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January 30, 2026

Keshni Nand
 Registrar
 British Columbia Utilities Commission
 Suite 410, 900 Howe Street
 Vancouver, BC V6Z 2N3

Dear Keshni Nand:

**RE: British Columbia Utilities Commission (BCUC or Commission)
 British Columbia Hydro and Power Authority (BC Hydro)
 Fiscal 2026 Q3 Summary Report of Customer Complaints and Consecutive
 Estimates**

BC Hydro writes to submit its Q3 F2026 Summary Report of Customer Complaints and Consecutive Estimates.

Customer Complaints

Table 1 Total Complaints Volume from All Sources and BCUC

	Q3 F2025	Q4 F2025	Q1 F2026	Q2 F2026	Q3 F2026
Total Complaints*	68	88	92	79	85
BCUC	7	16	14	25	24
	*Total Complaints include complaints received through the BCUC				

Total complaint volume increased slightly from 79 in Q2 F2026 to 85 in Q3 F2026. Complaints submitted through the BCUC remained relatively stable compared to the previous quarter.

When comparing year-over-year results, complaints increased from 68 in Q3 F2025 to 85 in Q3 F2026. This increase is primarily driven by billing and credit-related complaints, particularly those associated with high bill concerns. A similar pattern is reflected in BCUC complaints, which increased from 7 in Q3 F2025 to 24 in Q3 F2026.

Table 2 Response Time to Customer Complaints

	Q3 F2025	Q4 F2025	Q1 F2026	Q2 F2026	Q3 F2026
Average Response Time (Days)	3	3	4	5	5

Most complaints were investigated and responded to within five business days. More complex investigations involving coordinating across multiple departments were responded to within ten business days.

Table 3 Complaints by Source

	All Sources									
	Q3 F2025		Q4 F2025		Q1 F2026		Q2 F2026		Q3 F2026	
BC Hydro	48	71%	55	63%	45	50%	34	43%	30	35%
BCUC	7	10%	16	18%	14	15%	25	32%	24	28%
Better Business Bureau	8	12%	3	3%	2	2%	5	6%	4	5%
Minister's Office	1	1%	6	7%	12	13%	5	6%	12	14%
MLA Office	4	6%	7	8%	16	17%	9	12%	13	15%
Ombudsperson's Office	0	0%	1	1%	3	3%	1	1%	2	2%
Total	68	100%	88	100%	92	100%	79	100%	85	100%

Table 4 Complaints by Category – All Sources

	All Sources									
	Q3 F2025		Q4 F2025		Q1 F2026		Q2 F2026		Q3 F2026	
Credit and CCF	10	15%	11	13%	16	17%	15	19%	17	20%
Billing and Payments	10	15%	21	24%	15	16%	21	27%	20	24%
Design	9	13%	8	9%	11	12%	3	4%	7	8%
Outages	21	31%	23	26%	8	9%	9	11%	11	13%
Power Smart/EV	5	7%	1	1%	6	7%	8	10%	8	9%
Rates	1	1.5%	2	2%	2	2%	3	4%	2	2%
Field	5	7%	14	16%	12	13%	10	13%	5	6%
Vegetation	3	4.5%	3	3%	5	5%	4	5%	3	4%
Other*	4	6%	5	6%	17	19%	6	7%	12	14%
Total	68	100%	88	100%	92	100%	79	100%	85	100%

*Other category is comprised of claims, Contact Centre, web/IVR/MyHydro's consumption graph, properties, reliability, and smart meters.

Summary of Trends – All Sources

- Credit complaints increased year-over-year, increasing from 10 in Q3 F2025 to 17 in Q3 F2026. No Customer Crisis Fund complaints were recorded this quarter.
- Billing complaints rose in Q3 F2026 compared to Q3 F2025, driven largely by higher winter consumption and increased heating needs - a typical seasonal billing trend.
- Design complaints increased in Q3 F2026 compared to Q2 F2026, with no identifiable underlying pattern.
- In the Other category for Q3 F2026, complaints included: four on reliability, three on smart meters, one claim, one with regard to Properties and three with regard the Contact Centre (wait times and MyHydro issues).

Table 5 Complaints by Category – BCUC

	BCUC									
	Q3 F2025		Q4 F2025		Q1 F2026		Q2 F2026		Q3 F2026	
Credit and CCF	1	14%	3	19%	3	21%	4	16%	9	38%
Billing and Payments	1	14%	8	50%	3	21%	10	40%	9	38%
Design	3	44%	2	12%	1	7%	1	4%	1	4%
Outages	1	14%	3	19%	2	14%	3	12%	2	8%
PowerSmart/EV	0	0%	0	0%	1	7%	3	12%	1	4%
Rates	0	0%	0	0%	0	0%	1	4%	1	4%
Field	1	14%	0	0%	2	14%	1	4%	0	0%
Vegetation	0	0%	0	0%	0	0%	0	0%	0	0%
Other*	0	0%	0	0%	2	14%	2	8%	1	4%
Total	7	100%	16	100%	14	100%	25	100%	24	100%
*Other category is comprised of claims, Contact Centre, web/IVR/ MyHydro's consumption graph, properties, reliability, and smart meters.										

Summary of Trends – BCUC

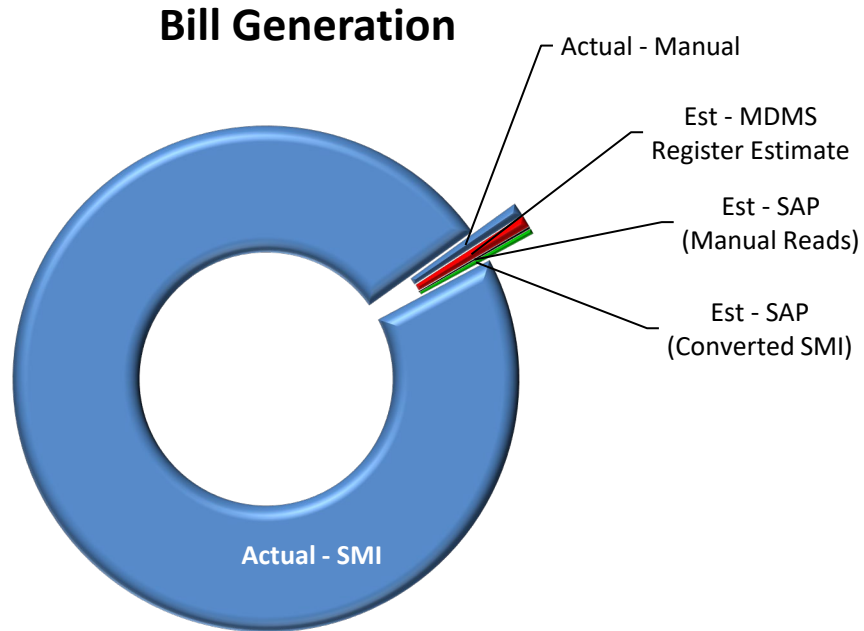
- BCUC complaint volume remained consistent quarter-over-quarter (24 in Q3 F2026 vs. 25 in Q2 F2026).
- The year-over-year increase from 7 in Q3 F2025 to 24 in Q3 F2026 is largely due to more billing and credit complaints associated with higher bills.

Consecutive Estimates

In Q3 F2026, the number of Consecutive Estimates decreased to 10,394 compared to 10,958 in the previous quarter. For December 2025, 98.7% of bills were issued based on actual reads, up from 93.1% in September 2025.

Figure 1 below identifies the sources of meter reads (converted and manual reads) that received actual versus estimates for December 2025.

Figure 1 Sources of Meter Reads for Invoices Issued, December 2025



	December 2025		
Bill Issued Using:	Quantity	%	%
Actual - SMI	1,544,629	97.9	98.8
Actual - Manual	13,381	0.9	
Est - MDMS Register Estimate	12,306	0.8	1.2
Est - SAP (Manual Reads)	2,019	0.1	
Est - SAP (Converted SMI)	5,415	0.3	
Total	1,577,750	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

In December 2025, 10,394 scheduled meter readings could not be obtained for a second consecutive billing period, requiring consumption estimates to ensure timely billing to customers.

**Table 6 Consecutive Estimates by Meter Reading
Category – Q3 F2026**

	September 2025	December 2025
Accounts with Automated Reads – last read SAP Estimate	4,711	5,347
Accounts with Automated Reads – last read Register Estimate	3,028	1,982
Accounts with Manual Reads – last read SAP Estimate	3,219	3,065
Total	10,958	10,394

Table 7 Causes of Missed Reads by Number of Estimates

Consecutive Estimates by Reason	2-3 estimates		4-5 estimates		6+ estimates		Grand Total	
	Meters	(%)	Meters	(%)	Meters	(%)	Meters	(%)
Low / No Customer Impact								
Vacant	390	7	222	11	1,478	39	2,090	19
Disconnected	36	1	50	3	336	9	422	4
Customer-side Power Outage	37	1	77	4	826	23	940	9
Subtotal	463	9	349	18	2,640	71	3,452	32
Estimated Automated Reads								
Intermittent Comms – ISAIM	1,080	20	105	6	9	0	1194	11
Intermittent Comms – SAP	1,679	38	489	30	402	13	2,570	28
Subtotal	2,759	58	594	36	411	13	3,764	39
Estimated Manual Reads								
Customer Access	80	2	53	3	114	3	247	2
Other	164	3	64	3	131	4	359	3
Recently unconverted	12	0	170	9	6	0	188	2
Subtotal	256	5	287	15	251	7	794	7
Meter Replacement	1,493	28	557	30	334	9	2,384	22
Grand Total	4,971	100	1,787	100	3,636	100	10,394	100

Table 7 above summarizes the causes of missed meter reads that resulted in bills issued based on consecutive estimates in Q3 F2026, including automated and manually read meters.

BC Hydro assesses that 32% of these estimated meter reads had low or no customer impact, which includes vacant accounts (19%), services with line-side breakers turned off (9%), and disconnected services (4%).

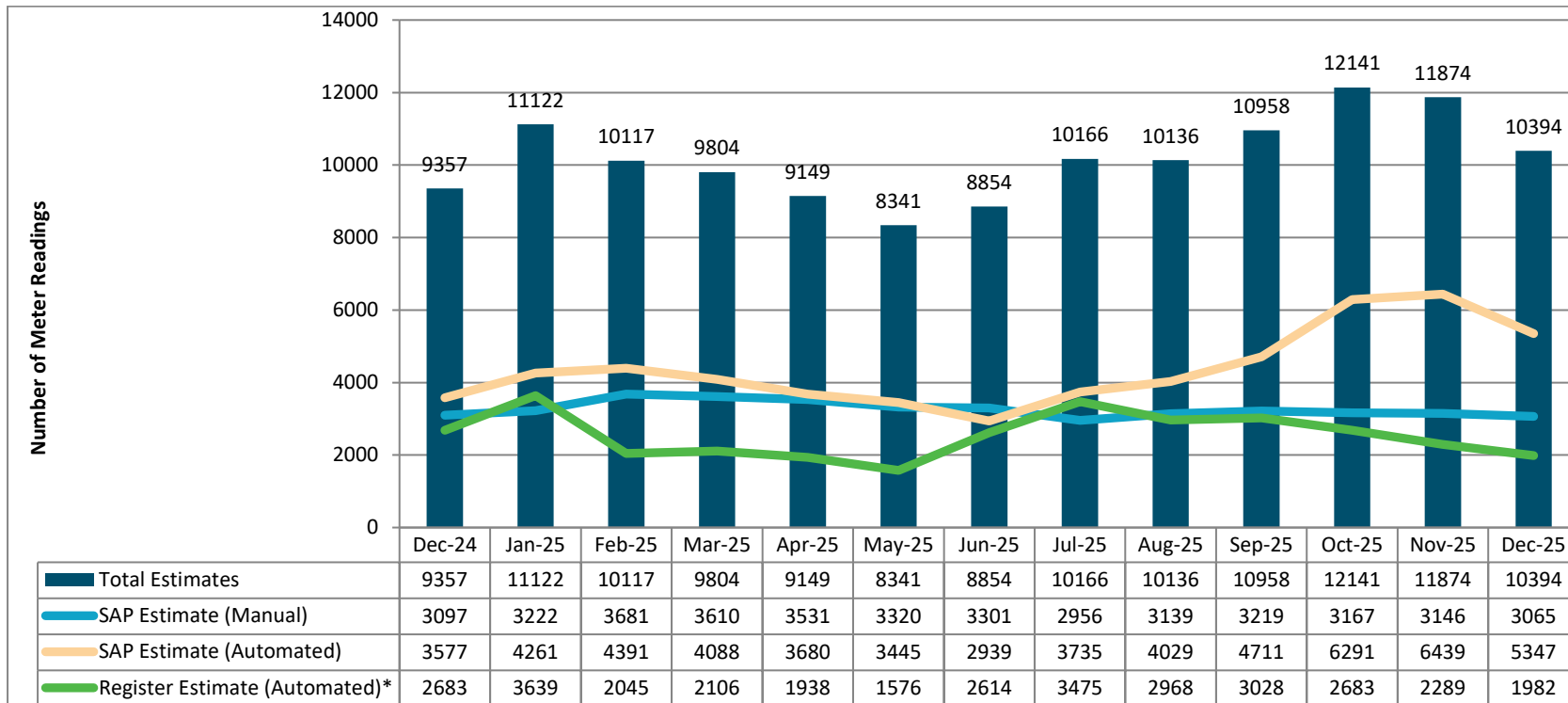
Meter replacements account for 22% of consecutive estimates, with most related to failed meters where an actual read is obtained once replacement occurs.

Intermittent communications from automated meters represent a further 39% of estimated reads, divided between MDMS estimates (11%) and SAP estimates (28%).¹

The remaining 7% of consecutive estimates were associated with manually read meters, primarily within the “Other” category (3%) – which includes factors such as poor weather or road access restrictions – and the “Customer Access” category (2%), which includes locked gates and key-related access issues.

¹ Meter Data Management System (MDMS) is a software system that collects, validates, stores, and processes meter data to produce data for billing and analysis. SAP estimates occur on a meter that is non-converted or a meter on which insufficient data exists to create an estimate.

Figure 2 Meter Readings Requiring Two or More Consecutive Estimates, December 2024 to December 2025 Converted and Non-Converted Meters



For further information, please contact Alicia Henderson at
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Yours sincerely,



Chris Sandve
Chief Regulatory Officer

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