



ORDER NUMBER

G-222-23

IN THE MATTER OF

the *Utilities Commission Act*, RSBC 1996, Chapter 473

and

Kelowna OWS Utility Inc.
Complaint filed by Strata EPS 7397

BEFORE:

B. A. Magnan, Panel Chair
W. M. Everett, KC, Commissioner

on August 18, 2023

ORDER

WHEREAS:

- A. On May 5, 2023, the British Columbia Utilities Commission (BCUC) appointed a panel to review the reliability and safety of the thermal energy services provided by Kelowna OWS Utility Inc. (Kelowna OWS) following a complaint filed on behalf of Strata EPS 7397 (Strata) on December 28, 2022 (Complaint);
- B. Kelowna OWS provides thermal energy services, including space heating and domestic hot water, to the residents of the One Water Street Development in Kelowna, British Columbia. These residents are represented by the Strata;
- C. In the Complaint, the Strata submits that the thermal energy services provided by Kelowna OWS are unreliable and unsafe, in part due to the repeated failure of the heat pump components of Kelowna OWS' thermal energy system;
- D. On June 12, 2023, Kelowna OWS submitted responses to BCUC staff questions;
- E. By Order G-176-23, dated July 7, 2023, the BCUC established a regulatory timetable, which included one round of information requests (IRs) to Kelowna OWS and to the Strata;
- F. On July 19, 2023, the Strata provided its responses to BCUC IRs (IR No. 1). On July 28, 2023, Kelowna OWS provided its responses to BCUC IR No. 1; and
- G. The BCUC, after reviewing the Strata's and Kelowna OWS' responses to BCUC IR No. 1, determines that further process is warranted.

NOW THEREFORE pursuant to section 83 of the *Utilities Commission Act*, the BCUC establishes a regulatory timetable for the review of the Complaint, as set out in Appendix A to this order.

DATED at the City of Vancouver, in the Province of British Columbia, this 18th day of August 2023.

BY ORDER

Original signed by:

B. A. Magnan
Commissioner

Attachment

Kelowna OWS Utility Inc.
Complaint filed by Strata EPS 7397

REGULATORY TIMETABLE

Action	Date (2023)
BCUC Information Request (IR) No. 2 to Kelowna OWS and Strata	Friday, August 18
Kelowna OWS and Strata responses to BCUC IR No. 2	Monday, September 11
Strata replies to Kelowna OWS responses to IR Nos. 1 & 2, if any	Monday, September 25
Kelowna OWS replies to Strata responses to IR Nos. 1 & 2, if any	Monday, September 25
Further process	To be determined