costs, and the balance of the Customer Crisis Fund Regulatory Account under the two scenarios.

3.1 Option 1: CCF Rate Rider of 0.64 Cents per Day (19 Cents per Month on Average)

As shown in Table 4 above, the CCF Rate Rider of 0.64 cents per day is the amount allowing BC Hydro to recover operating and grant costs for the CCF Pilot if the customer participation level in the CCF Pilot increases by 50 per cent.

Table 5 below demonstrates the forecast revenues, costs and balance of the Customer Crisis Fund Regulatory Account under the two participation scenarios if the CCF Rate Rider was set to 0.64 cents per day (equivalent to 19 cents per month on average). By April 30, 2021, the Customer Crisis Fund Regulatory Account balance is forecast to be \$6.0 million for Scenario 1 and \$3.8 million for Scenario 2.

Table 5 Forecast Customer Crisis Fund Regulatory Account Balances at April 30, 2021 – Option 1

	Scenario 1 - Current Participation	Scenario 2 - 50% Increase in Participation
	(\$ million)	(\$ million)
Forecast Balance on September 30, 2019	3.8	3.8
Plus		
Revenue for remainder of CCF Pilot (@19 cents/month)	6.8	6.8
Less		
CCF Pilot Operating Costs	0.8	1.1
CCF Grants	3.8	5.7
Forecast Balance on April 30, 2021	6.0	3.8

3.2 Option 2: CCF Rate Rider of 0.43 Cents per Day (13 Cents per Month on Average)

As shown in Table 4 above, the rate rider of 0.43 cents per day is the amount allowing BC Hydro to recover operating and grant costs for the CCF Pilot if the customer current participation level remains constant.

Table 6 below demonstrates the forecast revenues, costs and balance of the Customer Crisis Fund Regulatory Account under the two participation scenarios if the CCF Rate Rider is set at 0.43 cents per day (equivalent to 13 cents per month on average). By April 30, 2021, the Customer Crisis Fund Regulatory Account balance is forecast to be \$3.8 million for Scenario 1 and \$1.6 million for Scenario 2.

**Table 6 Forecast Customer Crisis Fund
 Regulatory Account Balances at
 April 30, 2021 – Option 2**

	Scenario 1 – Current Participation	Scenario 2 - 50 % Increase in Participation
	(\$ million)	(\$ million)
Forecast Balance on September 30, 2019	3.8	3.8
Plus		
Revenue for remainder of CCF Pilot (@13 cents/month)	4.6	4.6
Less		
CCF Pilot Operating Costs	0.8	1.1
CCF Grants	3.8	5.7
Forecast Balance on April 30, 2021	3.8	1.6

3.3 Option 3: CCF Rate Rider of 0.28 Cents per Day (9 Cents per Month on Average)

BC Hydro also considered an option that reduces the balance in the Customer Crisis Fund Regulatory Account to zero as of April 30, 2021, if the customer participation level is increased by 50 per cent.

Table 7 demonstrates that if the CCF Rate Rider was decreased to 0.28 cents per day (equivalent to 9 cents per month on average), the Customer Crisis Fund Regulatory Account balance forecast would be zero under Scenario 2.

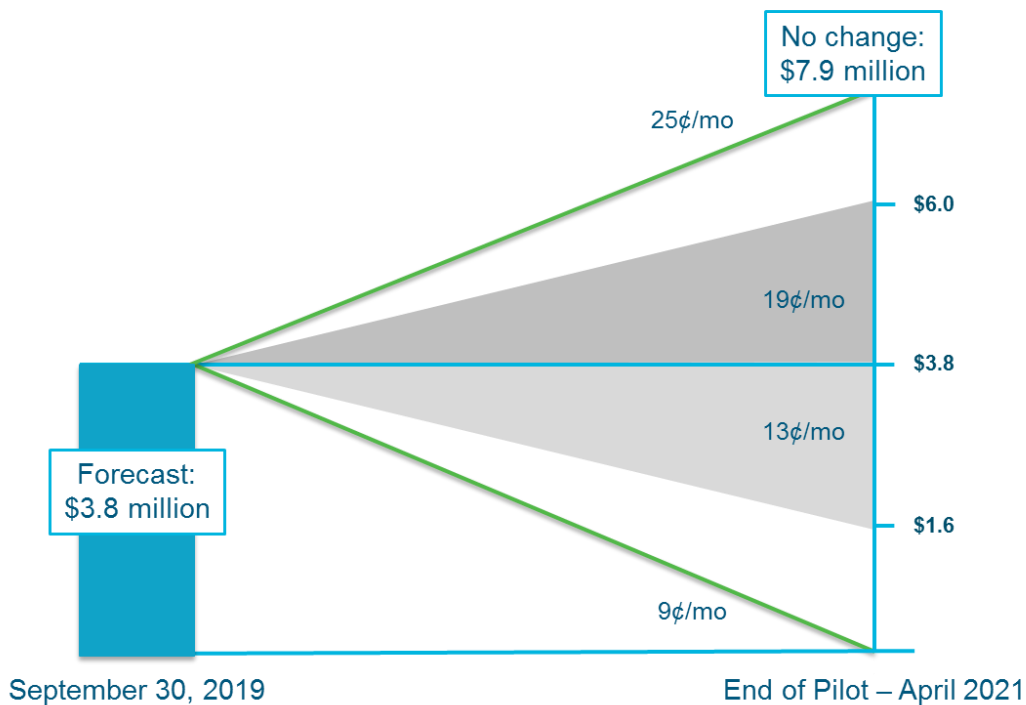
**Table 7 Forecast Customer Crisis Fund
 Regulatory Account Balances at
 April 30, 2021 – Option 3**

	Scenario 1 - Current Participation	Scenario 2 - 50% Increase in Participation
	(\$ million)	(\$ million)
Forecast Balance on September 30, 2019	3.8	3.8
Plus		
Revenue for remainder of CCF Pilot (@9 cents/month)	3.0	3.0
Less		
CCF Pilot Operating Costs	0.8	1.1
CCF Grants	3.8	5.7
Forecast Balance on April 30, 2021	2.2	0

3.4 Proposal to Amend the CCF Rate Rider to 0.43 Cents per Day (13 Cents per Month on Average)

Figure 1 provides an illustrative view of the range of forecast Customer Crisis Fund Regulatory Account balances based on the three potential CCF Rate Riders identified above.

Figure 1 Illustration of Customer Crisis Fund Regulatory Account Balance at April 30, 2021, under different CCF Rate Rider Options



As discussed above, BC Hydro is proposing an amendment to the CCF Rate Rider primarily in consideration of cost recovery and better revenue-cost match and management of the Customer Crisis Fund Regulatory Account for the remainder of the CCF Pilot. Adjusting the CCF Rate Rider will better align the revenue collected for the CCF Pilot with the forecast operating costs and projected participation levels. To evaluate each option discussed in section 3 above, BC Hydro thus considered: (1) BC Hydro’s ability to recover operating and grant costs for the CCF Pilot Program and the revenue collected through the CCF Rate Rider (i.e., sufficient revenues to recover costs) and (2) the remaining balance of the Customer Crisis Fund Regulatory Account at the end of the CCF Pilot.

Option 1, reducing the CCF Rate Rider to 0.64 cents per day (equivalent to 19 cents per month on average), recovers more revenue than is necessary for the CCF Pilot if the participation level is below the 50 per cent increase. Accordingly, this option will result in the continuing increase of the Customer Crisis Fund Regulatory Account balance.

Option 2, reducing the CCF Rate Rider to 0.43 cents per day (equivalent to 13 cents per month on average), recovers sufficient revenue for the CCF Pilot if participation remains at the current level, and will result in the Customer Crisis Fund Regulatory Account balance not being increased further from the current forecast balance of \$3.8 million. Option 2 will recover insufficient revenue for the CCF Pilot if the participation level is above the current participation scenario, and relies on the balance that accumulated in year one to fund the increase in operating and grant costs of years two and three. However, with increased participation the Customer Crisis Fund Regulatory Account balance would reduce, potentially by up to \$2.2 million from the current forecast balance of \$3.8 million.

Option 3, reducing the CCF Rate Rider to 0.28 cents per day (equivalent to 9 cents per month on average), provides the lowest Customer Crisis Fund Regulatory Account balance at the end of the CCF Pilot. Option 3 relies on the balance that accumulated in year one to fund the operating and grant costs of years two and three. If participation exceeds the range analyzed or if the CCF is extended beyond the current planned end date of April 30, 2021, then Option 3 would not have sufficient revenue to recover operating and grant costs.

BC Hydro recommends that the CCF Rate Rider be amended from its current level of 0.82 cents per day to 0.43 cents per day (Option 2) for the following reasons:

- A CCF Rate Rider of 0.43 cents per day collects sufficient revenue to fund the CCF Pilot Program if participation increases by 50 per cent over current levels. Allowing for potential increased participation is important given that the CCF Pilot has been operating for only one year;
- Reducing the CCF Rate Rider from 0.82 to 0.43 cents per day substantially reduces the forecast balance in the Customer Crisis Fund Regulatory Account at end of the CCF Pilot; and
- A CCF Rate Rider of 0.43 cents per day is expected to collect sufficient revenue to fund the CCF Pilot Program on a more sustained basis. This will help to improve regulatory efficiency relative to an option that sets a lower CCF Rate Rider, which may require BC Hydro to file an application to the BCUC to increase the CCF Rate Rider, or should the CCF be extended past April 30, 2021.

The goods and services tax (**GST**) is applicable to the CCF Rate Rider; therefore, the proposed total cost to residential customers including GST will be approximately 0.45 cents per day (equivalent to 13.65 cents per month on average).

If the proposed CCF Rate Rider is approved, residential customers will be advised of the change through a notification on their invoice for one billing cycle beginning October 1, 2019. The message will inform residential customers of the new amount and advise them to visit bchydro.com/ccf to learn more. The CCF Pilot Program webpage on bchydro.com will be updated as of October 1, 2019 with information about the change to the CCF Rate Rider (assuming an October 1, 2019 effective date), and will continue to have information about the CCF Pilot.

4 Orders Sought

BC Hydro seeks the following BCUC approval:

- An amendment to RS 1903, revising the charge of 0.82 cents per day to 0.43 cents per day, effective October 1, 2019; and
- If the BCUC cannot issue a final order before October 1, 2019,
 - ▶ An interim, non-refundable, CCF Rate Rider of 0.43 cents per day, effective October 1, 2019; and
 - ▶ Any difference between the interim CCF Rate Rider of 0.43 cents per day and the final approved CCF Rate Rider would be deferred to the Customer Crisis Fund Regulatory Account.

The date of October 1, 2019 was selected with the anticipation that the BCUC may be able to review the Application and issue the final order before that date. However, if the BCUC's regulatory process to review the Application extends beyond October 1, 2019, rather than continuing to collect 0.82 cents per day from applicable residential customers, which, in turn, would continue to increase the balance of the Customer Crisis Fund Regulatory Account, BC Hydro is seeking approval of the amendment to RS 1903, effective October 1, 2019, on an interim, non-refundable basis.

A draft order for an interim, non-refundable, CCF Rate Rider is provided as Appendix A, along with a clean and black-lined copy of the rate sheet as Appendix B. With this Application, BC Hydro has not provided a draft order and rate sheets showing the final approved CCF Rate Rider as the effective date is uncertain at this time. BC Hydro will require one week to implement an amendment to the CCF Rate Rider after receiving the BCUC's approval. BC Hydro could provide the BCUC with the final rate sheet within 15 days of the effective date provided for in the order approving the final CCF Rate Rider.

5 Proposed Regulatory Review

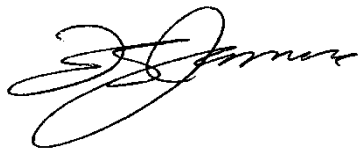
In this Application, the only approval sought by BC Hydro is an amendment to reduce the level of the CCF Rate Rider amount in RS 1903. Given the narrow scope of the approval sought, BC Hydro proposes the following regulatory review timetable with no Information Request process, as shown in Table 8 below.

Table 8 Proposed Regulatory Review Timetable

ACTION	DATE
Application Filing	July 31, 2019
Parties Submitting Letters of Comment	August 28, 2019
BC Hydro Reply Submission, if required	September 11, 2019
BCUC Order for Rate Approval (interim approval if applicable)	September 23, 2019

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

jc/ma

Enclosure

Copy to: BCUC Project No. 3698781 (2015 Rate Design Application) Registered Intervener Distribution List.

**Application to Amend the Customer Crisis Fund
Rate Rider**

Appendix A

Draft Order



ORDER NUMBER

G-xx-xx

IN THE MATTER OF

the *Utilities Commission Act*, RSBC 1996, Chapter 473

and

British Columbia Hydro and Power Authority (BC Hydro)
Application to Amend the Customer Crisis Fund Rate Rider (Application)

BEFORE:

Commissioner
Commissioner
Commissioner

on Date

ORDER

WHEREAS:

- A. Following the hearing of BC Hydro's 2015 Rate Design Application (2015 RDA), the British Columbia Utilities Commission (BCUC) issued Order No. G-5-17 and accompanying Decision on January 20, 2017. In the 2015 RDA Decision, the BCUC approved the establishment of a pilot crisis intervention fund and directed BC Hydro to file a proposal for a pilot program within six months of the date of the Order;
- B. On July 24, 2017, BC Hydro filed with the BCUC, pursuant to sections 58 to 61 and 49(a) of the *Utilities Commission Act* (UCA), the Customer Emergency Fund (CEF) Pilot Program Application, subsequently renamed as the Customer Crisis Fund (CCF) Pilot Program, for approval of the following:
 - (i) Rate Schedule 1903, to establish a CEF Rate Rider, effective June 1, 2018;
 - (ii) An amendment to Rate Schedule 1901, to exclude the application of the Deferral Account Rate Rider to the CEF Rate Rider, effective June 1, 2018;
 - (iii) Certain amendments to BC Hydro's Electric Tariff related to the CEF Pilot Program Application, effective June 1, 2018; and
 - (iv) The establishment of the CEF Regulatory Account, effective the date of the BCUC's Order approving the CEF Pilot Program Application;
- C. On November 9, 2017, following a round of technical questions from registered interveners, a Streamlined Review Process was held in Vancouver BC, with BC Hydro and registered interveners in attendance. Oral final arguments were provided by the participants followed by BC Hydro's reply;

- D. On November 17, 2017, by Order No. G-166-17, the BCUC approved the CEF Pilot Program Application, with the CEF Pilot to continue until the earlier of three years from the CEF Pilot Program implementation date, BCUC approval of a BC Hydro application to end the CEF Pilot Program prior to the end of the three years, or issuance of a BCUC Order to end the CEF Pilot Program. The BCUC directed BC Hydro to file an evaluation report within 90 days of the completion of the second year of the CEF Pilot Program. The BCUC approved the CEF Regulatory Account effective the date of the Order;
- E. On June 1, 2018, the CEF, renamed the Customer Crisis Fund (CCF) Pilot Program, related Electric Tariff amendments came into effect;
- F. On July 31, 2019, BC Hydro applied, pursuant to sections 58 to 61 of the UCA, for approval to revise the CCF Rate Rider from 0.82 cents per day to 0.43 cents per day effective October 1, 2019. In the event that the BCUC cannot approve the requested CCF Rate Rider change before October 1, 2019, BC Hydro requested, pursuant to sections 89 and 90 of the UCA, that the BCUC approve the CCF Rate Rider of 0.43 cents per day on an interim, non-refundable, basis, effective October 1, 2019. Further, BC Hydro proposed that any difference between the interim approved CCF Rate Rider and the final approved CCF Rate Rider be captured in the Customer Crisis Fund Regulatory Account; and
- G. The BCUC has considered the Application and submissions by interveners or BC Hydro and make the following determinations.

NOW THEREFORE pursuant to sections 58 to 61, 89 and 90 of the UCA, the Commission orders as follows:

1. The requested reduction of the CCF Rate Rider from 0.82 cents per day to 0.43 cents per day is approved on an interim, non-refundable, basis effective October 1, 2019. Rate Schedule 1903 is approved as filed as Appendix B to the Application.
2. Any difference between the interim CCF Rate Rider, as approved by Directive 1 above, and the final approved CCF Rate Rider will be deferred to the Customer Crisis Fund Regulatory Account.

DATED at the City of Vancouver, in the Province of British Columbia, this (XX) day of (Month Year).

BY ORDER

(X. X. last name)
Commissioner

Attachment Options

**Application to Amend the Customer Crisis Fund
Rate Rider**

Appendix B
Updated RS 1903
Clean and Black-lined

6. OTHER

RATE SCHEDULE 1903 – CUSTOMER CRISIS FUND RATE RIDER

Applicability	The Customer Crisis Fund Rate Rider as set out below applies to Residential Rate Schedules 1101/1121, 1107/1127, 1148, and 1151/1161.
Customer Crisis Fund Rate Rider	Effective October 1, 2019, a charge of 0.43 ¢ per day, before taxes and levies, on an interim, non-refundable basis.

ACCEPTED: _____

ORDER NO. _____

COMMISSION SECRETARY

6. OTHER

RATE SCHEDULE 1903 – CUSTOMER CRISIS FUND RATE RIDER

Applicability	The Customer Crisis Fund Rate Rider as set out below applies to Residential Rate Schedules 1101/1121, 1107/1127, 1148, and 1151/1161.
Customer Crisis Fund Rate Rider	<u>Effective October 1, 2019, a</u> charge of 0.820.43 ¢ per day, before taxes and levies, <u>on an interim, non-refundable basis.</u>

ACCEPTED: _____

ORDER NO. _____

COMMISSION SECRETARY