



ORDER NUMBER
G-195-19

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

and

British Columbia Hydro and Power Authority
Customer Crisis Fund Year One Evaluation Report

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, British Columbia Hydro and Power Authority (BC Hydro) filed with the British Columbia Utilities Commission (BCUC) its Year One Evaluation Report for the Customer Crisis Fund (CCF) Pilot Program (CCF Year One Evaluation Report);
- B. 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;
- C. 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;
- D. On June 1, 2018, the CEF, renamed to the Customer Crisis Fund Pilot, came into effect;
- E. Upon receiving a significant number of complaints regarding the CCF Pilot, the BCUC, by Order G-211-18, directed BC Hydro 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;
- F. On July 31, 2019 BC Hydro filed a separate application with the BCUC to amend the CCF Rate Rider from 0.82 cents per day to 0.43 cents per day (CCF Rate Rider Amendment Application);
- G. By Order G-194-19 dated August 21, 2019 in the CCF Rate Rider Amendment Application, the BCUC approved the amendment to the CCF Rate Rider from 0.82 cents per day to 0.43 cents per day on an interim

basis. In that same order, the BCUC suspended its review of the BC Hydro CCF Rate Rider Amendment Application pending the outcome of the CCF Year One Evaluation Report proceeding; and

- H. The BCUC considers that establishing a regulatory timetable for the review of the CCF Year One Evaluation Report is warranted.

NOW THEREFORE the BCUC orders as follows:

1. The Regulatory Timetable for the initial review of the CCF Year One Evaluation Report is established as set out in Appendix A to this order. Parties who wish to actively participate in the proceeding are to register with the BCUC by completing a Request to Intervene Form, available on the BCUC's website under Get Involved, by the date established in the Regulatory Timetable and in accordance with the BCUC's Rules of Practice and Procedure attached to Order G-15-19.
2. The Panel requests submissions from BC Hydro and Registered Interveners on the appropriate review process, timing and scope of the CCF Pilot Project, in accordance with the questions outlined in Appendix B and by the dates established in the Regulatory Timetable attached as Appendix A.
3. BC Hydro must inform all residential customers of the proceeding to review the CCF Year One Evaluation Report via bill inserts or bill message to be included with the next bill.
4. BC Hydro must provide a copy of this order within 2 business days of issuance, electronically where possible, to all registered interveners and interested parties who participated in the 2017 Customer Emergency Fund Pilot Program Application and 2015 Rate Design Application.
5. BC Hydro must provide a copy of this order within 10 business days of issuance, electronically where possible, to all parties who made a complaint to BC Hydro regarding the Customer Emergency Fund Pilot Program.
6. BC Hydro must publish in print/display-ad format, on or before Tuesday, September 10, 2019, the Notice of Application attached as Appendix C to this order, in an effort to provide adequate notice to those who have an interest or may be impacted by the CCF Year One Evaluation Report. Print advertising must include, but is not limited to, the following media outlets:
 - The Vancouver Sun;
 - The Province;
 - The Victoria Times Colonist;
 - The Kelowna Daily Courier;
 - The Prince George Citizen;
 - The Nanaimo News Bulletin;
 - The Terrace Standard;
 - The Vernon Morning Star;
 - Cranbrook Daily Townsman; and
 - The Alaska Highway News.
7. BC Hydro must publish notice of this CCF Year One Evaluation Report proceeding on its Twitter, LinkedIn and Facebook social media platforms, on or before Thursday, August 29, 2019. It must also publish bi-weekly

reminder notices on each of these platforms until the conclusion of the intervener registration period on Monday, November 18, 2019.

8. BC Hydro must make the notice of application and the CCF Year One Evaluation Report and non-confidential supporting material available for inspection on BC Hydro's website, 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

Attachment

British Columbia Hydro and Power Authority
Customer Crisis Fund Year One Evaluation Report

REGULATORY TIMETABLE

Action	Date (2019)
BC Hydro to provide Public Notice in print/display-ad format	Tuesday, September 10
BC Hydro to publish notice on its Twitter, LinkedIn and Facebook social media platforms	Thursday, August 29, 2019
Intervener registration	Monday, November 18, 2019
Submissions from BC Hydro and Registered Interveners on timing, regulatory process, and scope	Thursday, November 28, 2019
Reply submissions from BC Hydro and Registered Interveners regarding timing, regulatory process and scope	Thursday, December 12, 2019
Further process	To be determined

British Columbia Hydro and Power Authority
Customer Crisis Fund (CCF) Year One Evaluation Report

SUBMISSIONS REGARDING TIMING, REGULATORY PROCESS, AND SCOPE

The Panel requests submissions from BC Hydro and registered interveners on the timing and scope of the review of the BC Hydro Customer Crisis Fund Pilot Program in accordance with the regulatory timetable attached to Order G-195-19. The Panel requests that the submissions address the following items:

1. BC Hydro has stated on page 2 of the CCF Year One Evaluation Report the following:

With only one year of operation, BC Hydro is unable to conclusively identify if the CCF Pilot resulted in benefits (such as avoiding disconnection or reducing costs) to participants or other customers... BC Hydro expects that there will be a sufficient sample size available at the end of the second year of the CCF Pilot operations to provide more definitive conclusion as to the benefits achieved.

Considering the statement above, what is the appropriate timing for the review of the BC Hydro CCF Pilot Program?

2. Given the information currently available in the CCF Year One Evaluation Report, what is the appropriate regulatory process for any review of the BC Hydro CCF Pilot Program?
3. What specific topics should be addressed as part of any review of the BC Hydro CCF Pilot Program?



bcuc
British Columbia
Utilities Commission

We want to hear from you

BC HYDRO'S CUSTOMER CRISIS FUND ONE YEAR EVALUATION REPORT

On July 31, 2019, BC Hydro filed its Year One Evaluation Report for the Customer Crisis Fund (CCF) Pilot Program with the BCUC. The purposes of the Evaluation Report are to assess the CCF Pilot program set-up and operations during the first year, assess and report on customer experience and opinion, and to provide an initial evaluation of participant and non-participant benefits that intend to examine whether a crisis fund “would not amount to a social assistance program if it generates a utility benefit sufficiently justifiable on an economic or cost-of-service basis.”

HOW TO PARTICIPATE

- **Submit a letter of comment**
- **Register as an interested party**
- **Request intervenor status***

IMPORTANT DATES

- **Monday, November 18, 2019** – Intervenor Registration Deadline
- **Thursday, November 28, 2019** – BC Hydro and Intervenor Submissions on Timing, Regulatory Process and Scope

All submissions received, including letters of comment, are placed on the public record, posted on the BCUC's website (www.bcuc.com) and provided to the Panel and all participants in the proceeding. For more information on getting involved, please visit our website (www.bcuc.com/get-involved) or contact us at the information below.

*Intervenor status may be requested by those who want to actively participate in the proceeding, are directly and/or sufficiently affected, and those who have relevant information or expertise and that wish to file evidence for the BCUC Panel and other intervenors to consider.

GET MORE INFORMATION

BC Hydro Regulatory & Rates Group



16th Floor, 333 Dunsmuir Street
Vancouver, BC V6B 5R3

British Columbia Utilities Commission



Suite 410, 900 Howe Street
Vancouver, BC Canada V6Z 2N3



E: bchydroregulatorygroup@bchydro.com



P: 604.623.4046



E: Commission.Secretary@bcuc.com



P: 604.660.4700