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April 28, 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 Q4 Summary Report of Customer Complaints and Consecutive Estimates

BC Hydro writes to submit its Q4 F2026 Summary Report on Customer Complaints and Consecutive Estimates.

Customer Complaints

Table 1 Total Complaints Volume from All Sources and BCUC

	Q4 F2025	*Q1 F2026*	*Q2 F2026*	*Q3 F2026*	*Q4 F2026*
Total Complaints*	88	92	79	85	90
BCUC	16	14	25	24	33
	*Total Complaints include complaints received through the BCUC				

Total complaint volume remained stable, increasing slightly from 85 in Q3 F2026 to 90 in Q4 F2026, primarily due to weather-related events and planned outages.

Complaints submitted through the BCUC increased from 24 in Q3 F2026 to 33 in Q4 F2026. As shown in Table 5 below, this increase was largely attributable to higher volumes of outage- and rate-related complaints. The total increased from 16 complaints in Q4 F2025 to 33 in Q4 F2026, largely due to more credit-related issues (seven of which were for disconnection-related complaints, compared to none in F2025), as well as rates and planned outages.

Table 2 Response Time to Customer Complaints

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

Most complaints were investigated and responded to within four business days. More complex investigations involving coordination across multiple departments were conducted within ten business days.

Table 3 Complaints by Source

	All Sources									
	Q4 F2025		***Q1 F2026***		***Q2 F2026***		***Q3 F2026***		***Q4 F2026***	
BC Hydro	55	63%	45	50%	34	43%	30	35%	32	35%
BCUC	16	18%	14	15%	25	32%	24	29%	33	37%
Better Business Bureau	3	3%	2	2%	5	6%	4	5%	1	1%
Minister's Office	6	7%	12	13%	5	6%	12	14%	12	14%
MLA Office	7	8%	16	17%	9	12%	13	15%	8	9%
Ombudsperson's Office	1	1%	3	3%	1	1%	2	2%	4	4%
Total	**88**	**100%**	**92**	**100%**	**79**	**100%**	**85**	**100%**	**90**	**100%**

Table 4 Complaints by Category – All Sources

	All Sources									
	Q4 F2025		*Q1 F2026*		*Q2 F2026*		*Q3 F2026*		*Q4 F2026*	
Credit and CCF	11	13%	16	17%	15	19%	17	20%	22	24%
Billing and Payments	21	24%	15	16%	21	27%	20	24%	17	19%
Design	8	9%	11	12%	3	4%	7	8%	5	6%
Outages	23	26%	8	9%	9	11%	11	13%	23	25%
Power Smart/EV	1	1%	6	7%	8	10%	8	9%	1	1%
Rates	2	2%	2	2%	3	4%	2	2%	6	7%
Field	14	16%	12	13%	10	13%	5	6%	1	1%
Vegetation	3	3%	5	5%	4	5%	3	4%	6	7%
Other*	5	6%	17	19%	6	7%	12	14%	9	10%
Total	**88**	**100%**	**92**	**100%**	**79**	**100%**	**85**	**100%**	**90**	**100%**

*Other category is comprised of claims, Contact Centre, web/IVR/MyHydro's consumption graph, properties[1], reliability, and smart meters.

Summary of Trends – All Sources

- Credit complaints increased year over year, rising from 11 in Q4 F2025 to 22 in Q4 F2026. These complaints were primarily related to customer financial hardship resulting in service disconnections and disconnection notices. One Customer Crisis Fund complaint was received during the quarter.
- In the "Other" category for Q4 F2026, the complaints breakdown is as follows:
    - Two related to reliability;
    - Three related to smart meters;
    - One related to a claim;
    - One related to properties; and
    - Two related to the Contact Centre (wait times and MyHydro issues).

[1] Property-related complaints, including easement trespass and right-of-way concerns involving infrastructure on private property.

Table 5 Complaints by Category – BCUC

	BCUC									
	Q4 F2025		***Q1 F2026***		***Q2 F2026***		***Q3 F2026***		***Q4 F2026***	
Credit and CCF	3	19%	3	21%	4	16%	9	38%	10	30%
Billing and Payments	8	50%	3	21%	10	40%	9	38%	9	28%
Design	2	12%	1	8%	1	4%	1	4%	1	3%
Outages	3	19%	2	14%	3	12%	2	8%	6	18%
Power Smart/EV	0	0%	1	8%	3	12%	1	4%	1	3%
Rates	0	0%	0	0%	1	4%	1	4%	4	12%
Field	0	0%	2	14%	1	4%	0	0%	0	0%
Vegetation	0	0%	0	0%	0	0%	0	0%	0	0%
Other*	0	0%	2	14%	2	8%	1	4%	2	6%
Total	**16**	**100%**	**14**	**100%**	**25**	**100%**	**24**	**100%**	**33**	**100%**

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

Summary of Trends – BCUC

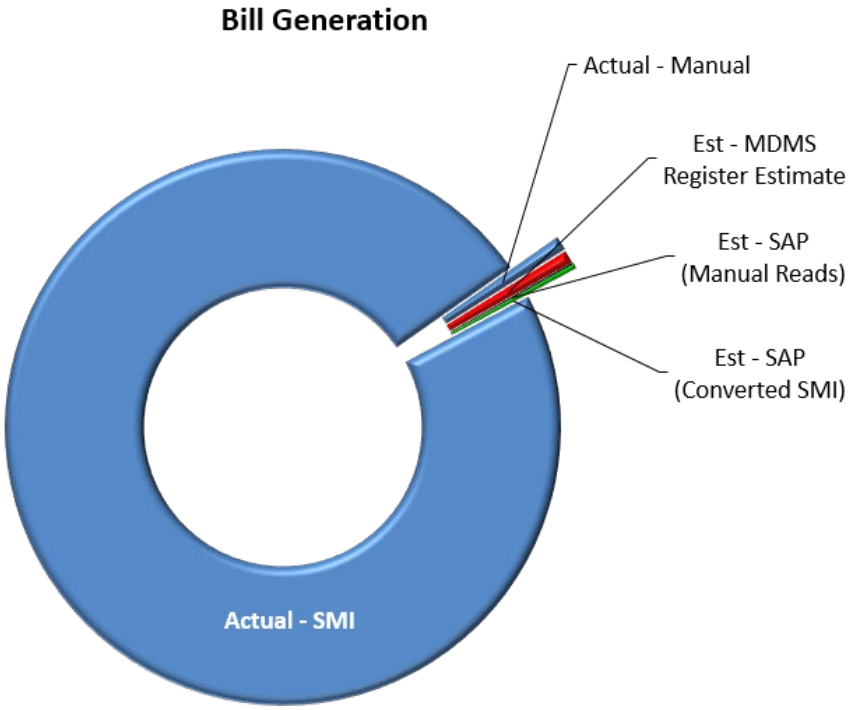
- BCUC complaint volume increased quarter-over-quarter (33 in Q4 F2026 vs. 24 in Q3 F2026).
- The year-over-year increase from 16 in Q4 F2025 to 33 in Q4 F2026 is due to more complex billing and credit complaints associated with higher bills.

Consecutive Estimates

In Q4 F2026, the number of Consecutive Estimates decreased to 9,862 compared to 10,394 in the previous quarter. For March 2026, 98.9% of bills were issued based on actual reads, up from 98.7% in December 2025.

Figure 1 below identifies the sources of meter reads (converted and manual) used to issue bills based on actual reads versus estimated reads for March 2026.

Figure 1 Sources of Meter Reads for Invoices Issued, March 2026



	March 2026		
Bill Issued Using:	**Quantity**	**%**	**%**
Actual - SMI	1,670,850	98.0	98.9
Actual - Manual	13,902	0.8	
Est - MDMS Register Estimate	12,702	0.7	1.1
Est - SAP (Manual Reads)	1,890	0.1	
Est - SAP (Converted SMI)	4,787	0.3	
Total	**1,704,131**	**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 March 2026, 9,862 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 – Q4 F2026

	December 2025	March 2026
Accounts with Automated Reads – last read SAP Estimate	5,347	3,927
Accounts with Automated Reads – last read Register Estimate	1,982	1,828
Accounts with Manual Reads – last read SAP Estimate	3,065	4,107
Total	**10,394**	**9,862**

Table 7 Causes of Missed Reads by Number of Estimates

Consecutive Estimates by Reason	2-3 estimates		4-5 estimates		6+ estimates		Grand Total	
Category	**Meters**	**(%)**	**Meters**	**(%)**	**Meters**	**(%)**	**Meters**	**(%)**
Low / No Customer Impact								
Vacant	337	7%	251	15%	1502	43%	2090	21%
Disconnected	68	1%	59	3%	340	10%	467	4%
Customer-side Power Outage	48	1%	96	6%	866	26%	1010	10%
Subtotal	**453**	**9%**	**406**	**24%**	**2708**	**78%**	**3567**	**35%**
Estimated Automated Reads								
Intermittent Comms – ISAIM	994	20%	123	8%	8	0%	1125	11%
Intermittent Comms – SAP	873	21%	284	19%	119	4%	1276	15%
Subtotal	**1867**	**41%**	**407**	**27%**	**127**	**4%**	**2401**	**26%**
Estimated Manual Reads								
Customer Access	146	3%	60	4%	98	3%	304	3%
Other	924	18%	137	9%	145	4%	1206	12%
Recently unconverted	11	0%	50	3%	9	0%	70	1%
Subtotal	1081	22%	247	16%	252	7%	1580	16%
Meter Replacement	1401	28%	548	33%	365	11%	2314	23%
Grand Total	4802	100%	1608	100%	3452	100%	9862	100%

Table 7 above summarizes the causes of missed meter reads that resulted in bills issued based on consecutive estimates in Q4 F2026, including automated and manually read meters.

BC Hydro assesses that 35% of these estimated meter reads had low or no customer impact, which includes vacant accounts (21%), services with line-side breakers turned off (10%), and disconnected services (4%).

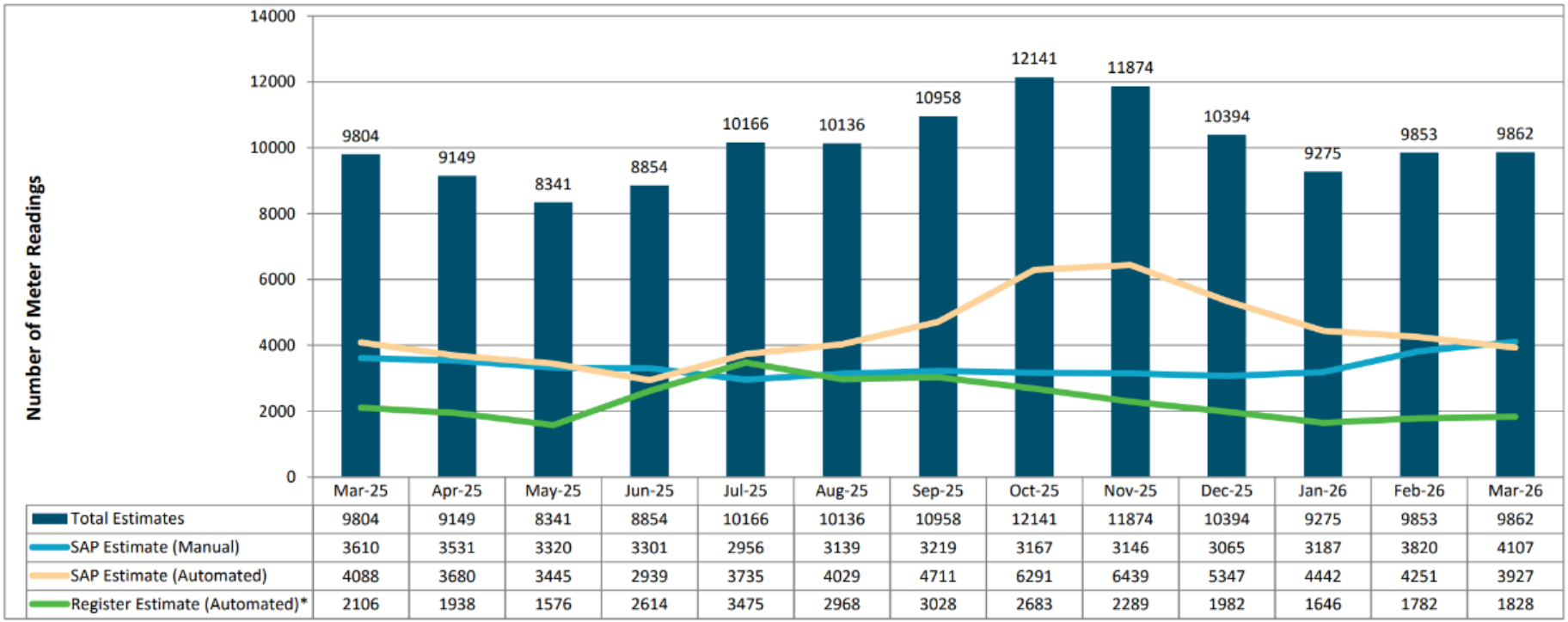
Meter replacements account for 23% of consecutive estimates, with most related to failed meters where an actual read is obtained once replacement occurs.

Intermittent communications from automated meters represent a further 26% of estimated reads, divided between MDMS estimates (11%) and SAP estimates (15%).[2]

The remaining 16% of consecutive estimates were associated with manually read meters. These were primarily recorded under the “Other” category (12%), which includes factors such as poor weather conditions and road access restrictions, and the “Customer Access” category (3%), which reflects issues such as locked gates and key-related access barriers. The final 1% relates to recently unconverted meters.

[2] 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, March 2025 to March 2026 Converted and Non-Converted Meters



	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26
Total Estimates	9804	9149	8341	8854	10166	10136	10958	12141	11874	10394	9275	9853	9862
SAP Estimate (Manual)	3610	3531	3320	3301	2956	3139	3219	3167	3146	3065	3187	3820	4107
SAP Estimate (Automated)	4088	3680	3445	2939	3735	4029	4711	6291	6439	5347	4442	4251	3927
Register Estimate (Automated)*	2106	1938	1576	2614	3475	2968	3028	2683	2289	1982	1646	1782	1828

For further information, please contact Alicia Henderson at bchydroregulatorygroup@bchydro.com.

Yours sincerely,

Chris Sandve
Chief Regulatory Officer

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