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January 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 2019 Third Quarter (Q3 F2019)
Summary Report of Customer Complaints and Consecutive Estimates**

BC Hydro writes to submit its Q3 F2019 Summary Report of Customer Complaints and Consecutive Estimates.

Customer Complaints

Table 1 Total Complaints Volume from All Sources and BCUC

	Q3 F2018	Q4 F2018	Q1 F2019	Q2 F2019	Q3 F2019
Total Complaints*	102	160	141	152	175
BCUC	26	49	42	38	36
*Total Complaints include the BCUC					

Complaint volumes increased to 175 in Q3 F2019 compared to 102 in Q3 F2018. Complaints from the BCUC were also higher, with 36 in Q3 F2019 when compared to 26 in Q3 F2018. These increases can be directly attributed to the addition of the Customer Crisis Fund complaints and time expired meter exchange complaints.

Table 2 Response Time to Customer Complaints

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

The majority of complaints were completed within internal and external targets. The average resolution time in Q3 F2019 was two days. This is consistent when compared to the previous quarter in Q2 F2019 and for the same period in Q3 F2018.

Table 3 Complaints by Source

	All Sources									
	Q3 F2018		Q4 F2018		Q1 F2019		Q2 F2019		Q3 F2019	
BC Hydro	42	41%	44	27%	33	23%	57	38%	94	54%
BCUC	26	25%	49	31%	42	30%	38	25%	36	21%
Better Business Bureau	5	5%	4	3%	0	0%	2	1%	0	0%
Government*	29	29%	60	37%	65	46%	52	34%	44	24%
Media and Other	0	0%	3	2%	1	1%	3	2%	1	1%
Total	102	100%	160	100%	141	100%	152	100%	175	100%

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

Complaints received within BC Hydro represent 54 per cent of the total in Q3 F2019 and 21 per cent from the BCUC for the same period. 24 per cent of the total complaints were received from Government representing 44 of the total with 23 of those from the MLA offices.

BC Hydro received one media inquiry this quarter related to a high bill escalation which was not published after the facts were reviewed. BC Hydro received three complaints as a result of CBC's article on the cryptocurrency industry and electricity rates.

Table 4 Complaints by Category – All Sources

	All Sources									
	Q3 F2018		Q4 F2018		Q1 F2019		Q2 F2019		Q3 F2019	
Credit	38	37%	54	34%	57	40%	39	26%	37	21%
Billing and Payments	34	33%	60	38%	36	26%	26	17%	35	20%
Customer Crisis Fund	n/a	n/a	n/a	n/a	14	10%	48	32%	20	11%
SMI	5	5%	3	2%	5	4%	19	13%	52	30%
Non-Customer Service	19	19%	23	14%	14	10%	10	7%	19	11%
Other	6	6%	20	12%	15	11%	10	7%	12	7%
Total	102	100%	160	100%	141	100%	152	100%	175	100%

Table 5 Complaints by Category - BCUC

	BCUC									
	Q3 F2018		Q4 F2018		Q1 F2019		Q2 F2019		Q3 F2019	
Credit	9	35%	15	31%	18	43%	17	45%	15	42%
Billing and Payments	8	31%	22	45%	10	24%	6	16%	12	33%
Customer Crisis Fund	n/a	n/a	n/a	n/a%	1	2%	4	11%	1	3%
SMI	2	8%	2	4%	3	7%	4	11%	5	14%
Non-Customer Service	7	26%	7	14%	4	10%	3	8%	3	8%
Other	0	0%	3	6%	6	14%	4	11%	0	0%
Total	26	100%	49	100%	42	100%	38	100%	36	100%

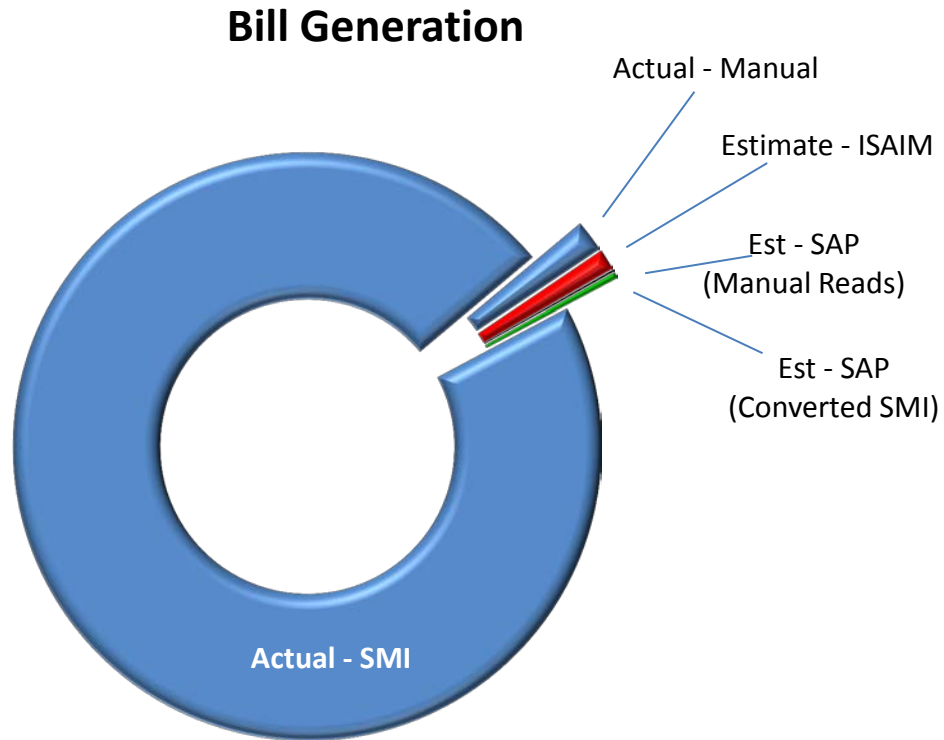
The leading category from all sources is related to time expired meter exchange complaints with 30 per cent of the total (52 of 175).

The leading category from the BCUC is related to credit with 42 per cent of its total volume.

Consecutive Estimates

For December 2018, 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 December 2018.

Figure 1 Sources of Meter Reads for Invoices Issued, December 2018



Bill Issued Using:	December 2018		
	Volume	%	%
Actual - SMI	1,222,892	96.7	
Actual - Manual	22,066	1.7	99.5
Estimate - ISAIM	14,470	1.1	
Est - SAP (Manual Reads)	1,426	0.1	0.5
Est - SAP (Converted SMI)	4,352	0.3	
Total	1,265,206	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 decreased by 27 per cent since the previous quarter (Q2 F2019).

Table 6 Consecutive Estimates by Meter Reading Category – Q3 F2019

	Sep 2018	Dec 2018
Accounts with Automated Reads – last read SAP Estimate	4,479	2,780
Accounts with Automated Reads – last read ISAIM Estimate	2,332	1,436
Accounts with Manual Reads – last read SAP Estimate	2,620	2,666
TOTAL	9,431	6,882

In December 2018, 6,882 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 27 per cent decrease since the prior quarter (Q2 F2019) and a 48 per cent decrease since the same period the prior year (Q3 F2018).

SAP estimates that are based on monthly historical data accounted for 5,446 of these bills. The remaining 1,436 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 27 per cent decrease in total consecutive estimates is driven by continued reductions in consecutive estimates for those meters converted to automated billing. SAP and ISAIM estimates for meters converted to automated billing fell by 38 per cent each.

The overall decrease in consecutive estimates is attributed to improved communication of meters upgraded to the new firmware version. Over 98 per cent of meters installed are now on the new firmware with ongoing efforts to upgrade the remaining meters.

Table 7 Causes of Missed Reads by Number of Estimates

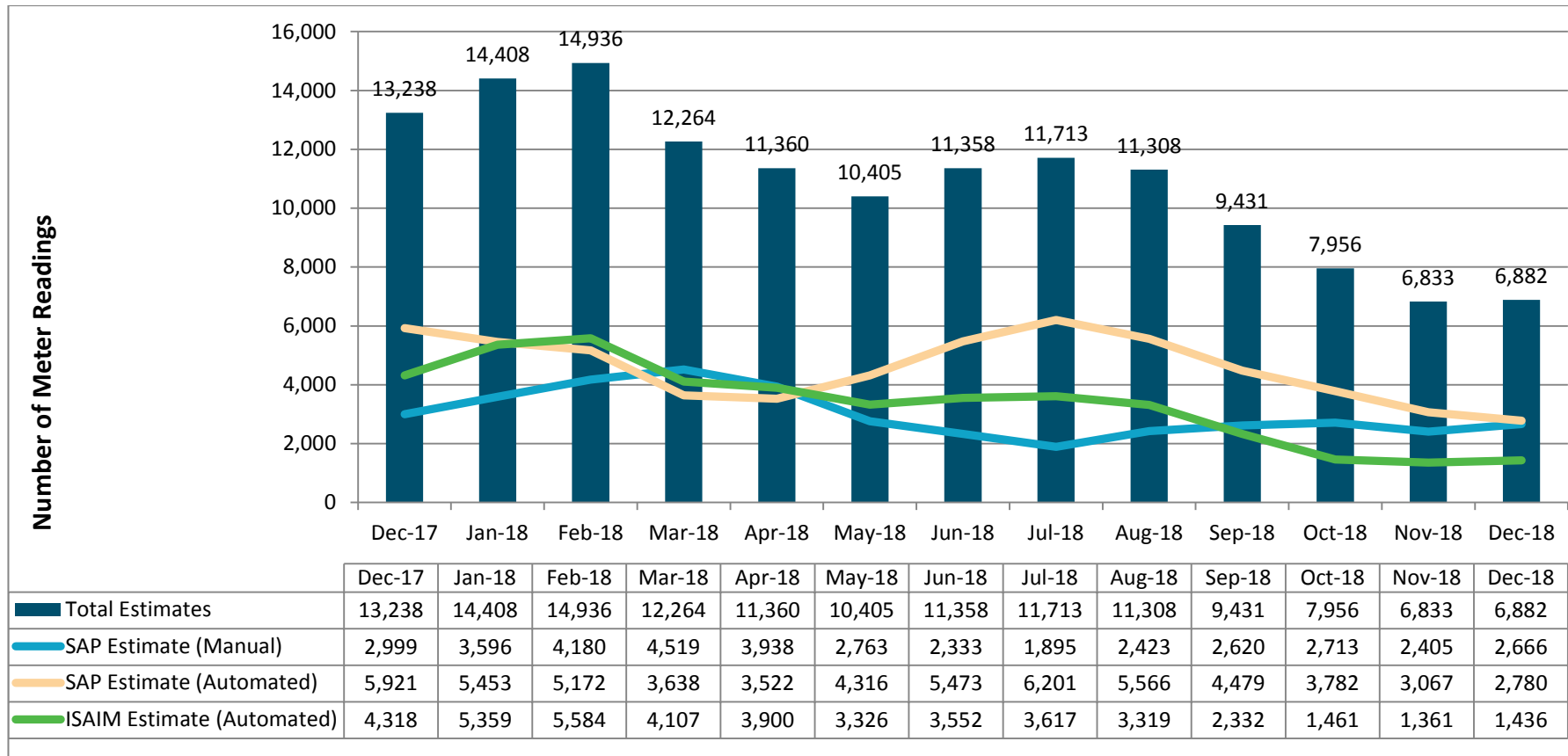
Category	2-3 estimates		4-5 estimates		6+ estimates		Grand Total	
	Meters	(%)	Meters	(%)	Meters	(%)	Meters	(%)
Customer impact nil/low								
Vacant	466	12	282	21	875	52	1,623	23
Disconnected	42	1	19	1	172	10	233	3
Customer-side Power Outage	93	3	54	4	297	18	444	7
Subtotal	601	16	355	27	1,344	80	2,300	34
Meter Replacement	380	9	177	13	215	13	772	11
Estimated Automated Reads								
Intermittent Comms – ISAIM	1,171	31	194	15	2	0	1,367	20
Intermittent Comms – SAP	1,406	36	246	18	28	2	1,680	24
Estimated Manual Reads								
Customer Access	71	2	22	2	27	2	120	2
Other	182	5	82	6	50	3	314	5
Recently unconverted	74	2	252	19	3	0	329	5
Grand Total	3,885	100	1,328	100	1,669	100	6,882	100

The above **Table 7** summarizes the causes of all missed meter reads that resulted in bills issued based on consecutive estimates in Q3 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 44 per cent of estimated reads between ISAIM (20 per cent) and SAP (24 per cent) estimates. Vacant accounts comprise an additional 23 per cent of estimates. The remaining six categories have relatively low volumes, each 11 per cent or less, making up the remaining 32 per cent.

For those meters with six or more consecutive estimates, the most significant causes are vacant accounts (52 per cent) and customer-side power outages (18 per cent). These two categories, along with disconnected meter (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, December 2017 to December 2018, 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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