

BC Hydro Rate Design Application - Module 2

Open House – Residents of the Village of Port Clements

Summary

13 December 2016

10:00 a.m. to 10:30 a.m.

Port Clements, BC

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|---------------------------|---|
| TYPE OF MEETING | Public consultation/town hall meeting |
| FACILITATOR | Shane Hiebert |
| PARTICIPANTS | Six participants from the public representing commercial and residential customers |
| BC HYDRO ATTENDEES | Dave Mosure, Community Relationship Manager; Eva Elofir, Customer Service Operations; Al Leonard, Aboriginal Relations; Shane Hiebert, Regulatory & Rates; Alison Wilson, Key Account Manager |
| AGENDA | <ol style="list-style-type: none"> 1. Overview of the Rate Design Process 2. NIA Overview, Zone II Rates and Rate Options 3. Customer Service Changes |

MEETING MINUTES

| ABBREVIATIONS | NIA Non-Integrated Areas; BC Hydro's service territories not connected to BC Hydro's integrated electrical system RDA..... Rate Design Application Zone I ... Rate zone that applies to all customers on BC Hydro's Integrated System Zone II .. Rate zone that applies to all Non-Integrated Area customers except for Bella Bella District (Zone IB) |
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| 1. Overview of the Rate Design Process | |
| Shane Hiebert provided an overview of the RDA process and discussed the scope of Modules 1 and 2. | |
| 2. NIA Overview, Zone II Rates and Rate Options | |
| Shane Hiebert provided an overview of the current Zone II rates, information about Zone II customers and the four Zone II rate options that have been identified. | |
| FEEDBACK | |
| 1. | Is BC Hydro moving to rates that are like Ontario? They are confusing and undesirable. |
| 2. | Regardless of whether or not you go with Option 1 [Status Quo] or Option 2 [Apply Zone I rates in Zone II], BC Hydro is subsidizing NIA customers. We all agree that we prefer Option 2 for both residential and business customers. |
| RESPONSE | |
| Ontario has mandatory Time of Use rates. BC Hydro is not exploring mandatory Time of Use rates at this time. | |

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3. Customer Service Changes

BC Hydro presented an overview of the customer service commitments that were made during the RDA Module 1.

| FEEDBACK | | RESPONSE |
|----------|--|----------|
| 1. | All of these improvements are for people who are not paying their bills. | |