

Fred James

Chief Regulatory Officer

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December 24, 2020

Ms. Marija Tresoglavic
Acting Commission Secretary and Manager
Regulatory Support
British Columbia Utilities Commission
Suite 410, 900 Howe Street
Vancouver, BC V6Z 2N3

Dear Ms. Tresoglavic:

**RE: Project No. 1599156
British Columbia Utilities Commission (BCUC or Commission)
British Columbia Hydro and Power Authority (BC Hydro)
Canadian Forest Products Ltd – Chetwynd Division (Canfor)
Tariff Supplement No. 100**

BC Hydro writes to request an extension to the regulatory timetable for our application for approval of Tariff Supplement 100 between BC Hydro and Canfor for service to its facilities located at the Chetwynd sawmill division (Application). The extension is required in order to fully comply with Directive 2 of Commission Order No. G-334-20, which states that:

“BC Hydro is directed to provide notice of this Application and a copy of this order by Tuesday, December 29, 2020, electronically where possible, to its Large General Service Rate customers”

To prepare and execute a targeted customer communication to a large number of customers such as all Large General Service (**LGS**) customers a significant amount of work is involved to develop the letter content, extract the customer list, coordinate email and direct mail sends, update webpages and prepare internal staff to address customer questions. A typical targeted customer mail campaign takes about one month to execute from start to finish.

BC Hydro did not anticipate a customer campaign would be required for this Application, as none was required for the most recent similar proceeding which was our application for Tariff Supplement No. 95 with the Department of National Defense – Esquimalt, which was approved under Commission Order No. G-304-19.

BC Hydro has approximately 4,000 LGS customers. Of these, we have email addresses for only approximately 3,000, and we provided these customers with notice of the Application and Commission Order No. G-334-20 on December 21, 2020. However,

despite our best efforts, BC Hydro will not be able to complete the direct mail campaign to the remaining 1,000 customers by the December 29, 2020 deadline.

BC Hydro notes that direct mail is the most time consuming and costly form of customer communication. It takes approximately one month to execute a direct mail campaign and costs about \$1.30 per letter for a one to two-page letter. It is not practical to include large documents in a direct mail such as the Application and the Commission Order. Normally, BC Hydro would create a supplemental webpage and simple web addresses to direct customers to relevant document and application information. However, as it takes up to two weeks to create a supplemental webpage and simple web addresses to be included in the customer letters, this direct mail notification will direct customers to the BCUC website as the webpage and web addresses have not yet been created.

In contrast an email, website or social media communication campaign can be completed at no incremental cost and within approximately two weeks for email to as little as two days for social media or a website posting.

BC Hydro requests amendments to the regulatory timetable as shown below in order to fully comply with Directive 2 of Commission Order No. G-334-20.

Action	Date (2020)
BC Hydro to provide notice of Application and Commission Order No. G-334-20 by email to LGS customers with email addresses (complete)	Monday December 21
Action	Date (2021)
BC Hydro to mail notice of the Application and Commission Order No. G-334-20 by post to LGS customers without email addresses	Monday January 15
Deadline to submit Letters of Comment (allow up to one week for mail delivery to more remote locations, and one week for customers to submit letters of comment)	Friday, January 29
BCUC Information Request (IR) No. 1 to BC Hydro (if required)	Monday, February 8
BC Hydro Response to BCUC IR No. 1	Monday February 22
Further process	To be determined

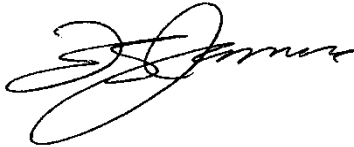
BC Hydro notes that the amended regulatory timetable results in this proceeding extending past the end date of the existing Tariff Supplement 53 between BC Hydro and Canfor for service to its facilities located at the Chetwynd sawmill division. Tariff Supplement 53 expires January 31, 2021.

Given the required extension to the regulatory timetable, BC Hydro requests the BCUC provide interim approval, on a refundable and collectible basis, to extend Tariff Supplement 53 until the date of Commission determination on our application for Tariff Supplement 100. The extension will not negatively impact Canfor or any other ratepayer as it maintains the current rate already in effect for Canfor facilities located at the Chetwynd sawmill division.

December 24, 2020
Ms. Marija Tresoglavic
Acting Commission Secretary and Manager
Regulatory Support
British Columbia Utilities Commission
Canadian Forest Products Ltd – Chetwynd Division (Canfor)
Tariff Supplement No. 100

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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Copy to: **Canadian Forest Products Ltd.**
Attention: Brett Holmgren, Energy
Manager
brett.holmgren@canfor.com