

**Terms and Conditions Updates Workshop Feedback**

**INTRODUCTION:**

We're preparing to submit Rate Design Applications to the BC Utilities Commission.

We plan to submit an application to propose a few new rate options and/or changes for residential customers, Non-Integrated Areas rates, Net Metering Rate, and proposed updates to the Electric Tariff Terms and Conditions. In addition, we plan to advance an application to update our Distribution Extension Policy.

We're asking for your feedback to inform the new rate options and updates we advance through these applications. Please refer to the workshop presentation slides for information as you complete this survey. For each question, we have indicated if there are relevant presentation slides that you should be referencing.

Please be aware that your feedback, including the organization you're representing, will be included in these applications and be part of the public record for the regulatory proceeding. Due to privacy concerns, we ask that you do not identify third-party individuals or account specific information in your comments. Comments that reference identifiable individuals will not be included as part of the public record.

Any personal information you provide to BC Hydro on this form is collected and protected in accordance with the Freedom of Information and Protection of Privacy Act, Section 26(c). BC Hydro is collecting information with this for the purpose of rate design in accordance with BC Hydro's mandate under the Hydro and Power Authority Act, the BC Hydro Electric Tariff, the Utilities Commission Act and related Regulations and Directions. If you have any questions about the collection or use of the personal information collected on this form please contact the BC Hydro Regulatory Group at [bchydroregulatoryfeedback@bchydro.com](mailto:bchydroregulatoryfeedback@bchydro.com)

Please submit your feedback by December 15th, 2023.

**CONTACT DETAILS:**

Name:	
Title:	
Organization:	
Email Address:	

**TERMS AND CONDITIONS UPDATES**

We would like to get your feedback on the issues discussed during the Electric Tariff Terms and Conditions Workshop. Please refer to the presentation found on [Public workshops & feedback \(bchydro.com\)](https://www.bchydro.com/public-workshops-feedback).

**SECTION ONE: MULTI-OCCUPANCY RESIDENTIAL BUILDING METERING (SECTION 4.4)**

With reference to slides 14 to 17, we are seeking changes to section 4.4 of the Terms and Conditions related to residential multi-occupancy building metering. These changes would ensure all future residential customers in multi-occupancy buildings to be directly metered and billed by BC Hydro and allowing them to access BC Hydro rate options, conservation and bill assistance programs and online tools.

1. Do you support BC Hydro's tariff amendment proposal to ensure all future residential customers to be metered and billed directly by BC Hydro?	Yes	No (Please Specify)	Unsure	It Depends (Please Specify)
Comments:				

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2. What concerns do you have, if any, regarding BC Hydro’s proposal to directly meter and bill future individual residential customers?	
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**SECTION TWO: REALE OF ELECTRICITY (SECTION 9.1)**

With reference to slides 18 and 19, we are seeking changes to section 9.1 of the Terms & Conditions related to how metered electricity service is resold. These changes would further clarify the obligations of residential and commercial multi-occupancy building owners who resell metered electricity to their tenants.

3. Do you support BC Hydro’s tariff amendment proposal to ensure tenants or residents of master-metered multi-occupancy buildings to not pay more for their electricity service than they would if they receive service directly from BC Hydro?	Yes	No (Please Specify)	Unsure	It Depends (Please Specify)

Comments:	
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4. Which of BC Hydro’s billing charges do you think should be considered for building owners to not exceed when they bill their tenants? Select all that apply	Energy Charge and Demand Charge (If Applicable, for Medium and Large Commercial Customers)	Basic Charge	Other Charges such as Minimum Charge, Power Factor Surcharge

Comments:	
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**SECTION THREE: EQUAL PAYMENT PLAN (SECTION 5.6)**

With reference to slides 20 to 22, we want to explore introducing an optional fixed-price Equal Payment Plan (EPP) program for residential customers. A fixed-price EPP eliminates the credit/additional charges to customers at the end of the year. This program is intended to be revenue-neutral, will provide more choice and will make it easier for our customers for financial planning at the year-end of their EPP.

5. Do you agree BC Hydro should introduce an optional fixed-price EPP program with no annual true-up?	Strongly Agree	Agree	Neutral	Disagree (Please Specify)	Strongly Disagree (Please Specify)	Offer as a Pilot Program First to Test Customer Interest and Acceptance

Comments:	
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6. If BC Hydro introduces such a program, do you think it is reasonable to include a small premium in participating customers' monthly charges to recover BC Hydro's potential revenue under-recovery due to various factors that could impact customers' consumption?	Strongly Agree	Agree	Neutral	Disagree (Please Specify)	Strongly Disagree (Please Specify)

Comments:

**SECTION FOUR: BACK-BILLING OF UNMETERED SERVICES (SECTION 5.7)**

With reference to slides 23 to 26, we are seeking to introduce different back-billing rules for unmetered services customers who have an obligation to self-report any changes to their unmetered-consumption so that the revenue impact of any over or under-billing due to customers' late reporting would not be borne by all customers.

7. Do you support BC Hydro's tariff amendment proposal to introduce different back-billing rules for unmetered services customers for the over or under billing situations resulted from their delayed or no reporting?	Yes	No (Please Specify)	Unsure	It Depends (Please Specify)

Comments:

8. What do you think is a reasonable time limit for unmetered services customers to report their consumption changes to BC Hydro?	3 Months	6 Months	1 Year	Other (Please Specify)

Comments:

9. Should BC Hydro charge interest for unmetered services customers' under-billed amounts resulting from their delayed reporting of consumption changes?	Yes	No (Please Specify)	Unsure	It Depends (Please Specify)

Comments:

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10. Should BC Hydro credit interest to unmetered services customers' over-billed amounts resulting from their delayed reporting of consumption changes?	Yes	No (Please Specify)	Unsure	It Depends (Please Specify)

Comments:

11. Should there be a time limit to how far back BC Hydro should back-bill for under-billing and provide credit for over-billing?	Yes Under-Billing Time Limit (Please Specify)	Yes Over Billing Time Limit (Please Specify)	No, billing should be corrected for the duration of the error

Comments:

**SECTION FIVE: TRANSFORMATION ON PRIVATE PROPERTY (SECTION 3.12)**

With reference to slides 30 to 33, we are seeking to discontinue supplying BC Hydro owned transformers on customer-owned facilities (private lines). Customers have a choice to either install a BC Hydro owned transformer on the BC Hydro line (could be farther away from their property) or supplying their own transformer.

12. Do you support BC Hydro's tariff amendment proposal to discontinue supplying BC Hydro owned transformers on customer-owned facilities to ensure our equipment can be appropriately maintained to our safety and service standards?	Yes	No (Please Specify)	Unsure	It Depends (Please Specify)

Comments:

13. What concerns do you have, or should BC Hydro consider, to stop supplying transformers on customer-owned facilities?

14. Thank you for your time. If you have any additional feedback about the workshop or on this topic, please leave your comments in the box below