



**ORDER NUMBER
G-194-19**

IN THE MATTER OF
the *Utilities Commission Act*, RSBC 1996, Chapter 473

and

British Columbia Hydro and Power Authority
Application to Amend the Customer Crisis Fund Rate Rider

BEFORE:

W. M. Everett, QC, Panel Chair
D. A. Cote, Commissioner
K. A. Keilty, Commissioner

on August 22, 2019

ORDER

WHEREAS:

- A. On July 31, 2019, pursuant to sections 58–61 of the *Utilities Commission Act* (UCA), British Columbia Hydro and Power Authority (BC Hydro) filed with the British Columbia Utilities Commission (BCUC) an application to amend Rate Schedule (RS) 1903 - Customer Crisis Fund (CCF) Rate Rider from 0.82 cents per day to 0.43 cents per day, effective October 1, 2019 (Application);
- B. In its Application, BC Hydro requests that if the BCUC cannot approve the CCF Rate Rider amendment before October 1, 2019 that the CCF Rate Rider of 0.43 cents per day be approved on an interim basis, effective October 1, 2019, pursuant to sections 89 and 90 of the UCA. Further, BC Hydro requests that any difference between the interim and permanent CCF Rate Rider be captured in the CCF Regulatory Account. The disposition of the CCF Regulatory Account is to be considered at the end of the CCF Pilot;
- C. Following the public hearing of BC Hydro's 2015 Rate Design Application (2015 RDA), the BCUC issued Order G-5-17 and the accompanying Decision on January 20, 2017. In the 2015 RDA Decision, the BCUC approved the establishment of a pilot crisis intervention fund and directed BC Hydro to file a proposal for a pilot program within six months of the date of the 2015 RDA Decision;
- D. On November 17, 2017, by Order G-166-17, the BCUC approved the Customer Emergency Fund (CEF) Pilot Program Application. The BCUC approved the establishment of a CEF Rate Rider, an amendment to Rate Schedule 1901, to exclude the application of the Deferral Account Rate Rider to the CEF Rate Rider and the establishment of the CEF Regulatory Account;
- E. On June 1, 2018, the CEF, renamed to the Customer Crisis Fund Pilot, came into effect;
- F. Upon receiving a significant number of complaints regarding the CCF Pilot, the BCUC directed BC Hydro by Order G-211-18 to file an evaluation report of the CCF Pilot Program within 90 days of the completion of the first year of the CCF Pilot Program (CCF Year One Evaluation Report);

- G. On July 31, 2019 BC Hydro filed its CCF Year One Evaluation Report;
- H. By Order G-195-19 dated August 21, 2019, the BCUC established a public process and regulatory timetable for the CCF Year One Evaluation Report proceeding;
- I. The BCUC considers that approving the CCF Rate Rider of 0.43 cents per day on an interim basis, effective October 1, 2019 is warranted. In order to ensure regulatory efficiency, the BCUC further considers that the review of the Application may be informed by the review of the CCF Year One Evaluation Report proceeding and that suspending the Application regulatory process and timetable to establish a permanent CCF Rate Rider, pending the outcome of the CCF Year One Evaluation Report proceeding, is warranted.

NOW THEREFORE the BCUC orders as follows:

- 1. The CCF Rate Rider of 0.43 cents per day is approved on an interim basis, effective October 1, 2019. Any difference between the interim and permanent rates that are approved by the BCUC following the disposition of the Application are to be captured in the CCF Regulatory Account. The disposition of the CCF Regulatory Account is to be considered at the end of the CCF Pilot.
- 2. BC Hydro must provide all BC Hydro residential customers with notice of the CCF Rate Rider interim rate change in the same bill insert that includes notice of the CCF Year One Evaluation Report proceeding, pursuant to directive 3 of Order G-195-19.
- 3. The BCUC review of the BC Hydro CCF Rate Rider Amendment Application is suspended pending the outcome of the CCF Year One Evaluation Report proceeding.
- 4. BC Hydro must make the Application and non-confidential supporting material available for inspection on BC Hydro's website and at BC Hydro's head office located on the 16th Floor at 333 Dunsmuir Street, Vancouver, BC, and at the BCUC's office at Suite 410, 900 Howe Street, Vancouver, BC.

DATED at the City of Vancouver, in the Province of British Columbia, this 22nd day of August 2019.

BY ORDER

Original signed by:

W. M. Everett, QC
Commissioner