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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)
Evacuee Assistance Application; and
Evacuation Relief Tariff Amendment and Regulatory Account Treatment
Application**

BC Hydro writes to the Commission seeking approval for the following:

- Pursuant to section 63 of the *Utilities Commission Act (UCA)*, BC Hydro respectfully requests an expedited Commission order, granting consent to begin waiving certain charges (the **Evacuee Assistance Application**; [Part One](#) of this submission) for customers already affected by Evacuation Orders in 2019, for customers affected by Evacuation Orders that remain in effect from a State of Emergency which occurred in 2018, and for customers who may be affected by Evacuation Orders from the time of this application pending the Commission order on the Evacuation Relief Tariff Application and Regulatory Account Treatment, which is discussed in [Part Two](#) of this submission;
- In compliance with Directive 3 of Commission Order No. G-189-18, BC Hydro seeks an amendment to its Electric Tariff Terms and Conditions (**Tariff**), pursuant to sections 59 to 61 of the UCA, to provide relief for customers subject to Evacuation Orders arising from a State of Emergency (**Evacuation Relief Tariff Application**), set out in [Part Two](#); and
- To support the Tariff amendment and pursuant to section 59 to 61 of the UCA, BC Hydro seeks to expand the scope of the Storm Restoration Costs Regulatory Account to include the deferral of revenue impacts related to BC Hydro's actual amounts for waivers of charges from the Evacuation Relief Tariff Application (the **Regulatory Account Treatment**).

Throughout this submission, BC Hydro makes reference to proposed definitions of the terms Evacuee Customer, Evacuation Order, Evacuation Period, and State of

Emergency, which are provided in Appendix C to the Evacuation Relief Tariff Application. In addition, the terms “waiver” and “credits” or “bill credits” may be used interchangeably because the charge waived may be shown on a customer’s bill as a credit.

BC Hydro will first address the Evacuee Assistance Application ([Part One](#)). [Part Two](#) of this submission will address the Evacuation Relief Tariff Application and the Regulatory Account Treatment.

If the relief sought in the Evacuee Assistance Application and Evacuation Relief Tariff Application is granted, it will apply to Evacuee Customers who are required to evacuate due to an Evacuation Order issued pursuant to a State of Emergency. The relief will not apply to customers who are subject to evacuation alerts, or instances where an Evacuation Order has not been issued despite a State of Emergency being declared.

Part One

1 Evacuee Assistance Application

1.1 Purpose

As disasters have already occurred in 2019 which have forced customers to evacuate, and certain Evacuation Orders remain in effect from disasters which occurred in 2018, BC Hydro is seeking the consent of the Commission, pursuant to section 63 of the UCA, to waive certain charges to customers under those two conditions. Given the disasters have already occurred or are on-going, BC Hydro seeks an expedited review of the Evacuee Assistance Application so it can provide relief to customers in an expeditious manner.

1.2 Background

This application is similar in nature to the following prior BC Hydro applications which were approved by the Commission pursuant to section 63 of the UCA:

- On October 5, 2017, the Commission issued Order No. G-152-17¹ approving BC Hydro’s request for billing relief for the 2017 Wildfire Season;
- On October 4, 2018, the Commission issued Order No. G-189-18² approving BC Hydro’s request for billing relief for the 2018 Wildfire Season; and
- On January 3, 2019, the Commission issued Order No. G-2-19³ approving BC Hydro’s request for billing relief for the Old Fort Landslide.

¹ <https://www.ordersdecisions.bcuc.com/bcuc/orders/en/item/304795/index.do>.

² <https://www.ordersdecisions.bcuc.com/bcuc/orders/en/item/345403/index.do>.

³ <https://www.ordersdecisions.bcuc.com/bcuc/orders/en/item/356957/index.do>.

More specifically, the relief sought in this application (i.e., waiving certain charges by way of bill credits on customer bills to customers who are subject to Evacuation Orders) is similar to those earlier applications. However, the main differences between the Evacuee Assistance Application and those three earlier applications are:

- Scope of relief would not be limited to Evacuation Orders specific to wildfires or landslides, but the relief may extend to other forms of disasters such as flooding or earthquakes where a State of Emergency has been declared;
- Relief is limited to certain Rate Schedules: Residential Service (Rate Schedules 1101/1121, 1105, 1107/1127, 1148, and 1151/1161), Small General Service (Rate Schedule 1234, Rate Schedule 1205 and Rate Schedules 1300, 1301, 1310, 1311), Irrigation service (Rate Schedule 1401), and Private Outdoor Lighting (Rate Schedule 1755);
- Relief is not limited to Basic Charge and Energy Charge under the applicable rate schedule, but would extend to additional charges as explained below;
- BC Hydro has the discretion not to waive charges if the Evacuation Order is less than five consecutive days in duration. This is further explained below;
- BC Hydro has the discretion not to waive charges if an Evacuation Order has ended more than two years before the date BC Hydro receives a request from a customer subject to the Evacuation Order or otherwise becomes aware of the Evacuation Order; and
- Revenue impacts would be to ratepayers as opposed to BC Hydro's shareholder.

1.3 The Scope of the Application

Old Fort Landslide Evacuee Assistance

On December 5, 2018, an Evacuation Order was issued by the Peace River Regional District (**PRRD**)⁴ pertaining to the Old Fort landslide as a result of “immediate danger to life safety” and remains in effect as of the date of this submission. Commission approval of Old Fort landslide Evacuation Order related waivers from applicable Tariff charges for Residential Service and General Service customers expired as of March 31, 2019 pursuant to Commission Order No. G-2-19. Since December 5, 2018, no bill credits have been provided to any of these customers under the Evacuation Order as of the date of this filing but will be once the Evacuation Order has been lifted.

Approximately four customer accounts are under the December 5, 2018 Old Fort landslide Evacuation Order, of which three are Residential Service customers and one is a Small General Service customer.

⁴ <https://prrd.bc.ca/wp-content/uploads/post/evacuation-order-rescinded/Evacuation-ORDER-10-Old-Fort-Dec-5-2018-.pdf>.

As of the date of this filing, no notice has been received by BC Hydro as to whether any premises have been destroyed by the landslide.

Sukunka Landslide Evacuee Assistance

On March 25, 2019, an Evacuation Order was issued by the PRRD⁵ for the house and surrounding area at 8657 Highway 29 South as a result of “immediate danger to life safety” due to a landslide (**Sukunka landslide**).

BC Hydro serves one residential customer account in the area.

As of the date of this filing, the Evacuation Order remains in effect, no service disconnection has taken place, and no notice has been received by BC Hydro as to whether the premises has been destroyed by the landslide.

Other Evacuee Assistance

On May 11, 2019, an Evacuation Order was issued by the Regional District of Bulkley-Nechako⁶ for Electoral Area ‘D’ (Fraser Lake Rural) as a result of “immediate danger to life safety” due to a wildland interface fire. The specific area covered by the Evacuation Order extended from South of Highway 16 to South of Roys Lake; West and East of Seaspunkut 4 (Lejac). The Evacuation Order was later downgraded to an evacuation alert on May 13, 2019 and subsequently rescinded on May 15, 2019. No customer premises were destroyed by the Fraser Lake Rural wildfire and none required service disconnection.

As of the date of this submission, no further Evacuation Orders have been issued that to our knowledge would make customers eligible for the proposed relief, though the likelihood exists based on recent experience in the past two years. The relief sought in the Evacuee Assistance Application will cover any further Evacuation Orders that may be issued until such time that the Commission reviews and approves the relief sought in the Evacuation Relief Tariff Application and Regulatory Account Treatment ([Part Two](#)) in this submission.

1.4 Applicable Rate Schedules

BC Hydro’s evacuee assistance will apply to customers who are receiving service under the following rate schedules and who are subject to Evacuation Orders pursuant to a State of Emergency:

- Small General Service customers under Rate Schedules 1234, 1205, 1300, 1301, 1310 and 1311;

⁵ <https://prrd.bc.ca/wp-content/uploads/post/evacuation-order-highway-29-south/Evacuation-Order-8657-Highway-29-South-20190325.pdf>.

⁶ https://www.rdbn.bc.ca/application/files/7515/5763/4260/20190511_Evac_Order_1_Lejac_Wildfire_with_map.pdf.

- Residential Service customers under Rate Schedules 1101, 1121, 1105, 1107, 1127, 1148, 1151, and 1161;
- Irrigation Service customers under Rate Schedule 1401; and
- Private Outdoor Lighting customers under Rate Schedule 1755.

Residential customers, small businesses, owners of private outdoor lighting, and farms are likely more vulnerable to the financial impacts of Evacuation Orders.

Ratepayers would bear additional financial risk if charges were waived for Medium General Service, Large General Service, and other Street Lighting Service.

BC Hydro's own Small General Service accounts would be excluded from receiving bill credits.

The waiver of charges discussed above does not apply to Transmission Service customers because the Force Majeure Clause 16 of Electric Tariff Supplement No. 5 provides some relief to customers due to certain specified events which may include events resulting in Evacuation Orders.

1.5 Charges Waived

BC Hydro will waive the charges to our customers who received Residential, Small General Service, Irrigation, or Street Lighting services as specified below (**Proposed Actions**). The Proposed Actions are intended to provide assistance to our customers who were subject to an Evacuation Order that is typically no less than five consecutive days in duration, issued as a result of:

- The 2018 Old Fort landslide,
- The 2019 Sukunka landslide, and
- Any other State of Emergency that may arise from the time of this application until final Commission approval of the Evacuation Relief Tariff Application and Regulatory Account Treatment.

Charges waived may be shown as an adjustment to amounts charged and as a line item on the customer bills.

1. **Bill Credit During Evacuation Order** – BC Hydro will provide bill credits to eligible customer accounts receiving service under the following specified rate schedules that are subject to an Evacuation Order for the duration of the Evacuation Order. BC Hydro's own account would be excluded from receiving bill credits as the credit is intended to assist customers that cannot continue operating as a result of the Evacuation Order.

2. The applicable service and rate schedules are as follows:

- ▶ Small General Service (Rate Schedule 1234, 1300, 1301, 1310, 1311 and 1205) – Basic Charge, Energy Charge, and Minimum Charge.
- ▶ Residential Service (Rate Schedules 1101, 1121, 1105, 1107, 1127, 1148, 1151, and 1161) – Basic Charge, Energy Charge, Minimum Charge, and the Customer Crisis Fund Rate Rider as set out in Rate Schedule 1903 (as applicable);
- ▶ Irrigation Service (Rate Schedule 1401) – Energy Charge; and
- ▶ Street Lighting Service (Rate Schedule 1755) – Charge per fixture for each month the Evacuation Order is in effect.

3. **Waiver of All Charges For Destroyed Residential Dwelling** - If a customer's residential Dwelling was destroyed, BC Hydro will waive all charges for service for the period immediately after the last billing period and before the destruction. For example, if the last bill the customer received was for service up to March 15, the Evacuation Order took effect on March 25, and the Dwelling was destroyed on April 3, the customer will remain responsible for the services received and billed up to March 15. However, all charges from March 15 to April 3 will be waived.

Not only does this waiver provide financial relief to customers, but it also reflects operational practicality. If a Dwelling is destroyed, in many instances it would be difficult to determine consumption from the metering equipment, which may also be destroyed or unsafe to access. In addition, as the customer must find alternate accommodations, BC Hydro may not have current contact information required to deliver the customer's final bill for the Dwelling that has been destroyed.

4. **Waiver of Service Connection Charges for New Residential Dwellings** - BC Hydro will credit or waive the Service Connection Charge as set out in section 3.14 of the Tariff for residential customers constructing a new Dwelling if their prior Dwelling was destroyed. To receive this waiver the service at the new Dwelling must be of the same service as the prior Dwelling (e.g. 100 Amp service to 100 Amp service). The waiver of the Service Connection Charge does not apply if the charge is recoverable as part of the customer's insurance.

This waiver provides some relief to residential customers who have suffered great loss by losing their homes.

For clarity, the waiver does not include other estimated construction costs, including but not limited to, Extension or Optional Facilities. The waiver also does not include the installation of a larger service (e.g., 200 Amp service at the new Dwelling in place of a 100 Amp service).

As is consistent with existing business practices, BC Hydro will waive the applicable Late Payment Charge when bill delivery or payment is disrupted by a State of Emergency and, upon request, will provide customers with flexible bill payment plans. As a result, BC Hydro does not request approval of this Late Payment Charge relief nor proposes related changes to the Tariff for the on-going evacuation relief (discussed below).

1.6 BC Hydro Discretion

BC Hydro proposes that it be provided discretion whether or not a waiver is to be provided in the following circumstances:

- If an Evacuation Order is less than five consecutive days in duration; and
- If an Evacuation Order has ended more than two years before the date BC Hydro receives a request from a customer subject to the Evacuation Order or otherwise becomes aware of the Evacuation Order.

Each is described below:

Evacuation Order is Less than Five Consecutive Days

BC Hydro proposes that waivers be provided for customers who are subject to Evacuation Orders that exceed five consecutive days. BC Hydro believes that a five day threshold provides a reasonable balance between the relief provided and the level of administrative effort to identify customers subject to Evacuation Orders, and to calculate and apply bill credits.

BC Hydro's experience has been that the boundaries of an Evacuation Order can be imprecise, as authorities face changing conditions and must act quickly in the interest of public safety. In addition, the boundaries of Evacuation Orders can change frequently in response to a wildfire growing or receding, or as the impacts of a landslide are assessed.

As a result, BC Hydro proposes that it be granted discretion to apply waivers to customers subject to Evacuation Orders for less than five days. This avoids the cost to confirm that each customer was, in fact, subject to an Evacuation Order for at least five consecutive days. It would also avoid inquiries or complaints from those customers that were evacuated for less than five days, and so would not receive bill credits, while other customers facing the same event did receive bill credits.

Evacuation Order Ended More than Two Years before the Request

BC Hydro will identify Evacuee Customers on a best-efforts basis and proactively apply waivers. However, there may be occurrences when BC Hydro is unaware of an Evacuation Order or cannot clearly identify which BC Hydro customers are affected. In those situations, BC Hydro may learn of the need to apply waivers from customers themselves (e.g., customers calling BC Hydro's contact centre).

BC Hydro proposes that waivers be provided when it becomes aware of an Evacuee Customer within two years of the end of the applicable Evacuation Order. This time limitation is considered reasonable because BC Hydro archives billing data after two years, thereby adding administrative burden if it was necessary to calculate and apply waivers that require access to billing data after two years.

A two year limitation would also apply to the waiver of Service Connection Charges for new Residential Dwellings. However, to accommodate the potential for re-construction that could extend beyond two years, BC Hydro would waive the Service Connection Charge if the service is connected more than two years after the end of Evacuation Order, provided that the Evacuee Customer initiated a new service request within the two year period.

1.7 Revenue Impacts

As described above, BC Hydro's evacuee assistance will apply to customers under the applicable rate schedules who were affected by Evacuation Orders as a result of the 2018 Old Fort landslide, the 2019 Sukunka landslide, or other State of Emergency experienced until such time that the Commission provides final approval of the Evacuation Relief Tariff Application. [Table 1](#) and [Table 2](#) below provide a list of Rate Schedules that are impacted as of June 10, 2019, as well as an estimate of the number of accounts that would be eligible for bill credits during Evacuation Orders (see item 1 of BC Hydro's Proposed Actions described above) and an estimate of total credit amounts for each rate class.

The full revenue impact will not be known for some time.

Table 1 BC Hydro Rate Schedules and Estimated Credits (from December 8, 2018 to June 10, 2019) Under Old Fort Landslide Evacuee Assistance

Rate Class	Rate Schedule	Number of Accounts	Estimated Value of Bill Credits During Evacuation Orders (\$)
Residential	1101	3	4,108
Small General Service	1300	1	64
Total		4	4,172

Table 2 BC Hydro Rate Schedules and Estimated Credits (from March 25, 2019 to June 10, 2019) Under Sukunka Landslide Evacuee Assistance

Rate Class	Rate Schedule	Number of Accounts	Estimated Value of Bill Credits During Evacuation Orders (\$)
Residential	1101	1	216
Total		1	216

1.8 Treatment of Revenue Impacts

BC Hydro does not expect any bill credits will be needed for the Energy Charge during any Evacuation Orders until such time as the power is being used.

Revenue impacts related to actual amounts for bill credits and waivers of charges for evacuee assistance pertaining to issued Evacuation Orders are proposed to be deferred to BC Hydro's Storm Restoration Costs Regulatory Account. This treatment means that BC Hydro will only recover from ratepayers (as discussed below) the actual amounts waived by BC Hydro.

Old Fort Landslide Evacuee Assistance

BC Hydro estimates the value of bill credits during the Old Fort landslide December 5, 2018 Evacuation Order to be approximately \$4,172 as of June 10, 2019, as shown in the credit total in [Table 1](#) above (item [1](#) of BC Hydro Proposed Actions).

The bill credits for the three residential customers for the Evacuation Period include the following on the residential service Rate Schedule 1101:

- The Basic Charge, which from the date of the Evacuation Order up to and including March 31, 2019 was 19.56 cents per day, and as of April 1, 2019, is currently 20.90 cents per day, and
- The Energy Charge, which:
 - ▶ From the date of the Evacuation Order up to and including March 31, 2019 was on a stepped rate of 8.84 cents per kWh for the first 1350 kWh per two months and for additional kWh per two months, 13.26 cents per kWh, and
 - ▶ As of April 1, 2019, is currently on a stepped rate of 9.45 cents per kWh for the first 1350 kWh per two months and for additional kWh per two months, 14.17 cents per kWh.

BC Hydro notes that for ease of calculating estimated values of the residential service bill credits attributable to the Energy Charge, a flat rate of 10.59 cents per kWh from the date of the Evacuation Order up to and including March 31, 2019 was used, and as of April 1, 2019, 11.32 cents per kWh was used based on the Exempt Residential Service Rate Schedule 1151.

The bill credits for the Small General Service customer for the Evacuation Period only include the Basic Charge, which from the date of the Evacuation Order up to and including March 31, 2019 was 34.11 cents per day, and as of April 1, 2019, is currently 36.45 cents per day on the Small General Service Rate Schedule 1300. The customer disconnected their power prior to evacuating so there is no estimated Energy Charge.

The full revenue impact (items [1](#) to 3) will not be known as it is uncertain how long the Evacuation Order will be in effect. However, based on the estimated value of bill credits

from the time of the Evacuation Order to June 10, 2019, the impact would likely not exceed \$9,000 based on a linear projection estimate. This estimation is based on a period of 12 months and may increase if the Evacuation Order continues beyond that timeframe.

Sukunka Landslide Evacuee Assistance

BC Hydro estimates the value of bill credits during the 2019 Sukunka landslide Evacuation Order to be approximately \$216 as of June 10, 2019, as shown in the credit total in [Table 2](#) above (item [1](#) of BC Hydro Proposed Actions). The bill credits for the Evacuation Period on the residential service Rate Schedule 1101 include:

- The Basic Charge, which from the date of the Evacuation Order up to and including March 31, 2019 was 19.56 cents per day, and as of April 1, 2019, is currently 20.90 cents per day, and
- The Energy Charge, which:
 - ▶ From the date of the Evacuation Order up to and including March 31, 2019 was on a stepped rate of 8.84 cents per kWh for the first 1350 kWh per two months and for additional kWh per two months, 13.26 cents per kWh, and
 - ▶ As of April 1, 2019, is currently on a stepped rate of 9.45 cents per kWh for the first 1350 kWh per two months and for additional kWh per two months, 14.17 cents per kWh.

BC Hydro notes that for ease of calculating estimated values of the residential service bill credits attributable to the Energy Charge, a flat rate of 10.59 cents per kWh from the date of the Evacuation Order up to and including March 31, 2019 was used, and as of April 1, 2019, 11.32 cents per kWh was used based on the Exempt Residential Service Rate Schedule 1151.

The full revenue impact (items [1](#) to 3 of BC Hydro Proposed Actions) will not be known as it is uncertain how long the Evacuation Order will be in effect. However, based on the estimated value of bill credits from the time of the Evacuation Order to June 10, 2019, the impact would likely not exceed \$550 based on a linear projection estimate. This estimation is based on a period of six months and may increase if the Evacuation Order continues beyond that timeframe.

Other Evacuee Assistance until Commission Approval of [Part Two](#) of this Submission

BC Hydro has not provided any bill credits or waivers of charges for the one Evacuation Order issued to date due to a wildfire (Fraser Lake Rural) due to the short duration (two days) of the Evacuation Order and no notice of destruction of premises.

As of the date of this application filing, no further Evacuation Orders have been issued, that to our knowledge would make customers eligible for the proposed relief though the likelihood exists given recent history.

To provide context of the potential magnitude of revenue impacts to ratepayers based on experiences in 2017 and 2018, BC Hydro presents the following approximate bill credit amounts resulting from relief provided to eligible customers pursuant to Evacuation Orders for the 2017 and 2018 Wildfire Season and the 2018 Old Fort Landslide (up to the December 5, 2018 issued Evacuation Order). These amounts are representative of the Basic Charge and Energy Charge bill credits provided. These amounts are not inclusive of any waived Service Connection charges due to destroyed residential Dwellings that required restoration for which charges were not recoverable as part of the eligible customer's insurance. These amounts are only a representation of anticipated revenue impacts based on recent experiences that were tied to specific disaster events. This is for information purposes only and should not be used as an accurate forecast of anticipated revenue impacts of future Evacuation Orders due to the unpredictable nature and scope of State of Emergency that may cause the waiver of charges:

- 2017 Wildfire Season Evacuation Bill Credits: \$1,066,000;
- 2018 Wildfire Season Evacuation Bill Credits: \$165,000; and
- 2018 Old Fort Landslide Evacuation Bill Credits: \$15,000.

The full revenue impact (items [1](#) to 3 of BC Hydro Proposed Actions) will not be known until all Evacuation Orders are lifted, and eligible customers have had sufficient time to seek applicable relief.

1.9 Approval Sought

BC Hydro respectfully requests the Commission's expedited consent to allow BC Hydro to:

- Waive certain charges for our Residential, Small General Service, Irrigation, and Street Lighting service customers receiving service under the rate schedules discussed above who:
 - ▶ Remain impacted by the 2018 Old Fort landslide per the associated Evacuation Order issued on December 5, 2018, or
 - ▶ Who were subject to Evacuation Order(s) at their residential or commercial premises due to the 2019 Sukunka landslide, or
 - ▶ Who are or will be subject to Evacuation Orders due to any other State of Emergency experienced in which an area of BC Hydro's service territory until such time that the Commission provides its final approval of the Evacuation Relief Tariff Application and Regulatory Account Treatment per [Part Two](#) of this submission; and

- Defer actual revenue impacts from the above bill credits or waivers of charges to BC Hydro's Storm Restoration Costs Regulatory Account.

The specific terms of the order sought are set out in Appendix A.

Part Two

2 Evacuation Relief Tariff Application

2.1 Purpose

BC Hydro files the Evacuation Relief Tariff Application in compliance with Direction 3 of Commission Order No. G-189-18, which directed BC Hydro to file an application for approval for changes to the Tariff, after having granted individual applications providing relief to certain customers who were subject to Evacuation Orders due to natural disasters. The Commission found that:

[A]n amendment to the Tariff may be in the best interest of both the utility and customers and ease the regulatory burden on providing relief to similarly affected customers beyond 2018.

2.2 Background

Evacuation Orders are issued during extraordinary emergency situations and can affect customers in localized areas or multiple areas across BC Hydro's service territory. An Evacuee Customer will, for the most part, not have received benefit of their electricity service while under an Evacuation Order which requires Evacuee Customers to leave their premises immediately or with short notice. Evacuee Customers are not permitted to return to their premises until the Evacuation Order is lifted or revised to permit their return. Often Evacuee Customers face stressful and uncertain circumstances where little notice of evacuation is provided and ordinary measures to reduce or forestall service usage may not be possible or realistic in the situation.

The Evacuation Relief Tariff Application seeks Commission approval of changes to BC Hydro's Tariff provisions to allow BC Hydro to not charge Evacuee Customers receiving service under applicable rate schedules for the charges during the Evacuation Period. The waived charges, if shown on a bill, will be in form of bill credits.

2.3 Rationale

The proposed Tariff changes provide waiver of certain charges that would apply to all Evacuee Customers. The proposed Tariff changes would be to the benefit of Evacuee Customers who may be experiencing stress, anxiety, and considerable uncertainty under challenging circumstances.

BC Hydro notes that the proposed amendments to the Tariff would not reduce costs expended by BC Hydro's Customer Service Key Business Unit, which is responsible for monitoring or investigating Evacuation Orders, determining the number of impacted customers, and administering bill credits or waivers of charges accordingly. As a result, BC Hydro has not identified any economic benefit to ratepayers in the Evacuation Relief Tariff Application as compared to the current practice of applying to the Commission for waivers for each event.

2.4 Charges to be Waived

The Evacuation Relief Tariff Application will provide bill credits or waivers of certain charges to Evacuee Customers defined per Appendix C through the process described below.

During wildfire season or in response to events generally known to the public, BC Hydro monitors the province of British Columbia's EmergencyInfoBC website⁷ to prompt the investigation of the issuance of associated Evacuation Orders. However, a State of Emergency may be missed so BC Hydro also relies upon direct notification by customers, local authorities, the provincial government, federal government, First Nations band council, or public issuances by the news media, in order to prompt investigations and reviews of associated Evacuation Orders.

All customers receiving service under the rate schedules specified below who are subject to Evacuation Orders arising from a State of Emergency are eligible for relief under the proposed Tariff changes (subject to instances where BC Hydro may exercise discretion, as discussed below). The relief will not apply to customers who are subject to evacuation alerts, or instances where an Evacuation Order has not been issued despite a State of Emergency being declared. The relief may also not apply if the duration of the Evacuation Order is less than five consecutive days, or if an Evacuation Order has ended more than two years before the date BC Hydro receives a request from a customer subject to the Evacuation Order or otherwise becomes aware of the Evacuation Order.

Wherever the relief is applicable, the Customer will be notified and credited for any charges which would have been waived under this section effective as of the issue date of the Evacuation Order and only for the duration of the Evacuation Order. Interest will not be paid on any amounts credited to a Customer in any circumstance.

Under the proposed Terms and Conditions of the Tariff, BC Hydro will provide bill credits to eligible customers. The purpose of the bill credits is to provide relief for customers who were required to leave their premises due to an Evacuation Order. Due to the urgent nature of an Evacuation Order, BC Hydro anticipates that some Evacuee Customers may not have had the opportunity to take steps to reduce energy

⁷ <https://www.emergencyinfobc.gov.bc.ca/>.

consumption before having to leave their premises. As a result, Evacuee Customers may face charges which they may have otherwise avoided but for the Evacuation Order.

BC Hydro proposes to issue bill credits for the charges under certain rate schedules (similar to the discussion in [Part One](#)) to customers who meet requirements set forth in the proposed Terms and Conditions of the Tariff:

- **Small General Service (Rate Schedule 1234, Rate Schedule 1205 and Rate Schedules 1300, 1301, 1310, 1311):** Basic Charge, Energy Charge, and Minimum Charge;
- **Residential Service (Rate Schedules 1101, 1121, 1105, 1107, 1127, 1148, 1151 and 1161):** Basic Charge, Energy Charge, Minimum Charge, and the Customer Crisis Fund Rate Rider as set out in Rate Schedule 1903 (as applicable) ;
- **Irrigation Service (Rate Schedule 1401):** Energy Charge; and
- **Street Lighting Service (Rate Schedule 1755):** Charge per fixture for each month the Evacuation Order is in effect.

Additionally, in the event that a residential customer's Dwelling is destroyed, BC Hydro proposes to waive all charges for service for the period immediately after the last billing period, up to the date of destruction. Furthermore, BC Hydro proposes to waive Service Connection charges for the customer's new Dwellings constructed to replace Dwellings destroyed during the disaster, where costs are not covered by the Evacuee Customers' insurance and the service at the new Dwelling is of the same service (similar to the discussion in [Part One](#)). For clarity, the bill credits do not include other estimated construction costs including but not limited to, Extension or Optional Facilities (as those terms already defined in the Tariff).

2.5 Treatment of Revenue Impacts

BC Hydro does not expect any bill credits will be needed for the energy charge during any Evacuation Orders until such time as the power is being used.

Revenue impacts related to actual amounts for bill credits and waivers of charges pertaining to Evacuation Orders as set out in the Evacuation Tariff Relief Application are proposed to be deferred to BC Hydro's Storm Restoration Costs Regulatory Account as discussed in section [3](#) of this submission (Regulatory Account Treatment).

Given the BCUC direction to amend the Tariff, BC Hydro believes the proposed treatment of revenue impacts should be to the account of ratepayers as opposed to its shareholder because:

- The relief will be now available to all customers who meet the requirements set out in the Electric Tariff;
- The relief will be on-going, rather than on an *ad hoc* basis;

- The revenues impacted will be unpredictable from year to year; and
- BC Hydro will not have control over revenue impacts.

2.6 Other Utilities

Some other utilities and governmental authorities in Canada have implemented similar relief measures for their customers due to disasters.

For example, FortisBC Energy Inc. (**FEI**) and FortisBC Inc. (**FBC**), collectively **FortisBC**, implemented bill credit relief measures to evacuation ordered customers due to wildfires per Commission approval under Order Nos. G-125-17A⁸ and G-124-17⁹ in 2017 and under Order No. G-170-18¹⁰ in 2018 for evacuation ordered customers due to flooding. FortisBC also filed a tariff amendment approval request with the Commission on August 1, 2018 in relation to customers under evacuation orders.

2.7 Approval Sought

BC Hydro seeks approval from the Commission for Tariff changes to BC Hydro's Terms and Conditions. The proposed Tariff changes would permit BC Hydro to provide a credit to, or to not charge, Evacuee Customers who are subject to an Evacuation Order for the charges under applicable rate schedules that would otherwise have applied during the Evacuation Period.

A draft order with specific terms sought is set out in Appendix B.

The revised terms of the Tariff are set out in Appendix C.

3 Regulatory Account Treatment

3.1 Purpose

BC Hydro proposes to modify an existing regulatory account (the Storm Restoration Costs Regulatory Account). This proposed Regulatory Account Treatment would allow for the deferral of revenue impacts related to BC Hydro's actual amounts for evacuation relief under the Electric Tariff provisions to be recovered over the next test period to the Storm Restoration Costs Regulatory Account.

BC Hydro's proposed deferral of revenue impacts to the Storm Restoration Costs Regulatory Account (i.e., to the account of ratepayers) ensures that ratepayers pay for only the actual amounts for evacuation relief associated charge waivers. This proposal aligns with the approach taken by FortisBC in its past applications for evacuation relief

⁸ <https://www.ordersdecisions.bcuc.com/bcuc/orders/en/item/234044/index.do?q=g-125-17a>.

⁹ <https://www.ordersdecisions.bcuc.com/bcuc/orders/en/item/233982/index.do?q=G-124-17>.

¹⁰ https://www.ordersdecisions.bcuc.com/bcuc/orders/en/item/344201/index.do?site_preference=normal.

which were approved by the Commission under Order Nos. G-125-17A, G-124-17 in 2017 and under Order No. G-170-18 in 2018.

3.2 Background

By Order No. G-16-09¹¹ to BC Hydro's Fiscal 2009 to Fiscal 2010 Revenue Requirements Application, the BCUC approved the ongoing deferral of the difference between actual storm related restoration costs and the average of the actual storm restoration costs for the five most recent normal weather years.

3.3 Approval Sought

As part of BC Hydro's Evacuation Relief Tariff Application, BC Hydro requests the Commission's approval to expand the scope of its Storm Restoration Costs Regulatory Account to include the deferral of revenue impacts related to BC Hydro's actual amounts for bill credits and waivers of charges as described in its Evacuation Relief Tariff Application.

As these amounts are difficult to forecast accurately, BC Hydro will not include any forecast amounts for Evacuation Order related bill credits and waivers of charges in its revenue requirements applications. As a result, any actual amounts for bill credits and waivers of charges will result in a revenue impact which would be deferred to the Storm Restoration Costs Regulatory Account.

No other aspects of this regulatory account will be changed. More specifically, these amounts would attract interest and would be recovered over the same period (i.e., the next test period) as other storm restoration costs that are deferred to the Storm Restoration Costs Regulatory Account in accordance with BCUC Order Nos. G-16-09 and G-47-18.¹²

BC Hydro proposes to exclude the amounts related to Evacuation Order related bill credits and waivers of charges in the calculation of the baseline for the deferral of storm restoration costs to the Storm Restoration Costs Regulatory Account. BC Hydro has limited experience with respect to the waivers of charges under the Tariff and the frequency of Evacuation Orders and the resulting bill credits and waivers of charges is not yet known.

A draft order with specific terms sought is set out in Appendix B.

¹¹ <https://www.ordersdecisions.bcuc.com/bcuc/orders/en/item/117080/index.do>.

¹² <https://www.ordersdecisions.bcuc.com/bcuc/orders/en/item/306834/index.do>.

4 Application Regulatory Review

With respect to the Evacuation Relief Tariff Application and Regulatory Account Treatment ([Part Two](#) of this submission), BC Hydro proposes a written process with one round of Commission and Intervener Information Requests (**IRs**), with any further process to be determined. A proposed timetable for the Commission's consideration is presented below, which takes into account the timing of information requests for the F2020-F2021 RRA and other applications:

Filing of Applications	August 8, 2019
Stakeholder Letters of Comments on Regulatory Process	September 13, 2019
Round 1 Commission and Intervener IRs for Evacuation Relief Tariff and Regulatory Account Treatment Application	October 11, 2019
BC Hydro Responses to Round 1 IRs	November 8, 2019

For further information, please contact Anthea Jubb at 604-623-3545 or by email at bchydroregulatorygroup@bchydro.com

Yours sincerely,



(for) Fred James
Chief Regulatory Officer

vr/rh

Enclosure

**BC Hydro Evacuee Assistance Application and
Evacuation Relief Tariff Amendment and Regulatory
Account Treatment Application**

Appendix A

**Draft Order –
Evacuee Assistance Application**



Suite 410, 900 Howe Street
Vancouver, BC Canada V6Z 2N3
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TF: 1.800.663.1385
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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 Requesting Consent under section 63 of the Utilities Commission Act to Waive Certain Charges
for Customers under Evacuation Orders

BEFORE:

Commissioner
Commissioner
Commissioner

on Date

ORDER

WHEREAS:

- A. On August 8, 2019, BC Hydro filed an application to the British Columbia Utilities Commission (**Commission**) with two parts. In Part One (namely Evacuee Assistance Application), BC Hydro seeks expedited consent under section 63 of the *Utilities Commission Act* (**the Act**) until final Commission approval of Part Two of the Application (namely the Evacuation Relief Tariff Application) and Regulatory Account Treatment to:
- (i) Provide waivers to customers who receive service under certain BC Hydro Rate Schedules as specified in the Evacuation Assistance Application (**Evacuee Customer**), subject to Evacuation Orders as follows, for charges that would have otherwise been incurred for the duration of the Evacuation Orders:
 - The Old Fort landslide Evacuation Order issued on December 5, 2018;
 - An Evacuation Order for The Peace River Regional District Electoral Area 'E' issued on March 25, 2019 as a result of the Sukunka landslide; and
 - Any other Evacuation Orders issued in British Columbia between the date of this order and final Commission approval of BC Hydro's Evacuation Relief Tariff Application;
 - (ii) Permit BC Hydro's discretion not to apply waiver of charges for the Evacuee Customers under the following conditions:
 - If the Evacuation Order is less than five consecutive days in duration;
 - If the Evacuation Order has ended more than two years before the date BC Hydro receives a request from an eligible customer or otherwise becomes aware of the Evacuation Order; and

.../2

- (iii) Permit the use of BC Hydro's Storm Restoration Costs Regulatory Account to include the deferral of revenue impacts related to BC Hydro's actual amounts for bill credits and waivers of charges as described in its Evacuee Assistance Application;

B. The Commission has reviewed the Application and considers that consent is warranted.

NOW THEREFORE pursuant to section 63 of the *Utilities Commission Act*:

1. The Commission hereby consents to BC Hydro waiving for the duration of the Evacuation Order to Evacuee Customers who are subject to the December 5, 2018 Evacuation Order for the Old Fort landslide, the March 25, 2019 Evacuation Order for the 2019 Sukunka landslide or any other Evacuation Orders issued in British Columbia between the date of this Evacuation Assistant Application and the final Commission approval of BC Hydro's Evacuation Relief Tariff Application:
 - (i) Charges specific to the applicable rate schedules:
 - Residential Service (Rate Schedules 1101/1121, 1105, 1107/1127, 1148, and 1151/1161) – Basic Charge, Energy Charge, and the Customer Crisis Fund Rate Rider as set out in Rate Schedule 1903 (as applicable);
 - Small General Service (Rate Schedule 1234, Rate Schedule 1205, and Rate Schedules 1300, 1301, 1310, 1311) – Basic Charge, Energy Charge, and Minimum Charge;
 - Irrigation Service (Rate Schedule 1401) – Energy Charge; and
 - Street Lighting Service (Rate Schedule 1755) – Charge per fixture for each month the Evacuation Order is in effect;
 - (ii) All charges for a residential customer whose Dwelling (as that term is defined in BC Hydro's Electric Tariff) is destroyed for the period immediately after the last billing period before the destruction; and
 - (iii) The Service Connection Charge as set out in section 3.14 of BC Hydro's Electric Tariff for Evacuee Customers constructing a new Dwelling if the Customers Dwelling was destroyed, provided that the service at the new Dwelling is of the same service, and that the Service Connection Charge is not recoverable as part of their insurance. Waivers under this subsection will not include other estimated construction costs, including but not limited to Extension or Optional Facilities.
2. BC Hydro has discretion not to waive charges as applied for under the following conditions:
 - If the Evacuation Order is less than five consecutive days in duration; and
 - If the Evacuation Order has ended more than two years before the date BC Hydro receives a request from an eligible customer or otherwise becomes aware of the Evacuation Order.
3. Revenue impacts as a result of waivers of charges to Evacuee Customers will be deferred to BC Hydro's Storm Restoration Costs 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

DRAFT

Filepath

**BC Hydro Evacuee Assistance Application and
Evacuation Relief Tariff Amendment and Regulatory
Account Treatment Application**

Appendix B

**Draft Order –
Evacuation Relief Tariff Amendment and Regulatory
Account Treatment Application**



Suite 410, 900 Howe Street
Vancouver, BC Canada V6Z 2N3
P: 604.660.4700
TF: 1.800.663.1385
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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 for Approval of Electric Tariff Amendments to Permit Relief for Customers Under Evacuation Orders

BEFORE:

Commissioner
Commissioner
Commissioner

on Date

ORDER

WHEREAS:

- A. Direction No. 3 of the British Columbia Utilities Commission (**Commission**) Order G-189-18 directed the British Columbia Hydro and Power Authority (**BC Hydro**) to file an application for approval for changes to the BC Hydro Electric Tariff (**Tariff**) pursuant to sections 59 to 62 of the *Utilities Commission Act* (**UCA**) to provide relief to customers who are subject to evacuation orders issued by various authorities;
- B. On August 8, 2019, BC Hydro applied to the Commission pursuant to Order G-189-19 for changes to BC Hydro's Electric Tariff, effective upon approval by the Commission, to add definitions and a new item to section 5, Meter Reading and Billing, to permit evacuation relief (**Evacuation Relief Tariff Application**);
- C. The Evacuation Relief Tariff Application seeks Tariff changes to permit relief in the form of a bill credit, or to not charge customers, who receive service under the following Rate Schedules and for the identified charges that would have otherwise applied during the period the customer (**the Evacuee Customer**) was under an Evacuation Order (**the Evacuation Period**):
 - (i) Residential Service (Rate Schedules 1101/1121, 1105, 1107/1127, 1148, and 1151/1161) – Basic Charge, Energy Charge, and the Customer Crisis Fund Rate Rider as set out in Rate Schedule 1903 (as applicable);
 - (ii) Small General Service (Rate Schedule 1234, Rate Schedule 1205 and Rate Schedules 1300, 1301, 1310, 1311) – Basic Charge, Energy Charge, and Minimum Charge;
 - (iii) Irrigation Service (Rate Schedule 1401) – Energy Charge; and
 - (iv) Street Lighting Service (Rate Schedule 1755) – Charge per fixture for each month the Evacuation Order is in effect;

.../2

- D. BC Hydro also proposes in the Tariff provisions that it be allowed discretion not to waive the applied for charges if:
- (a) The Evacuation Period is less than five consecutive days; or
 - (b) An Evacuation Order has ended more than two years before the date BC Hydro receives a request from an Evacuee Customer or otherwise becomes aware of the Evacuation Order;
- E. BC Hydro also requests the Commission's approval to expand the scope of its Storm Restoration Costs Regulatory Account to include the deferral of revenue impacts related to BC Hydro's actual amounts for bill credits and waivers of charges as described in its Evacuation Relief Tariff Application; and
- F. The Commission has reviewed the Application and considers that the relief requested is warranted.

NOW THEREFORE pursuant to sections 59 to 61 of the UCA, the Commission orders as follows:

1. BC Hydro's Application to amend BC Hydro's Electric Tariff changes to provide evacuation relief, as applied for, is hereby approved effective as of the date of this Order.
2. BC Hydro's request to expand the scope of BC Hydro's Storm Restoration Costs Regulatory Account, as applied for, is granted, effective as of the date of this Order. BC Hydro is hereby allowed to permit the deferral of revenue impacts related to BC Hydro's actual amounts for bill credits and waivers of charges for evacuation relief to the Storm Restoration Costs Regulatory Account.
3. BC Hydro is directed to file Electric Tariff sheets regarding the amendments as provided for in Appendix C to the Evacuation Relief Tariff Application within 15 days of this Order.

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

**BC Hydro Electric Tariff and Regulatory Account
Amendments Application and
BC Hydro 2019 Evacuee Assistance Application**

Appendix C

Tariff Pages

**BC Hydro Electric Tariff and Regulatory Account
Amendments Application and
BC Hydro 2019 Evacuee Assistance Application**

Appendix C-1

**Tariff Pages –
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BC Hydro

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COMMISSION SECRETARY

1. INTERPRETATION AND DEFINITIONS

1.1 Interpretation

1.1.1 Conflicts

To the extent these Terms and Conditions conflict with any applicable Rate Schedule or Electric Tariff Supplement, the terms or conditions provided in such Rate Schedule or Electric Tariff Supplement will prevail. To the extent that an applicable Rate Schedule conflicts with an applicable Electric Tariff Supplement, the terms or conditions provided in the Electric Tariff Supplement will prevail.

1.1.2 Statutes

References to statutes in the Electric Tariff will include the statute and regulations issued pursuant to it, as amended and in force from time to time, and any superseding statute or regulation.

1.1.3 Technical Terms

Technical or industry-specific phrases, units of measure or words not otherwise defined in the Electric Tariff have the well-known meaning given to those terms in the electrical industry.

1.1.4 Including

In the Electric Tariff, the word “including” will in all cases be deemed to mean “including without limitation”, unless otherwise expressly provided.

1.2 Definitions

Unless the context otherwise requires, in the Electric Tariff the following words have the meanings set out below and alternate forms of the same words have corresponding meanings.

ACCEPTED: _____

ORDER NO. _____

COMMISSION SECRETARY

BC Hydro

Terms and Conditions, Section 1 – Revision 4
Effective:

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BC Hydro	British Columbia Hydro and Power Authority.
BC Hydro-Owned Street Lighting Service	Service for lighting of public highways, streets, lanes and other similar public applications and displays, or for lighting of private property, where BC Hydro owns, installs and maintains the fixtures, conductors, controls and poles.
Billing Demand	Maximum Demand or, where permitted by the applicable Rate Schedule, estimated Demand, used to determine Demand charges under a Rate Schedule.
Customer	<p>Any Person whose application for Service has been accepted by BC Hydro or, in the absence of such an application, the Person with possession of the Premises to which Service is provided or the Owner or such other Person designated as the Customer pursuant to the Electric Tariff. If a Customer receives Service at more than one Premises, such Customer will be considered a separate Customer for each Premises.</p> <p>BC Hydro will determine the number of Premises for the purpose of this definition.</p>
Customer Crisis Fund	A pilot program established by BC Hydro with the revenue received pursuant to Rate Schedule 1903, for the purpose of providing crisis grants to qualifying Residential Service Customers.
Customer Crisis Fund Grant	A credit issued by, in its discretion, to a qualifying Residential Service Customer in respect of arrears owing to BC Hydro.
Customer Crisis Fund Return	The return of a Customer Crisis Fund Grant that BC Hydro determined should not have been granted.
Customer-Owned Street Lighting Service	Service for lighting of public highways, streets, lanes, traffic signals, traffic signs and other similar public applications and displays where the Customer owns, installs and maintains the fixtures, conductors and controls.

ACCEPTED: _____

ORDER NO. _____

COMMISSION SECRETARY

BC Hydro

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Effective:

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Demand	The rate at which electric energy is used in any instant or averaged over any designated period of time, measured in kilowatts (kW) or kilovolt amperes (kVA).
Disconnection	A physical deactivation of a Service Connection, including through removal of Metering Equipment and / or other BC Hydro equipment used to provide Service, regardless of duration.
Dwelling	<p>A building or part of a building comprising private living quarters and containing sleeping quarters, a kitchen and bathroom, and in which the occupants have free access to all rooms, or alternative living quarters acceptable to BC Hydro, and including single-family homes, apartments, residential strata lots, townhouses, row-houses and duplexes.</p> <p>A Dwelling may include parking stalls, garage areas, storage areas and similar areas or spaces that are used in conjunction with the living quarters of the Customer.</p>
Electric Tariff	These Terms and Conditions, the Rate Schedules and all Electric Tariff Supplements.
Electric Tariff Supplement	A form of agreement for Service entered into by a Customer and BC Hydro pursuant to section 2.2 (Electric Tariff Supplements) of these Terms and Conditions, as filed with the British Columbia Utilities Commission from time to time.
Electricity	Both Demand and Energy or either, as the context requires.
Energy	Electric consumption, measured in kilowatt hours (kWh).
Estimated Construction Cost	The cost estimated by BC Hydro to construct an Extension, a Service Connection or Optional Facilities pursuant to section 8.3 (Extension Fee for Rate Zone I), as the context requires.
Evacuation Order	An order issued by a local authority, provincial government, federal government, or First Nations band council during a State of Emergency, which requires Evacuee Customers remain away from their Premises until the Evacuation Order is lifted by the issuing authority.

ACCEPTED: _____

ORDER NO. _____

COMMISSION SECRETARY

Evacuation Period	The period during which an Evacuee Customer is under an Evacuation Order.
Evacuee Customer	<p>A Customer who receives Service under the following Rate Schedules as amended and filed with the British Columbia Utilities Commission from time to time, and who is under an Evacuation Order:</p> <ol style="list-style-type: none"> 1. Residential Service (Rate Schedules 1101, 1121, 1105, 1107, 1127, 1148, 1151 and 1161); 2. Small General Service (Rate Schedule 1234, 1205, 1300, 1301, 1310 and 1311); 3. Irrigation Service (Rate Schedule 1401); and 4. Street Lighting Service (Rate Schedule 1755).
Extension	An addition to or an increase in the capacity of BC Hydro's distribution system required to meet new or increased Service requirements, but excluding Service Connections.
Extension Fee	A contribution-in-aid of construction of an Extension, calculated as set out in section 8.3 (Extension Fee for Rate Zone I).
Financing Agreement	An agreement under which BC Hydro provides financing to a Customer for improving the energy efficiency of a Premises.

ACCEPTED: _____

ORDER NO. _____

COMMISSION SECRETARY

BC Hydro

Terms and Conditions, Section 1 – Revision 4
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General Service	<p>Service for business, commercial, institutional or industrial use, including use in nursing homes, boarding houses, rooming houses, common areas of multiple occupancy buildings, recreational establishments, marinas and yacht clubs, hotels, motels, mobile home parks and similar establishments or parts thereof, or for any other use not specifically provided for in the Electric Tariff.</p> <p>For greater certainty, General Service is not available for use in circumstances where Transmission Service or Street Lighting Service is available for use, and is available as an alternative to Residential Service only in the circumstances described in section 6.1.3 (General Service Election – Residential Customers) and as an alternative to Irrigation Service only in the circumstances described in section 6.1.4 (General Service Election – Irrigation Customers).</p>
Guarantor	A BC Hydro Customer who agrees to be responsible for another Customer's security deposit amount as required by section 2.6.3 (Security) and who meets BC Hydro's requirements for acting as a Guarantor.
Irrigation Service	Except where General Service is requested pursuant to section 6.1.4 (General Service Election – Irrigation Customers), Service for irrigation and outdoor sprinkling use where associated motor loads are 746 watts (W) or more.
Legacy Meter	An Electricity meter, other than a Smart Meter or a Radio-off Meter, that is of a type in use by BC Hydro.
Maximum Demand	The highest Demand averaged over a time interval of not more than 32 consecutive minutes that is registered during a specified period by a meter with Demand measurement capability.
Metering Equipment	An assembly of metering and ancillary equipment, including one or more Legacy Meters, Radio-off Meters and / or Smart Meters, auxiliary control units, cabling, communication links, range extenders and any other devices owned and used by BC Hydro in connection with metering Electricity for a Premises, providing remote access to the metered data and / or monitoring the condition of the installed equipment, as applicable.

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Month	A period of from 27 to 33 consecutive days.
Owner	The legal or beneficial owner(s) of a building or Premises or an agent or other authorized representative of such owner(s), such as a property manager, strata corporation or developer, as the context requires.
Permanent Service	Service that is not Temporary Service.
Person	A natural person, partnership, corporation, society, unincorporated entity or body politic.
Point of Delivery	The location at which the Service Connection is connected to the Metering Equipment or the Customer's electrical facilities, whichever comes first.
Power Factor	<p>The ratio determined by the following formula and based on monthly measurements of kilowatt hours (kWh) and lagging kilovolt-ampere reactive hours (kVarh) or at BC Hydro's discretion by random checks from time to time.</p> $\text{Power Factor} = \frac{kWh}{\sqrt{kWh^2 + kVarh^2}}$
Premises	A building, a separate unit of a building, a Dwelling or machinery, together with the surrounding land.
Primary Voltage	A voltage of 750 volts (V) or more measured phase to phase.
Radio-off Meter	A Smart Meter adjusted so that the meter's components that transmit and receive data by radio are deactivated.
Rate Schedule	A schedule that sets out rates for Service and other terms and conditions, as filed with the British Columbia Utilities Commission from time to time.
Rate Zone I	All distribution areas served by BC Hydro within the limits from time to time outlined in Rate Map A included in these Terms and Conditions, as well as the Districts of Kingsgate-Yahk and Lardeau-Shutty Bench.
Rate Zone IB	Bella Bella.

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Rate Zone II	Anahim Lake, Atlin, Bella Coola, Dease Lake, Elhlateese, Fort Ware, Good Hope Lake, Haida Gwaii, Hartley Bay, Jade City, Telegraph Creek District, Toad River and Tsay Keh Dene.
Residential Service	<p>Except as otherwise provided in section 6.1.3 (General Service Election – Residential Customers), Service for use:</p> <ol style="list-style-type: none"> 1. In Dwellings, including Dwellings where a portion is used to carry on a business; 2. In the common areas of multiple occupancy buildings if such common areas are used only for the common benefit of Dwellings in that building; and 3. At farms, in the circumstances described in section 6.1.2 (Eligibility of Farms for Residential Service).
Secondary Voltage	A voltage of less than 750 volts (V) measured phase to phase.
Service	The provision by BC Hydro of Electricity to a Premises.
Service Agreement	The agreement setting out the rights and responsibilities of BC Hydro and a Customer for Service, including the application for Service accepted by BC Hydro (if any), all applicable provisions of the Terms and Conditions and applicable Rate Schedule(s), and any additional terms and conditions of Service as agreed by BC Hydro and the Customer in an Electric Tariff Supplement or otherwise.
Service Connection	That part of the BC Hydro distribution system extending between a Point of Delivery and the first point of attachment to the rest of the BC Hydro distribution system.
Smart Meter	<p>An Electricity meter that:</p> <ol style="list-style-type: none"> 1. Meets the requirements set out in section 2 of the <i>Smart Meters and Smart Grid Regulation</i>, B.C. Reg. 368/2010, and 2. Has components that transmit data by radio and those components are activated.

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State of Emergency	A state of emergency declared by a local authority, provincial government, federal government, or First Nations band council, pursuant to a statutory authority.
Street Lighting Service	BC Hydro-Owned Street Lighting Service or Customer-Owned Street Lighting Service or both, as the context requires.
System Improvement Costs	The incremental cost of work on BC Hydro's distribution system, including substations, attributed to new or increased Service requirements, as estimated by BC Hydro.
Temporary Service	Service that will or, in BC Hydro's determination, is likely to be taken temporarily.
Termination	Cessation of Service to a Premises under any applicable Rate Schedule(s) or termination of the Service Agreement with a Customer, as the context requires.
Terms and Conditions	These terms and conditions of Service, as filed with the British Columbia Utilities Commission from time to time.
Transformation	The transformation of Primary Voltage to Secondary Voltage, including all associated labour, equipment and materials.
Transmission Service	Service for commercial, industrial and institutional Customers, provided at 60 kilovolts (kV) or more.
Two Months	A period of from 54 to 66 consecutive days.

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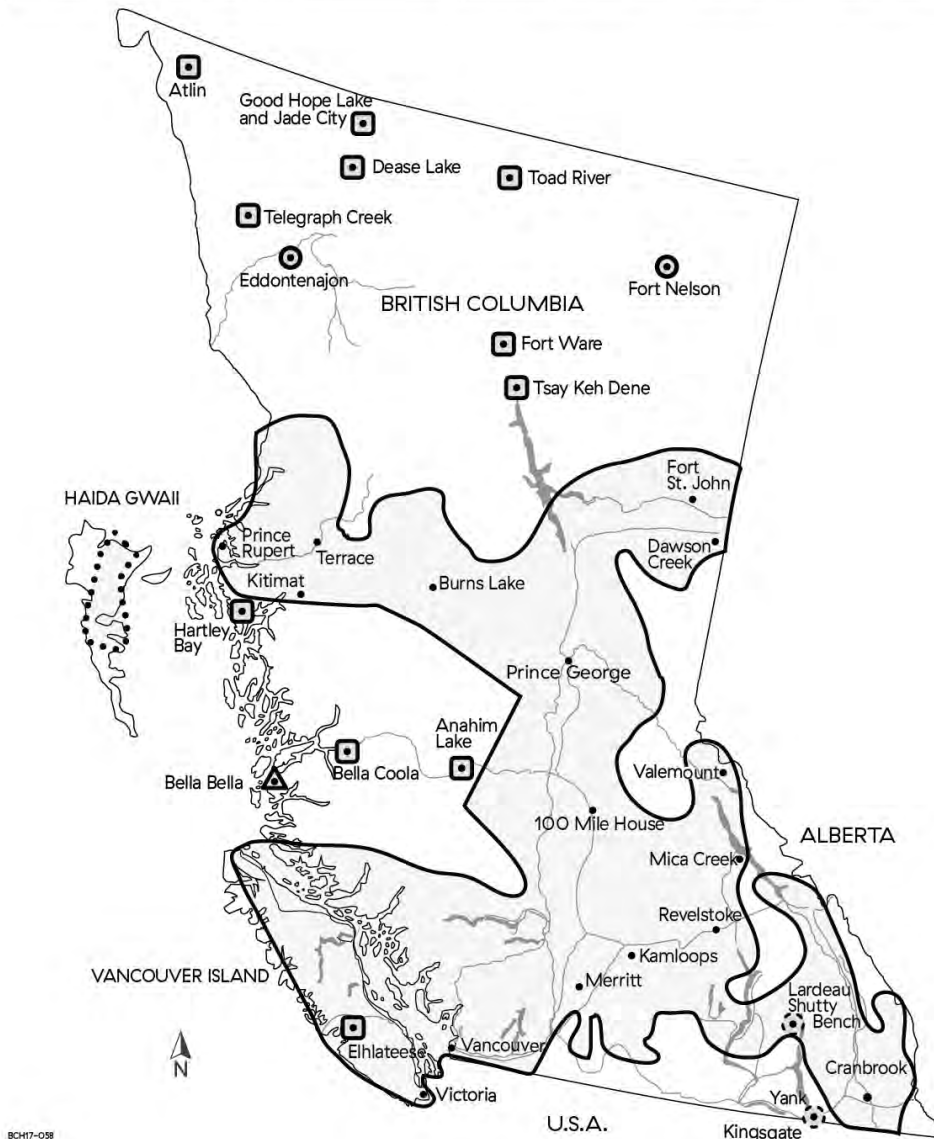
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1.3 Map of Rate Zones

Rate map
RATE ZONE LIMITS

ZONE I	ZONE IB	ZONE II
<p>— Integrated Service Area</p> <p>Districts of:</p> <p>● Fort Nelson</p> <p>● Eddontenajon</p> <p>● Kingsgate – Yahk</p> <p>● Lardeau – Shutty Bench</p>	<p>District of:</p> <p>▲ Bella Bella</p>	<p>Districts of:</p> <p>●●● Haida Gwaii</p> <p>■ Anahim Lake</p> <p>■ Atlin</p> <p>■ Bella Coola</p> <p>■ Dease Lake</p> <p>■ Elhateese</p> <p>■ Fort Ware</p> <p>■ Good Hope Lake</p> <p>■ Hartley Bay</p> <p>■ Jade City</p> <p>■ Telegraph Creek</p> <p>■ Toad River</p> <p>■ Tsay Keh Dene</p>



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5. METER READING AND BILLING

5.1 Meter Reading

The interval between consecutive meter readings will be at the sole discretion of BC Hydro.

Where the Rate Schedule under which the Customer takes Service does not require measurement of the Customer's Demand, the meter will normally be read once every two months; otherwise meters will normally be read once per month.

5.2 Billing

5.2.1 Regular Billing

Bills will be rendered on the basis of actual Energy consumed and, where applicable, Demand, as registered by a meter or meters and in accordance with the Rate Schedule under which the Customer takes Service, except:

1. Where the Service is not metered;
2. To the extent that section 6.3 (Late Payment Charge) applies;
3. Where the bill is being rendered in accordance with section 2.6.2 (Pay As You Go Billing), or section 5.6 (Monthly Equal Payments);
4. Where section 5.2.2 (Change in Rate Schedule) applies;
5. Where a Customer Crisis Fund Grant has been issued, or a Customer Crisis Fund Return has been requested, by BC Hydro; or
6. To the extent that section 5.8 (Evacuation Relief) applies.

If meter readings cannot be obtained for any reason, including where the meter fails to register or registers incorrectly, the Demand or Energy consumption or both may be estimated by BC Hydro for billing purposes and the next bill for which actual meter readings are available will be adjusted for the difference between estimated and actual use over the interval between meter readings. Estimated bills are deemed to have the same force and effect under the Electric Tariff as bills that are based on actual meter readings.

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If meters are read at longer or shorter intervals than the period set out in the Rate Schedule under which the Customer takes Service, the minimum charge, the service charge, the number of kilowatt hours in each step and, if applicable, the Demand charge set out in such Rate Schedule will be prorated before the bill is calculated based on a 365-day year.

5.2.2 Change in Rate Schedule

In circumstances where a Rate Schedule is changed and the effective date of the change falls between the dates of two successive meter readings, BC Hydro will render a bill determined upon a prorated basis.

5.3 Payment of Bills

Bills will be rendered as often as deemed necessary by BC Hydro. The amount payable as shown on a bill is owed to BC Hydro on the billing date. To avoid a Late Payment Charge under section 6.3 (Late Payment Charge), the amount payable must be paid in full on or before the due date shown on the bill, which will be:

1. The first business day after the 21st calendar day following the billing date; or
2. Such other period as may be defined in an Electric Tariff Supplement or otherwise agreed by the Customer and BC Hydro.

Bills may be paid by any payment method set out at www.bchydro.com/payments. Information on bill payment options can also be obtained by contacting the customer service department of BC Hydro.

5.4 Billing of Fractional Demand

A Billing Demand that includes a fraction will be deemed to be the nearest whole unit of Demand below that fraction.

The minimum Billing Demand will, except where the context otherwise requires, be deemed to be 1 kW or 1 kVA, whichever is applicable.

5.5 Waiver of Minimum Charges

Where the Owner of a motel or mobile home park is the Residential Service Customer for any separately metered unit of accommodation in the motel or mobile home park, whether pursuant to BC Hydro requirements or otherwise, and if no Electricity is consumed in such

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unit during an interval between meter readings, the minimum charge otherwise applicable to such interval will be waived.

In multi-unit residential buildings where separate meters for the units are installed during construction of the building, minimum charges will apply only after Service to the relevant unit is energized.

5.6 Monthly Equal Payments

On application by a Customer, BC Hydro will, provided the Customer's credit is established to the satisfaction of BC Hydro, permit the Customer to pay fixed monthly installments on account of Electricity consumed by the Customer during all or any part of a 12-month period commencing with an actual meter reading at the Customer's Premises (the Budget Period). Monthly installments will be fixed so that the sum of the installments to be paid during the Budget Period equals the amount BC Hydro estimates will be payable under the applicable Rate Schedule for Electricity consumed during the Budget Period. BC Hydro may at any time revise its estimate of a Customer's consumption and increase or decrease the amount of monthly installments payable by the Customer accordingly.

Payment of monthly installments pursuant to this section may be terminated by the Customer at any time by giving five days' notice of termination to BC Hydro, or by BC Hydro without notice if the Customer has not maintained credit to the satisfaction of BC Hydro.

At the end of each Budget Period or upon its earlier termination the amount payable by the Customer to BC Hydro for Electricity actually used during the Budget Period will be compared against the sum of the monthly installments paid by the Customer during that period, and any deficit will be paid by the Customer to BC Hydro, and any excess will be paid or credited by BC Hydro to the Customer on the next bill.

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5.7 Back-Billing

Pursuant to the *Utilities Commission Act*, this Electric Tariff constitutes the consent of the British Columbia Utilities Commission to allow BC Hydro, in the circumstances herein specified, to charge, demand, collect and receive from its Customers in respect of a regulated service rendered a greater or lesser compensation than that specified in the Terms and Conditions or applicable Rate Schedules.

1. Back-billing means the re-billing by BC Hydro for services rendered to a Customer because the original billings were discovered to be either too high (over-billed) or too low (under-billed). The discovery may be made by either the Customer or BC Hydro, including as a result of an inspection under the *Electricity and Gas Inspection Act (Canada)*. The cause of the billing error may include any one or more of the following non-exhaustive reasons:
 - (a) Stopped meter
 - (b) Metering Equipment failure
 - (c) Missing meter now found
 - (d) Switched meters
 - (e) Double metering
 - (f) Incorrect meter connections
 - (g) Incorrect use of any prescribed apparatus respecting the registration of a meter
 - (h) Incorrect meter multiplier
 - (i) Application of an incorrect rate
 - (j) Incorrect reading of meters or data processing, and
 - (k) Tampering, fraud, theft or any other criminal act.
2. Whenever the dispute procedure of the *Electricity and Gas Inspection Act (Canada)* is invoked, the provisions of that Act will apply, except insofar as they purport to determine the nature or extent of legal liability flowing from metering or billing errors.

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3. Where metering or billing errors occur and the dispute procedure under the *Electricity and Gas Inspection Act (Canada)* is not invoked, Energy consumption and Demand for billing purposes will be determined based on the records of BC Hydro or, to the extent they are available and accurate, the records of the Customer, or if no such records are available, based on BC Hydro's reasonable and fair estimates made consistently within each Customer class or according to the agreement for Service with the Customer, if applicable.
4. In every case of under-billing or over-billing, the cause of the error will be remedied without delay, and the Customer will be promptly notified of the error and of the effect upon the Customer's ongoing bill.
5. The provisions of paragraph 7 below do not apply and, subject to the applicable limitation period provided by law, back-billing may be applied for the whole period of under-billing or over-billing if:
 - (a) There are reasonable grounds to believe that the Customer has tampered with or otherwise used BC Hydro's Service in an unauthorized way, or evidence of fraud, theft or another criminal act exists, or if a reasonable Customer should have known of an under-billing and failed to promptly bring it to the attention of BC Hydro; or
 - (b) The required adjustment to the Customer's bill is minor, such as in the case of an estimated bill under section 5.2.1 (Regular Billing) or section 5.6 (Monthly Equal Payments); or
 - (c) The required adjustment to the Customer's bill relates to the under-billing or over-billing of a standard charge set out in section 11 (Schedule Standard Charges), except Legacy Meter Charges and Radio-off Meter Charges under section 11.4 (Miscellaneous Standard Charges).

In addition, the Customer is liable for the direct (unburdened) administrative costs incurred by BC Hydro in the investigation of any incident of tampering, unauthorized use or criminal activity, including the direct costs of repair and replacement of equipment.

Under-billing resulting from circumstances described in this paragraph 5 will bear interest at the rate normally charged by BC Hydro on unpaid accounts from the date of the original under-billed invoice until the amount under-billed is paid in full.

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6. In every case of over-billing, BC Hydro will refund to the Customer all money incorrectly collected for the duration of the error, except that if the date the error first occurred cannot be determined with reasonable certainty, the maximum refund period will be two years back from the date the error was discovered. Interest will be paid to the Customer at a rate equal to BC Hydro's weighted average cost of debt, calculated for BC Hydro's most recent fiscal year.
7. Subject to paragraph 5 above, in every case of under-billing, BC Hydro will back-bill the Customer for the duration of the error up to a maximum of:
 - (a) Six months for Residential Service, small General Service (commercial) or Irrigation Service Customers; and
 - (b) One year for all other Customers or such other time period as is set out in a special or individually negotiated contract with BC Hydro.

BC Hydro will offer under-billed Customers reasonable terms of payment for the under-billed amount; if requested by the Customer, the payment term will be equivalent in length to the back-billing period. All under-billed amounts will be interest free and be billed and paid in equal installments corresponding to the normal billing cycle. Delinquency in payment of such installments will, however, be subject to the usual Late Payment Charges pursuant to section 6.3 (Late Payment Charge).

If a Customer disputes BC Hydro's assessment of an under-billed amount based on Energy consumption or Demand or duration of the error, BC Hydro will not threaten or cause Termination as a result of Customer's failure to pay the disputed portion of the back-billing, unless there are no reasonable grounds for the Customer to dispute same. The undisputed portion of the bill will be paid by the Customer and BC Hydro may threaten or cause Termination if such undisputed portion of the bill is not paid.

8. Subject to paragraph 5 above, in all instances of back-billing where changes of occupancy have occurred, BC Hydro will make a reasonable attempt to locate the former Customer. If, after a period of one year, such Customer cannot be located, the over- or under-billing applicable to that Customer will be cancelled.

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5.8 Evacuation Relief

Pursuant to the *Utilities Commission Act*, this Electric Tariff constitutes the consent of the British Columbia Utilities Commission to allow BC Hydro, in the circumstances herein specified, to charge, demand, collect and receive from its Customers in respect of a regulated service rendered a greater or lesser compensation than that specified in the Terms and Conditions or applicable Rate Schedules.

The following terms and conditions will apply for evacuation relief:

1. Where BC Hydro becomes aware of an Evacuation Order, for any Evacuee Customer who is subject to that Evacuation Order BC Hydro waives the following specified charges as those charges are set out in an applicable Rate Schedule under which the Evacuee Customer takes Service on the date of the Evacuation Order, for the duration of the Evacuation Period:
 - (a) Residential Service (Rate Schedules 1101, 1121, 1105, 1107, 1127, 1148, 1151 and 1161) – Basic Charge, Energy Charge, and the Customer Crisis Fund Rate Rider as set out in Rate Schedule 1903 (as applicable);
 - (b) Small General Service (Rate Schedules 1234, 1205, 1300, 1301, 1310 and 1311) – Basic Charge, Energy Charge, and Minimum Charge;
 - (c) Irrigation Service (Rate Schedule 1401) – Energy Charge; and
 - (d) Street Lighting Service (Rate Schedule 1755) – Charge per fixture for each month the Evacuation Order is in effect.
2. In addition to the charges waived in paragraph 1 above, if an Evacuee Customer's Dwelling is destroyed during the Evacuation Period, BC Hydro waives the following charges for the Evacuee Customer:
 - (a) All outstanding charges for Service for the period immediately after the last billing period, up to the date on which the Dwelling was destroyed; and
 - (b) The Service Connection charge as set out in section 3.14 (Service Connection Charges), applicable to the restoration of the same Service at a Dwelling that the Evacuee Customer rebuilds, provided that the Service Connection charge is not recoverable as part of the Evacuee Customer's insurance.

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For clarity, the charges waived in paragraph 2(b) do not include costs estimated by BC Hydro to construct, including, but not limited to, any Extension or Optional Facilities.

3. Notwithstanding the provisions in paragraph 1 and paragraph 2, BC Hydro may, in its discretion, refuse to waive the charges in paragraph 1 and paragraph 2 above, if
 - (a) The Evacuation Period is for a period less than five consecutive days; or
 - (b) An Evacuation Order has ended more than two years before the date BC Hydro receives a request from an Evacuee Customer or otherwise becomes aware of the Evacuation Order.
4. A charge waived under paragraph 1 and paragraph 2, if shown on an Evacuee Customer's bill, is in the form of a credit to the Evacuee Customer's account. Interest will not be paid on any amounts credited to the Evacuee Customer's account under this section in any circumstance.

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**BC Hydro Electric Tariff and Regulatory Account
Amendments Application and
BC Hydro 2019 Evacuee Assistance Application**

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1. INTERPRETATION AND DEFINITIONS**1.1 Interpretation****1.1.1 Conflicts**

To the extent these Terms and Conditions conflict with any applicable Rate Schedule or Electric Tariff Supplement, the terms or conditions provided in such Rate Schedule or Electric Tariff Supplement will prevail. To the extent that an applicable Rate Schedule conflicts with an applicable Electric Tariff Supplement, the terms or conditions provided in the Electric Tariff Supplement will prevail.

1.1.2 Statutes

References to statutes in the Electric Tariff will include the statute and regulations issued pursuant to it, as amended and in force from time to time, and any superseding statute or regulation.

1.1.3 Technical Terms

Technical or industry-specific phrases, units of measure or words not otherwise defined in the Electric Tariff have the well-known meaning given to those terms in the electrical industry.

1.1.4 Including

In the Electric Tariff, the word “including” will in all cases be deemed to mean “including without limitation”, unless otherwise expressly provided.

1.2 Definitions

Unless the context otherwise requires, in the Electric Tariff the following words have the meanings set out below and alternate forms of the same words have corresponding meanings.

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BC Hydro	British Columbia Hydro and Power Authority.
BC Hydro-Owned Street Lighting Service	Service for lighting of public highways, streets, lanes and other similar public applications and displays, or for lighting of private property, where BC Hydro owns, installs and maintains the fixtures, conductors, controls and poles.
Billing Demand	Maximum Demand or, where permitted by the applicable Rate Schedule, estimated Demand, used to determine Demand charges under a Rate Schedule.
Customer	Any Person whose application for Service has been accepted by BC Hydro or, in the absence of such an application, the Person with possession of the Premises to which Service is provided or the Owner or such other Person designated as the Customer pursuant to the Electric Tariff. If a Customer receives Service at more than one Premises, such Customer will be considered a separate Customer for each Premises. BC Hydro will determine the number of Premises for the purpose of this definition.
Customer Crisis Fund	A pilot program established by BC Hydro with the revenue received pursuant to Rate Schedule 1903, for the purpose of providing crisis grants to qualifying Residential Service Customers.
Customer Crisis Fund Grant	A credit issued by, in its discretion, to a qualifying Residential Service Customer in respect of arrears owing to BC Hydro.
Customer Crisis Fund Return	The return of a Customer Crisis Fund Grant that BC Hydro determined should not have been granted.
Customer-Owned Street Lighting Service	Service for lighting of public highways, streets, lanes, traffic signals, traffic signs and other similar public applications and displays where the Customer owns, installs and maintains the fixtures, conductors and controls.

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Demand	The rate at which electric energy is used in any instant or averaged over any designated period of time, measured in kilowatts (kW) or kilovolt amperes (kVA).
Disconnection	A physical deactivation of a Service Connection, including through removal of Metering Equipment and / or other BC Hydro equipment used to provide Service, regardless of duration.
Dwelling	<p>A building or part of a building comprising private living quarters and containing sleeping quarters, a kitchen and bathroom, and in which the occupants have free access to all rooms, or alternative living quarters acceptable to BC Hydro, and including single-family homes, apartments, residential strata lots, townhouses, row-houses and duplexes.</p> <p>A Dwelling may include parking stalls, garage areas, storage areas and similar areas or spaces that are used in conjunction with the living quarters of the Customer.</p>
Electric Tariff	These Terms and Conditions, the Rate Schedules and all Electric Tariff Supplements.
Electric Tariff Supplement	A form of agreement for Service entered into by a Customer and BC Hydro pursuant to section 2.2 (Electric Tariff Supplements) of these Terms and Conditions, as filed with the British Columbia Utilities Commission from time to time.
Electricity	Both Demand and Energy or either, as the context requires.
Energy	Electric consumption, measured in kilowatt hours (kWh).
Estimated Construction Cost	The cost estimated by BC Hydro to construct an Extension, a Service Connection or Optional Facilities pursuant to section 8.3 (Extension Fee for Rate Zone I), as the context requires.
<u>Evacuation Order</u>	<u>An order issued by a local authority, provincial government, federal government, or First Nations band council during a State of Emergency, which requires Evacuee Customers remain away from their Premises until the Evacuation Order is lifted by the issuing authority.</u>

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<u>Evacuation Period</u>	<u>The period during which an Evacuee Customer is under an Evacuation Order.</u>
<u>Evacuee Customer</u>	<p><u>A Customer who receives Service under the following Rate Schedules as amended and filed with the British Columbia Utilities Commission from time to time, and who is under an Evacuation Order:</u></p> <ol style="list-style-type: none"> <u>1. Residential Service (Rate Schedules 1101, 1121, 1105, 1107, 1127, 1148, 1151 and 1161);</u> <u>2. Small General Service (Rate Schedule 1234, 1205, 1300, 1301, 1310 and 1311);</u> <u>3. Irrigation Service (Rate Schedule 1401); and</u> <u>4. Street Lighting Service (Rate Schedule 1755).</u>
Extension	An addition to or an increase in the capacity of BC Hydro's distribution system required to meet new or increased Service requirements, but excluding Service Connections.
Extension Fee	A contribution-in-aid of construction of an Extension, calculated as set out in section 8.3 (Extension Fee for Rate Zone I).
Financing Agreement	An agreement under which BC Hydro provides financing to a Customer for improving the energy efficiency of a Premises.

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General Service	<p>Service for business, commercial, institutional or industrial use, including use in nursing homes, boarding houses, rooming houses, common areas of multiple occupancy buildings, recreational establishments, marinas and yacht clubs, hotels, motels, mobile home parks and similar establishments or parts thereof, or for any other use not specifically provided for in the Electric Tariff.</p> <p>For greater certainty, General Service is not available for use in circumstances where Transmission Service or Street Lighting Service is available for use, and is available as an alternative to Residential Service only in the circumstances described in section 6.1.3 (General Service Election – Residential Customers) and as an alternative to Irrigation Service only in the circumstances described in section 6.1.4 (General Service Election – Irrigation Customers).</p>
Guarantor	A BC Hydro Customer who agrees to be responsible for another Customer's security deposit amount as required by section 2.6.3 (Security) and who meets BC Hydro's requirements for acting as a Guarantor.
Irrigation Service	Except where General Service is requested pursuant to section 6.1.4 (General Service Election – Irrigation Customers), Service for irrigation and outdoor sprinkling use where associated motor loads are 746 watts (W) or more.
Legacy Meter	An Electricity meter, other than a Smart Meter or a Radio-off Meter, that is of a type in use by BC Hydro.
Maximum Demand	The highest Demand averaged over a time interval of not more than 32 consecutive minutes that is registered during a specified period by a meter with Demand measurement capability.
Metering Equipment	An assembly of metering and ancillary equipment, including one or more Legacy Meters, Radio-off Meters and / or Smart Meters, auxiliary control units, cabling, communication links, range extenders and any other devices owned and used by BC Hydro in connection with metering Electricity for a Premises, providing remote access to the metered data and / or monitoring the condition of the installed equipment, as applicable.

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Month	A period of from 27 to 33 consecutive days.
Owner	The legal or beneficial owner(s) of a building or Premises or an agent or other authorized representative of such owner(s), such as a property manager, strata corporation or developer, as the context requires.
Permanent Service	Service that is not Temporary Service.
Person	A natural person, partnership, corporation, society, unincorporated entity or body politic.
Point of Delivery	The location at which the Service Connection is connected to the Metering Equipment or the Customer's electrical facilities, whichever comes first.
Power Factor	<p>The ratio determined by the following formula and based on monthly measurements of kilowatt hours (kWh) and lagging kilovolt-ampere reactive hours (kVarh) or at BC Hydro's discretion by random checks from time to time.</p> $\text{Power Factor} = \frac{kWh}{\sqrt{kWh^2 + kVarh^2}}$
Premises	A building, a separate unit of a building, a Dwelling or machinery, together with the surrounding land.
Primary Voltage	A voltage of 750 volts (V) or more measured phase to phase.
Radio-off Meter	A Smart Meter adjusted so that the meter's components that transmit and receive data by radio are deactivated.
Rate Schedule	A schedule that sets out rates for Service and other terms and conditions, as filed with the British Columbia Utilities Commission from time to time.
Rate Zone I	All distribution areas served by BC Hydro within the limits from time to time outlined in Rate Map A included in these Terms and Conditions, as well as the Districts of Kingsgate-Yahk and Lardeau-Shutty Bench.
Rate Zone IB	Bella Bella.

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Rate Zone II	Anahim Lake, Atlin, Bella Coola, Dease Lake, Elhlateese, Fort Ware, Good Hope Lake, Haida Gwaii, Hartley Bay, Jade City, Telegraph Creek District, Toad River and Tsay Keh Dene.
Residential Service	Except as otherwise provided in section 6.1.3 (General Service Election – Residential Customers), Service for use: <ol style="list-style-type: none"> 1. In Dwellings, including Dwellings where a portion is used to carry on a business; 2. In the common areas of multiple occupancy buildings if such common areas are used only for the common benefit of Dwellings in that building; and 3. At farms, in the circumstances described in section 6.1.2 (Eligibility of Farms for Residential Service).
Secondary Voltage	A voltage of less than 750 volts (V) measured phase to phase.
Service	The provision by BC Hydro of Electricity to a Premises.
Service Agreement	The agreement setting out the rights and responsibilities of BC Hydro and a Customer for Service, including the application for Service accepted by BC Hydro (if any), all applicable provisions of the Terms and Conditions and applicable Rate Schedule(s), and any additional terms and conditions of Service as agreed by BC Hydro and the Customer in an Electric Tariff Supplement or otherwise.
Service Connection	That part of the BC Hydro distribution system extending between a Point of Delivery and the first point of attachment to the rest of the BC Hydro distribution system.
Smart Meter	An Electricity meter that: <ol style="list-style-type: none"> 1. Meets the requirements set out in section 2 of the <i>Smart Meters and Smart Grid Regulation</i>, B.C. Reg. 368/2010, and 2. Has components that transmit data by radio and those components are activated.

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<u>State of Emergency</u>	<u>A state of emergency declared by a local authority, provincial government, federal government, or First Nations band council, pursuant to a statutory authority.</u>
Street Lighting Service	BC Hydro-Owned Street Lighting Service or Customer-Owned Street Lighting Service or both, as the context requires.
System Improvement Costs	The incremental cost of work on BC Hydro's distribution system, including substations, attributed to new or increased Service requirements, as estimated by BC Hydro.
Temporary Service	Service that will or, in BC Hydro's determination, is likely to be taken temporarily.
Termination	Cessation of Service to a Premises under any applicable Rate Schedule(s) or termination of the Service Agreement with a Customer, as the context requires.
Terms and Conditions	These terms and conditions of Service, as filed with the British Columbia Utilities Commission from time to time.
Transformation	The transformation of Primary Voltage to Secondary Voltage, including all associated labour, equipment and materials.
Transmission Service	Service for commercial, industrial and institutional Customers, provided at 60 kilovolts (kV) or more.
Two Months	A period of from 54 to 66 consecutive days.

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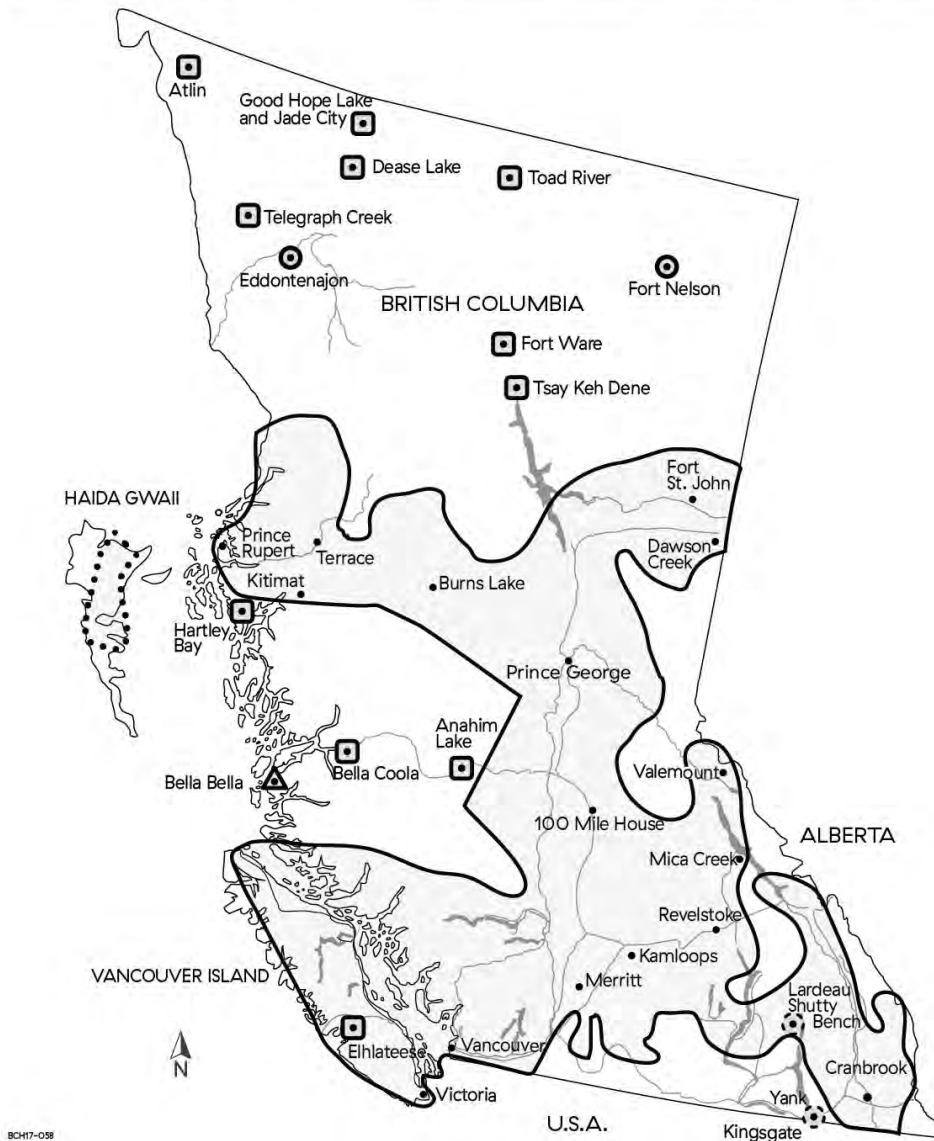
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1.3 Map of Rate Zones

Rate map
RATE ZONE LIMITS

ZONE I	ZONE IB	ZONE II
<p>— Integrated Service Area</p> <p>Districts of:</p> <p>● Fort Nelson</p> <p>● Eddontenajon</p> <p>● Kingsgate – Yahk</p> <p>● Lardeau – Shutty Bench</p>	<p>District of:</p> <p>▲ Bella Bella</p>	<p>Districts of:</p> <p>●●●● Haida Gwaii</p> <p>■ Anahim Lake</p> <p>■ Atlin</p> <p>■ Bella Coola</p> <p>■ Dease Lake</p> <p>■ Elhateese</p> <p>■ Fort Ware</p> <p>■ Good Hope Lake</p> <p>■ Hartley Bay</p> <p>■ Jade City</p> <p>■ Telegraph Creek</p> <p>■ Toad River</p> <p>■ Tsay Keh Dene</p>



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5. METER READING AND BILLING**5.1 Meter Reading**

The interval between consecutive meter readings will be at the sole discretion of BC Hydro.

Where the Rate Schedule under which the Customer takes Service does not require measurement of the Customer's Demand, the meter will normally be read once every two months; otherwise meters will normally be read once per month.

5.2 Billing**5.2.1 Regular Billing**

Bills will be rendered on the basis of actual Energy consumed and, where applicable, Demand, as registered by a meter or meters and in accordance with the Rate Schedule under which the Customer takes Service, except:

1. Where the Service is not metered;
2. To the extent that section 6.3 (Late Payment Charge) applies;
3. Where the bill is being rendered in accordance with section 2.6.2 (Pay As You Go Billing), or section 5.6 (Monthly Equal Payments);
4. Where section 5.2.2 (Change in Rate Schedule) applies; ~~or~~
5. Where a Customer Crisis Fund Grant has been issued, or a Customer Crisis Fund Return has been requested, by BC Hydro; or
- 5.6. To the extent that section 5.8 (Evacuation Relief) applies.

If meter readings cannot be obtained for any reason, including where the meter fails to register or registers incorrectly, the Demand or Energy consumption or both may be estimated by BC Hydro for billing purposes and the next bill for which actual meter readings are available will be adjusted for the difference between estimated and actual use over the interval between meter readings. Estimated bills are deemed to have the same force and effect under the Electric Tariff as bills that are based on actual meter readings.

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If meters are read at longer or shorter intervals than the period set out in the Rate Schedule under which the Customer takes Service, the minimum charge, the service charge, the number of kilowatt hours in each step and, if applicable, the Demand charge set out in such Rate Schedule will be prorated before the bill is calculated based on a 365-day year.

5.2.2 Change in Rate Schedule

In circumstances where a Rate Schedule is changed and the effective date of the change falls between the dates of two successive meter readings, BC Hydro will render a bill determined upon a prorated basis.

5.3 Payment of Bills

Bills will be rendered as often as deemed necessary by BC Hydro. The amount payable as shown on a bill is owed to BC Hydro on the billing date. To avoid a Late Payment Charge under section 6.3 (Late Payment Charge), the amount payable must be paid in full on or before the due date shown on the bill, which will be:

1. The first business day after the 21st calendar day following the billing date; or
2. Such other period as may be defined in an Electric Tariff Supplement or otherwise agreed by the Customer and BC Hydro.

Bills may be paid by any payment method set out at www.bchydro.com/payments. Information on bill payment options can also be obtained by contacting the customer service department of BC Hydro.

5.4 Billing of Fractional Demand

A Billing Demand that includes a fraction will be deemed to be the nearest whole unit of Demand below that fraction.

The minimum Billing Demand will, except where the context otherwise requires, be deemed to be 1 kW or 1 kVA, whichever is applicable.

5.5 Waiver of Minimum Charges

Where the Owner of a motel or mobile home park is the Residential Service Customer for any separately metered unit of accommodation in the motel or mobile home park, whether pursuant to BC Hydro requirements or otherwise, and if no Electricity is consumed in such

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unit during an interval between meter readings, the minimum charge otherwise applicable to such interval will be waived.

In multi-unit residential buildings where separate meters for the units are installed during construction of the building, minimum charges will apply only after Service to the relevant unit is energized.

5.6 Monthly Equal Payments

On application by a Customer, BC Hydro will, provided the Customer's credit is established to the satisfaction of BC Hydro, permit the Customer to pay fixed monthly installments on account of Electricity consumed by the Customer during all or any part of a 12-month period commencing with an actual meter reading at the Customer's Premises (the Budget Period). Monthly installments will be fixed so that the sum of the installments to be paid during the Budget Period equals the amount BC Hydro estimates will be payable under the applicable Rate Schedule for Electricity consumed during the Budget Period. BC Hydro may at any time revise its estimate of a Customer's consumption and increase or decrease the amount of monthly installments payable by the Customer accordingly.

Payment of monthly installments pursuant to this section may be terminated by the Customer at any time by giving five days' notice of termination to BC Hydro, or by BC Hydro without notice if the Customer has not maintained credit to the satisfaction of BC Hydro.

At the end of each Budget Period or upon its earlier termination the amount payable by the Customer to BC Hydro for Electricity actually used during the Budget Period will be compared against the sum of the monthly installments paid by the Customer during that period, and any deficit will be paid by the Customer to BC Hydro, and any excess will be paid or credited by BC Hydro to the Customer on the next bill.

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5.7 Back-Billing

Pursuant to the *Utilities Commission Act*, this Electric Tariff constitutes the consent of the British Columbia Utilities Commission to allow BC Hydro, in the circumstances herein specified, to charge, demand, collect and receive from its Customers in respect of a regulated service rendered a greater or lesser compensation than that specified in the Terms and Conditions or applicable Rate Schedules.

1. Back-billing means the re-billing by BC Hydro for services rendered to a Customer because the original billings were discovered to be either too high (over-billed) or too low (under-billed). The discovery may be made by either the Customer or BC Hydro, including as a result of an inspection under the *Electricity and Gas Inspection Act (Canada)*. The cause of the billing error may include any one or more of the following non-exhaustive reasons:
 - (a) Stopped meter
 - (b) Metering Equipment failure
 - (c) Missing meter now found
 - (d) Switched meters
 - (e) Double metering
 - (f) Incorrect meter connections
 - (g) Incorrect use of any prescribed apparatus respecting the registration of a meter
 - (h) Incorrect meter multiplier
 - (i) Application of an incorrect rate
 - (j) Incorrect reading of meters or data processing, and
 - (k) Tampering, fraud, theft or any other criminal act.
2. Whenever the dispute procedure of the *Electricity and Gas Inspection Act (Canada)* is invoked, the provisions of that Act will apply, except insofar as they purport to determine the nature or extent of legal liability flowing from metering or billing errors.

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3. Where metering or billing errors occur and the dispute procedure under the *Electricity and Gas Inspection Act (Canada)* is not invoked, Energy consumption and Demand for billing purposes will be determined based on the records of BC Hydro or, to the extent they are available and accurate, the records of the Customer, or if no such records are available, based on BC Hydro's reasonable and fair estimates made consistently within each Customer class or according to the agreement for Service with the Customer, if applicable.
4. In every case of under-billing or over-billing, the cause of the error will be remedied without delay, and the Customer will be promptly notified of the error and of the effect upon the Customer's ongoing bill.
5. The provisions of paragraph 7 below do not apply and, subject to the applicable limitation period provided by law, back-billing may be applied for the whole period of under-billing or over-billing if:
 - (a) There are reasonable grounds to believe that the Customer has tampered with or otherwise used BC Hydro's Service in an unauthorized way, or evidence of fraud, theft or another criminal act exists, or if a reasonable Customer should have known of an under-billing and failed to promptly bring it to the attention of BC Hydro; or
 - (b) The required adjustment to the Customer's bill is minor, such as in the case of an estimated bill under section 5.2.1 (Regular Billing) or section 5.6 (Monthly Equal Payments); or
 - (c) The required adjustment to the Customer's bill relates to the under-billing or over-billing of a standard charge set out in section 11 (Schedule Standard Charges), except Legacy Meter Charges and Radio-off Meter Charges under section 11.4 (Miscellaneous Standard Charges).

In addition, the Customer is liable for the direct (unburdened) administrative costs incurred by BC Hydro in the investigation of any incident of tampering, unauthorized use or criminal activity, including the direct costs of repair and replacement of equipment.

Under-billing resulting from circumstances described in this paragraph 5 will bear interest at the rate normally charged by BC Hydro on unpaid accounts from the date of the original under-billed invoice until the amount under-billed is paid in full.

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6. In every case of over-billing, BC Hydro will refund to the Customer all money incorrectly collected for the duration of the error, except that if the date the error first occurred cannot be determined with reasonable certainty, the maximum refund period will be two years back from the date the error was discovered. Interest will be paid to the Customer at a rate equal to BC Hydro's weighted average cost of debt, calculated for BC Hydro's most recent fiscal year.
7. Subject to paragraph 5 above, in every case of under-billing, BC Hydro will back-bill the Customer for the duration of the error up to a maximum of:
 - (a) Six months for Residential Service, small General Service (commercial) or Irrigation Service Customers; and
 - (b) One year for all other Customers or such other time period as is set out in a special or individually negotiated contract with BC Hydro.

BC Hydro will offer under-billed Customers reasonable terms of payment for the under-billed amount; if requested by the Customer, the payment term will be equivalent in length to the back-billing period. All under-billed amounts will be interest free and be billed and paid in equal installments corresponding to the normal billing cycle. Delinquency in payment of such installments will, however, be subject to the usual Late Payment Charges pursuant to section 6.3 (Late Payment Charge).

If a Customer disputes BC Hydro's assessment of an under-billed amount based on Energy consumption or Demand or duration of the error, BC Hydro will not threaten or cause Termination as a result of Customer's failure to pay the disputed portion of the back-billing, unless there are no reasonable grounds for the Customer to dispute same. The undisputed portion of the bill will be paid by the Customer and BC Hydro may threaten or cause Termination if such undisputed portion of the bill is not paid.

8. Subject to paragraph 5 above, in all instances of back-billing where changes of occupancy have occurred, BC Hydro will make a reasonable attempt to locate the former Customer. If, after a period of one year, such Customer cannot be located, the over- or under-billing applicable to that Customer will be cancelled.

ACCEPTED: _____

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5.8 Evacuation Relief

Pursuant to the *Utilities Commission Act*, this Electric Tariff constitutes the consent of the British Columbia Utilities Commission to allow BC Hydro, in the circumstances herein specified, to charge, demand, collect and receive from its Customers in respect of a regulated service rendered a greater or lesser compensation than that specified in the Terms and Conditions or applicable Rate Schedules.

The following terms and conditions will apply for evacuation relief:

1. Where BC Hydro becomes aware of an Evacuation Order, for any Evacuee Customer who is subject to that Evacuation Order BC Hydro waives the following specified charges as those charges are set out in an applicable Rate Schedule under which the Evacuee Customer takes Service on the date of the Evacuation Order, for the duration of the Evacuation Period:
 - (a) Residential Service (Rate Schedules 1101, 1121, 1105, 1107, 1127, 1148, 1151 and 1161) – Basic Charge, Energy Charge, and the Customer Crisis Fund Rate Rider as set out in Rate Schedule 1903 (as applicable);
 - (b) Small General Service (Rate Schedules 1234, 1205, 1300, 1301, 1310 and 1311) – Basic Charge, Energy Charge, and Minimum Charge;
 - (c) Irrigation Service (Rate Schedule 1401) – Energy Charge; and
 - (d) Street Lighting Service (Rate Schedule 1755) – Charge per fixture for each month the Evacuation Order is in effect.
2. In addition to the charges waived in paragraph 1 above, if an Evacuee Customer's Dwelling is destroyed during the Evacuation Period, BC Hydro waives the following charges for the Evacuee Customer:
 - (a) All outstanding charges for Service for the period immediately after the last billing period, up to the date on which the Dwelling was destroyed; and
 - (b) The Service Connection charge as set out in section 3.14 (Service Connection Charges), applicable to the restoration of the same Service at a Dwelling that the Evacuee Customer rebuilds, provided that the Service Connection charge is not recoverable as part of the Evacuee Customer's insurance.

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For clarity, the charges waived in paragraph 2(b) do not include costs estimated by BC Hydro to construct, including, but not limited to, any Extension or Optional Facilities.

3. Notwithstanding the provisions in paragraph 1 and paragraph 2, BC Hydro may, in its discretion, refuse to waive the charges in paragraph 1 and paragraph 2 above, if

(a) The Evacuation Period is for a period less than five consecutive days; or

(b) An Evacuation Order has ended more than two years before the date BC Hydro receives a request from an Evacuee Customer or otherwise becomes aware of the Evacuation Order.

4. A charge waived under paragraph 1 and paragraph 2, if shown on an Evacuee Customer's bill, is in the form of a credit to the Evacuee Customer's account. Interest will not be paid on any amounts credited to the Evacuee Customer's account under this section in any circumstance.

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