



LETTER L-21-12

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VIA EMAIL

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April 5, 2012

Ms. Janet Fraser
Chief Regulatory Officer
British Columbia Hydro and Power Authority
16th Floor, 333 Dunsmuir Street
Vancouver, BC V6B 5R3

Dear Ms. Fraser:

Re: British Columbia Hydro and Power Authority
Customer Complaint – Klimosko, T. – Billing

This letter is in response to British Columbia Hydro and Power Authority's (BC Hydro) letter dated March 26, 2012, requesting permission from the British Columbia Utilities Commission (Commission) to revise the charges for Mr. Ted Klimosko's (Complainant) account to reflect an estimate based on historical consumption at his residence. BC Hydro requested permission to waive consumption of 1,161 kilowatt hours (approximately \$86.00).

BC Hydro billed the Complainant for consumption of 1,441 kWh from October 7, 2011 to November 16, 2011, based on actual meter reads. On November 16, 2011, the Complainant's meter was removed and replaced with a smart meter. On December 7, 2011, BC Hydro issued a bill to the customer for consumption of 1,835 kWh between October 7, 2011 and December 7, 2011.

In its March 26, 2012 correspondence, BC Hydro states it reviewed consumption at the property between October and December for the past five years and the consumption recorded during the October 7, 2011 to December 7, 2011 billing period, is higher than previous consumption at the property. The average daily consumption between October 7, 2011 and November 16, 2011, was 36 kWh; whereas the average daily consumption based on the previous five years was 7 kWh.

BC Hydro states, "BC Hydro has reviewed the attached Electric Billing History (see Attachment 2) at the premises for the past five years, and has calculated the daily average consumption for the bi-monthly billing period from October to December at 7 kWh per day. BC Hydro has used this historic daily average to calculate consumption over the 40-day period from October 7 to November 16, 2011, resulting in consumption of 280 kWh" (BC Hydro letter, March 26, 2012).

BC Hydro requests permission from the Commission to waive cost of energy charges for consumption of 1,161 kWh (1,441 kWh-280 kWh).

Pursuant to section 4.3 of BC Hydro's Electric Tariff (Tariff), "Any Customer who doubts the accuracy of the meter measuring Electricity used by the Customer may have the meter tested pursuant to the *Electricity and Gas Inspection Act (Canada)*." However, as the Complainant's original meter was removed during the October 7, 2011 to December 6, 2011 billing period, it was not available for testing.

Pursuant to section 63 of the *Utilities Commission Act*, BC Hydro is unable to waive charges for registered consumption without consent of the Commission.

The Commission reviewed the matter and is of the view it is reasonable to estimate consumption from October 7, 2011 to November 16, 2011, based on historical consumption at the residence in this case, as the Commission is unable to rule out meter failure as the cause of the higher than normal consumption.

The Commission refers to section 5.2.3 of the Tariff, which states, "If any meter fails to register or registers incorrectly, the consumption or demand or both may be estimated by BC Hydro and used for billing purposes."

By this letter, the Commission gives consent to BC Hydro to revise the charges and waive charges for consumption of 1,161 kWh on the Complainant's account.

Yours truly,

Alanna Gillis

/ls
Enclosure

cc: Mr. Ted Klimosko
(tedklimosko@hotmail.com)