

BC Hydro Rate Design Application - Module 2 Customer Meeting – Old Massett Village Council

Summary

14 December 2016

3:00 p.m. to 5:30 p.m.

Old Massett, BC

TYPE OF MEETING	Customer Meeting
FACILITATOR	Shane Hiebert
PARTICIPANTS	Ken Rea, Chief Councillor; Florence Lockyer, Band Administrator; Judy Williams, Councillor
BC HYDRO ATTENDEES	Shane Hiebert, Regulatory & Rates; Eva Elofir, Customer Service Operations; Dave Mosure, Community Relations
AGENDA	<ol style="list-style-type: none"> 1. Overview of Rate Design process 2. Overview of NIA, Discussion of current Zone II Rates, Customer Use and Rate Options 3. Customer Service commitments 4. LED Streetlights for BC Hydro-Owned Streetlighting Customers

MEETING MINUTES	
ABBREVIATIONS	BCUC..... BC Utilities Commission INAC Indigenous and Northern Affairs Canada LED..... Light Emitting Diode (Lighting) NIA Non-Integrated Areas; BC Hydro’s service territories not connected to BC Hydro’s Integrated electrical system RDA Rate Design Application RIB Residential Inclining Block rate 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)
1. Introductions and Overview of Rate Design process	
Shane Hiebert provided an overview of the RDA process, including a discussion of the scope of Modules 1 and 2.	
FEEDBACK	RESPONSE
2. Overview of NIA, Discussion of current Zone II Rates, Customer Use and Rate Options	
Shane Hiebert presented an overview of current Zone II rates that apply to residential and general service customers in Zone II, customer use information including findings from the 2012 Residential End-Use Survey, and Rate Options under consideration for Zone II.	
FEEDBACK	RESPONSE
1. We don’t have natural gas available in our community. A few community members have propane furnaces and one has a wood burning furnace, but it is not known how that impacts their electricity bills. The rest of the community has electric hot water tanks. If it gets cold, we have no option except to turn on the heat. It is damp too, so we get mold in our houses if we don’t keep the heat on to remove moisture. People put blankets on windows to try and insulate the room from the cold outside. Many people can’t afford to upgrade insulation for their homes.	
2. INAC has not raised social assistance levels, but we are facing increasing rates from BC Hydro.	

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	<p>That makes it hard for us to fund other social and community programs because we have to help people pay their bills. Approximately 130 households (about 50%) are unable to pay their BC Hydro bills and require financial assistance from the band.</p> <p>Funding provided by INAC includes:</p> <ul style="list-style-type: none"> • \$235/month for basic living • \$375/month for shelter • There is limited funding for “special needs”, but if an individual doesn’t qualify for this additional assistance from INAC, we will arrange to pay their bill and make deductions from their payroll (from the amounts listed above) 	
<p>3.</p>	<p>Smart phones and new electronics have to be plugged in and consume electricity, which wasn’t a factor when the rate was established.</p>	
<p>4.</p>	<p>A significant number of people in our community are food gatherers, and so they have to have a lot of freezers. Many families have at least 3 – 1 for groceries, 1 for deer, 1 for fish.</p>	
<p>3. Customer Service Commitments</p>		
<p>Eva Elofir and Shane Hiebert provided an overview of current Customer Service commitments.</p>		
<p style="text-align: center;">FEEDBACK</p>		<p style="text-align: center;">RESPONSE</p>
<p>1.</p>	<p>We recently had 30 community members get disconnected all at once. It was a major problem for us because we couldn’t get payments submitted and have them reconnected in a timely manner.</p> <p>Our mail only goes out twice a week, and is really slow and weather dependent. If the weather is poor, the mail isn’t delivered to us or sent from the island. If ferry or air service is suspended for any reason our mail is also suspended.</p> <p>We need more time to receive bills and make payments.</p>	<p>We are extending the payment period for customers in remote communities who are not able to have their payments reach us within 21 days.</p> <p>A customer who is at risk of not having their payment received on time needs to call BC Hydro.</p> <p>A “Pay Now” feature has been added to MyHydro, enabling customers to make a 1-time payment online and avoid sending a payment via mail.</p>
<p>2.</p>	<p>Are we able to go over this information, discuss it as a council and provide you feedback?</p>	<p>Yes, we will follow-up with you to schedule a conference call.</p>
<p>4. LED Streetlights for BC Hydro-Owned Streetlighting Customers</p>		
<p>Shane Hiebert advised that BC Hydro is looking at a LED streetlighting rate.</p>		