**Chris Sandve**
Chief Regulatory Officer
bchydroregulatorygroup@bchydro.com

January 27, 2025

Patrick Wruck
Commission Secretary and Manager
Regulatory Services
British Columbia Utilities Commission
Suite 410, 900 Howe Street
Vancouver, BC V6Z 2N3

Dear Patrick Wruck:

**RE: British Columbia Utilities Commission (BCUC or Commission)**
**British Columbia Hydro and Power Authority (BC Hydro)**
**Fiscal 2025 Third Quarter (Q3 F2025) Summary Report of Customer Complaints and Consecutive Estimates**

BC Hydro writes to submit its Q3 F2025 Summary Report of Customer Complaints and Consecutive Estimates.

## Customer Complaints

**Table 1 Total Complaints Volume from All Sources and BCUC**

| | *Q3 F2024* | *Q4 F2024* | *Q1 F2025* | *Q2 F2025* | *Q3 F2025* |
|---|---|---|---|---|---|
| Total Complaints* | 85 | 105 | 88 | 110 | 68 |
| BCUC | 7 | 15 | 18 | 14 | 7 |
| *Total Complaints include complaints received through the BCUC | | | | | |

Complaints volume decreased from 110 in Q2 F2025 to 68 in Q3 F2025. During and after the provincial election, there was a reduction in complaints from MLA offices and the Minister's office, which is noted in Table 3.

**Table 2 Response Time to Customer Complaints**

| | *Q3 F2024* | *Q4 F2024* | *Q1 F2025* | *Q2 F2025* | *Q3 F2025* |
|---|---|---|---|---|---|
| Average Response Time (Days) | 4 | 3 | 4 | 4 | 3 |

The majority of complaints were investigated and responded to within five business days. Most complex investigations involving multiple departments were investigated and responded to within ten business days.

**Table 3 Complaints by Source**

| | All Sources | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | ***Q3 F2024*** | | ***Q4 F2024*** | | ***Q1 F2025*** | | ***Q2 F2025*** | | ***Q3 F2025*** | |
| BC Hydro | 40 | 47% | 55 | 52% | 35 | 40% | 49 | 45% | 48 | 71% |
| BCUC | 7 | 8% | 15 | 14% | 18 | 21% | 14 | 13% | 7 | 10% |
| Better Business Bureau | 9 | 11% | 6 | 6% | 7 | 8% | 9 | 8% | 8 | 12% |
| Minister's Office | 23 | 27% | 10 | 10% | 18 | 20% | 23 | 21% | 1 | 1% |
| MLA Office | 5 | 6% | 17 | 16% | 9 | 10% | 11 | 10% | 4 | 6% |
| Ombudsperson's Office | 1 | 1% | 2 | 2% | 1 | 1% | 4 | 3% | 0 | 0% |
| **Total** | **85** | **100%** | **105** | **100%** | **88** | **100%** | **110** | **100%** | **68** | **100%** |

**Table 4 Complaints by Category – All Sources**

| | All Sources | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | ***Q3 F2024*** | | ***Q4 F2024*** | | ***Q1 F2025*** | | ***Q2 F2025*** | | ***Q3 F2025*** | |
| Credit and CCF | 12 | 14% | 12 | 11% | 11 | 12% | 18 | 16% | 10 | 15% |
| Billing and Payments | 11 | 13% | 28 | 26% | 16 | 18% | 17 | 15% | 10 | 15% |
| Design | 24 | 28% | 18 | 17% | 19 | 22% | 21 | 19% | 9 | 13% |
| Outages | 4 | 5% | 20 | 19% | 7 | 8% | 10 | 9% | 21 | 31% |
| Power Smart/EV | 4 | 5% | 5 | 5% | 7 | 8% | 12 | 11% | 5 | 7% |
| Rates | 8 | 9% | 8 | 8% | 8 | 9% | 5 | 5% | 1 | 1.5% |
| Field | 7 | 8% | 4 | 4% | 5 | 6% | 8 | 7% | 5 | 7% |
| Vegetation | 6 | 7% | 2 | 2% | 2 | 2% | 3 | 3% | 3 | 4.5% |
| Other* | 9 | 11% | 8 | 8% | 13 | 15% | 16 | 15% | 4 | 6% |
| **Total** | **85** | **100%** | **105** | **100%** | **88** | **100%** | **110** | **100%** | **68** | **100%** |

*Other category is comprised of claims, Contact Centre, web/IVR/MyHydro's consumption graph, properties, reliability and smart meters.

There was a large increase in Outage complaints due to the number of storm-related outages in Q3 F2025. Of the Outage complaints, 14 were due to storms. Design-related complaints decreased to 9 compared to 21 last quarter. Credit, Billing, and Payment complaints were consistent with historical volume for this time of year during the winter and holiday moratorium. In the Other category, there were two complaints about the Contact Centre and one each for Reliability and Properties.

**Table 5 Complaints by Category – BCUC**

| | BCUC | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | ***Q3 F2024*** | | ***Q4 F2024*** | | ***Q1 F2025*** | | ***Q2 F2025*** | | ***Q3 F2025*** | |
| Credit and CCF | 2 | 29% | 6 | 40% | 6 | 33% | 7 | 50% | 1 | 14% |
| Billing and Payments | 0 | 0% | 4 | 26% | 5 | 28% | 1 | 7% | 1 | 14% |
| Design | 2 | 29% | 3 | 20% | 3 | 16% | 1 | 7% | 3 | 44% |
| Outages | 0 | 0% | 1 | 7% | 1 | 6% | 1 | 7% | 1 | 14% |
| PowerSmart/EV | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |
| Rates | 0 | 0% | 0 | 0% | 2 | 11% | 0 | 0% | 0 | 0% |
| Field | 1 | 13% | 0 | 0% | 0 | 0% | 0 | 0% | 1 | 14% |
| Vegetation | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |
| Other* | 2 | 29% | 1 | 7% | 1 | 6% | 4 | 29% | 0 | 0% |
| **Total** | **7** | **100%** | **15** | **100%** | **18** | **100%** | **14** | **100%** | **7** | **100%** |

*Other category is comprised of claims, Contact Centre, web/IVR/ MyHydro's consumption graph, properties, reliability and smart meters.

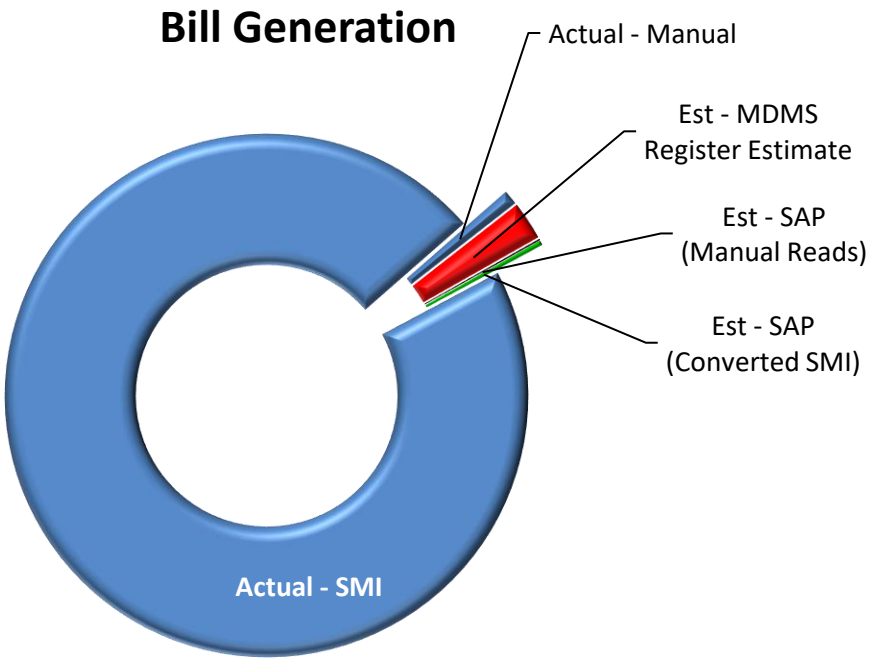
The volume of complaints to the BCUC is consistent with historical volume for this quarter.

## Consecutive Estimates

In Q3 F2025, the number of Consecutive Estimates decreased to 9,357 compared to 10,935 in the previous quarter. For December 2024, 97.3% of bills were issued based on actual reads.

Figure 1 below identifies the sources of meter reads (converted and manual reads) that received actual versus estimates for December 2024.

**Figure 1 Sources of Meter Reads for Invoices Issued, December 2024**




| | December 2024 | | |
|---|---|---|---|
| **Bill Issued Using:** | **Volume** | **%** | **%** |
| Actual – SMI | 1,403,810 | 96.4% | 97.3% |
| Actual – Manual | 13,127 | 0.9% | |
| Estimate – Register Estimate | 34,239 | 2.4% | |
| Est – SAP (Manual Reads) | 1,413 | 0.1% | 2.7% |
| Est – SAP (Converted SMI) | 4,201 | 0.3% | |
| **Total** | **1,456,790** | **100%** | **100%** |

Note: Total does not reconcile to other tables and figures because:

- Results include all estimates, not just consecutive estimates (i.e., reflects accounts with only one estimate); and
- This view includes bills issued, while the data for other charts is based on the reading of meter registers. In some cases, multiple meter registers are read but a single bill is issued (e.g., a poly-phase meter with scheduled reads for kWh, kW, and kVARh).

## Assessment of Meter Reading Performance

In December 2024, 9,357 scheduled meter readings were unable to be obtained for a second billing period in a row. Therefore, the associated accounts required consumption estimates to ensure timely delivery of bills to customers.

**Table 6 Consecutive Estimates by Meter Reading Category – Q3 F2025**

| | September 2024 | December 2024 |
|---|---|---|
| Accounts with Automated Reads – last read SAP Estimate | 4,689 | 3,577 |
| Accounts with Automated Reads – last read Register Estimate | 3,238 | 2,683 |
| Accounts with Manual Reads – last read SAP Estimate | 3,008 | 3,097 |
| Total | 10,935 | 9,357 |

**Table 7 Causes of Missed Reads by Number of Estimates**

| Consecutive Estimates by Reason | 2-3 estimates | | 4-5 estimates | | 6+ estimates | | Grand Total | |
|---|---|---|---|---|---|---|---|---|
| **Category** | **Meters** | **(%)** | **Meters** | **(%)** | **Meters** | **(%)** | **Meters** | **(%)** |
| **Low / No Customer Impact** | | | | | | | | |
| Vacant | 493 | 9% | 293 | 20% | 1,374 | 46% | 2,160 | 22% |
| Disconnected | 56 | 1% | 28 | 2% | 270 | 9% | 354 | 4% |
| Customer-side Power Outage | 31 | 1% | 108 | 8% | 757 | 26% | 896 | 9% |
| **Subtotal** | **580** | **11%** | **429** | **30%** | **2,401** | **81%** | **3,410** | **35%** |

| Consecutive Estimates by Reason | 2-3 estimates | | 4-5 estimates | | 6+ estimates | | Grand Total | |
|---|---|---|---|---|---|---|---|---|
| **Estimated Automated Reads** | | | | | | | | |
| Intermittent Comms – ISAIM | 1,661 | 32% | 116 | 9% | 6 | 0% | 1,783 | 19% |
| Intermittent Comms – SAP | 1,313 | 28% | 186 | 15% | 97 | 4% | 1,596 | 19% |
| **Subtotal** | **2,974** | **61%** | **302** | **24%** | **103** | **4%** | **3,379** | **38%** |
| **Estimated Manual Reads** | | | | | | | | |
| Customer Access | 74 | 1% | 65 | 5% | 67 | 2% | 206 | 2% |
| Other | 197 | 4% | 101 | 7% | 159 | 6% | 457 | 5% |
| Recently unconverted | 20 | 0% | 158 | 11% | 3 | 0% | 181 | 2% |
| **Subtotal** | **291** | **6%** | **324** | **23%** | **229** | **8%** | **844** | **9%** |
| **Meter Replacement** | **1,181** | **23%** | **340** | **24%** | **203** | **7%** | **1,724** | **18%** |
| **Grand Total** | **5,026** | **100%** | **1,395** | **100%** | **2,936** | **100%** | **9,357** | **100%** |

Table 7 above summarizes the causes of all missed meter reads that resulted in bills issued based on consecutive estimates in Q3 F2025, including automated and manually read meters.

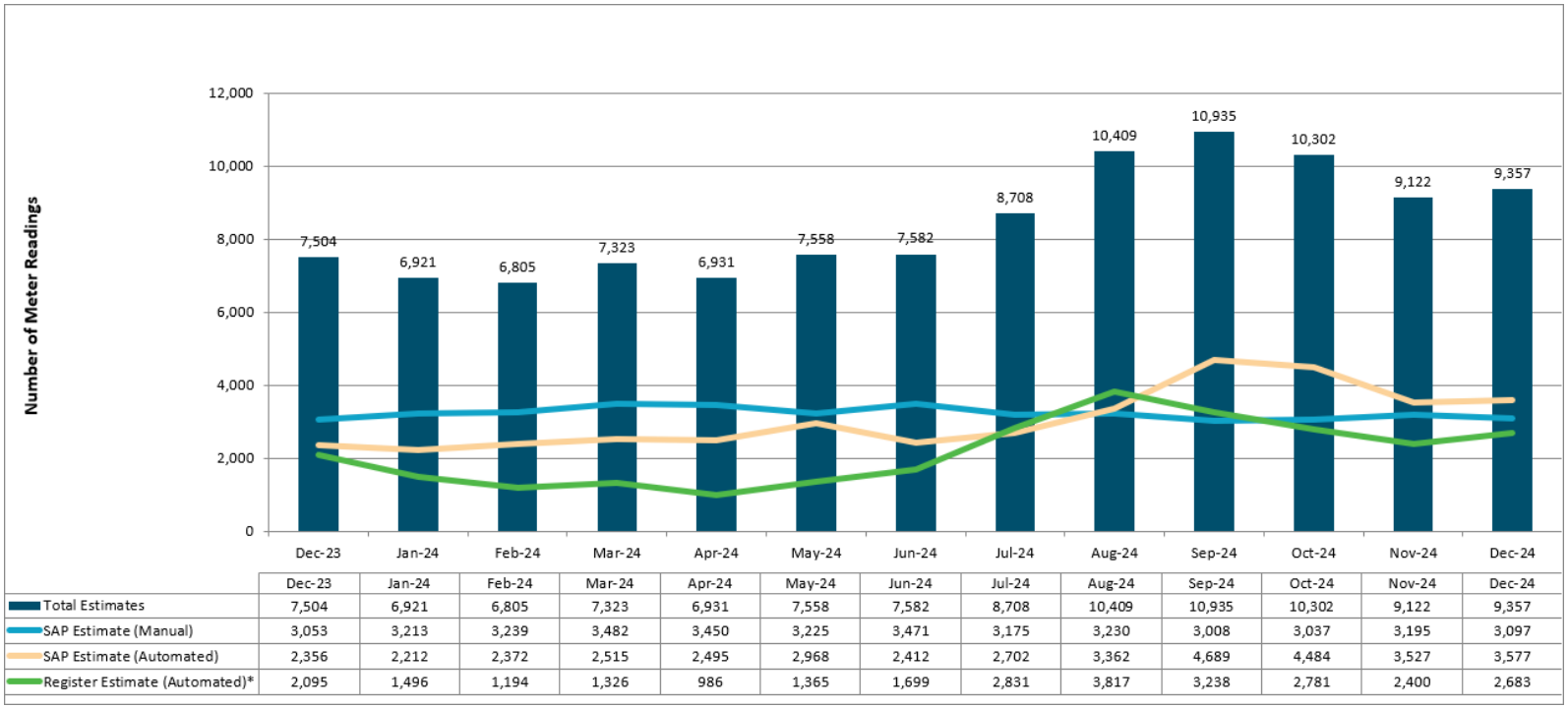
BC Hydro assesses that 35% of the estimated meter reads had low or no customer impact. This category includes accounts that are vacant (22%), services with the line side breakers turned off (9%), and disconnected services (4%).

The meter replacement category accounts for 18% of consecutive estimates. The majority of meters pending replacement have failed, and an actual read is obtained after replacement.

Intermittent communications of automated meters account for a further 38% of estimated reads, divided between MDMS estimates (19%) and SAP estimates (19%).

Of the 9% of consecutive estimates relating to manually read meters, the majority are due to Other issues, such as seasonal challenges caused by colder weather, and Customer Access issues, including locked gates and key issues.

**Figure 2 Meter Readings Requiring Two or More Consecutive Estimates, December 2023 to December 2024 Converted and Non-Converted Meters**




| | Dec-23 | Jan-24 | Feb-24 | Mar-24 | Apr-24 | May-24 | Jun-24 | Jul-24 | Aug-24 | Sep-24 | Oct-24 | Nov-24 | Dec-24 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total Estimates | 7,504 | 6,921 | 6,805 | 7,323 | 6,931 | 7,558 | 7,582 | 8,708 | 10,409 | 10,935 | 10,302 | 9,122 | 9,357 |
| SAP Estimate (Manual) | 3,053 | 3,213 | 3,239 | 3,482 | 3,450 | 3,225 | 3,471 | 3,175 | 3,230 | 3,008 | 3,037 | 3,195 | 3,097 |
| SAP Estimate (Automated) | 2,356 | 2,212 | 2,372 | 2,515 | 2,495 | 2,968 | 2,412 | 2,702 | 3,362 | 4,689 | 4,484 | 3,527 | 3,577 |
| Register Estimate (Automated)* | 2,095 | 1,496 | 1,194 | 1,326 | 986 | 1,365 | 1,699 | 2,831 | 3,817 | 3,238 | 2,781 | 2,400 | 2,683 |

For further information, please contact Alicia Henderson at bchydroregulatorygroup@bchydro.com.

Yours sincerely,

Chris Sandve
Chief Regulatory Officer

tl/tl