

BC Hydro 2015 Rate Design Module 2 Presentation – Jan. 24 & Feb 22, 2017

Non-Integrated Area Rates

REQUEST FOR INPUT ON NON INTEGRATED AREA RATES, TERMS & CONDITIONS – Feedback Form

We would appreciate it if you could please complete and return this form to us by [Friday, March 10, 2017](#). Details on how to submit the form can be found in the consent section at the bottom of the form. Thank you.

Name/Organization: Dease River First Nation (Good Hope Lake)	
Presentation Topics	
A. Rate Design & Zone II Rates (see slides 2 – 12, 19 - 20)	Comments (Please do not identify third-party individuals in your comments. Comments bearing references to identifiable individuals will be discarded due to privacy concerns).
<p>In reviewing customer rates, terms and conditions, some of the types of broad questions that we consider include the following:</p> <ul style="list-style-type: none"> • Is the rate understandable to customers? • How do your rate structures compare with other rates for remote customers in North America? • Are costs fairly spread amongst customers? • What influences customers' electricity use? • Does the rate encourage efficient electricity use? • How do the rates align with Government Policy? • What might some options look like? <p>1. Are there other broad questions and issues that you think we should be considering when we review the current rate structures, terms and conditions for our Zone II customers?</p>	<p>A special rate or discount for elders would be good. In our culture, elders are responsible for doing a lot of cooking and baking for others in the community which means they tend to have higher bills than other households. They tend to be colder, and use both woodstoves and electric heat to stay warm.</p> <p>Some elderly individuals in our community have health issues that make it difficult from them to use their wood stove. They cannot collect and chop wood to heat their home.</p>

B. Electricity Use and Customer Characteristics (slides 13-18)	Comments (Please do not identify third-party individuals in your comments. Comments bearing references to identifiable individuals will be discarded due to privacy concerns).
<p>We are interested in understanding how certain characteristics are associated with electricity use and how customers might respond to rate structure options or changes to terms and conditions.</p> <p>2. In addition to the four customer characteristics that we discussed in our presentation (dwelling type, number of residents per account, primary space heating and water heating by fuel type), are there other customer characteristics or issues that you think we should also be considering to better understand how Zone II residential customers may or may not be different from customers in the Integrated system?</p>	<p>For much of the summer people are not at home and are out on the land. People also leave the community for work. We have quite a few homes (typically 4-5) that are vacant for much of the time.</p> <p>We rarely cook in the house, except for elders who do a significant amount of cooking.</p> <p>The weather has a significant impact on our consumption. The snow insulates our houses in the winter. When there is insufficient snowfall, the building envelope is impacted and we have to heat our homes more to prevent them from freezing up and getting damaged.</p> <p>Our band buildings are propane heated. There is 1 house and 1 commercial building with electric heat. Everyone else has a back-up furnace that is either oil or propane.</p>
<p>3. How does your community make decisions about housing designs and/or upgrades, and the investment in or replacement of appliances?</p>	<p>We have done a number of upgrades to our houses under the INAC program.</p> <p>Now that we are BC Hydro customers, we have more information and a greater awareness of what we consume because of Power Smart and other government programs. We are participating in a number of programs to upgrade the energy efficiency of our homes and buildings to use less energy. We will build a new house this summer and that will be properly weatherized and insulated because we have more awareness and resources available to help us do this.</p>

<p>4. How does our current electricity rates and our terms and conditions influence housing design/upgrade decision and the investment in or replacement of appliances?</p>	<p>It doesn't; the price of energy type could influence whether we go with electricity, oil or propane, but we don't have information on which is cheaper.</p> <p>The fuel type we use is largely based on what is and has been available to us at any point in time. Oil was the first thing we had, and was all we could get. Propane then became available and some people switched to that. We have quite a mix of oil and propane now. Whichever option was the most easily accessible and convenient to obtain was the option our community chose.</p> <p>We now also have electricity service from BC Hydro. Electricity is by far the most convenient because we don't have to order it or have it delivered. Regardless of weather, road or other conditions, it's available. We don't have to go out and chop wood for our homes and buildings to be warm if we use electric heat. As long as we pay our bills, we can rely on our electricity service with little effort.</p> <p>Our electricity bills aren't as high as we expected when we started taking service from BC Hydro. We plan to do retrofits to our homes and buildings but need time to complete these. We are interested in reducing our consumption and having lower bills regardless of how high or low the price of electricity is.</p>
<p>C. Potential Rate Structure Options (slides 21 - 29)</p>	<p>Comments</p> <p>(Please do not identify third-party individuals in your comments. Comments bearing references to identifiable individuals will be discarded due to privacy concerns).</p>
<p>5. Do you have a preference for one of the potential rate structure options shown? If so, please describe which one and why?</p>	<p>Looking at the options we support remaining on the current rate structure.</p> <p>One of our reasons is that for our community's level of consumption there is not much of a difference in what we would pay. I see that if we use 1950 kWh and up then the current rate will be more expensive, but I really don't see any of us using this amount yet. Our community's growth is much less than a city like Vancouver or Prince George so it isn't likely our consumption will reach those levels for a very long time if ever.</p>

<p>6. Aside from paying the lowest cost, are there other factors or rate options that you think we should be considering?</p>	<p>Our overall cost of living is significantly higher because of our isolation. It creates limited access to products and services and there is a high cost of transporting things here. We pay more for everything, including food and gas.</p>
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<p>D. Terms & Conditions of Service and Customer Service Improvements (slides 32-36)</p>	<p>Comments (Please do not identify third-party individuals in your comments. Comments bearing references to identifiable individuals will be discarded due to privacy concerns).</p>
<p>7. Are there unique customer service issues that remote communities face that we should consider?</p>	<p>Bill frequency impacts our consumption. When we were customers of Yukon Electric we rarely got bills, so people would consume and not be aware of it until they got a huge bill. With BC Hydro, we get bills regularly so people can monitor what they are using, and make smaller payments more frequently which is manageable.</p> <p>We have no one local for support, for example to work on streetlights or respond to outages. We have to contact someone in Vancouver to get a crew out to us if something is needed.</p> <p>Our Elders don't use the internet, and they never will. They do not use telephone banking either. Some of them drive to Watson Lake, Yukon (which is about an hour and a half away) to pay their bills in the bank there. We have a post office, but no access to money orders in Good Hope Lake.</p>
<p>8. How can we can make the customer service improvement initiatives efficient and workable?</p>	<p>We've only been BC Hydro customers for a year. The handbook has been really helpful.</p>

Additional Comments:

CONSENT TO USE PERSONAL INFORMATION

I consent to the use of my personal information by BC Hydro for the purposes of keeping me updated about the 2015 RDA. I consent also to the posting on the internet of this feedback form and the personal information it contains. For purposes of the above, my personal information includes opinions, name, mailing address, phone number and email address as per the information I provide.

Signature: _____

Date: _____

Thank you for your comments.

Comments submitted will be used to inform the RDA Scope and Engagement process, including discussions with Government, and will form part of the official record of the RDA.

You can return completed feedback forms by:

Mail: BC Hydro, BC Hydro Regulatory Group – “Attention 2015 RDA”, 16th Floor, 333 Dunsmuir St. Vancouver. B.C. V6B 5R3

Fax number: 604-623-4407 – “Attention 2015 RDA”

Email: bchydroregulatorygroup@bchydro.com

Form available on Web: http://www.bchydro.com/about/planning_regulatory/regulatory.html

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