

**Workshop Feedback**

**INTRODUCTION**

We hosted a workshop on the proposed changes to the Electric Tariff on distribution system extensions on April 9, 2024 and a workshop on other proposed amendments to the Electric Tariff terms & conditions on April 12, 2024. This feedback form will be used to inform the applications that are currently being prepared for filing with the BC Utilities Commission in June 2024.

Please be aware that your feedback, including the organization you’re representing, will be included in these applications and be part of the public record for the regulatory proceeding. Due to privacy concerns, we ask that you do not identify third-party individuals or account specific information in your comments. Comments that reference identifiable individuals will not be included as part of the public record.

Any personal information you provide to BC Hydro on this form is collected and protected in accordance with the Freedom of Information and Protection of Privacy Act, Section 26(c). BC Hydro is collecting information with this for the purpose of rate design in accordance with BC Hydro’s mandate under the Hydro and Power Authority Act, the BC Hydro Electric Tariff, the Utilities Commission Act and related Regulations and Directions. If you have any questions about the collection or use of the personal information collected on this form, please contact the BC Hydro Regulatory Group at [bchydroregulatoryfeedback@bchydro.com](mailto:bchydroregulatoryfeedback@bchydro.com).

**Please submit your feedback by May 7, 2024.**

**CONTACT DETAILS**

Name:	
Title:	
Organization:	
Email Address:	
Which session(s) did you attend?	Distribution Extension Policy (April 9, 2024) <b>(Complete Section 1)</b> Electric Tariff Terms & Conditions (April 12, 2024) <b>(Complete Section 2)</b>

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**SECTION ONE**

April 9 workshop session: Electric Tariff Update: Distribution Extensions

**SECTION ONE: DISTRIBUTION EXTENSION POLICY**

We would like to get your feedback on the proposed changes discussed during the Electric Tariff Update: Distribution Extensions workshop on April 9, 2024. Please refer to the presentation found on [Public workshops & feedback \(bchydro.com\)](https://www.bchydro.com/public-workshops).

BC Hydro proposes to make adjustments to the extension, system improvement and BC Hydro’s contribution portions of the distribution extension policy. The adjustments will reduce connection costs for all new customers. The key benefits are that no customers will be charged system improvement costs, except for extraordinary cases; and BC Hydro will increase its contribution to a project.

Currently, customers requesting services that require an extension to the distribution system are required to pay an extension fee equal to the estimated cost of construction. Extension costs can vary widely depending on the specific needs of the project (e.g., size, distance from BC Hydro’s distribution system, overhead vs. underground). Input from interested parties suggested that the primary source of unpredictability with costs was the allocation of system improvement costs as opposed to how extension costs are estimated. Therefore, BC Hydro is proposing to retain the estimated cost of construction as the extension costs and will look at implementing other business improvements to support customers in their planning.

**1. Please indicate your level of support for BC Hydro’s proposal to continue charging extension costs based on the estimated cost of construction to more accurately reflect costs. (slide 15)**

Do Not Support <i>(Go to Q1a)</i>	Barely Support <i>(Go to Q1a)</i>	Somewhat Support	Mostly Support	Fully Support
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**(Please answer this question if you selected *Barely Support* or *Do Not Support* in Q1)**

**1a. Do you have any comments?**

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BC Hydro is proposing to improve cost equity and predictability for developers while also balancing the financial risk to all BC Hydro customers by eliminating the system improvement costs for the majority of projects, with the exception of extraordinary cases.

Instead of recovering system improvement costs only from customers who trigger the immediate need, this proposal recognizes that all new load contributes proportionately to the eventual need for system improvement. Currently new connections under 500 kVA are not subject to system improvement charges, while connections greater than 500 kVA are, if the need for improvement is triggered. With this proposal, only extraordinary cases will trigger system improvement costs.

**2. Please indicate your level of support for BC Hydro’s proposal to manage the system improvement investments, thereby eliminating system improvement costs for the majority of the projects. (slide 16)**

Do Not Support <i>(Go to Q2a)</i>	Barely Support <i>(Go to Q2a)</i>	Somewhat Support	Mostly Support	Fully Support
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**(Please answer this question if you selected *Barely Support* or *Do Not Support* in Q2)**

**2a. Do you have any comments?**

BC Hydro is proposing to address scenarios where system improvement costs are extraordinary/significant, relative to the load being connected or where there is no broader benefit, by implementing a maximum amount that BC Hydro will contribute.

BC Hydro is proposing to invest \$1 million per MVA towards system improvement of new load, up to a maximum of \$10 million for 10 MVA. In the cases where actual system improvement costs exceed the \$1 million per MVA, the customer will be responsible for the incremental difference.

**3. Please indicate your level of support for BC Hydro’s proposal to cap BC Hydro’s system improvement investments to protect existing customers’ interests. (slide 17)**

Do Not Support <i>(Go to Q3a)</i>	Barely Support <i>(Go to Q3a)</i>	Somewhat Support	Mostly Support	Fully Support
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**(Please answer this question if you selected *Barely Support* or *Do Not Support* in Q3)**

3a. Do you have any comments?

As BC Hydro will now manage the costs of system improvement, BC Hydro is proposing that projects with maximum demand greater than 1 MVA may be required to provide security up to the amount of BC Hydro’s system improvement investment (\$1 million per MVA). The intent is not to take security on every project where BC Hydro invests in system improvement but to focus on areas where we may need to protect the amount we have invested.

4. Please indicate your level of support for proposal to require security on BC Hydro’s system improvement investment where circumstances warrant it to protect existing customers’ interests (i.e., rate payers). *(slide 17)*

Do Not Support <i>(Go to Q4a)</i>	Barely Support <i>(Go to Q4a)</i>	Somewhat Support	Mostly Support	Fully Support
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**(Please answer this question if you selected *Barely Support* or *Do Not Support* in Q4)**

4a. Do you have any comments?

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BC Hydro is proposing to increase the maximum contribution that BC Hydro will provide to offset the costs for extension construction. This proposal also considers what BC Hydro is proposing with regard to system improvement.

The proposal increases the maximum contribution to offset costs. In addition, BC Hydro proposes to adjust these contribution amounts annually by the approved general rate changes.

**5. Please indicate your level of support for the proposal to update the calculation of BC Hydro’s maximum contribution allowance? (slides 18 to 21)**

Do Not Support <i>(Go to Q5a)</i>	Barely Support <i>(Go to Q5a)</i>	Somewhat Support	Mostly Support	Fully Support
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**(Please answer this question if you selected *Barely Support* or *Do Not Support* in Q5)**

**5a. Do you have any comments?**

BC Hydro is proposing to improve the equity for the initial customer who is required to pay for extension construction with an extension fee refund. Similar to the current process, customers who are required to pay the cost of construction for extensions to BC Hydro’s distribution system, are also eligible for a refund should subsequent customers be added onto the extension that was completed. The proposal includes:

- Setting an eligibility threshold of \$25,000, where projects less than \$25,000 would not receive an extension fee refund;
- Extending the refund window from 5 to 10 years for projects with extension fees over \$1 million. Currently, extension fee refunds are reviewed upon request by a customer; and
- Providing automatic reviews by BC Hydro every 5 years and after 10 years, where applicable. This will allow for a longer period of time for the initial customer to recover more of their investment.

**6. Please indicate your level of support for the proposal on how BC Hydro will calculate the Extension Fee Refund? (slide 22)**

Do Not Support <i>(Go to Q6a)</i>	Barely Support <i>(Go to Q6a)</i>	Somewhat Support	Mostly Support	Fully Support
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(Please answer this question if you selected *Barely Support* or *Do Not Support* in Q6)

6a. Do you have any comments?

BC Hydro is proposing to update the Minimum Service connection charges to reflect current day costs. BC Hydro is also looking to align the charges currently listed on bchydro.com with what is in the Electric Tariff for greater transparency.

The current overhead and underground service connection standard charges include service connection costs and metering costs. The proposal is to revise overhead/underground service connection charges to separate meter costs from service connection costs and to update the charges based on the weighted average of both internal and external resources. This change of methodology results in standard charges remaining relatively similar with cost pressures (i.e., inflation) being offset by cost efficiencies (i.e., using both internal and external labour costs).

7. Do you have any comment on the calculation of the minimum service connection charges?  
(slides 27, 28 and 29)

The Uneconomic Extension (UEA) fund offers financial assistance for connections where overhead infrastructure doesn't currently exist. Currently, farm irrigation and a principal residence are eligible.

The proposal is looking to expand the eligibility criteria to include overhead connections for First Nations and municipal governments that provide a community benefit. The fund would require the customer be from a governing body, like a First Nation or a municipality, and to submit a project scope and justification application.

The fund covers new overhead electric service extensions that require a transformer and more than one span of line along a maintained road with public access. Through an application process, funding is

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allocated on a lowest-cost-per-customer basis, and funding preference will be given to areas where future facilities may be required to support economic development in BC. The fund is not available for developers, subdivisions, recreational and seasonal properties, or extensions on private property.

**8.** Please indicate your level of support for the proposed eligibility changes to the uneconomic extension fund. *(slide 30)*

Do Not Support <i>(Go to Q8a)</i>	Barely Support <i>(Go to Q8a)</i>	Somewhat Support	Mostly Support	Fully Support
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**(Please answer this question if you selected *Barely Support* or *Do Not Support* in Q8)**

**8a.** Do you have any comments?

BC Hydro is proposing to extend the same distribution extension policy to Non-integrated Area communities. Currently, Non-integrated Area customers (Rates Zone IB and Zone II) currently are responsible for the estimated cost of the construction and present value of net operating and maintenance costs. They are not eligible for a contribution from BC Hydro or the extension fee refund. The proposal is looking to apply the same costs treatment to connection requests across all rate zones. This would also apply to standard charges.

**9.** Please indicate your level of support for the proposal to offer the same cost treatments for extensions in the Non-integrated Areas. *(slide 31)*

Do Not Support <i>(Go to Q9a)</i>	Barely Support <i>(Go to Q9a)</i>	Somewhat Support	Mostly Support	Fully Support
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**Please answer this question if you selected *Barely Support* or *Do Not Support* in Q9)**

**9a. Do you have any comments?**

A typical regulatory review process can take approximately 6 to 8 months. With that in mind, BC Hydro is anticipating an effective date for the distribution extension changes to be winter 2024/2025. In addition, we will be seeking opportunities for a streamlined review with the B.C. Utilities Commission (BCUC). Upon approval from the BCUC, projects with quotes that are still unpaid will be able to apply again to take advantage of the new distribution extension policy.

**10. Do you have any comment on the proposed transition plan? (slide 32)**

**11. Thank you completing Section One. If you have any additional feedback about the workshop(s), please provide your comments in the box below.**



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**SECTION TWO**

April 12, 2024 workshop session: Electric Tariff terms and conditions

**SECTION TWO: ELECTRIC TARIFF TERMS AND CONDITIONS**

We would like to get your feedback on the proposal discussed during the Electric Tariff Terms and Conditions Workshop on April 12, 2024. Please refer to the presentation found on [Public workshops & feedback \(bchydro.com\)](https://www.bchydro.com/public-workshops).

BC Hydro is proposing to update Section 4.4 of the Electric Tariff which covers master-metering for multi-occupancy residential buildings. The proposal is to require all new multi-occupancy residential buildings to individually meter the units. Existing multi-occupancy residential buildings with master meters will be exempt. This proposed change does not apply to commercial multi-occupancy buildings and it does not apply to secondary suites.

1. Please indicate your level of support for BC Hydro’s proposal to require each unit in new multi-occupancy residential buildings be individually metered. This would enable those residents to become BC Hydro customers and access BC Hydro rate options, incentive offers, assistance programs and online tools. [Sec 4.4] (slides 10 and 11)

Do Not Support <i>(Go to Q1a)</i>	Barely Support <i>(Go to Q1a)</i>	Somewhat Support	Mostly Support	Fully Support
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**(Please answer this question if you selected *Barely Support* or *Do Not Support* in Q1)**  
**1a. Please explain why.**

**Proposed draft Electric Tariff wording (Section 4.4.1, slide 11):**

“If a multiple occupancy property contains more than one Dwelling, each Dwelling will receive Service through separate metering, except for secondary suites, which means accessory dwelling units that are located in and forms part of a primary dwelling unit.”

*Continued...*

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2. Do you have any suggested edits to BC Hydro’s proposed draft Electric Tariff wording on section 4.4.1 on the requirement to individually meter each unit in multiple-occupancy residential buildings?

*Note: This requirement would not apply to secondary suites, such as basement suites or laneway houses.*

BC Hydro is proposing to update Section 9.1 of the Electric Tariff, which covers the resale of electricity. The proposal is to update the wording currently in the tariff to provide a clear definition of “price” of electricity, to clarify the consequences if a reseller does not comply with the tariff, and to include clarity about the core sections of the Resale of Electricity Agreement such as the reseller being required to follow any applicable laws and regulations.

**Resale of Electricity: Proposed draft Electric Tariff wording  
(Section 9.1 Resale of Electricity Services, slides 12, 13 and 14):**

“For the purposes of this section, “resale” or “resell” means a Customer delivers or provides Electricity provided by BC Hydro to a third party, for compensation, at the same Premises, and using meters not owned or operated by BC Hydro and installed on the Customer’s side of the Point of Delivery; and “price” means the sum of all charges specified in the Rate section of the [default] Rate Schedule under which the third party would have taken Service had such third party been a Customer of BC Hydro. For greater certainty, the “price” is subject to any applicable rate rider as specified in the Rate Schedule and is before any applicable taxes or levies.

If a Customer resells Electricity, the total compensation the Customer charges the third party for such Electricity for a billing period equivalent to BC Hydro’s billing period cannot exceed the price the price BC Hydro would have charged had such third party been a Customer of BC Hydro.

The Customer who resells Electricity to a third party:

- (a) Shall follow any applicable laws and regulations, including, but not limited to, Electricity and Gas Inspection Act, and the Utilities Commission Act; and
- (b) Shall keep a record of any resale for 24 consecutive Months. BC Hydro may request access to the record from time to time, by providing to the Customer at least 10 business days’ notice, to conduct an audit or to assist in resolution of disputes.

For clarity, BC Hydro may Disconnect the Premises for non-compliance with this section. Neither BC Hydro nor any its representatives or agents will be liable for any loss, injury, damages or expenses occasioned to or suffered by the third party caused by or arising out of any such Disconnection.”

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**3. Do you have any suggested edits to BC Hydro’s proposed draft Electric Tariff wording on section 9.1 Resale of Electricity Services? (slides 12, 13 and 14)**

BC Hydro is proposing to update Section 5.7 of the Electric Tariff, which outlines back-billing for unmetered services. Unmetered services require the customer to notify BC Hydro when additions or alterations are made that would require a change in what BC Hydro charges the customer, as there is no meter to confirm the total electricity used. BC Hydro is not proposing changes to back-billing rule when the under- or over-billing is the result of a BC Hydro action or error.

The proposal is to provide a 12 month grace period for customers to report consumption changes to BC Hydro; to revise the time limit for back-billing from 6 months (for Small General Service customers) or 12 months (for Street Light accounts) to the actual date of the addition/alteration; and to charge interest on the under-billed amount at BC Hydro’s weighted average cost of debt. No interest will be applied on an over-billed amount. We heard that customers need time to reconcile their accounts and are proposing to have this change be effective April 2026.

**Back-billing of unmetered services: Proposal (Section 5.7, slides 16 and 17):**

1. Provide a 12-month grace period for customers to report consumption changes to BC Hydro;
2. Revise time limit for back-billing from 6 (SGS accounts) or 12 months (Street Light accounts) to the date of the addition/alteration;
3. Charge interest on under-billed amount at BC Hydro’s weighted average cost of debt. No interest will be applied on over-billed amount.

Proposed Effective Date: April 2026 (to allow time for customers to reconcile unmetered equipment inventory with BC Hydro).

**4. To what extent do you agree or disagree with BC Hydro’s proposed changes to back-billing terms & conditions for unmetered service [Sec 5.7], “Provide a 12-month grace period for customers to report consumption changes to BC Hydro”? (slide 16 and 17)**

Strongly Disagree <i>(Go to Q4a)</i>	Somewhat Disagree <i>(Go to Q4a)</i>	Neither Agree nor Disagree	Somewhat Agree	Strongly Agree
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(Please answer this question if you selected *Somewhat* or *Strongly Disagree* in Q4)

4a. Please explain why.

5. To what extent do you agree or disagree with BC Hydro’s proposed changes to back-billing terms and conditions for unmetered service [Sec 5.7], **“Revise time limit for back-billing from 6 (SGS accounts) or 12 months (Street Light accounts) to the actual date of the addition/alteration”?** (slide 16 and 17)

Strongly Disagree <i>(Go to Q5a)</i>	Somewhat Disagree <i>(Go to Q5a)</i>	Neither Agree nor Disagree	Somewhat Agree	Strongly Agree
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(Please answer this question if you selected *Somewhat* or *Strongly Disagree* in Q5)

5a. Please explain why.

6. To what extent do you agree or disagree with BC Hydro’s proposed changes to back-billing terms & conditions for unmetered service [Sec 5.7], **“Charge interest on under-billed amount at BC Hydro’s weighted average cost of debt. No interest will be applied on over-billed amount”?** (slide 16 and 17)

Strongly Disagree <i>(Go to Q6a)</i>	Somewhat Disagree <i>(Go to Q6a)</i>	Neither Agree nor Disagree	Somewhat Agree	Strongly Agree
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**(Please answer this question if you selected *Somewhat* or *Strongly Disagree* in Q6)**  
**6a.** Please explain why.

**(Please answer this question if you selected *Somewhat* or *Strongly Disagree* in Q6)**  
**6b.** What do you propose as the interest rate to charge?

BC Hydro is proposing to update Section 3.12 of the Electric Tariff, which covers transformation on private property. The proposal will reduce the risks associated with BC Hydro-owned equipment residing on private lines by removing the customer option for BC Hydro to supply the transformer on primary voltage services and requiring existing customers to purchase their own transformer from an external vendor when their existing transformer is due for replacement.

**7.** Please indicate your level of support for BC Hydro’s proposal to phase out the supply of transformers on private lines [Sec 3.12]. *(slide 22)*

Do Not Support <i>(Go to Q7a)</i>	Barely Support <i>(Go to Q7a)</i>	Somewhat Support	Mostly Support	Fully Support
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**(Please answer this question if you selected *Barely Support* or *Do Not Support* in Q7)**

**7a.** Please explain why.

BC Hydro is proposing to update Section 3 of the Electric Tariff, which outlines requirements related to voltage conversions.

Voltage conversions require the cooperation from all customers within the area being updated in order to increase the service size to the area. As part of our plans to meet future electric load growth, we are accelerating our voltage conversion programs. Converting the voltage of our system in older neighbourhoods to higher voltage will increase our capacity to service new load.

Since 2010, we’ve required all new customers to ensure their equipment is capable of operating at 25 kV. However, in some areas, mainly Vancouver and Burnaby, there are buildings that do not have the equipment capable of managing 25 kV. In these cases, customers need to replace their equipment in order for the entire area to be converted. To assist with this change, BC Hydro may pay for reasonable expenses to replace the equipment and works with the customer to provide the upgrade.

The proposal will modify the Section to ensure BC Hydro can modify the Service voltage as necessary, that all new or upgraded Services must be designed to receive electricity at 25 kV, and that customers may be disconnected if they fail to upgrade their equipment according to the voltage conversion schedule.

**8.** Please indicate your level of support for BC Hydro’s proposal to disconnect customers that fail to upgrade their equipment in a timely manner in order to enable voltage conversion for the area. *(slide 23)*

Do Not Support <i>(Go to Q8a)</i>	Barely Support <i>(Go to Q8a)</i>	Somewhat Support	Mostly Support	Fully Support
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**(Please answer this question if you selected *Barely Support* or *Do Not Support* in Q8)**

**8a.** Please explain why.

**SECTION TWO: STANDARD CHARGES**

Standard charges are intended to recover costs from those customers who incur these costs for BC Hydro.

We periodically update these charges as costs and business processes change. The last time BC Hydro updated the Standard Charges was in 2015. In November 2023, we said we will be reviewing and updating the charges to reflect BC Hydro’s current costs. The updated standard charges remain relatively similar with cost pressures (i.e., inflation) being offset by cost efficiencies (i.e., increase in online self-service and process automations).

We are proposing to:

- Update charges to reflect current costs;
- Remove select charges that are no longer in use or provide little value; and
- Apply all charges to all rate zones.

	Support	Do Not Support	<b>If you selected <i>Do Not Support</i>, please explain why.</b>
<b>9.</b> Do you support BC Hydro in removing the following standard charges that are no longer in use or provide little value? <i>(slides 19 to 21)</i>			
<b>9a.</b> The returned payment charge			
<b>9b.</b> The legacy meter charge			
<b>9c.</b> The failed installation charge			

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<b>9d.</b> Radio-off meter initial charge			
<b>9e.</b> Radio-off meter removal charge			
<b>10.</b> Do you have any comments on the proposed changes to the Standard Charges? ( <i>slides 19-21</i> )			

**11.** Thank you for completing Section Two. If you have any additional feedback about the workshop(s), please provide your comments in the box below.