



March 28, 2019

Sent via email

Letter L-6-19

Mr. Andy Shadrack
Kaslo Senior Citizen's Association Branch #81
ashadra@telus.net

Re: FortisBC Inc. – A.S. Request for Meeting

Dear Mr. Shadrack,

Further to our email to you of February 19, 2019, the BC Utilities Commission (BCUC) has received correspondence dated February 15 and 19, 2019 from yourself, the Kaslo Senior Citizen's Association Branch #81 (KSCA81) and residents of Kaslo and Area D, Regional District Central Kootenay containing the request for an opportunity to make a formal presentation of your concerns about FortisBC Inc. (FBC).

In your correspondence you state:

We no longer have confidence that the rates being set for our electrical service are either fair or in the public interest, and have been trying for over two years to have a meeting to discuss our concerns with FortisBC and the BC Utilities Commission.

You also state that you would like representatives of both the BCUC and the BC Auditor General's Office present so that both entities can fully understand the scope and depth of your concerns.

As you are aware, the BCUC's jurisdiction comes primarily from the *Utilities Commission Act* (UCA). In accordance with the UCA, the BCUC generally holds public proceedings when regulating public utilities, and public utilities are required to provide notice to the public of those proceedings. The BCUC also posts public proceedings on our website. This process helps to ensure procedural fairness for the public utilities, their various classes of ratepayers and the public.

When ratepayers have concerns about public utilities regulated by the BCUC, there are several options available to share those concerns with the BCUC:

- i) participate in a public proceeding involving the public utility;
- ii) file an application for reconsideration of a BCUC decision;
- iii) seek leave to appeal a BCUC decision with the BC Court of Appeal; and/or
- iv) file a complaint with the BCUC.

For transparency and fairness purposes, the BCUC cannot make determinations about ratepayers' concerns with regards to public utilities in meetings outside of the formal regulatory process, nor can we compel other entities such as the Auditor General to attend such meetings. Therefore, it is with regret that we are unable to accept your request for a meeting.

The BCUC notes that both you and the KSCA81 have been active participants in many FortisBC proceedings, and have voiced concerns about FortisBC through your participation in these proceedings. For example, you participated extensively in FortisBC Inc.'s recent 2017 Cost of Service Analysis and Rate Design Application, as shown through the publicly posted materials on the BCUC's page for that proceeding at: <https://www.bcuc.com/ApplicationView.aspx?ApplicationId=610>.

We also note that FortisBC has recently filed the FortisBC Energy Inc. and FortisBC Inc. (collectively FortisBC) Multi-Year Rate Plan Application for 2020 to 2024 – see the BCUC's page for this proceeding at: <https://www.bcuc.com/ApplicationView.aspx?ApplicationId=667>. The deadline for intervener registration is Thursday, April 25, 2019, and there will be a Workshop on Key Elements of the Application on Wednesday, May 1, 2019. You, and the KSCA81, are welcome to either apply for intervener status in that proceeding, participate as interested parties, or to provide letters of comment.

You can also monitor the "Current Proceedings" page on the BCUC's website at: <https://www.bcuc.com/Proceeding.aspx?ApplicationType=Current> for other proceedings that involve FortisBC.

Alternatively, if you or members of the Association have a specific complaint about a matter within the BCUC's jurisdiction, you can file a complaint with the BCUC. Please refer to our Customer Complaints Guide at: <http://www.bcuc.com/consumers/utility-icbc-complaint-process.html> for more detailed information on the BCUC's customer complaint process. When reviewing customer complaints, BCUC staff review whether regulated companies are following their approved tariffs and the UCA. If you would like a printed copy of the Customer Complaints Guide, please let us know and we can mail you a copy.

Sincerely,

Original signed by:

Patrick Wruck
Commission Secretary

KN/ad