

BC Hydro Rate Design Application - Module 2

Open House – Residents of Old Massett and Village and Masset

Summary

14 December 2016

7:00 p.m. to 9:00 p.m.

Masset, BC

TYPE OF MEETING	Public Consultation/ Town Hall Meeting
FACILITATOR	Shane Hiebert
PARTICIPANTS	2 Participants from Masset, 1 Participant from Old Massett
BC HYDRO ATTENDEES	Dave Mosure, Community Relationship Manager; Eva Elofir, Customer Service Operations; Shane Hiebert, Regulatory & Rates
AGENDA	<ol style="list-style-type: none"> 1. Overview of the Rate Design process and the NIA, current Zone II rates, customer use information, Zone II rate options and LED Streetlight rate BC Hydro-Owned Streetlighting customers 2. Customer service commitments from Module 1 of the Rate Design Application

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 REUS Residential End-Use Survey 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. Overview of the Rate Design Process and the NIA, current Zone II rates, customer use information, Zone II Rate options and LED Rates for BC Hydro-owned Streetlight customers	
Shane Hiebert presented an overview of NIA, including a discussion of current and possible options for Zone II rates. Customer use was also discussed, including the findings of a REUS that was conducted in 2012 to better understand customer use behavior. As well the discussion included LED rate options for BC Hydro-owned streetlighting customers.	
FEEDBACK	RESPONSE
1. Building codes are different in different communities. Many homes here are very old and were built before there were modern codes. They have much poorer insulation and lower construction standards.	Looking at the data we collected in the 2012 REUS Study, we did not identify a strong correlation between insulation or energy efficient window installations and energy consumption.
2. No matter which rate we are on, we'll be penalized for using diesel at high consumption levels.	For residential customers, both rate options are structured so that customers are initially charged a lower rate for energy and are charged a higher amount after a certain level of consumption. The intent of this two tiered rate structure is to recover some of the difference in the cost of service between Zone I and II customers and to encourage energy conservation.
3. The current [Zone II] rates seem fair, it would be odd to change the rate so that the average person pays more but consumers using more	

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	pay less. [In our home] we think about what things are on [items consuming electricity] and turn them off when they are not in use. We keep our home heated to 48 degrees Fahrenheit. It's just enough to keep everything from freezing.	
2. Customer Service Commitments		
Shane Hiebert presented an overview of the customer service commitments from Module 1 of the Rate Design Application.		
FEEDBACK		RESPONSE
1.	I was off-island and received my BC Hydro bill late [when I returned home]. By the time BC Hydro received my payment there were late payment charges assessed. I called BC Hydro and they waived the charges. So – your commitments are in place and working.	