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October 31, 2013

Via Email
Original via Mail

British Columbia Utilities Commission
6th Floor, 900 Howe Street
Vancouver, BC
V6Z 2N3

Attention: Ms. Erica M. Hamilton, Commission Secretary

Dear Ms. Hamilton:

Re: FortisBC Inc. (FortisBC or FBC)
Residential Conservation Rate Information Report for the Period July 1, 2012 to June 30, 2013
British Columbia Utilities Commission (BCUC or the Commission) Order G-127-13 Compliance Filing

On August 23, 2013, the Commission issued Order G-127-13, directing FBC to file a preliminary Residential Conservation Rate Evaluation Report (RCR Report) covering the period from the date of implementation to July 31, 2013, to be filed with the Commission by no later than October 31, 2013.

Please find attached the RCR Report covering the period July 1, 2012 to June 30, 2013.

If further information is required, please contact Corey Sinclair, Manager, Regulatory Affairs at 250-469-8038.

Sincerely,

FORTISBC INC.

Original signed:

Dennis Swanson

Attachments



FORTISBC INC.

**Residential Conservation Rate
Information Report**

For the Period July 1, 2012 to June 30, 2013

October 31, 2013

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1. EXECUTIVE SUMMARY

On July 1, 2012 FortisBC Inc. (FortisBC, FBC or the Company) began billing its residential electric customers on a 2-tier rate designed to promote energy conservation by charging a higher rate for power consumed above 1,600 kWh over a two month period. The rate, known as the Residential Conservation Rate (RCR), was implemented after the BC Utilities Commission (BCUC or the Commission) directed the Company to file an Application for a rate of this type and subsequently directed its implementation after a regulatory review which involved FortisBC customers and stakeholder groups.

The requirement to file an Evaluation Report by April 30, 2014 was included in the original Commission Order that approved the rate. In response to customer concerns with the impact that the rate was having on certain customers, the Commission and the Company discussed advancing the filing date and by Order G-127-13 the Commission directed FortisBC to file the report on or before October 31, 2013.

The purpose of the Report as described in Order G-127-13 is to, “provide the utility, the Commission and the interveners the opportunity to evaluate the effectiveness of the Residential Conservation Rate (RCR) program, in particular with respect to its impact on conservation”, which will, “assist the Commission to determine if any further action is warranted on this matter.”

The Report examined the billing records of over 97,000 residential customers over the period examined by the report and found that:

- The impact of the rate on annual customer billing is very close to that forecast in the original rate Application with approximately 71% of customers receiving bills lower than would have been received under an equivalent flat rate.
- The Company's Equal Payment Plan (EPP) that allows customers to receive 12 equal bills on a monthly basis could result in a higher billing of customer accounts. The Company has applied a correction over the period since the implementation of the rate that provides a credit to customers where this has occurred.
- The results show that the RCR is providing conservation results with a range of savings from 22.5 to 52.4 GWh. The measured savings is within the range of the original estimate, but is on the low side. The measured elasticity of demand for residential electricity consumption is estimated at -0.086 .
- The results show that customers with electric heat and without access to natural gas have higher than average annual consumption which leads to a higher than average impact due to the implementation of the RCR. This is consistent with information provided by the Company during the original Application process;
- Customer research undertaken by the Company indicates there is a moderate level of customer awareness and familiarity with the RCR. Customers generally are supportive of the intent of the rate but have some reservation associated with the impact on certain higher consumption customers such as those with large families and electric heat.

- The Company has discussed a number of options for adjustments or changes to the RCR including changing the level at the threshold at which the higher Tier 2 price comes into effect, changing the manner in which rate increases are applied to the RCR rate components, flattening the rate to reduce the spread between the Tier 1 and Tier 2 price, and changing manner in which the rate is applied such that monthly or seasonal variations in customer usage are considered.
- Raising the threshold level of consumption at which the higher Tier 2 price comes into effect will generally have a negative impact on higher consumption customers due to the impact that such a change has on the prices applied to consumption in both consumption blocks.
- Any change made to the rate that reduces annual bills for some customers will necessarily raise bills for another customer group. Generally high and low consumption customers will experience the opposite impact from any change to the rate.
- The RCR does not result in any increase in revenue or profit for FortisBC, nor will any change made to the rate in the future. The RCR is designed to be revenue neutral (ie. collect the same amount of revenue) with the flat rate, and results confirm that this is the case.

2. INTRODUCTION AND BACKGROUND

2.1 REGULATORY BACKGROUND

FortisBC implemented the Residential Conservation Rate (RCR) beginning with the July 2012 billing period. This date was determined by the Commission in Order G-3-12. Prior to July 2012, FortisBC residential customers were billed under a flat rate consisting of two rate components – a fixed Customer Charge, and a flat Energy Charge that did not vary with the level of consumption.

The RCR, or inclining block rate¹, first became a topic of discussion during the regulatory process associated with the Company's 2009 Cost of Service and Rate Design Application. In its opening statement during the oral hearing associated with that process, FortisBC stated that, *"FortisBC does not propose to implement different residential rate structures, such as inclining block, in the relatively brief interim period before the contemplated installation of AMI."* There was, however, discussion of the inclining block rate structure during the information request phases of the process and questions posed to the Company during the oral hearing.

At the time, FortisBC expressed concerns that the impact of an inclining block rate may have undesirable impacts to electric heat² customers, may cause stranded investment³, and that the impact on energy conservation was difficult to estimate with any surety. A cumulative conservation of approximately 1.7% of residential load was forecast, and this assumption was later utilized in the Company's Residential Inclining Block (RIB) rate Application.

Ultimately, the Commission directed FortisBC to submit an application for an inclining block rate by March 31, 2011. The Company submitted the Application on that date. A written regulatory process was initiated to review the Application. The public process included the filing of the Application, associated evidence, two rounds of information requests and final arguments. There were 15 interveners registered in the process representing a wide range of interests. By the end of the process, 88 different rate options had been examined.

All of the various RIB options included in the original Application contained a key design parameter based on customer impact that acted as a constraint on the rates put forward for consideration. Rates were designed with a cap on the number of customers exposed to annual bill increases greater than 10% due solely to the implementation of the RIB rate when compared to bills that would be received on the prevailing flat rate. Rates options specified a cap of 0%, 5%, and 10% of customers. Based on forecast customer bill impact and conservation, FortisBC

¹ When the Company submitted its application for the RCR in March of 2011 it referred to the rate as a Residential Inclining Block rate, or RIB.

² Response to Okanagan Environmental Industry Alliance, Natural Resource Industries, and Hedley Improvement District, IR 2.10.2 in the COSA process.

³ FortisBC COSA Final Argument, page 53

preferred an option with a 5% cap.⁴ Simply put, the rate option preferred by the Company specified that on a forecast basis,

*The block 1 and block 2 rates are set such that 95% of customers will experience annual bill impacts of less than 10 percent.*⁵

The data in the Application was therefore clear that based on the amount of consumption that was assumed to occur above the threshold of 1,600 kWh bi-monthly, which was a level set at approximately 90% of median consumption, 5% of customers would experience relative bill increases greater than 10%. In addition, bill increases greater than 20% were indicated for 0.2% of customers. Without some degree of negative impact to customers, there is no revenue available with which to provide an incentive for customers to conserve energy.

On January 13, 2012, the Commission issued Order G-3-12 which approved the rate option preferred by the Company. Specifically, the Order directed,

FortisBC is to implement this RIB rate as soon as is reasonably practicable, and by no later than July 31, 2012. FortisBC is to file a revised Tariff Sheet for Rate Schedule 01, no later than 30 days prior to the date the RIB rate becomes effective.

and

FortisBC is directed to apply Pricing Principle 1 to future rate increases for the years 2012 to 2015. Specifically:

- (a) The Customer Charge is exempt from general rate increases, other than rate rebalancing increases;*
- (b) The Block 1 rate is subject to general and rebalancing rate increases; and*
- (c) The Block 2 rate is increased by an amount sufficient to recover the remaining required revenue (i.e., the residual rate).*

2.2 RATE COMPONENTS

The rate components in effect since the introduction of the RCR since the implementation date are as follows:

⁴ Original RIB options can be found in the Company's March 31, 2011 RIB Application at page 22

⁵ March 31, 2011 RIB Application page 1

Table 1: Residential Conservation Rates Since Implementation

Date	July 1, 2012	January 1, 2013
Customer Charge (\$/billing period)	29.65	30.33
Tier 1 Rate (¢/kWh)	8.258	8.803
Tier 2 Rate (¢/kWh)	12.003	12.952
Threshold	1600 kWh	1600 kWh
Block Differential ⁶	1.45	1.47

The structure above provides that consumption up to the threshold during a two month billing period is billed at the Tier 1 Rate and consumption above the threshold is billed at the Tier 2 rate. While the price increases at the threshold, a customer will not actually receive a higher bill than under the flat rate until about 2,500 kWh are consumed. The differential between the rates is intended to provide an incentive to reduce consumption. The design of the rate including the pricing of the tiers and the threshold is revenue neutral to FortisBC as compared to the same overall residential consumption of a flat rate.

2.3 THE RESIDENTIAL CONSERVATION RATE REPORT

Commission Order G-3-12 also contained two directives related to reporting on the experience with the RCR as follows:

5. *FortisBC is directed to provide a RIB Rate Evaluation Report (Report) covering the period from the date of implementation to December 31, 2013. This Report should provide the utility, the Commission and Interveners the opportunity to evaluate the effectiveness of the RIB program, in particular with respect to its impact on conservation.*

The Report is to include, but not be limited to, the following:

- a. *The energy consumption reductions achieved;*
- b. *Whether the consumption reductions persist or are temporary;*
- c. *How the rate design impacts electric heat customers; and*
- d. *The resulting operating cost reductions to the utility.*

The Report should also include an in-depth analysis of the full long-run marginal cost of acquiring energy from new resources, including the long-run marginal cost to transport and distribute that energy to the customer, and how that cost compares to the Block 2 rate; the combined effect of integrating TOU and RIB rates on the conservation achieved by the RIB, should that information be available; an update of the Conservation Potential Review and report on the potential effects of interaction

⁶ The Block Differential is the ratio of the Tier 2 to Tier 1 rates. It will widen over time as long as some the Customer Charge is not subject to any general rate increase.

between RIB rates and Demand Side Management targets; comparison of energy usage of indirect customers with the energy usage of direct customers; and an analysis of the potential effect of a two-tier wholesale rate on the consumption of its wholesale customers. This Report should be submitted to the Commission no later than April 30, 2014.

6. *FortisBC is directed to establish a control group in conjunction with the introduction of the RIB rate to develop elasticity data for its own customers. The results of this elasticity study are to be included in the RIB Rate Evaluation Report.*

Subsequent to Order G-3-12, the Commission issued two further Orders amending the timing and scope of the RCR Report.

1. Order G-127-13 – Which required an interim report to be filed by FortisBC by October 31, 2013 covering the period between the date of implementation and July 31, 2013, and amended the scope of the report to include additional items required by the Commission. Order G-127-13 is attached as Appendix A.
2. Order G-153-13 – This changed, at the request of the Company, the period to be included in the report to July 1, 2012 to June 30, 2013 inclusive. Order G-153-13 is attached as Appendix B.

The primary purpose of this RCR Information Report is to provide information on the impact of the RCR over the Report Period in light of the Commission's comment in Order G-127-13 that,

This Report will assist the Commission to determine if any further action is warranted on this matter.

2.4 CUSTOMER COMPOSITION

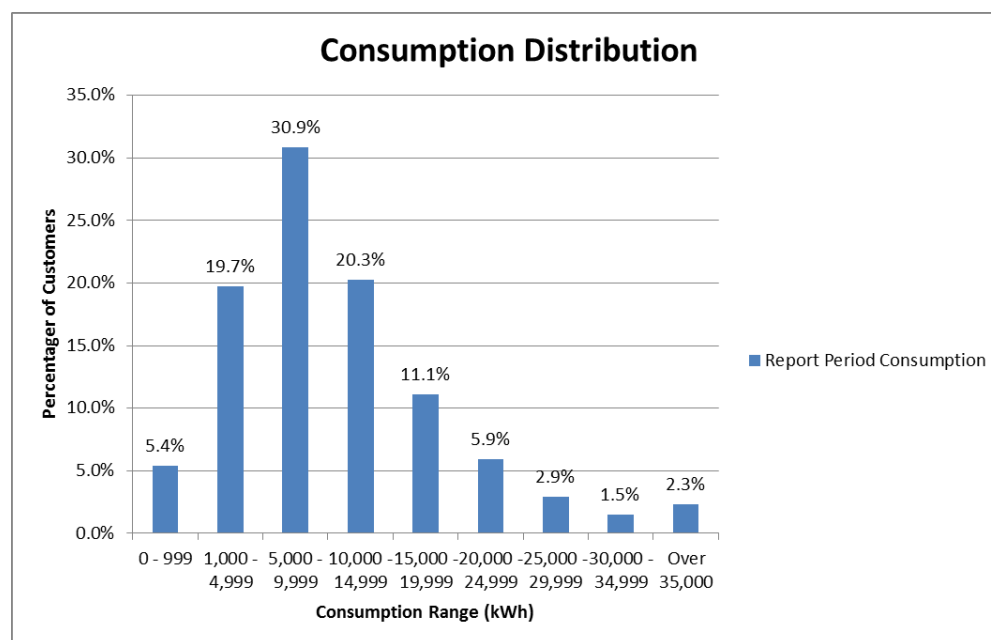
A FortisBC customer consumption profile considers information from 97,873 customer accounts, including consumption billed from July 1, 2012 to June 30, 2013 (the Report Period). These customers were drawn from the following rate types:⁷

Table 2: RCR Customer Composition

<u>Rate Type</u>	<u>Number of Customers</u>
Residential - Bimonthly Billing	83,635
Residential - Monthly Billing	14,238
Total	97,873

As context for the Report, the chart below shows a breakdown of the annual consumption characteristics of FortisBC customers based on bills issued during the Report Period.

Figure 1: Consumption Distribution



Information in Figure 1 is interpreted as 5.4% of customers had consumption during the Report Period of between 0 and 999 kWh, 19.7% of customers had consumption during the Report Period of between 1,000 and 4,999 kWh etc.

⁷ Customers who were formally served by the City of Kelowna were not included as they were not FortisBC customers during the entire Report Period.

Figure 2: Cumulative Consumption

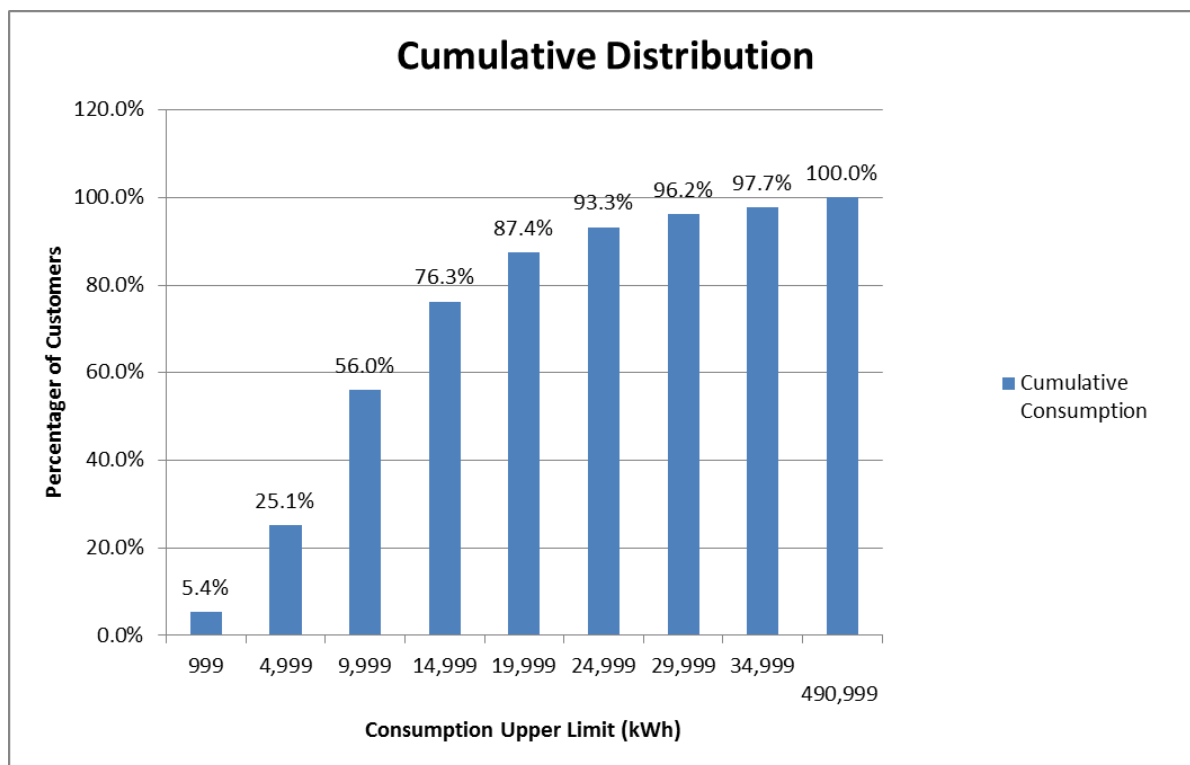
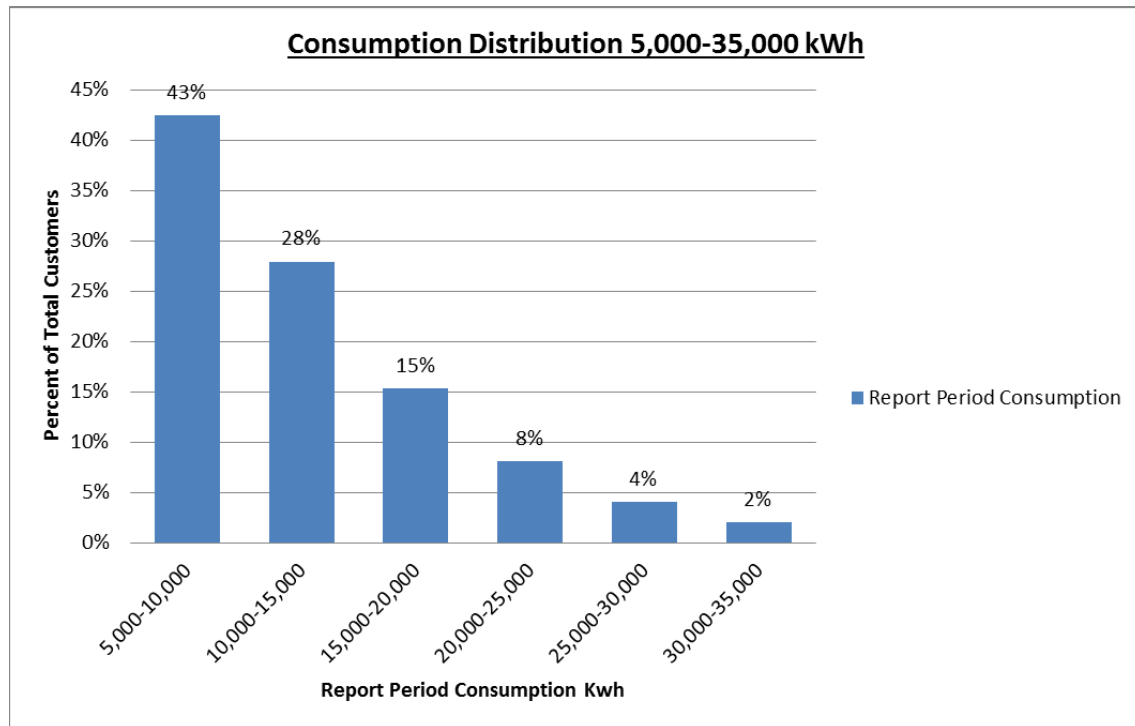


Figure 2 above displays the percentage of customers with consumption below a certain level. For example, 25.1% of customers had consumption during the Report Period of 4,999 kWh or less, 93.3% of customers had consumption during the Report Period of 24,999 kWh or less. No customer had consumption greater than 490,999 kWh. (The highest consumption for any single customer was 490,308 kWh)

The simple annual mean consumption⁸ of the customer group is 11,181 kWh. There is however significant variation within this result given the large percentage of FortisBC customers with consumption at the lower end. For accounts with annual consumption of between 5,000 kWh and 35,000 kWh, the mean is 12,501 kWh.

⁸ Calculated as total consumption / total number of customers.

Figure 3: Consumption Distribution for 5,000 – 35,000 kWh



n = 71,013

3. OVERALL IMPACT ON CUSTOMERS DUE TO THE INTRODUCTION OF THE RCR

Commission Order G-127-13, Directive 2(g) and 2(h) requires FortisBC to provide information on the,

Overall impact on customers due to the introduction of the RCR:

- Percentage who have seen their bills decrease, by how much?
- Percentage who have seen their bills increase, by how much?
- How many customers have taken advantage of the Residential Demand Site Management Reduce Your Use program, which was introduced in 2012 to coincide with the introduction of the RCR?
- Comparison of the actual impacts of the RCR versus anticipated impacts. Please indicate if any lessons were learned on this matter.
- An evaluation as to how the rate structure works with the Equal Payment Plan and indicate what action FortisBC is taking to ensure estimated bills are accurate

3.1 BILL IMPACT METHODOLOGY

The impact of the RCR on customer bill amounts over the Report Period is determined by comparing the total dollar amount of bills as calculated by applying both the RCR and the prevailing flat rate to the actual consumption recorded for each billing period. This is the same basis for comparison that was used in evaluating the original RIB Application.

The Customer Bill Impact measures included in this report are based the aggregation of individual customer consumption over the Report Period. In other words, they reflect the impact on all customers included in the analysis. Individual customer accounts will vary from the averages presented. This measure is concerned primarily with the relative level of bills received under the RCR versus the bills that would have been received under a flat rate given the same level of consumption. Such an examination provides information assuming that a customer made no behavioural or investment decisions as a result of the rate and also allows for the assessment of the revenue neutrality of the RCR.

In order to isolate the Customer Bill Impact of the RCR it is necessary to compare the billing information calculated using the RCR against that calculated using the flat rate that would be in effect had the RCR never been implemented.⁹ This rate is the same as the Residential Exempt Rate (RS03 and RS03A which differ from each other only in the level of the Threshold and Customer Charge).

⁹ This comparison is the basis of the Residential Conservation Calculator available online at <http://www.fortisbc.com/Electricity/CustomerService/ForHomes/ResidentialConservationRate/Pages/default.aspx>

The Customer Bill Impact for the Report Period was determined using the rates in effect as of January 1, 2013.

Table 3: FortisBC Residential Rates¹⁰

<u>Rate Component</u>	<u>Residential Conservation Rate</u>	<u>Flat Rate</u>
Customer Charge	\$30.33 Bi-Monthly	\$32.53 Bi-Monthly
Tier One Rate	\$0.08803/kWh	\$0.10222/kWh
Tier Two Rate	\$0.12952/kWh	n/a
Threshold	1,600 kWh Bi-Monthly	n/a

For example, a residential customer on RS01 (Residential RCR with bi-monthly billing) would normally get 6 bills per year. These six bills could have consumption as follows

Bill 1 1,200 kWh

Bill 2 1,800 kWh

Bill 3 1,900 kWh

Bill 4 2,000 kWh

Bill 5 1,200 kWh

Bill 6 1,100 kWh

Total consumption is 9,200 kWh which under the RCR would be billed 900 kWh at the Tier 2 Rate and 8,300 kWh at the Tier 1 Rate assuming a 1,600 kWh Threshold.

Under the flat rate, all 9,200 kWh would be billed at the flat rate per kWh.

In each case, the applicable Customer Charge would be billed once for each of the 6 bills.

This would result in annual bills at the current rates of:

Table 4: Sample Bill Impact Comparison

		<u>8,300 kWh</u>	<u>900 kWh</u>	
	<u>Customer Charge</u>	<u>Tier 1 Charges</u>	<u>Tier 2 Charges</u>	<u>Total Bill</u>
<u>Rate</u>				
RCR	\$ 183	\$ 731	\$ 117	\$ 1,030
Flat Rate	\$ 195	\$ 940	n/a	\$ 1,136

¹⁰ Where customers are billed monthly, both the Customer Charge and the Threshold are ½ of the amounts shown.

The annual totals under both scenarios can be compared to determine the impact due to the RCR on each bill. This basic process was repeated for over 96,000 customers' bills over the Report Period to arrive at the aggregate bill impact statistics for the residential customer base.

3.2 *ADDITIONAL NOTES ON THE DATA*

No customers have been excluded from the analysis of consumption characteristics included in the Customer Distribution section of the report. When considering financial billing impact, those customers with annual consumption above 100,000 kWh and below 120 kWh were excluded in an effort to prevent customers at the extremes of consumption from influencing the results for what would be considered more normal levels of consumption. There are a number of customers at either end of the consumption range that could be considered atypical. For example, there are:

- 1231 customers with consumption below 120 kWh
- 282 customers with consumption above 75,000 kWh
- 135 customers with consumption above 100,000 kWh
- 3 customers with consumption above 250,000 kWh
- 789 customers with consumption above 50,000 kWh that while comprising .8% of customers account for 5.7% of total consumption.

3.3 OVERALL IMPACT ON CUSTOMERS DUE TO THE INTRODUCTION OF THE RCR

Based upon the customer research conducted by the Company for this report 71% of customers are not aware of the RCR and of those who are aware there seems to be only a passing familiarity with how the rate works and the intent of its introduction.

When examining the impact of the RCR on the customer base overall, it is clear that the rate does not have a negative impact on the majority of customers. For those customers who are negatively impacted and have publically stated opposition to the rate, it appears that the perception of the impact is greater than that actually experienced. The group that is negatively affected is far smaller than is reflected by the publicity garnered by the rate.

The purpose of this section of the Report is to provide an accurate summary of the actual impact to customer bills *due solely to the introduction of the RCR*, and is based on the actual consumption of more than 96,000 customers over the Report Period.

FortisBC is not intending to in any way dismiss customer concerns with the RCR. There are customers who have experienced bill increases versus the existing flat rate, which is consistent with the information contained in the original RIB Application. In some cases the increases are material and cannot be addressed through conservation efforts.

When faced with a high bill, customers often see only the dollar amount of the bill without properly attributing consumption and the level of rates generally as contributing factors. A customer that receives a \$1400 bill for two months of consumption can miss the fact that the roughly 12,000 kWh required to produce such a bill would result in a bill over \$1200 on the flat rate. The difference is not minor in terms of dollars, but it is certainly not the doubling or tripling of bills under the RCR that has been reported. As shown by the data below, no customer has seen an increase greater than 23.0¹¹ % due to the RCR as compared to a bill that would result under the flat rate. Most are much less even at very high consumption. Certain groups of customers have been affected more than others, however the fact that part of the issue is with customer perception means that changing the structure of the rate can only have an impact on the portion of the increase that is actually attributable to the RCR.

For the purpose of the RCR Report, impact to customers' bill amounts over the Report Period is determined by comparing the total amount of the bills as calculated by applying both RCR and the prevailing flat rate to the actual consumption recorded for each billing period. This is the same basis for comparison that was used in evaluating the options presented in the original RIB Application.

The Company has maintained a Flat rate schedule (RS03) as a referent upon which to base the RCR. This rate is also used for the customers in the Control Group and other exempt

¹¹ Of customers who had 6 billing periods of consumption during the report period.

customers such as those with BC Assessment Farm status.¹² This rate has been adjusted for rate increases since the implementation of the RCR in a manner consistent with past Company practice and would be the default residential rate in the absence of the RCR. All comparisons in this section are therefore done by comparing the current RS03 rate to the current RCR.

For clarity, if FortisBC had not been directed to implement a stepped rate, residential customers would be billed on a default flat rate that would be exactly the same as the current flat rate RS03.

This point is of particular importance in understanding customer concern directed at the RCR. The lack of an obvious comparator for the RCR leaves many customers who perceive an increase in electrical rates to blame the RCR where the isolated impact of the RCR is less than believed.

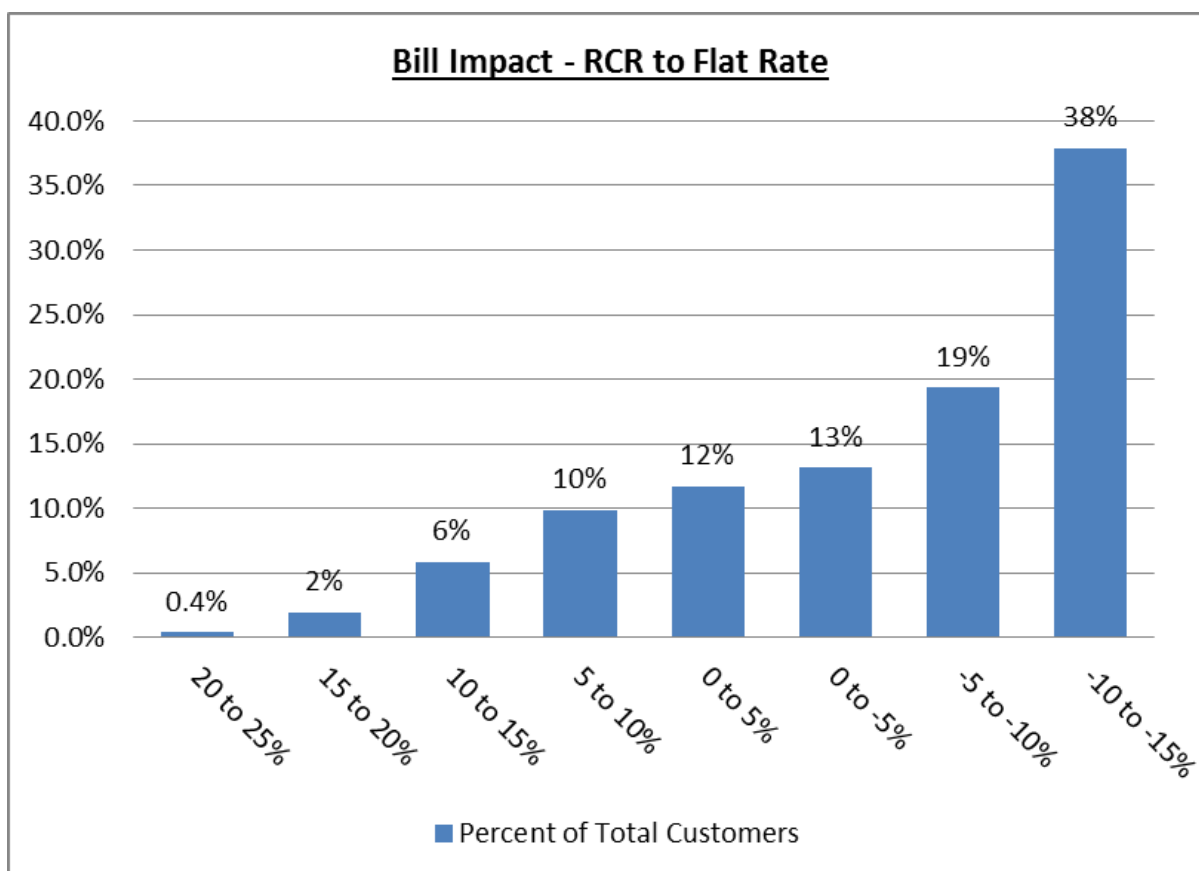
The Company acknowledges that there was a general and rebalancing rate increase that took effect on January 1, 2013. Since the differential percentage between the block 1 and block 2 rates has increased slightly with that increase, the impact of the RCR will be slightly overstated in the analysis herein for the Report Period which uses current rates for the entire time.¹³

The distribution of customer annual bill impact due to the introduction of the RCR is shown in the chart below.¹⁴

¹² A Farm Status exemption was granted by Commission Order G-167-12.

¹³ The block differential increases because the Customer Charge is frozen which requires the block 2 rate to increase faster than the block 1 rate. Impact is overstated because the rate with the higher differential has been applied to the July 1, 2012-December 31, 2012 period.

¹⁴ Information in this section is drawn from all customers billed on RS01 and RS01A with consumption between 120 and 100,000 kWh in the Report Period.

Figure 4: Distribution of Bill Impact over the Report Period

Negative percentages indicate RCR savings as compared to the flat rate.

From the above chart, it can be seen that over the Report Period, due to the introduction of the RCR 38% of customers had bills between 10 and 15 percent lower than if billed on the flat rate, 19% of customers had bills between 5 and 10 percent lower than if billed on the flat rate, and 13% of customers had bills between 0 and 5 percent lower than if billed on the flat rate.

Six percent of customers had bills between 10 and 15 percent higher than if billed on the flat rate, 10% of customers had bills between 5 and 10 percent higher than if billed on the flat rate, and 12% of customers had bills between 0 and 5 percent higher than if billed on the flat rate.

A return to a flat rate would effective see the reverse of the impacts shown in the table above. That is, an immediate negative rate impact to over 70% of customers.

The results can also be examined based upon the billing impact to customer segmented on the basis of consumption. The table below shows the percentage of customers in each consumption range as well as the median dollar difference and percentage difference between the RCR and flat rate bills. For example, approximately 32% of FortisBC customers have consumption in the 10,000 – 19,999 kWh range. For these customers, the average decrease in bill amount was 6 dollars.

Table 5: Bill Impact of RCR by Consumption Level

Current RCR vs Flat Rate			
Consumption	% of Total Customers	Ave. \$Δ	Ave. %Δ
120 - 9,999	55%	-\$ 70	-9.84%
10,000 - 19,999	32%	\$ 6	-0.31%
20,000 - 29,999	9%	\$ 256	9.56%
30,000 - 39,999	2.3%	\$ 528	14.34%
40,000 - 49,999	0.7%	\$ 807	17.10%
50,000 - 59,999	0.3%	\$ 1,089	18.91%
60,000 - 69,999	0.2%	\$ 1,355	20.10%
70,000 - 79,999	0.1%	\$ 1,637	21.05%
80,000 - 89,999	0.07%	\$ 1,926	21.62%
90,000 - 99,999	0.04%	\$ 2,218	22.25%

3.3.1 The Reduce Your Use Program

Commission Order G-127-13, Directive 2(h) requires FortisBC to provide information on the,

- *How many customers have taken advantage of the Residential Demand Site Management Reduce Your Use program, which was introduced in 2012 to coincide with the introduction of the RCR?*

Since Reduce Your Use (RYU) offer was initiated in mid-2012, there have been 115 participants who have had a free energy assessment (EnerGuide audit) completed, including ten low-income participants who were issued a pre-paid voucher for the cost of the audit (\$150).

This was a relatively low response rate considering that two direct mailings were sent to approximately 12,800 eligible customers as well as RYU promotions in the FortisBC PowerLines newsletter, strategic print ads and referrals by the Trail contact centre. The current RYU offer ends December 31, 2013.

By comparison, the two community Energy Diet initiatives launched in 2013, in the Kootenays (May) and Okanagan (September), have already yielded over 350 completed EnerGuide audits of households with electric heat. The Energy Diet program offers a lower-cost (but not free) (\$35-\$60 depending on local government contributions) EnerGuide audit, as well as the direct install of low-flow showerheads and CFLs.

3.3.2 Comparison to the Original RIB Application

Commission Order G-127-13, Directive 2(h) requires FortisBC to provide information on the,

- *Comparison of the actual impacts of the RCR versus anticipated impacts. Please indicate if any lessons were learned on this matter.*

The table below shows the bill-impact related results of the RCR implementation as compared to the results forecast in the original application.

Table 6: Comparison of the Actual Impacts of the RCR versus Anticipated Impacts

<u>Residential Conservation Rate Customer Impact Summary July 1, 2012 - June 30, 2013</u>		
	Original Application Forecast ¹⁵	Current RCR
Percentage total consumption in the second Tier:	36.6%	39.7%
Percentage of customers with lower annual bills under the RCR	75.7%	70.3%
Maximum percentage increase by any customer due to the RCR	22.6%	23.0%
Percentage of customers with increase over 10% due to the RCR	5.0%	8.2%
Percentage of customers with increase over 20% due to the RCR	0.2%	0.4%
Percentage of customers with consumption in Block 2 at least once	72.8%	68.7%

The difference in the results between those included in the original Application and the results determined for the Report Period comes primarily from the methodologies employed in each case. For the current analysis, the Company has used the actual billing data for all current customers applied over only the rates that are actually in place.

For the Application, actual billing data from 2010 was also used, however the billing data was grouped into block of annual usage, and outliers removed prior to the analysis being performed. This was necessitated by the large number of rate options being examined at the time.

Were the Application methodology applied to the Report Period data, the results are very consistent with those presented in the Application. The percentage of consumption in the second tier would be 35.1%, the percentage of customers better off is 77%.

The comparison indicates that the impact on customers which was forecast in the Application is fairly close to the actual results achieved when the currently approved rates are run through the entire customer base. The primary reason for the variance that does exist is the higher than expected percentage of consumption that occurred in the second block. This drives a higher percentage of consumption to be billed at the Tier 2 rate.

Actual customer consumption behaviour is beyond the control of the Company and will always vary from forecast to some extent. Overall FortisBC views the impact as consistent with the projections presented to the Commission in the RIB Application. Because the actual impacts were fairly close to those forecast, there is no variation that points to an obvious lesson to take from the results.

¹⁵ From FortisBC's Application for a Residential Inclining Block Rate, Exhibit B-1, Table 7-2

3.3.3 An Evaluation as to How the Rate Structure Works with the Equal Payment Plan

FortisBC offers a monthly Equal Payment Plan in which customers receive 12 equal bills on a monthly basis, based on their historical annual bills. Since meters are read bi-monthly, the customer receives an estimate of their actual consumption in the off-cycle billing months. Customers on the monthly plan have the first tier set at 800 kWh and all usage above this tier is then billed at the higher per kWh rate.

This estimation did not result in billing issues under the flat rate. However, under RCR, two possible overbilling scenarios may occur:

1. Bill # 1 is an estimate and the kWh usage estimated is in Tier 1 only (under 1600 kWh for bimonthly, 800 kWh for monthly). The following bill is a verified read and the kWh usage goes into Tier 2 (over under 1600 kWh for bimonthly, 800 kWh for monthly).
2. Bill #1 is an estimate and the kWh usage estimated goes into Tier 2 (over 1600 kWh for bimonthly, 800 kWh for monthly). The following bill is a verified read and the kWh usage goes into Tier 1 only (under 1600 kWh for bimonthly, 800 kWh for monthly).

Data for all bills on rate IDs RS01, RS01A, RS02 and RS02A for time period July 1, 2012 to April 30, 2013 was obtained and analyzed. This analysis showed that 6.7% of monthly bills and 0.2% of bimonthly bills fall into issue scenario #1. Similarly, 5.9% of monthly bills and 0.1% of bimonthly bills falls into scenario #2.

In order to correct the issues arising from this estimation error, FortisBC averages consumption for all bills that are based partly or entirely on estimates once a second verified read is obtained. This process can only take place once the second verified read is obtained, and then any corrections are calculated using the average consumption instead of the estimated consumption. The use of the average consumption over the estimate period results in the maximum tier 1 consumption and always results in a credit or no change to the previous bills.

FortisBC has applied this correction for the period July 1, 2012 to June 30, 2013 for all monthly billed customers. FortisBC intends to apply this correction for all other customers at the end of 2013 and on a periodic basis thereafter.

3.3.3.1 Energy Reductions Achieved

This section of the Report summarizes the findings related to customer consumption and conservation over the Report Period. It is drawn from the full report which is attached to the Report as Appendix C – Customer Conservation Methodology.

In order to examine the elasticity impacts, as well as the many other factors surrounding RCR impacts of interest to the Commission, it was necessary to collect residential billing data from all residential customers.

In addition, FortisBC randomly selected a Control Group at the time of RCR implementation to aid in determining the impacts associated with the RCR. This Control Group faced rates that were flat but designed to be revenue neutral to the RCR.

The data that was collected was used for the regression analysis as well as for other comparisons. Data was generated for a three year-period starting in July of 2010 and ending in June of 2013. The data included one year with the RCR in place and the prior two years.

Table 7: RCR Savings

	Original Application			Updated Estimate	
	Low Case	Medium Case	High Case	Measured	Upper End
Block 1 Elasticity	-.05	-.10	-.20		
Block 2 Elasticity	-.10	-.20	-.30	-.086	-.20
Residential % Savings	1.9%	3.7%	5.5%	2.8%	6.4%
GWh Savings	19.7	38.4	57.0	22.5	52.4

The residential savings percentages provided in the original application are the combined impacts associated with block 1 and 2. To derive the corresponding GWh savings amounts these percentages were applied to the actual 2011-2012 GWh for the residential class. This year was used as it would reflect the consumption prior to the implementation of the RCR rates. Resulting savings were estimated to be in the range of 19.7 to 57 GWh for the first year of implementation.

Based on the preliminary elasticity estimates found in the regression analysis, updated savings found as a result of the RIB can also be determined. Because the elasticity values were based on the kWh for all bills that had any usage in block 2, they must be applied to that same metric to determine the GWh savings. Table 10 provides the results based on the measured elasticity of -0.086 and the new upper end value of -0.20.

These results show a range of savings from 22.5 to 52.4 GWh. The measured savings is within the range of the original estimate, but is on the low side. With the new upper end estimate, the value fall within the original range of savings, however, the range is now not as wide as originally thought.

3.3.3.2 Are the Consumption Reductions from RCR Persistent?

Energy savings resulting from the Residential Conservation Rate have been measured over a relatively short period of time (one year). There is simply not enough data to assess whether the savings will be persistent for a period longer than one year or will increase over time as customers have more time to adapt to the RCR. The filing of the next RCR report as required by order G-3-12 will provide further insight as to the persistence of energy savings from the rate.

Commission Order G-127-13 directed FortisBC to comment on the impact of the RCR to specific groups within the greater FortisBC customer base.¹⁶ Specifically, these groups are:

1. Electric heat customers;
2. Customers that have no access to natural gas.
3. Customers that use alternative heating/cooling systems such as heat pumps (geothermal/air source), if available; and

3.4 ELECTRIC HEAT CUSTOMERS

While FortisBC does not collect data on the heat source for all of its customers, data was collected from the Control Group to provide comparison data.

The Control Group data was supplemented using information from the 2009 Residential End-Use Study, in which FortisBC completed a survey of approximately 900 customers that included classification by heating source. Data from this survey, along with the associated consumption data for this group, was used extensively within the RIB application. This Survey Group was used in the current evaluation to determine the separate impacts on those customers with and without electric heat.

A summary of the characteristics and billing results for the Report Period for bi-monthly billed customers in the Control Group is shown below. The primary purpose of this exercise was to determine if heating choice was a significant determinant in consumption level as was discussed during the RIB Application process. Additional information on customers' choice of heating type was also available from a larger sample of customers contained in the Residential End Use Survey (REUS) data discussed in more detail in the Report section on conservation results. Those results are consistent with the smaller sample from the table below.

As compared to all bi-monthly billed customers, the results are:

¹⁶ Directive 2 (page 3), 2(c) and 2(d)

Table 8: Comparison of Population to Control Group by Heat Source

	RS01 Population	Control Group Electric	Control Group Non- Electric
Percentage total consumption in the second Tier:	40%	46%	39%
Percentage of customers with lower annual bills under the RCR	73%	67%	84%
Percentage of customers with increase over 10% due to the RCR	7.4%	10.3%	5.6%
Percentage of customers with increase over 20% due to the RCR	0.6%	0.0%	1.9%
Percentage of customers with consumption in Block 2 at least once	65.5%	79.5%	66.4%

As expected, electric heating customers have a higher average usage per customer and they also see more variability from year to year. In each case the average usage goes down each year as the HDD has declined over the three year period.

It follows that since customers with higher consumption regardless of the reason will have a higher likelihood of greater bill impact; this segment of customers is more adversely affected by the RCR than customers as a whole. This result is not unexpected.

The comparison for electric heat vs non-electric heat is further shown in tables 9 and 10. For the Control Group, the average use is roughly 30% higher in year 1 and about 18% higher in years 2 and 3. The differential is higher in year 1 due to the fact that it has the highest number of HDD. The year over year change is a reduction of 9% in 2011-2012 for the electric group. Average usage was nearly flat during that same time period for the non-electric heat group, as would be expected since they would be less sensitive to HDD. However between year 2 and year 3, the average usage is relatively flat for both types of customers.

Table 9: Comparison of Control Group With and Without Electric Heat

	2010-2011	2011-2012	2012-2013
<i>Average Annual Use</i>			
Control Group Electric Heat	2,562	2,322	2,314
Control Group No Electric Heat	1,972	1,966	1,968
<i>Percent Difference</i>			
Electric Heat vs Non-Electric Heat	29.9%	18.1%	17.6%
<i>Year-to-Year Percent Difference</i>			
Control Group Electric Heat		-9.4%	-0.3%
Control Group No Electric Heat		-0.3%	0.1%

When looking at the Survey Group, the usage for electric heat customers is in the range of 60-70% higher than for non-electric heat customers. In this case the two groups are more extreme than the Control Group. The electric heat customers have higher usage in the Survey Group than in the Control Group. And the non-electric heat customers have lower use in the Survey Group than in the Control Group. This is true in years 1 and 2 when both group faced the same rate as well as in year 3 when the Survey Group faced RCR rates. As the Survey Group is a much larger sample, it is likely that it includes more customers with extreme energy use, causing more variability in this group than in the Control Group. Because of these differences it is important to look at the results in both groups rather than just looking at one or the other.

Table 10: Comparison of Survey Group With and Without Electric Heat

	2010-2011	2011-2012	2012-2013
<i>Average Annual Use</i>			
Survey Group Electric Heat	2,774	2,700	2,497
Survey Group No Electric Heat	1,675	1,602	1,553
<i>Percent Difference</i>			
Electric Heat vs Non-Electric Heat	65.6%	68.5%	60.8%
<i>Year-to-Year Percent Difference</i>			
Survey Group Electric Heat		-2.7%	-7.5%
Survey Group No Electric Heat		-4.3%	-3.1%

One impact we can see from the Survey Group is that both the customers with and without electric heat see reduced consumption in year 3 relative to year 2. This differs from the Control Group where the usage remains relatively flat. We can expect this difference to be due to the fact that the Survey Group faces the RCR rate while the Control Group does not. As expected, the electric heat group saw a much larger reduction in consumption than the non-electric heat customers.

3.5 CUSTOMERS WITHOUT ACCESS TO NATURAL GAS

FortisBC has been able to identify those electric customers who are located in portions of the service area that do not have natural gas service available as an option. This is distinct from those customers who have a local supply of natural gas (ie – service at the street level) but who choose not to receive natural gas service.

There is considerable overlap between the customers with no gas availability and customers with electric heat. While customers without gas access generally have access to propane, the costs are higher than for natural gas. It is also expected that this group represents a more rural environment where wood may be likely used as a primary or secondary source combined with electric heat.

The comparison was conducted between the RS01 customers without access to natural gas and the entire RS01 population inclusive of the group without NG access. The resulting disparity is therefore lower than if the population had been separated into groups with/without NG access however the Company is not able to provide this separation.

The impact on customers without natural gas access is similar to the impact on electric heat customers in the billing impact metrics presented in the table below.

Table 11: Comparison of Population to Customers without Access to Natural Gas

	Entire Sample	No Access to Natural Gas
	RS01	RS01
Percentage total consumption in the second Tier:	40%	52%
Percentage of customers with lower annual bills under the RCR	73%	58%
Percentage of customers with increase over 10% due to the RCR	7%	14%
Percentage of customers with increase over 20% due to the RCR	0.5%	1.4%
Percentage of customers with consumption in Block 2 at least once	65.5%	74.7%

The results indicate that customers without natural gas service have higher average consumption and a higher portion of that consumption subject to the second tier rate than customers generally. Consequently, this segment of customers is more adversely affected by the RCR than customers as a whole.

Table 14 compares the average use per customer for the no gas group with all customers and with the electric heat customers found from the Survey Group. While the no gas customers have average use that is roughly 12% higher than the average customer, the usage is also about 12% lower than that of customers known to have electric heat. It is likely that the no gas group has a greater than average use of electric heat, but they are not necessarily 100% electric heat.

The table also shows that the 7.2% drop in consumption in year 3 is much closer to the electric heat customers than it is to the average customer. This would indicate that they are likely largely impacted by the RCR rates. It should also be noted that the -0.23 elasticity found for this group, although not statistically significant, was in between the electric heat group and the total block 2 group.

Table 12: Comparison of No Gas Group With All Customers and Electric Heat Customers

	2010-2011	2011-2012	2012-2013
<i>Average Annual Use</i>			
All Customers	2,186	2,081	1,970
No Gas Availability	2,457	2,348	2,179
Survey Group - Electric Heat	2,774	2,700	2,497
<i>Percent Difference</i>			
No Gas vs All Customers	12.4%	12.8%	10.6%
No Gas vs Survey with Electric Heat	-11.4%	-13.0%	-12.7%
<i>Year-to-Year Percent Difference</i>			
All Customers		-4.8%	-5.4%
No Gas Availability		-4.4%	-7.2%
Survey Group - Electric Heat		-2.7%	-7.5%

3.6 ALTERNATIVE HEATING/COOLING SYSTEMS

In Order G-127-13 the Commission Directed in item 2c. (Page 2 - the next Directive on page 3 is also numbered 2) that FortisBC report on,

How the rate design impacts electric heat customers including how has the rate impacted customers that use alternative heating/cooling systems such as heat pumps (geothermal/air source), if available;

The Company has reported on electric heat customers in the preceding section. FortisBC does not have these customers further segmented in its billing system in a manner that would allow it to provide additional analysis related to such alternative heating/cooling systems as mentioned in the Directive. This information is not available in order to perform an analysis. FortisBC has had anecdotal reports that customers with alternative electric heating systems are unhappy that they have invested in an energy efficient option that they now perceive as having diminishing benefits due to the RCR.

4. CUSTOMER FEEDBACK

4.1 SUMMARY

Research indicates there is a moderate level of customer awareness (know about) and familiarity (knowledgeable about) with the Residential Conservation Rate (RCR). When the RCR was explained to participants a majority supported the intent of the RCR with some reservations about its impact on larger households or those that use electricity for space heating.

There was little evidence that an awareness of the RCR had an impact on customer conservation behavior with similar patterns of behavior reported by both those aware of the RCR and those not aware of it. Participants wanted FortisBC to provide a greater level of education about the RCR, especially around why it was implemented and how it was designed.

4.2 BACKGROUND AND METHODOLOGY

FortisBC (FBC) engaged Insights West, a Vancouver-based research vendor, to undertake a study regarding the Residential Conservation Rate. The key objectives of the research were:

- Measure awareness of the RCR
- Understand customer perceptions of the RCR
- Determine if the RCR had incited customers to conserve electricity

The study was comprised of both focus groups and an online quantitative survey. The focus groups, while part of a larger Corporate Reputation study also included an extensive discussion of the RCR. Two in-person focus groups were held with Kelowna residents on August 22, 2013 and an online discussion board was conducted with Kootenay residents from August 27–29, 2013.

An online survey with FortisBC electricity customers was conducted from September 3-10, 2013. A total of 1,620 FortisBC electricity customers completed the online survey. The sample was weighted by age, gender and region according to Census Canada figures to ensure that it was broadly representative of the FBC customer base.

4.3 FOCUS GROUP FINDINGS

Qualitative research suggests that the RCR was not a top-of-mind concern amongst participants. Only when prompted did people recall the RCR and voice concerns about the two-tiered rate. The RCR is not well understood; many participants think it is just a way for FBC to get more money from its customers. Overall, even those who were aware of the RCR had difficulty accurately describing how the RCR works. In fact, it was often confused with time-of-use rates.

Those who held negative views of the RCR expressed concerns about large families that cannot stay within the lower tier and low income/fixed income households that cannot withstand the higher charges. Those in favour of RCR believe it is fair to charge more to those who use more electricity; what is debatable is the cutoff point for the first tier and whether it is fair.

They wanted FBC to be transparent about what the RCR is, the reasons it was implemented and how the rates were determined. As such, there was a general consensus that FBC should do more to educate customers about the rate.

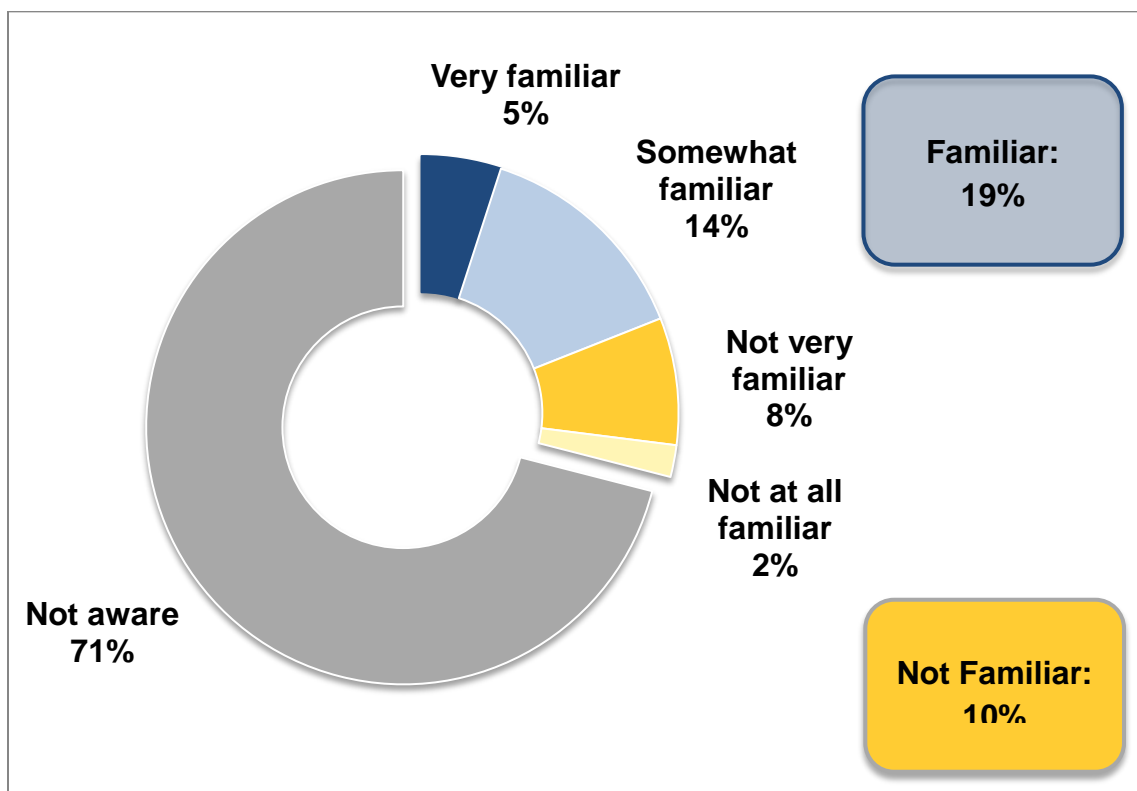
4.4 *QUANTITATIVE RESULTS*

4.4.1 Awareness

Three-in-ten (29%) FortisBC electricity customers are aware of the RCR with older customers and those in the South Okanagan having the greatest awareness. Customers who had experienced either a decline or increase in their bill were also more aware of the RCR.

Among all respondents, only a small percentage claimed to be very familiar (5%) with the RCR. Overall, one-in-five respondents claimed at least some familiarity with the RCR.

Figure 5: Customer Familiarity with the RCR



More than half (52%) of FortisBC electricity customers have noticed an increase in their electricity bills over the past 12 months, while one-in-eight (13%) have seen a decrease. However, customers were more likely to attribute changes to increases in the cost of electricity/monthly fees rather than the RCR.

4.4.2 Perceptions of the RCR

Among all customers, nearly six-in-ten support the RCR; while one-third *oppose* the RCR. Those who *support* the RCR are more likely to: come from groups that have benefitted somewhat from the RCR:

- have smaller household sizes
- live in an apartment/condo/ row/town house/duplex/triplex, and
- be low consumption customers (bi-monthly electricity bill of less than \$200)

They are also more likely to be: women; younger; live in the Kootenay/Boundary region; unaware of the RCR; and have noticed a decrease or no change in their electricity bills.

Figure 6: Customer Familiarity with the RCR vs. Demographic

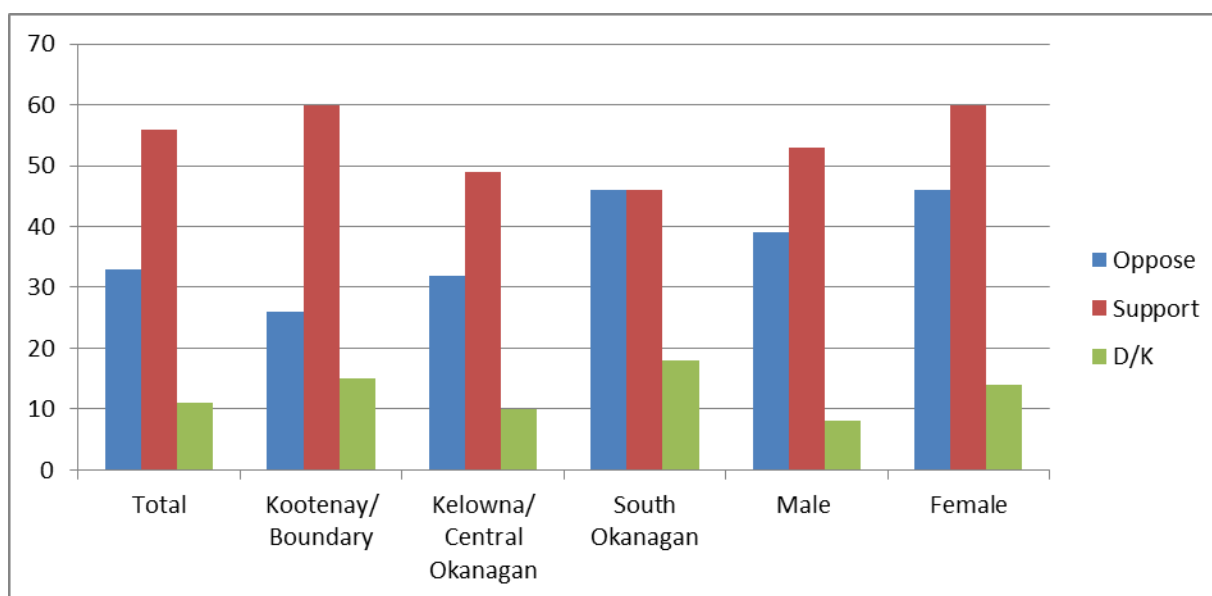
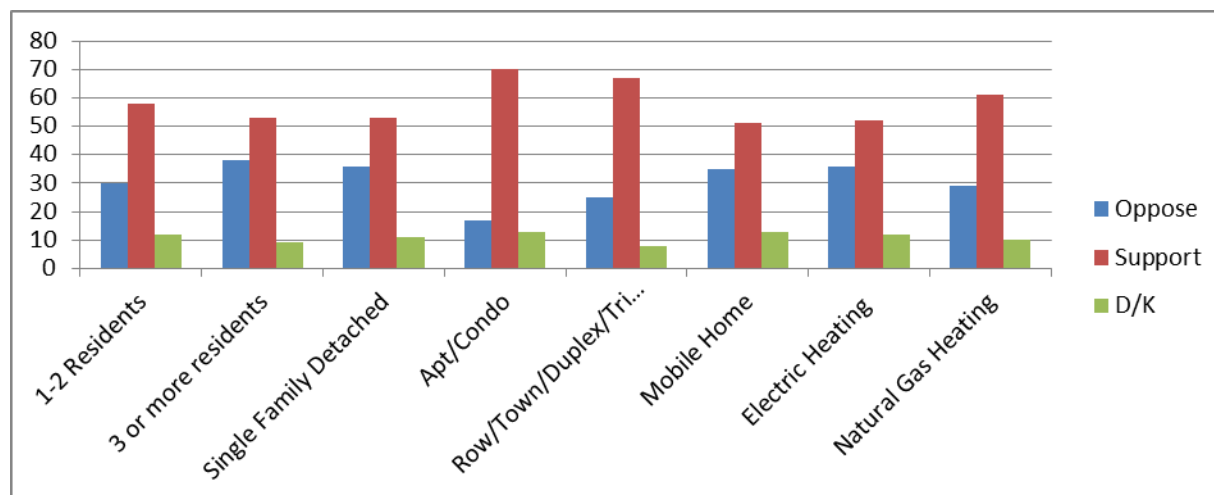


Figure 7: Customer Support for the RCR vs. Housing Type

Conversely those who oppose the RCR are more likely to have higher bi-monthly electricity bills of \$300+. They are generally more of, and familiar with the RCR. Interestingly, even those who have experienced an increase in their electricity bill show moderate levels of support for the RCR (43% vs. 48% oppose).

More than eight-in-ten agree that the RCR penalizes those that must use electricity for heating (85%) and larger households (82%). Even among those who support the RCR, roughly eight-in-ten agree with these concerns. A majority of customers believe that the RCR results in higher electricity bills (68%) and is a way for FortisBC to get more money from consumers (63%)

4.4.3 Does it Encourage Conservation?

Approximately two-thirds of FortisBC electricity customers agree that the RCR encourages people to use less electricity (69%), lowers bills for lower-than-average consumption (68%) and is better for the environment (66%).

Those who have noticed an increase in their energy bills are more likely to have conducted most conservation activities; however, this was not directly tied to awareness of the RCR. The only significant difference is that those with prior awareness of the RCR are more likely to have invested in better insulation/windows. This suggests that those unaware of the RCR were conducting these activities on their own – not directly as a result of the RCR.

4.4.4 Verbatim Customer Comments

FortisBC has included customer correspondence as well as a copy of a petition received by the Company and the Commission regarding the RCR in Appendix D.

5. ADDITIONAL INFORMATION REQUIRED BY ORDER G-127-13

The page 3 Directive 2 from Commission Order G-127-1 contains several additional items that FortisBC is to include in the Report if available. These are,

Where reasonable, the Report must include:

- a. A summary analysis of the full long-run marginal cost to acquire energy from new resources, including the long-run marginal cost to transport and distribute that energy to the customer, and how that cost compares to the Block 2 rate;*
- b. The combined effect of integrating Time of Use and RCR rates on the conservation achieved by the RCR, should that information be available;*
- c. An update of the Conservation Potential Review and report on the potential effects of interaction between RCR rates and Demand Site Management targets;*
- d. Comparison of energy usage of indirect customers with the energy usage of direct customers;*
- e. An analysis of the potential effect of a two-tier wholesale rate on the consumption of its wholesale customers.*

5.1 DISCUSSION

A summary analysis of the full long-run marginal cost to acquire energy from new resources, including the long-run marginal cost to transport and distribute that energy to the customer, and how that cost compares to the Block 2 rate;

In recent regulatory proceedings, FortisBC has calculated a number of long run marginal costs (LRMC) ranging from the LRMC of market purchases at \$45.33/MWh in 2013 dollars (\$56.61/MWh flat) to the LRMC of New Clean Resources of \$92.23/MWh in 2010 dollars (\$111.96/MWh flat). The range reflects a range of FBC options to meet its future resource gap, from continuing to rely on market purchases to meet incremental load to building new clean resources. In its 2012 Long Term Resource Plan, FortisBC stated that it will continue to rely on market purchases for the short to medium term, and plans to build new resources in the long-term. The selection and timing of such new resources would be part of the portfolio analysis required for future resource plans.

BC Hydro has stated in its Draft 2013 Integrated Resource Plan that its LRMC is falling. BC Hydro's current LRMC is based on the 2008 Clean Power Call, and is \$135/MWh. In its draft IRP BC Hydro states its current LRMC is now \$100/MWh¹⁷, and could fall as low as \$85/MWh depending on what happens with future LNG loads¹⁸. This may impact FortisBC's calculation of LRMC of New Clean Resources, since that number was based on the BC Hydro Standing Offer, which in turn was based on the bids in BC Hydro 2008 Clean Power Call.

¹⁷ BC Hydro 2013 Draft IRP, Chapter 8, page 8-50, lines 4-7

¹⁸ BC Hydro 2013 Draft IRP, Chapter 8, page 8-50, lines 9-12

FortisBC expects to file a more fulsome LRMC analysis of its LRMC as originally required in order G-3-12.

FortisBC notes that the current Tier 2 RCR rate is higher than any LRMC values listed above.

The combined effect of integrating Time of Use and RCR rates on the conservation achieved by the RCR, should that information be available;

The Company does not have any customers that are on both its TOU rate and RCR concurrently and does not offer this as an option to customers. Therefore, a quantitative analysis of this scenario is not available. The Company considers that given the current existing lack of understanding of the RCR, layering a further level of complexity through the addition of TOU time periods over the RCR would not be in the best interests of customers. In addition, there is not currently any cost-based rationale for applying a time-based component to the rate. With the additional information that will be available after data made available by the AMI implementation the Company will be better able to determine if such a cost-based TOU rate may be justified in the future.

An update of the Conservation Potential Review and report on the potential effects of interaction between RCR rates and Demand Site Management targets;

The achievable potential estimated in the CPR remains the same regardless of any incentive or pricing mechanisms used to achieve that potential. The RCR rate may cause consumers to make behavioural changes and could also cause higher uptake in DSM program offerings. This may change the program take-up rate over time, but does not materially impact the overall potential. The DSM Plan forecasts are fundamentally based on the CPR potential and the applicable ramp rates, which have not been modified as a result of the RCR.

If in the future there is a measureable increase in residential PowerSense program interest, a number of changes would be considered.

1. Adjusting the ramp rates. This would be done to show the achievable potential is being realized at a faster pace
2. Adjusting measure savings values. For example, if people are leaving the lights off for longer periods, then the measure savings values would need to be adjusted downward
3. Undertaking additional research or an impact evaluation. These would be conducted to show and verify the impacts of any changes, and from that FBC could more clearly estimate the difference between naturally occurring or behaviour-based conservation and that achieved through the program.

Comparison of energy usage of indirect customers with the energy usage of direct customers;

In order to provide a meaningful analysis of this item the Company would require information on indirect customer consumption that it does not currently have and could not acquire and

adequately deal with within the compressed period required by the interim nature of this report. FortisBC intends to initiate discussions with its wholesale customers in an effort to have this analysis available in the RCR report to be filed in 2014.

An analysis of the potential effect of a two-tier wholesale rate on the consumption of its wholesale customers.

Similar to the item above, this information is not currently available but will be provided as part of the RCR report originally discussed in Commission Order G-3-12

5.2 POTENTIAL CHANGES TO THE RCR

In Order G-127-13 the Commission directed in item 2(f.) (Page 2 - the next Directive on page 3 is also numbered 2) that FortisBC,

Provide an evaluation of the feasibility of changing the rate structure and/or the threshold. Potential options to be evaluated include:

- Threshold set too high or too low
- Household threshold
- Individual threshold (ie. AMI based)
- Other;

5.2.1 General Discussion

The results of the current inclining block rate structure have validated many of the concerns expressed by FortisBC during the Company's 2009 Cost of Service Analysis¹⁹ and Rate Design and original 2011 Residential Inclining Block Rate Application processes.

Namely,

- A portion of customers have the benefit of a relative bill reduction without having made any effort towards conservation behaviour or through purchase decisions (free riders),²⁰
- A portion of customers have experienced significant bill increases due to their use of electric heat (either by choice or as a result of having no other economic options),
- The RCR is poorly understood in terms of its structure, intent, and impact on FortisBC,
- Conservation results, while present, are uncertain and less than forecast.

The Company recognizes that there is a segment of customers that due to their individual circumstances, which may be demographic or geographic in nature, will have a very difficult

¹⁹ Reference to COSA final Argument

²⁰ References to be included

time changing consumption habits. These customers may experience negative bill impacts without an opportunity to take action to prevent that outcome.

While an inclining block rate may be well suited to other jurisdictions, experience has shown that in FortisBC's service area, which is largely rural and has a relatively low penetration of alternative heating options such as natural gas, it is not without issues. Given the Company's current load and resource mix there is little to suggest that the RCR in its current form provides an economic benefit to FortisBC's customers through a reduction in overall costs, and to the extent that it results in a decrease in load spread while reducing power purchases a relatively small amount (due to low power purchase costs), the existing customer base may place further upward pressure on rates.

In the opinion of the Company a move away from a flat rate structure is not an obvious or necessary conclusion given FortisBC's circumstances. From an operational and cost perspective this will continue to be the case until and unless the data provided by the Advanced Metering Infrastructure yields information that supports a change in rate structure based upon a concrete need of either the Company or its customers from either an economic or customer choice perspective.

The Company believes that the Commission provided sound guidance on the appropriate considerations in rate making when it stated,

... a RIB rate structure that is incorrectly priced can have disadvantages and unintended consequences, the principal among them being that customers overuse underpriced resources and underuse overpriced resources. The choices made are suboptimal and the consequence is lower productivity and/or lower conservation. A rate structure based on sound rate-making principles can ensure that what consumers pay will reflect the true economic value of the energy they buy, and that energy resources find their best possible uses.²¹

The current level of the Block price is above FortisBC's current marginal price of electricity which in the opinion of the Company runs counter to the economically efficient setting of rates. Both of these factors are inherent in comments made by the Commission in the RIB Decision,

Accordingly, the Commission Panel determines that the long-run marginal cost of new supply continues to be the appropriate referent for the Block-2 energy rate.

Should, then, the Block 2 rate be capped at the long-run marginal cost of new supply? The Panel accepts FortisBC's submission that pricing electricity above FortisBC's long-run marginal cost is not economically efficient. However, the Panel is not prepared to direct that the Block 2 rate be capped at the LRMC as proposed by FortisBC in this hearing.²²

²¹ FortisBC RIB Decision G-3-12, page 21

²² FortisBC RIB Decision G-3-12, page 40

However, the Company accepts that although the current RCR is cost based in the sense that it is based on the flat rate confirmed pursuant to a cost of service analysis (COSA), the levels of the given rate components are not, and are based on policy and legislative imperatives for rates reflecting a conservation price signal.

5.2.2 Feasibility of Changes to the Rate Structure

As part of this report, the Commission directed FortisBC to comment of the feasibility of changing the rate structure and/or the threshold.

It must be recognized that any change to the existing RCR would involve a trade-off between conservation impact and customer bill impact. If the rate is changed to provide smaller bill impacts to customers, conservation results will be lowered. Furthermore, as was clear from the implementation of the RCR, any changes to the rate should be gradual in order to minimize bill impacts.

Given the fixed cost of providing service to the residential class as a whole, as reflected in the revenue requirement, there is also a trade-off in terms of bill impact between individual customers within the class. Any change that benefits one group of customers will necessarily have a negative impact on another group of customers. This division is generally between levels of consumption. If a change is made to benefit higher consumption customer, lower consumption customers will be impacted negatively and vice versa.

Once the acceptable level of conservation and/or customer bill impact is established, and the tradeoffs previous mentioned are acknowledged, it is technically feasible for the Company change a number of factors within the rate to achieve a particular result.

With that in mind, FortisBC provides the following comments on those options specified by the Commission and a number of other options available for consideration.

5.2.2.1 Changes to the Threshold Level

The Customer Billing Impact can be redistributed amongst customers by varying the amount of consumption that is billed at the Tier 1 rate before the Tier 2 rate comes into effect. The Company is aware that a change in the Threshold as a means to provide mitigation to billing impacts has been suggested by customers, the media and local government representatives. The rationale often cited for this proposal is to provide relief to those customers with electric heat or without a readily available alternative for primary heating such as natural gas. However, this solution is most often proposed in the absence of an understanding of how the various components of the RCR are determined and may not yield the results that these parties seem to expect. The reason for this is explained below.

The components of the RCR (Tier 1 Rate, Tier 2 Rate, Threshold and Customer Charge) are interdependent. In other words, it is not possible to simply raise the Threshold without also impacting the level of the Tier 1 and Tier 2 rates. In the aggregate, the RCR is required to be revenue neutral to the flat rate. A change in any rate component results in a change to all the

other rate components which leads to a different distribution of bill impact among customers, but the overall impact is revenue neutral.

Overall class revenue is determined during the Company's Revenue Requirement Application process and the relationship between the allowed revenue and the rate components is described by the formula:

$$\text{Revenue}_{\text{Class}} = (\text{Customer Charge} \times \# \text{ of Bills}) + (\text{kWh}_{\text{Block 1}} \times \text{Rate}_{\text{Tier 1}}) + (\text{kWh}_{\text{Block 2}} \times \text{Rate}_{\text{Tier 2}})$$

Where $\text{kWh}_{\text{Block 1}}$ and $\text{kWh}_{\text{Block 2}}$ is the total annual kWhs consumed at the Tier 1 and Tier 2 rates.

The total annual kWhs consumed at the Tier 1 and Tier 2 rates are determined by the level of the threshold. Changing the threshold and maintaining revenue neutrality cannot be done without changing the level of at least one of the rates. Changing the threshold and maintaining both revenue neutrality and the Customer Impact criterion cannot be done without changing both the rates. It follows that simply changing the Threshold in isolation cannot be done.

In terms of whether high consumption customers are better off with a higher or lower threshold, the following results are indicated:

- A higher percentage of customers are negatively impacted as the threshold rises;
- There is an increase in the price of the Block 2 rate as the threshold increases;
- High consumption customers are generally worse off as the threshold increases. This is due to their high number of kilowatt- hours that are billed at the tier 2 rate. The increase in the tier 2 rate erodes the benefit of having more consumption in the first tier.

Moreover, given the revenue requirement and customer impact restraints, any impact, regardless of direction is likely to be small in comparison to the overall bill.

5.2.2.2 Other Threshold Options

In Order G-127-13, the Commission directed that FortisBC provide input on the possibility of setting a threshold based on:

- Household threshold
- Individual threshold (ie. AMI based)

Such a threshold would be set according to either the demographic make-up of the household (number of residents, age, income or other), or by setting a threshold based on the consumption level of the residence during some comparable previous period.

The Company supports the setting of rates based on the cost to serve customer segments with identifiable and common load characteristics. There is not a sufficient variation in service cost based on the demographic composition of a household upon which to further segment the residential rate.

An individual threshold approach is an attractive notion in that it recognizes a previous level of consumption as a target on which to gauge the conservation efforts of individual account holders. It does however provide a higher amount of lower cost power to customers with higher levels of consumption and would not recognize previous, embedded conservation efforts. The Company is concerned that providing different levels of access to Tier 1 priced power to customers that lack distinguishing cost-based differences could be discriminatory.

Regardless, neither of these options is possible from a practical perspective. The billing system cannot accommodate such a variation in Thresholds and the need to negotiate thresholds (or explain why negotiation isn't permitted) would be administratively burdensome and costly.

5.2.2.3 Changes to the Pricing Principle

"Pricing Principles" refers to the manner in which rate increases approved by the Commission are applied to the individual components of the RCR.

The Pricing Principles that are currently in effect were established as part of Order G-3-12 and are as follows:

- a. The Customer Charge is exempt from general rate increases, other than rate rebalancing increases;*
- b. The Block 1 rate is subject to general and rebalancing rate increases; and*
- c. The Block 2 rate is increased by an amount sufficient to recover the remaining required revenue (i.e., the residual rate).*

Historically, rate increases have been applied on an equal percentage basis to all rate components. That is, if a 3% general rate increase was approved by the Commission; each rate component would be increased by 3%. The effect of the Pricing Principle established by G-3-12 is to create a deficiency in the revenue collected by the Customer Charge which is then collected in the revenues that attract the Tier 2 rate. The impact of this is to increase the percentage differential between the block 1 and block 2 rates with each rate increase thereby increasing the impact of the rate on customers with consumption in the second tier.

This situation will occur until the rate increase exemption currently in effect for the Customer Charge expires in 2015.

There are options for altering the Pricing Principle varying the relative impact on the rate components, including:

1. Removing the Customer Charge exemption and applying rate increases equally across all rate components;
2. Capping the Block 2 Rate at its current level and maintaining the Customer Charge exemption and
3. Capping the Block 2 Rate at its current level and removing the Customer Charge exemption.

The impact of any of these changes is to reduce the price differential between the tier 1 and tier 2 rates. The current pricing principle will increase the block differential to close to 49% from its current 47.1%.

Each of the different approaches above would decrease the differential from its current level.

Any change to Pricing Principle will result in impacts to customers that vary with consumption to the benefit of some and the detriment of others. In general, a change to the pricing principles that lowers the block differential will benefit high consumption customers and have a relatively higher dollar positive impact to that small group of customers while resulting in a lower dollar amount impact to a larger number of customers in the lower consumption ranges.

5.2.2.4 More Dramatic Changes to the RCR

The above options, changes to the threshold and pricing principles, would be considered by FortisBC to be minor changes, or “tweaks” to the existing RCR.

In the alternative, the Commission could choose to explore a more dramatic change to the RCR, either in the overall structure, or by effecting a larger change to the pricing of the rate.

A feasible option would be to compress the block price differential from its forecast 2014 level of approximately 49% to a percentage such as 20% or 30%. This option is also feasible and would reduce the magnitude of the billing impact for all customers relative to both the current RCR and flat rate.

This more dramatic change to the current RCR would have a negative impact on conservation greater than any of the smaller changes discussed previously.

The Company has estimated the bill impact of moving from the current RCR back to the flat rate and for two rates where the block differential is compressed to 30% and 20% respectively.

The tables below provide a breakdown of the impact to annual customer bills broken down by percentage of customers that would experience a given bill impact, and by the average bill impact experienced by customers in a given consumption range.

Table 13 Percentage of Customers by Bill Impact

	Impact of Changing from the Current RCR		
Relative Percentage Increase	Back to the Flat Rate	To a Compressed Rate (30%)	To a Compressed Rate (20%)
	Percentage of Customers		
10 to 15%	38%		
5 to 10%	19%		37%
0 to 5%	13%	70.4%	34%
0 to -5%	12%	28.7%	22%
-5 to -10%	10%	0.9%	8%
-10 to -15%	6%		
-15 to -20%	2%		
-20 to -25%	0.4%		

For example, in the table above, moving to a compressed rate with a 20% differential would cause a 5% to 10% bill increase for 37% of customers.

Table 14 Average Bill Impact by Consumption Level

	Impact of Changing from the Current RCR		
	Back to the Flat Rate	To a Compressed Rate (30%)	To a Compressed Rate (20%)
Consumption	Percent Average Bill Impact		
120 - 9,999	9.8%	3.1%	4.9%
10,000 - 19,999	0.3%	0.2%	0.3%
20,000 - 29,999	-9.6%	-2.8%	-4.7%
30,000 - 39,999	-14.3%	-4.1%	-6.9%
40,000 - 49,999	-17.1%	-4.8%	-8.1%
50,000 - 59,999	-18.9%	-5.3%	-8.9%
60,000 - 69,999	-20.1%	-5.6%	-9.4%
70,000 - 79,999	-21.0%	-5.8%	-9.9%
80,000 - 89,999	-21.6%	-5.9%	-10.1%
90,000 - 99,999	-22.3%	-6.1%	-10.4%

For example, in the table above, moving to a compressed rate with a 20% differential would cause customers in the 120 – 9,999 annual kWh consumption range to experience an average bill increase of 4.9%.

It is clear from these results that any move away from the current RCR provides a benefit primarily to a relatively small percentage of customers at the upper end of the consumption spectrum.

6. CONCLUSION

Changes to the current RCR can be made. However, there is no one solution that appears as an obvious option. Any RCR that is put in place, whether by small adjustments or more dramatic changes will create winners and losers relative to both the flat rate and the existing RCR.

There are trade-offs between conservation and bill impact, or trade-offs between customers with different consumption characteristics. All of these issues must be considered if a change to the RCR is to be the subject of a regulatory process led by the Commission. None of the possible changes have any impact on the revenue of approved return of FortisBC.

6.1 REVENUE NEUTRALITY

All utility rates are designed to collect the amount of revenue approved by the Commission through the examination and regulatory process associated with the Revenue Requirement Application filed by the Company. For each class of customers, the rates are determined in consideration of the amount of load that is forecast to occur over the course of the year.

In the case of the residential rates, the Company determines the flat rate based on the forecast load and number of anticipated bills to be sent out, which determines the revenue collected via the Customer Charge. For the RCR, the same basic process is followed except that an additional forecast must be made of the amount of load that will be billed at the Tier 1 and Tier 2 rates. Both the flat rate and the RCR are design to collect the same amount of revenue were it the only rate in effect, and as such are said to be revenue neutral to each other.

Actual revenues collected by the Company can vary from the forecast for a number of reasons that are common to most classes. Both the load and number of customers can vary from the forecast amounts. As well, the amount of capacity versus energy can vary for those classes that are billed on capacity, and for classes where there are tiered rates such as commercial and residential classes, if the percentage of load that occurs in each block is different than that assumed when the rate is designed, all else equal, an over-collection or under-collection of revenue as compared to the forecast may occur.

Since it is not practical to adjust rates in response to variances during the year, rates are typically set once and stay in place for the entire year. If there is a variance between the forecast and actual revenue during the year it is captured in a Revenue Variance Deferral Account and is either returned to or collected from customers through an adjustment to rates in subsequent years. These fluctuations will vary from year to year and for residential load are especially sensitive to weather.

While customers may express a concern that the RCR is a means to collect more revenue than approved by the Commission, this concern is unfounded.

1 For the report period, residential load was approximately 7% lower than forecast, and revenue
2 collected was about 4.5% below the forecast level. This load related shortfall in revenue was
3 mitigated somewhat by a higher than forecast percentage of load billed at the block 2 rate. The
4 revenue variance was about 1% of sales on a flat rate basis which is well within acceptable
5 variances normally associated with load forecasts. While the higher than expected block 2 load
6 resulted in a positive revenue variance it is minor to the extent that the Company can confirm
7 that the RCR is revenue neutral to the flat rate against which it is designed. No action in
8 addition to the variance flow-through is being contemplated by the Company.

Appendix A
ORDER G-127-13



ERICA HAMILTON
COMMISSION SECRETARY
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Log No. 44584

VIA EMAIL

electricity.regulatory.affairs@fortisbc.com

August 23, 2013

Mr. Dennis Swanson
Director, Regulatory Affairs
Regulatory Affairs Department
FortisBC Inc.
Suite 100, 1975 Springfield Road
Kelowna, BC V1V 7V7

Dear Mr. Swanson:

Re: FortisBC Inc.

Terms of Reference for Residential Inclining Block Rate Evaluation Report

The Residential Inclining Block (RIB) Rate was implemented on July 1, 2012 in accordance with Commission Order G-3-12. Since the introduction of the new rate, the Commission received a significant number of complaints regarding the new rate structure. Given the significant number of complaints, the Commission determined that a preliminary review of the RIB Rate should be conducted by FortisBC. Accordingly, please find Commission Order G-127-13 enclosed.

Yours truly,

A handwritten signature in black ink, appearing to read "Erica Hamilton".

Erica Hamilton

PW/dg
Enclosure

**BRITISH COLUMBIA
UTILITIES COMMISSION**

**ORDER
NUMBER G-127-13**

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**IN THE MATTER OF
the Utilities Commission Act, R.S.B.C. 1996, Chapter 473**

and

**FortisBC Inc.
Terms of Reference for Residential Inclining Block Rate Evaluation Report**

BEFORE: L.F. Kelsey, Commissioner
C.A. Brown, Commissioner
N.E. MacMurchy, Commissioner August 22, 2013
B.A. Magnan, Commissioner
D.M. Morton, Commissioner
R.D. Revel, Commissioner
C. van Wermeskerken, Commissioner

O R D E R

WHEREAS:

- A. On March 31, 2011, FortisBC Inc. (FortisBC) filed an application for approval of a Residential Inclining Block (RIB) Rate (Application) to the British Columbia Utilities Commission (Commission) pursuant to sections 58 to 61 of the *Utilities Commission Act*;
- B. On January 13, 2012, the Commission issued Order G-3-12 which directed FortisBC to:
1. Implement a RIB rate consisting of four components: a customer charge, a threshold and two block rates;
 2. Implement this RIB rate as soon as is reasonably practicable, and by no later than July 31, 2012;
 3. Apply the following pricing Principle to future rate increases for the years 2012 to 2015:
 - a. The Customer Charge is exempt from general rate increases, other than rate rebalancing increases;
 - b. The Block 1 rate is subject to general and rebalancing increases; and
 - c. The Block 2 rate is increased by an amount sufficient to recover the remaining required revenue (i.e., the residual rate);
 4. Apply the RIB rate on a mandatory basis to all residential customers with the exception of those taking service at a Time of Use rate at the time Order G-3-12 was issued.

5. Provide a RIB Rate Evaluation Report (Report);
6. Establish a control group in conjunction with the introduction of the RIB rate to develop elasticity data for its own customers;
- C. The RIB Rate was implemented on July 1, 2012, in accordance with Order G-3-12. FortisBC renamed the RIB rate to the Residential Conservation Rate (RCR) upon implementation;
- D. Since the introduction of the RCR by FortisBC, the Commission has received a significant number of complaints regarding the new rate structure. During the period July 1, 2012-June 30, 2013, the Commission received 149 complaints regarding FortisBC's RCR.
- E. Based on the complaints received the Commission believes certain action must be taken.

NOW THEREFORE the Commission pursuant to section 83 of the *Utilities Commission Act* orders as follows:

1. FortisBC must file a preliminary Residential Conservation Rate Evaluation Report (Report), covering the period from the date of implementation to July 31, 2013.
2. The Report should provide the utility, the Commission and the interveners the opportunity to evaluate the effectiveness of the Residential Conservation Rate (RCR) program, in particular with respect to its impact on conservation. This Report will assist the Commission to determine if any further action is warranted on this matter. The Report is to include, but not be limited to, the following:
 - a. The energy consumption reductions achieved;
 - b. Whether the consumption reductions persist or are temporary;
 - c. How the rate design impacts electric heat customers including how has the rate impacted customers that use alternative heating/cooling systems such as heat pumps (geothermal/air source), if available;
 - d. Evaluate the impact the rate is having on customers that have no access to natural gas;
 - e. The resulting cost implications to the utility including the resulting change in revenue earned to the utility (is the rate revenue neutral?);
 - f. Provide an evaluation of the feasibility of changing the rate structure and/or the threshold. Potential options to be evaluated include:
 - Threshold set too high or too low
 - Household threshold
 - Individual threshold (i.e. AMI based)
 - Other;

**BRITISH COLUMBIA
UTILITIES COMMISSION**

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- g. Provide an evaluation as to how the rate structure works with the Equal Payment Plan and indicate what action FortisBC is taking to ensure estimated bills are accurate;
- h. Overall impact on customers due to the introduction of the RCR:
 - Percentage who have seen their bills decrease, by how much?
 - Percentage who have seen their bills increase, by how much?
 - How many customers have taken advantage of the Residential Demand Site Management Reduce Your Use program, which was introduced in 2012 to coincide with the introduction of the RCR?
 - Comparison of the actual impacts of the RCR versus anticipated impacts. Please indicate if any lessons were learned on this matter.

2. Where reasonable, the Report must include:

- a. A summary analysis of the full long-run marginal cost to acquire energy from new resources, including the long-run marginal cost to transport and distribute that energy to the customer, and how that cost compares to the Block 2 rate;
- b. The combined effect of integrating Time of Use and RCR rates on the conservation achieved by the RCR, should that information be available;
- c. An update of the Conservation Potential Review and report on the potential effects of interaction between RCR rates and Demand Site Management targets;
- d. Comparison of energy usage of indirect customers with the energy usage of direct customers;
- e. An analysis of the potential effect of a two-tier wholesale rate on the consumption of its wholesale customers.

3. The Report is to be filed with the Commission by no later than October 31, 2013.

DATED at the City of Vancouver, in the Province of British Columbia, this 23rd day of August 2013.

BY ORDER



D.M. Morton
Commissioner

Appendix B
ORDER G-153-13

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**BRITISH COLUMBIA
UTILITIES COMMISSION**

**ORDER
NUMBER G-153-13**

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**IN THE MATTER OF
the Utilities Commission Act, R.S.B.C. 1996, Chapter 473**

and

**FortisBC Inc.
Terms of Reference for Residential Inclining Block Rate Evaluation Report**

BEFORE: L.F. Kelsey, Commissioner

September 18, 2013

O R D E R

WHEREAS:

- A. On March 31, 2011, FortisBC Inc. (FortisBC) filed an application for approval of a Residential Inclining Block (RIB) Rate (Application) to the British Columbia Utilities Commission (Commission) pursuant to sections 58 to 61 of the *Utilities Commission Act*;
- B. On January 13, 2012, the Commission issued Order G-3-12, which directed FortisBC, amongst other things, to implement a RIB rate consisting of a customer charge, a threshold and two block rates by no later than July 31, 2012, and to provide the Commission with a RIB Rate Evaluation Report (Report);
- C. The RIB Rate was implemented on July 1, 2012, in accordance with Order G-3-12. FortisBC renamed the RIB Rate to the Residential Conservation Rate (RCR) upon implementation;
- D. On August 22, 2013, the Commission issued Order G-127-13 directing FortisBC to file a preliminary RCR Evaluation Report (Report) due to a significant number of complaints received by the Commission regarding the RCR;
- E. On September 11, 2013, the Commission received a letter from FortisBC requesting a variance to Order G-127-13. FortisBC requested that Directive 1 be modified so the Report covers the period from the date of implementation to June 30, 2013, instead of July 31, 2013, to allow for comparative reporting;
- F. The Commission considers the requested change is warranted.

**BRITISH COLUMBIA
UTILITIES COMMISSION**

**ORDER
NUMBER** G-153-13

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NOW THEREFORE, the Commission pursuant to section 99 of the *Utilities Commission Act*, orders as follows:

1. FortisBC Inc. must submit to the Commission a preliminary Residential Conservation Rate Evaluation Report as directed by Order G-127-13. The report will include data from the date of implementation to June 30, 2013. For comparability purposes, data from the month of July 2013 is no longer required in the Report. All other directives made by Order G-127-13 remain in effect.

The Report is to be filed with the Commission by no later than October 31, 2013.

DATED at the City of Vancouver, in the Province of British Columbia, this 18th day of September 2013.

BY ORDER



L. F. Kelsey
Commissioner

Appendix C

CONSERVATION RESULTS METHODOLOGY



Elasticity and Savings Estimates

Introduction

A key driver for the RCR is the conserving energy through reductions in use related to the higher block 2 rate. Customers have two types of responses to prices. The first type of response is behavioral and includes actions such as turning off lights or adjusting the thermostat. The second type of response is related to appliance choice and other types of measures within the home such as weatherization. At this point the RCR has been in place for slightly more than a year, with the study period of this report covering 12 months. Because of this short time frame, it is expected that most of the response would be behavioral as there is not time for a large amount of appliance replacement or other structural changes. This short-term response may not be representative of the long-term response to the rates. In addition, it is often seen that there is a rebound effect with the short-term behavioral changes as customers tire of the lifestyle changes required. While the response over the Report Period will provide useful information; it is premature to determine the long-term impacts associated with the RCR.

Elasticity is the standard measure of the customers' response to changes in price. The elasticity indicates the percent change in consumption associated with a 1 percent change in the price. Elasticity numbers are usually negative as an increase in price leads to reduced consumption. In the original RIB Application proceeding, a range of elasticity values was used due to the uncertainty associated with a new rate that had not previously been applied within the FortisBC service area. While BC Hydro implemented its RCR prior to the FortisBC RCR, there still was not enough time for a full evaluation of the BC Hydro impacts at the time FortisBC was evaluating its options. For the FortisBC RIB application it was assumed that customers in the lower block would have a lower elasticity level than customers in the upper block. This reflects the fact that consumption in the lower block was more likely to be used for necessities than for discretionary use, and that the price change for the lower block was less significant than for the upper block.

As the lower block rate of the RCR would actually be less than the flat rate, the lower block elasticity reflected an increase in consumption for those customers consuming in

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the lower block. This increase would then be offset by the decline in usage for customers in the upper block as they would see a significant price increase.

Three different scenarios were used for elasticity with the following combinations of lower block/upper block elasticities: -0.05/-0.10, -0.10/-0.20 and -0.20/-0.30.

Methodology

To develop the observed elasticity values, regression analysis was used to develop the statistical relationship between consumption and electric prices. For consumption, the average use per customer was used as it excluded load growth due to new customers and better reflected the impact on a typical residential customer. The price used in the regression analysis was the marginal price paid for each kWh. In the case of block 1 usage, the marginal price was the block 1 energy rate. For customers with any usage in block 2, while the block 1 rate was paid for a portion of the bill, the marginal price was the block 2. The marginal rate is the amount paid for the incremental or decremental amount of electricity used. Prior to the RCR the flat energy charge was the marginal price. FortisBC assembled a Control Group at the time of RCR implementation to aid in determining the impacts associated with the RCR. This Control Group faced rates that were flat but designed to be equivalent to the RCR.

Because price is not the only factor that affects the consumption level, both heating degree days (HDD) and cooling degree days (CDD) were included to reflect weather impacts. Income levels were also considered as a potential factor influencing consumption. Finally, the demand-side management (DSM) programs employed by FortisBC also have an impact on consumption levels that is distinct from the price impact associated with RCR.

Data Collection and Analysis

In order to examine the elasticity impacts, as well as the many other factors surrounding RCR impacts of interest to the Company and the Commission, it was necessary to collect residential billing data and parse it into many different groupings. The data that was collected was used for the regression analysis as well as for other comparisons. Data was generated for a three year-period starting in July of 2010 and ending in June of 2013. The data included one year with the RCR in place and the prior two years.

FortisBC has four non-TOU residential rate groups. Rate RS01 and RS01A are both served under the RCR; however, RS01A customers have requested monthly bills. While bills are sent out each month to these customers, the meters are only read on a bi-monthly basis, with estimates provided in between meter reads. RS01 customers have the standard bi-monthly billing. The RS02 group contains customers that are served on a voluntary time of use (TOU) rate and are not subject to the RCR structure.

Data for these customers was not included in the analysis. The final group represents the customers that were randomly selected to be in the Control Group at the time of the RCR implementation. These customers are served under Schedule RS03 which is a flat rate set at a rate equivalent to the RCR. For the conservation analysis of the 2012-2013 Report Period, billing data was collected from 83,425 customers in the RS01 group, 14,235 customers in the RS01A group and 185 customers in the RS03 Control Group.

While FortisBC does not collect data on the heat source for all of its customers, this data was collected from the Control Group to allow for better comparison data. In the 2009 Residential End-Use Study ("REUS"), FortisBC completed a survey of approximately 900 customers that included classification by heating source. Data from this survey, along with the associated consumption data for this group, was used extensively within the RIB application. This Survey Group was used in the current evaluation to determine the separate impacts on those customers with and without electric heat. Billing data for the three-year period was collected from this group, however, only those customers that had information for all three years were included. The resulting number of customers in this group was 687. Note that these customers included customers from both the RS01 and RS01A groups. None of these customers were in the Control Group.

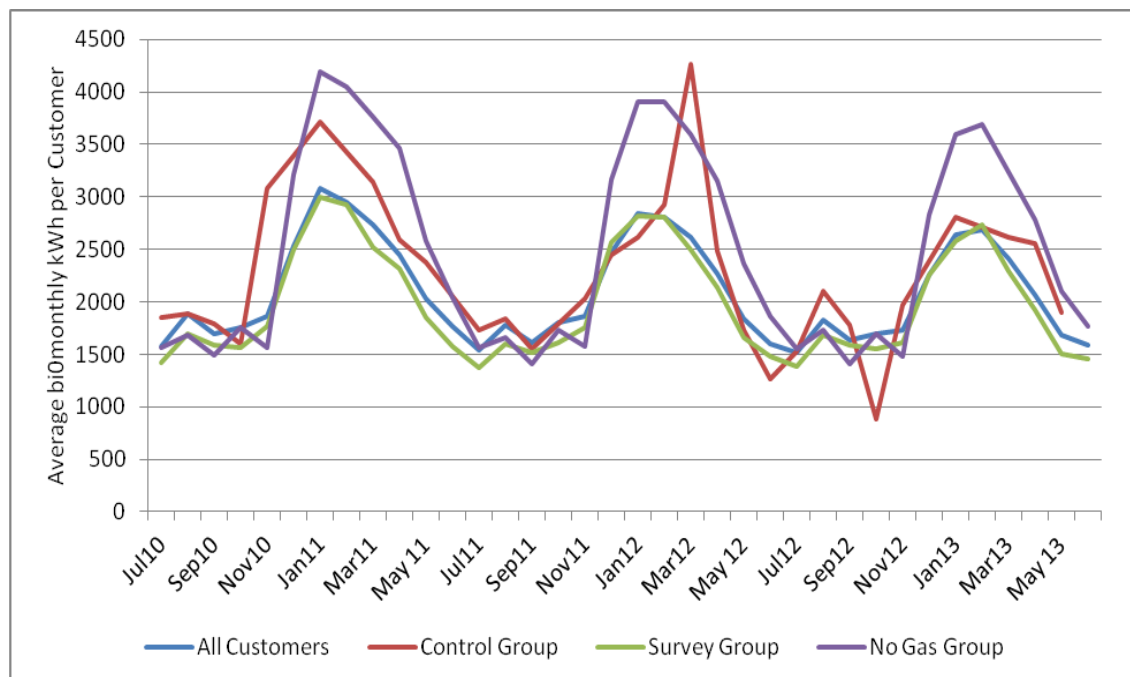
The Commission also requested that FortisBC look at the impacts of the RCR on customers that do not have access to natural gas. FortisBC was able to collect data from the portions of its service area that does not have natural gas available, including 16,799 customers. Again, customers in this group included those from both the RS01 and RS01A groups. While the Control Group is separate and distinct from all other customers, both the Survey Group and no gas availability group were also included in the total RCR group.

In all cases, the analysis of bills and average amounts refers to a two-month billing period. While data is collected for every month, each month's average reflects two months of kWh sales. Similarly, the threshold for the block 1/block 2 split is based on 1600 kWh for a 2-month billing period. All of the Control Group customers included were billed on a bi-monthly basis and therefore no adjustments were needed for that group's data. For all other groups there were a combination of the customers in the RS01 class that were billed bi-monthly and customers in the RS01A class that were billed monthly. For the RS01A customers, the monthly data was collected and it was split between block 1 and block 2 on a monthly threshold of 800 kWh. Since the usage in each month reflected only a month's worth of kWh, the average billing amount when the group was combined was doubled to reflect a two-month cycle. When combining the monthly and bi-monthly customers, this adjusted average was used.

A further adjustment was made to standardize the number of days in the billing cycle. Along with kWh use the number of days for each bill was collected with the data. In particular, the Control Group had an abnormally low number of days for the first billing period of June 2012 when the Control Group customers were transferred to the RS03 rate in the middle of a typical billing cycle. There were also numerous cases of individual bills where the billing cycle was abnormal due to various circumstances. An adjustment was made when calculating the average amounts for each month and for each group of customers by taking the average use per customer divided by the average of the number of days included in the billings and then multiplied by the standard number of days for the two-month period. This adjustment allowed the average numbers to be compared on an equal footing without being impacted by variations that might have occurred in the billing days. All of the analysis was performed on the adjusted amounts.

The following shows the monthly average usage (adjusted for number of days) for the four main groups included in the analysis. The time period shown is July 2010 through June 2013. The bi-monthly usage follows a typical seasonal shape with much higher average kWh use per bill in the winter months. The winter usage for the group with no gas availability is higher than for all customers, which is the expected result as they would be more likely to have electric heat. The Control Group also has higher usage in the winter for the first two years, before the RCR was implemented.

Chart A – Monthly Average Usage by Group



In addition to the main groupings, there were numerous splits of data used to provide more specific comparisons. For the Control Group and the Survey Group, customers were also split between whether or not they had electric space heating. There was also a portion of the Control Group that was also in the no gas availability group (42 customers). Billings were also split into several size categories. Bills were first split between block 1 (up to 1600 kWh) and block 2 (over 1600 kWh). Then each of those groups was split again. Block 1 bills were split into a group of 20-800 kWh and 800-1600 kWh. Block 2 bills were split into a 1600-3200 kWh group and an over 3200 kWh group. Note that bills with less than 20 kWh were excluded from the analysis because they typically represented customers with abnormal bills due to service termination. Customers in this category would also not be likely to have a price response as they would primarily see the customer charge.

It must also be noted that for the regression analysis the average use data was based on the billings within a month, and not the totals for one customer for the year. For example, one customer might have some bills in the block 1 category and some bills in the block 2 category. The number of bills in the various usage categories therefore differed among the various months. And the bills in block 2 included both block 1 and block 2 usage for the billing cycle, however, the marginal price seen in that case would be the block 2 rate. Other places in this report do provide calculations of total kWh billed at the block 1 rate vs. the amount billed at the block 2 rate, or the number of customers facing block 2 anytime during the year.

Regression Analysis Assumptions and Methodology

To determine the elasticity associated with the introduction of the RCR, a regression analysis was conducted. The regression compared the average use per customer by month for the three-year period against the marginal price of electricity, along with other relevant variables. In order to determine the best fitting regression, many different combinations of variables were used. It is common practice to use an ln-ln transformation to derive elasticity values. What this means is that the natural log (ln) of both the average use and the marginal price were used, with the resulting price coefficient being the elasticity value.

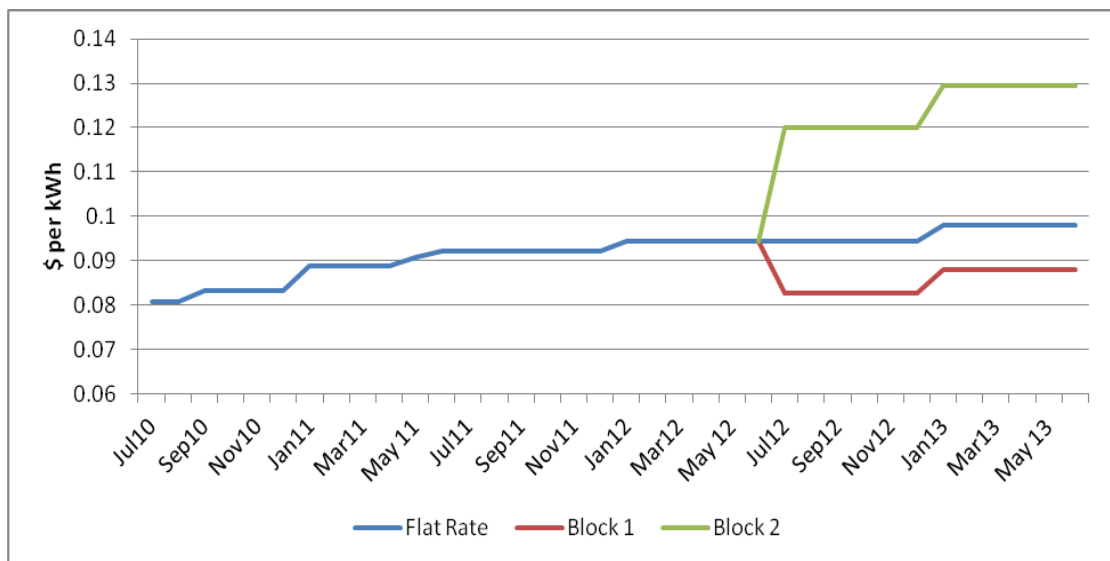
The y-variable used for the average usage per customer included the average for the block 1, block 2 and Control Groups. Because each of these groups faced different prices, they had to be separated out for the regression analysis. In all cases the usage was adjusted for the standard number of days.

The primary x-variable for the regression was the marginal price that corresponded with each group. All three groups faced the same flat energy price prior to July of 2012. Once the RCR was implemented the block 1 group faced the block 1 rate, the block 2 group faced the block 2 rate, and the Control Group faced the flat RS03 rate.

Average rates for each group were also calculated by dividing revenues by the kWh for the group. While this was looked as an alternative, it was not the best theoretical alternative and it also did not yield the best results. The marginal rates were adjusted from nominal to real values using the monthly CPI for British Columbia. They were further adjusted to reflect a lag of two months as the usage in a particular billing cycle would include kWh from the two months prior. The lagged price therefore reflects the price in place at the time the kWh was consumed.

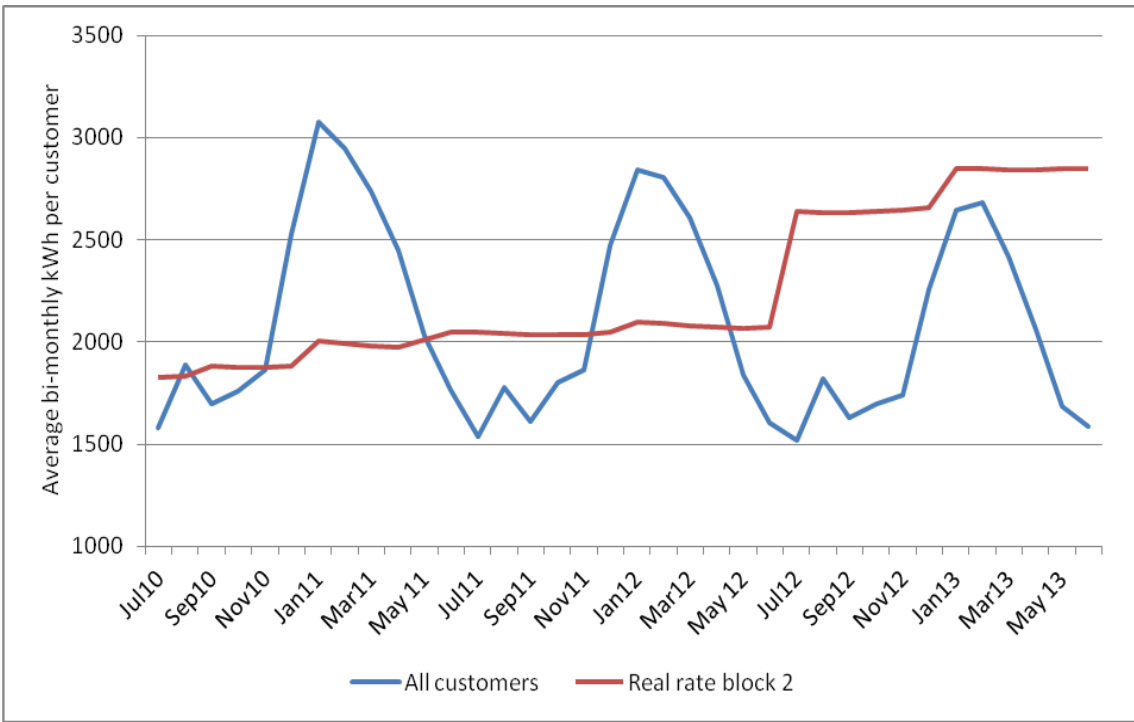
Actual rates in place for each month can be found in the following chart.

Chart B – Monthly Rates for Flat Rate and RCR Rates



The following chart shows the average usage per customer compared to the marginal cost of power in block 2, adjusted to real terms. The marginal rate has been adjusted to a scale comparable to the average usage so they can be compared on the chart. In real terms, the rate was relatively flat prior to the introduction of the RCR. Average usage in the summer months did not decline with the introduction of the RCR, however you can see a drop in the average use for the 2012-2013 winter season. However, you can also see a drop in winter usage during the previous years. The drop across all three years is due in part to the fact that the annual HDD dropped over the three year period and FortisBC had conservation savings associated with the dollars spent on its residential DSM programs. While this chart is somewhat helpful, the more rigorous regression analysis that can account for HDD and conservation savings is a more reliable indicator of price response.

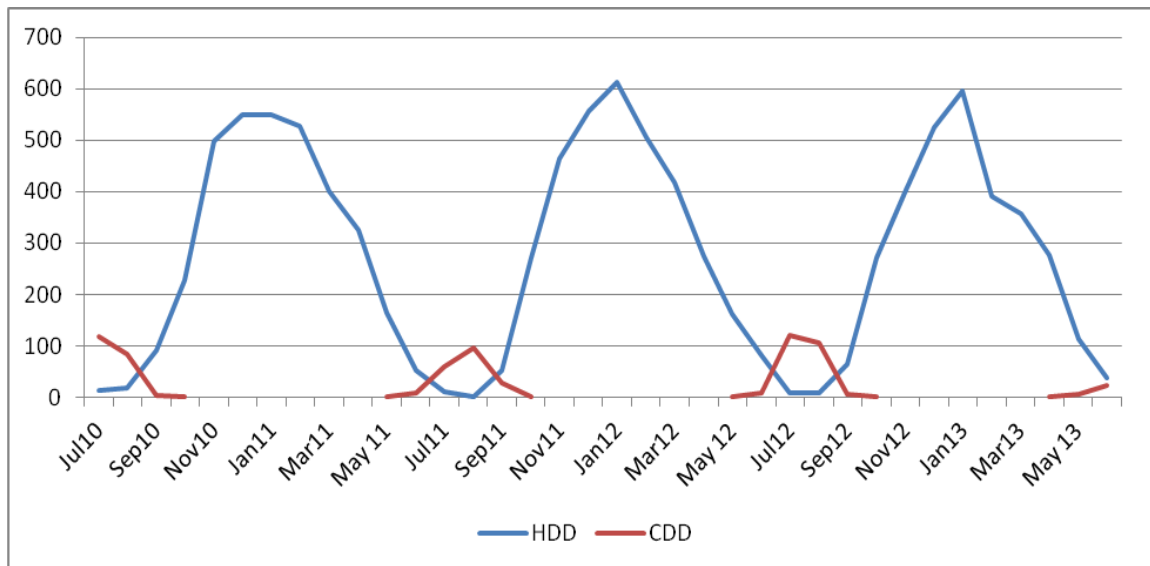
Chart C – Monthly Average Usage compared to Real Rate Block 2



Other x-variables included in the regression analysis were the heating degree days (HDD), cooling degree days (CDD), average income per capita, and spending by FortisBC for DSM programs.

HDD and CDD are generally used to reflect weather conditions as they are a better measure of heating and cooling use than the average temperature alone. The HDD and CDD data was based on the Climate Canada data for Penticton. Because the FortisBC service area is relatively homogeneous in terms of weather, the Penticton Station is used as the standard location and no further regionalization is needed. The following chart shows the HDD and CDD for the three year period.

Chart D – Monthly HDD and CDD for Penticton, BC



While each of the three years has a peak month HDD of roughly 600, the graph does not really show the overall annual differences very well. The total HDD for the three years are 3418 in 2010-2011, 3409 in 2011-2012 and 3125 in 2012-2013. The first two years are fairly similar; however, year 3 is 8% lower than the previous two years. As this is the first year of the RCR, it is important to separate out the impacts of the lower HDD and the higher block 2 marginal rate.

Because the billings in each month reflected kWh consumption that actually occurred in past months, the HDD and CDD used for the regression analysis were weighted averages. The weighting included 25% for the current month, 50% for the previous month and 25% for two months prior. This is a standard approach used for bi-monthly billings as it reflects when the usage occurs given that billing is done across all of the days in a month. For example, a customer with a June 1 meter reading would have usage from April and May. A customer with a June 15 meter reading would have usage from the latter half of April, May and the first half of June. In the regressions attempted the weighted HDD and CDD provided a much better fit than the unweighted amounts. Both the weighted HDD and CDD provided a strong statistical significance, as was expected.

Average income per capita was explored as a variable as it generally is expected that as income increases the use of electricity would also increase. It was also adjusted based on the CPI to reflect real values. In the regressions completed, the income variable did not provide a statistically significant match. This is likely due to the fact that incomes rose over the three-year period as did the marginal price. This correlation between these two variables made it difficult to determine the impacts of each factor and

resulted in neither factor being statistically significant when they were both included. As price was the main focus of this evaluation, and because it provided a better fit when used independently than was found when income levels were included, income per capita was not retained as a variable. Once a longer period of RCR rates has transpired, the income variable might become more of a factor.

DSM spending in each year was also considered as a variable as there is a certain amount of kWh savings that is related to the conservation measures implemented by the utility. It would be inappropriate to equate all of the conservation over the three-year period to price alone as the DSM program is designed to capture customer savings through the payment to customers for DSM measures. It should also be noted that there would be some natural conservation occurring due to changes in appliance standards and building codes. FortisBC's DSM program was in place for all three years included in the analysis, however, spending amounts and the corresponding kWh savings increased over the three year period. As with the income variable, the DSM spending amounts were highly correlated with the marginal prices. This made the DSM spending variable not statistically significant when combined with prices. Because this approach did not yield reasonable results a different approach was required.

FortisBC provides estimated DSM savings along with capital budgets, and this savings is incorporated with its load forecasts so that the projected loads can be seen before and after expected DSM amounts. Based on these estimates, the percent savings due to programmatic DSM were calculated for use in this study. To separate out the programmatic DSM from the price response, the expected percent savings were added back in to the average use per customer amounts used in the regression analysis. The average percent savings for each year was assumed to occur in July of each year and the percent was smoothed out to reflect the fact that spending and savings ramp up from the beginning to the end of each year. While the marginal rate variable was statistically significant in cases before and after the DSM savings were accounted for, the higher savings attributed to price without incorporating the programmatic DSM would lead to misleading results. Therefore the average use per customer prior to the DSM savings estimates were used in the final regression analysis.

Regression Analysis Results and Elasticity Estimates

The regression analysis completed considered many different combinations of variables in order to find the best and most appropriate fit for establishing the price response seen from the RCR implementation. The final results selected were based on three different regressions.

The first regression was based on the bills that were less than 1600 per two months and completely within block 1. Average usage was adjusted for a standard number of

days and represented usage before any of the programmatic DSM savings. This was compared to the CPI-adjusted marginal rate for those customers within block 1, lagged by two months. An ln-ln transformation was used for both the average use and the marginal price. The weighted HDD and CDD variables were also included. The following shows the key parameters of the regression.

Table 1 – Results of Regression 1

Block 1 usage versus real marginal rate for block 1 with ln-ln transformation

R Square	0.4420	
Adjusted R Square	0.3897	
	<i>Coefficient</i>	<i>t statistic</i>
Intercept	6.56	24.57
Real Marginal Rate Block 1 Lag2	-0.078	-0.71
Weighted HDD	0.00021	4.81
Weighted CDD	0.00086	2.73

The R Square provides a measure of the overall fit of the regression. The closer to 100%, the better the fit. In this first regression the R square is below 50% and would not be considered a very good fit. The second key indicator to examine is the t statistic for each of the variables. A t statistic of 2 or more generally indicates that the variable is statistically significant. In this case the intercept, HDD and CDD all have a sufficient t statistic. The marginal price of electricity has a low t statistic and would not be considered statistically significant. We therefore do not have any evidence of a response to the RCR for months where the bill is completely within block 1. These results are not unexpected as the lower consumption level is likely for uses that are more necessary and less elastic.

The RIB application assumed elasticity values for block 1 ranging from -0.05 to -0.20, although these assumptions were not based on any FortisBC-specific findings. While not a significant value, the regression does yield an elasticity of -0.78, which is on the lower end of the range. However, the lack of significance would indicate an elasticity of 0. Also, because these findings would reflect a short-term elasticity, we would expect a higher number over the long term as customers have a chance to change their appliance mix. Based on these preliminary results we would estimate a short-term elasticity range of 0 to -.078 and a long-term elasticity range of 0 to -0.10, which is lower than the original assumptions.

The second regression was based on the bills that were greater than 1600 per two months and had some usage within block 2, facing a higher rate. Average usage was adjusted for a standard number of days and represented usage before any of the programmatic DSM savings. This was compared to the CPI-adjusted marginal rate for those customers within block 2, lagged by two months. A ln-ln transformation was

used for both the average use and the marginal price. The weighted HDD and CDD variables were also included. The following table shows the key parameters of the regression.

Table 2 – Results of Regression 2

Block 2 usage versus real marginal rate for block 2 with In-In transformation

R Square	0.9229	
Adjusted R Square	0.9157	
	<i>Coefficient</i>	<i>t statistic</i>
Intercept	7.61	73.41
Real Marginal Rate Block 2 Lag2	-0.086	-1.95
Weighted HDD	0.0009	16.71
Weighted CDD	0.0021	5.68

In this block 2 regression, the R Square was over 90%, indicating a good fit. All of the variables yielded a t statistic over or very close to 2, indicating that they were statistically significant. The coefficient for the marginal rate resulted in an estimated elasticity of -0.086 for the period in question. Because the RCR had only been in effect for a year, this would be considered a short-term elasticity as it would likely only reflect behavioral changes as there was not sufficient time for much appliance change among customers.

These results compare to the original block 2 assumption of -0.10 to -0.30, which were provided in the RIB application. The actual results are lower than what was assumed, leading to a reduction in the assumed values. While the short-term elasticity is measured at -0.086, we would predict the long-term elasticity to be in the range of -0.086 to -0.20. While the long-term number is expected to be higher than the short-term value due to appliance changes, this may be offset somewhat by the rebound effect where customers tire of behavioral changes.

The third regression represents the Control Group that continues to pay a flat rate for electricity. It was based on the bills for all of the 185 customers in the Control Group. Average usage was adjusted for a standard number of days and represented usage before any of the programmatic DSM savings. This was compared to the CPI-adjusted marginal rate under RS03, which does not incorporate the RIB differential, lagged by two months. A In-In transformation was used for both the average use and the marginal price. The weighted HDD and CDD variables were also included. The following shows the key parameters of the regression.

Table 3 – Results of Regression 3

Control Group usage versus real marginal rate for flat rate with ln-ln transformation

R Square	0.17	
Adjusted R Square	0.07	
	<i>Coefficient</i>	<i>t statistic</i>
Intercept	7.17	2.59
Real Marginal Rate Lag2	-0.078	-0.07
Weighted HDD	0.00100	2.20
Weighted CDD	0.00411	1.33

As with the block 1 group, the results for the Control Group have a low R Square result and the marginal rate does not show up as a statistically significant variable. In this case, the marginal rate has very little change in real terms over the three-year period and therefore it is expected that there is little or no measurable change in consumption for this group.

Again, the resulting coefficient was reasonable at -0.078, which is consistent with the block 1 and block 2 results, however, we have no statistical evidence that it is greater than 0. Because the Control Group does not face the higher block 2 rate in any case, we would not expect to see a change in consumption due to the RCR.

To examine the impacts on FortisBC customers that used electric heat and for those that did not have access to natural gas, regressions were also completed for those groups. While the results were not strong and would not be considered statistically significant, the results are informative. For the electric heat customers, the regression looked at the Survey Group block 2 average consumption for those customers with electric heat as their primary source. The R square for the regression was about 60% and the t statistic on price was about 1.5. The resulting elasticity was -0.30. For the customers without access to natural gas, the regression looked at the block 2 average consumption for all of those customers. The R square for the regression was only about 40% and the t statistic on price was about 1.0. The resulting elasticity was -0.23. While it would not be appropriate to use these as measured results, they are consistent with expectations that the price response would be much greater for customers that have electricity as their heat source.

Resulting RCR Savings

In the RIB Application, FortisBC provided a range of elastic and related savings associated with the proposed rate. Based on the rate structure that was adopted, the total savings for the class was estimated as follows:

Table 4 – Original Estimate of RCR Savings

	Low Case	Medium Case	High Case
Block 1 Elasticity	-.05	-.10	-.20
Block 2 Elasticity	-.10	-.20	-.30
Residential % Savings	1.9%	3.7%	5.5%
GWh Savings	19.7	38.4	57.0

The residential savings percentages provided in the application are the combined impacts associated with block 1 and 2. To derive the corresponding GWh savings amounts these percentages were applied to the actual 2011-2012 GWh for the residential class. This year was used as it would reflect the consumption prior to the implementation of the RCR rates. Resulting savings were estimated to be in the range of 19.7 to 57 GWh for the first year of implementation.

Based on the preliminary elasticity estimates found in the regression analysis, updated savings found as a result of the RIB can also be determined. Because the elasticity values were based on the kWh for all bills that had any usage in block 2, they must be applied to that same metric to determine the GWh savings. The percent increase in rates was based on the difference between the current block 2 rate and the current RS03 flat rate. Table 5 provides the results based on the measured elasticity of -0.086 and the new upper end value of -0.20.

Table 5 – Updated Estimate of RIB Savings

	Measured Amount	Upper End
Block 2 Elasticity	-0.086	-0.20
% Price increase	32%	32%
Resulting % Savings on Block 2	2.8%	6.4%
2011-2012 GWh in block 2	818.3	818.3
Estimated GWh Savings	22.5	52.4

These results show a range of savings from 22.5 to 52.4 GWh. The measured savings is within the range of the original estimate, but is on the low side. With the new upper end estimate, the value fall within the original range of savings, however, the range is now not as wide as originally thought. This is an expected result as the impact of calculating elasticity values is to provide a greater level of certainty, which results in a narrower range.

For comparison purposes, the savings expected from FortisBC's DSM programs are 30 GWh for 2013 and 42 GWh for 2014. Given that the annual load growth in system energy is forecast at 50 GWh for 2013 to 2014, the RCR savings reflect about one half of annual load growth in the short term and one full year of load growth in the long

term. When compared to the overall system rather than just the residential block 2 GWh, the estimated savings are in the range of 0.7% to 1.5% of total system energy.

Comparison of Average Usage Data

The data collected for use in the regression analysis is also useful in making comparisons between the various groups.. As discussed, the usage data was broken down between multiple groups and by the level of consumption in each billing period.

The key comparison to consider in looking at usage reductions due to the RCR rate alone is the Control Group vs. the group with all customers. The following chart shows a visual comparison of average usage per customer for the various customer groups and across the three years.

Chart E – Comparison of Average Annual Usage by Group

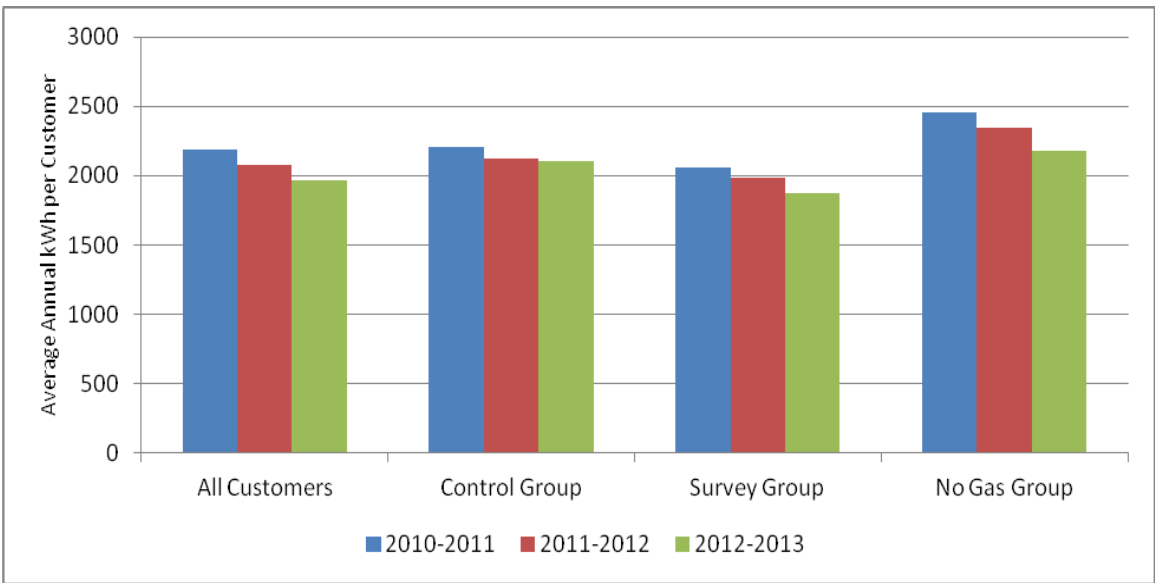


Table 6 below also compares the average annual usage for each of the three years in tabular form with percent differences. As the table shows, the usage for the all customer group is 6.6% below the Control Group for the 2012-2013 period when the RCR was first implemented. While on the surface this would appear as if this level of savings was achieved in response to the RCR rates, the table also shows that the all customer group was less than the Control Group by nearly 1% in the first year and nearly 2% in the second year. For that reason, the savings due to the RCR alone are more likely to be much lower than 6.6%.

In addition, it can be seen that while the all customer group sees a decline in kWh use each year, that decline is not much greater in 2012-2013 than it was in 2011-2012.

Given that some of the savings is related to programmatic DSM savings, and that the HDD in 2012-2013 was 8% lower than in the previous year, the reduction in usage of 5.4% from the previous year is not all related to the RCR rate.

While the comparisons in this table are useful, a better accounting of the price response can be found in the regression analysis which can account for these non-price factors.

Table 6 – Comparison of Average Use by Category

	2010-2011	2011-2012	2012-2013
<i>Average Annual Use</i>			
Control Group	2,207	2,119	2,108
All Customers	2,186	2,081	1,970
Survey Group	2,058	1,982	1,874
<i>Percent Difference</i>			
All Customers vs. Control Group	-0.9%	-1.8%	-6.6%
Survey Group vs. Control Group	-6.7%	-6.4%	-11.1%
Survey Group vs. All Customers Group	-5.9%	-4.7%	-4.8%
<i>Year-to-Year Percent Difference</i>			
Control Group		-4.0%	-0.5%
All Customers		-4.8%	-5.4%
Survey Group		-3.7%	-5.4%

Also included in Table 6 is a comparison to the Survey Group. The Survey Group was included in the analysis primarily because it provides a breakdown of electric vs. non-electric heat customers that is not available for the all customer group. While the Survey Group faced the same RCR rates as the all customer group, the average usage was significantly lower. For this reason we would not consider the Survey Group to still be representative of all customers, however, it still is useful in looking at the impacts on different types of heating customers.

Table 7 shows the distribution of bills for the year in each usage category for each of the three customer groups. This reflects the number of bills in each category as opposed to the kWh that fall within the category. In all cases roughly half of all bills for the year are in block 1 and the other half are in block 2. Of course these numbers differ when looked at on a seasonal basis.

For all three groups, the number of bills in block 1 increases over the three years, while the number of bills in block 2 declines. This decline is more pronounced between years 1 and 2 than it is in year 3 when the RCR rates are adopted. In all three years, the Control Group has a higher percent of bills in the block 2 category, but that percent of bills declines from 51% to 49% in 2012-2013 despite the fact that they do not face

RCR rates. The Survey Group has a similar split between block 1 and block 2 as seen in the all customer group. However, they have fewer bills in the tail end categories of 20-800 kWh and over 3200 kWh.

The table also shows the percent of kWh that occurs for all of the bills that have some usage in the block 2 category. Note this does not reflect the percent of kWh billed at the block 2 rate. For kWh, the totals in this category are in the 75-80% range. As with the number of bills, the percent of kWh in the block 2 category has declined over the three-year period. It is likely that some of this is related to HDD and programmatic DSM savings, and not all of the shift in kWh usage can be attributed to the RCR rate.

Table 7 – Distribution of Bills and kWh by Usage Category

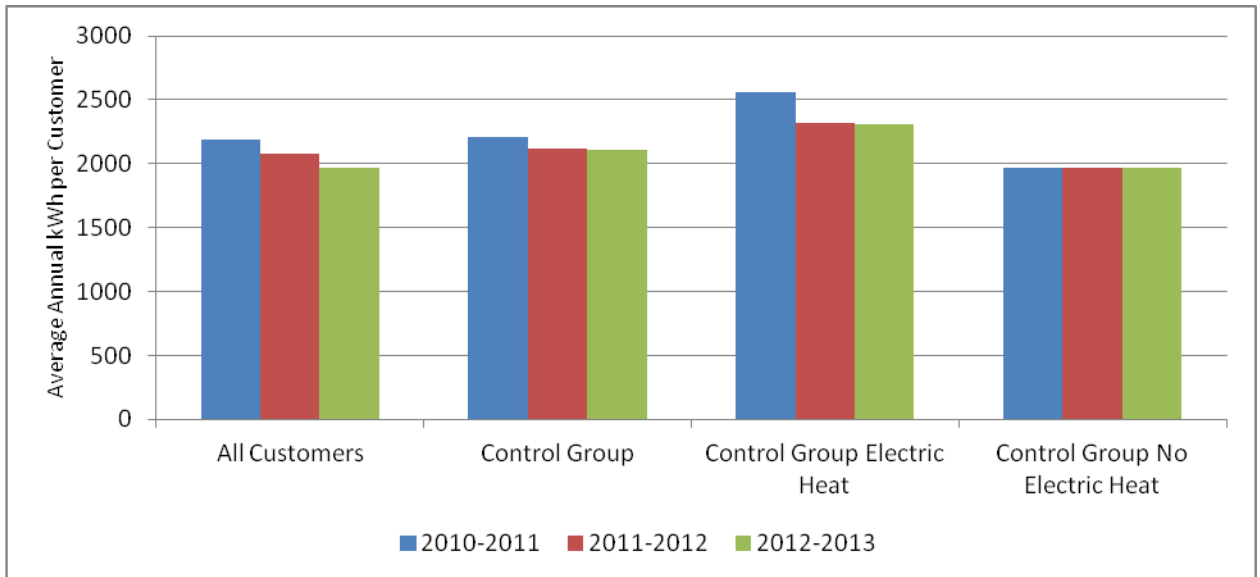
	Percent of Bills			Percent of kWh		
	2010-11	2011-12	2012-13	2010-11	2011-12	2012-13
<i>All Customers</i>						
20 to 800 kWh	19%	21%	22%	4%	5%	5%
800 to 1600 kWh	<u>30%</u>	<u>31%</u>	<u>31%</u>	<u>16%</u>	<u>17%</u>	<u>19%</u>
Subtotal block 1	49%	52%	53%	20%	22%	24%
1600-3200 kWh	32%	31%	31%	33%	33%	35%
Over 3200 kWh	<u>19%</u>	<u>17%</u>	<u>16%</u>	<u>47%</u>	<u>45%</u>	<u>41%</u>
Subtotal block 2	51%	48%	47%	80%	78%	76%
<i>Control Customers</i>						
20 to 800 kWh	20%	21%	20%	4%	5%	4%
800 to 1600 kWh	<u>28%</u>	<u>28%</u>	<u>30%</u>	<u>15%</u>	<u>15%</u>	<u>17%</u>
Subtotal block 1	48%	49%	51%	19%	20%	22%
1600-3200 kWh	32%	32%	34%	32%	34%	35%
Over 3200 kWh	<u>21%</u>	<u>19%</u>	<u>15%</u>	<u>49%</u>	<u>46%</u>	<u>43%</u>
Subtotal block 2	52%	51%	49%	81%	80%	78%
<i>Survey Customers</i>						
20 to 800 kWh	16%	17%	18%	4%	5%	5%
800 to 1600 kWh	<u>35%</u>	<u>35%</u>	<u>36%</u>	<u>20%</u>	<u>21%</u>	<u>22%</u>
Subtotal block 1	51%	52%	53%	24%	25%	27%
1600-3200 kWh	33%	32%	33%	34%	35%	37%
Over 3200 kWh	<u>17%</u>	<u>16%</u>	<u>14%</u>	<u>41%</u>	<u>40%</u>	<u>36%</u>
Subtotal block 2	49%	48%	47%	76%	75%	73%

Electric vs. Non-Electric Customers

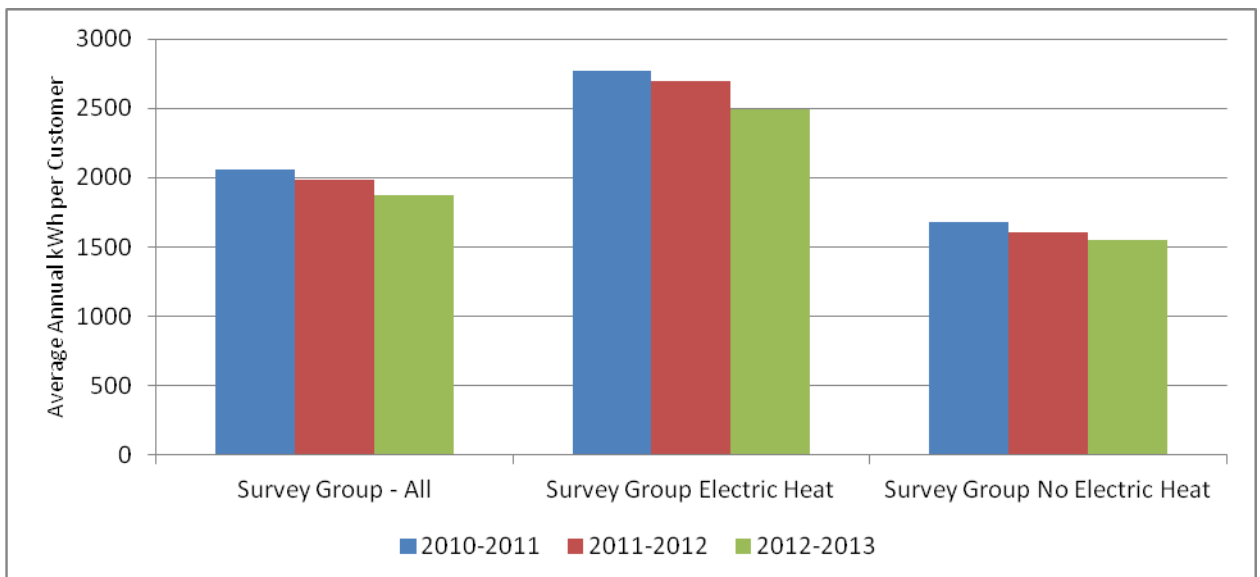
One of the topics raised by the Commission is how the RCR rate impacts customers with electric heat compared to those without electric heat. The following two charts show the Control Group with and without electric heat and the Survey Group with and without electric heat. As expected the electric heating customers have a higher average usage per customer and they also see more variability from year to year. In

each case the average usage goes down each year as the HDD has declined over the three year period.

**Chart F – Comparison of Control Group Average Annual Usage
With and Without Electric Heat**



**Chart G – Comparison of Survey Group Average Annual Usage
With and Without Electric Heat**



The comparison for electric heat vs. non-electric heat is further shown in Tables 8 and 9. For the Control Group, the average use is roughly 30% higher in year 1 and about 18% higher in years 2 and 3. The differential is higher in year 1 due to the fact that that has the highest number of HDD. The year over year change is a reduction of 9% in 2011-2012 for the electric group. Average usage was nearly flat during that same time period for the non-electric heat group, as would be expected since they would be less sensitive to HDD. However between year 2 and year 3, the average usage is relatively flat for both types of customers.

Table 8 – Comparison of Control Group With and Without Electric Heat

	2010-2011	2011-2012	2012-2013
<i>Average Annual Use</i>			
Control Group Electric Heat	2,562	2,322	2,314
Control Group No Electric Heat	1,972	1,966	1,968
<i>Percent Difference</i>			
Electric Heat vs. Non-Electric Heat	29.9%	18.1%	17.6%
<i>Year-to-Year Percent Difference</i>			
Control Group Electric Heat		-9.4%	-0.3%
Control Group No Electric Heat		-0.3%	0.1%

When looking at the Survey Group, the usage for electric heat customers is in the range of 60-70% higher than for non-electric heat customers. In this case the two groups are more extreme than the Control Group. The electric heat customers have higher usage in the Survey Group than in the Control Group. And the non-electric heat customers have lower use in the Survey Group than in the Control Group. This is true in years 1 and 2 when both group faced the same rate as in year 3 when the Survey Group faced RCR rates. As the Survey Group is a much larger sample, it is likely that it includes more customers with extreme energy use, causing more variability in this group than in the Control Group. Because of these differences it is important to look at the results in both groups rather than just looking at one or the other.

Table 9 – Comparison of Survey Group With and Without Electric Heat

	2010-2011	2011-2012	2012-2013
<i>Average Annual Use</i>			
Survey Group Electric Heat	2,774	2,700	2,497
Survey Group No Electric Heat	1,675	1,602	1,553
<i>Percent Difference</i>			
Electric Heat vs. Non-Electric Heat	65.6%	68.5%	60.8%
<i>Year-to-Year Percent Difference</i>			
Survey Group Electric Heat		-2.7%	-7.5%
Survey Group No Electric Heat		-4.3%	-3.1%

One impact we can see from the Survey Group is that both the customers with and without electric heat see reduced consumption in year 3 relative to year 2. This differs from the Control Group where the usage remains relatively flat. We can expect this difference to be due to the fact that the Survey Group faces the RCR rate while the Control Group does not. As expected, the electric heat group saw a much larger reduction than the non-electric heat customers.

The distribution of bills within the various usage categories also differs between electric and non-electric heat customers. While in total the number of bills is split roughly 50/50 between block 1 and block 2, that split is closer to 40/60 for electric heat customers and 60/40 for non-electric heat customers. In terms of kWh usage in the block 2 category, the numbers are roughly 85-90% for electric heat customers and 70-75% for non-electric heat customers.

Table 10 – Distribution of Bills by Usage Category for Control Group

	Percent of Bills			Percent of kWh		
	2010-11	2011-12	2012-13	2010-11	2011-12	2012-13
<i>Control Customer with Electric Heat</i>						
20 to 800 kWh	21%	24%	20%	3%	4%	4%
800 to 1600 kWh	<u>19%</u>	<u>20%</u>	<u>22%</u>	<u>8%</u>	<u>9%</u>	<u>11%</u>
Subtotal block 1	40%	44%	42%	11%	13%	15%
1600-3200 kWh	31%	32%	37%	28%	30%	35%
Over 3200 kWh	<u>29%</u>	<u>24%</u>	<u>21%</u>	<u>61%</u>	<u>57%</u>	<u>50%</u>
Subtotal block 2	60%	56%	58%	89%	87%	85%
<i>Control Customer without Electric Heat</i>						
20 to 800 kWh	19%	18%	21%	5%	5%	5%
800 to 1600 kWh	<u>35%</u>	<u>35%</u>	<u>36%</u>	<u>21%</u>	<u>20%</u>	<u>22%</u>
Subtotal block 1	54%	53%	57%	26%	25%	27%
1600-3200 kWh	32%	32%	32%	35%	36%	35%
Over 3200 kWh	<u>15%</u>	<u>15%</u>	<u>11%</u>	<u>39%</u>	<u>39%</u>	<u>38%</u>
Subtotal block 2	46%	47%	43%	74%	75%	73%

The Survey Group sees a similar split between block 1 and block 2 of about 40/60 for electric heat customers and 60/40 for non-electric heat customers. It differs from the Control Group in that the survey customers with electric heat have more bills over 3200 kWh than the Control Group, and the survey customers with non-electric heat have fewer bills in the over 3200 kWh category compared to the Control Group. In terms of kWh split, the block 2 category is also 85-90% for electric heat customers but is only 60-65% for non-electric customers, which is lower than for the Control Group.

Table 11 – Distribution of Bills by Usage Category for Survey Group

	Percent of Bills			Percent of kWh		
	2010-11	2011-12	2012-13	2010-11	2011-12	2012-13
<i>Survey Customers with Electric Heat</i>						
20 to 800 kWh	14%	16%	16%	3%	3%	3%
800 to 1600 kWh	<u>23%</u>	<u>22%</u>	<u>24%</u>	<u>10%</u>	<u>10%</u>	<u>11%</u>
Subtotal block 1	37%	38%	40%	13%	13%	14%
1600-3200 kWh	31%	32%	32%	25%	26%	28%
Over 3200 kWh	<u>32%</u>	<u>30%</u>	<u>28%</u>	<u>63%</u>	<u>61%</u>	<u>57%</u>
Subtotal block 2	63%	62%	60%	87%	87%	86%
<i>Survey Customers without Electric Heat</i>						
20 to 800 kWh	17%	18%	19%	6%	6%	7%
800 to 1600 kWh	<u>41%</u>	<u>42%</u>	<u>42%</u>	<u>29%</u>	<u>31%</u>	<u>31%</u>
Subtotal block 1	58%	60%	60%	35%	37%	38%
1600-3200 kWh	33%	32%	33%	43%	42%	44%
Over 3200 kWh	<u>9%</u>	<u>8%</u>	<u>7%</u>	<u>22%</u>	<u>21%</u>	<u>18%</u>
Subtotal block 2	42%	40%	40%	65%	63%	62%

While there are some differences between the Control Group and Survey Group, the findings basically show that the electric heat customers have a much greater share of bills and usage that falls under the block 2 category. Therefore it can be concluded that the impact of the RCR on electric heat customers is also much greater. This was also seen in the regression analysis that showed a higher elasticity of $-.30$, although not statistically significant, for this group.

No Gas Availability Customers

While this is likely considerable overlap between the customers with no gas availability and customers with electric heat, the Commission requested information regarding the impacts on both groups. While customers without gas access generally have access to propane, the costs are higher than for natural gas. It is also expected that this group represents a more rural environment where wood may be likely used as a primary or secondary source combined with electric heat.

Chart H shows the average usage for the no gas group in relation to that of the customers with electric heat in the both the Control Group and Survey Group.

Chart H – Comparison of No Gas Average Annual Usage With the Average of Electric Heat Customers

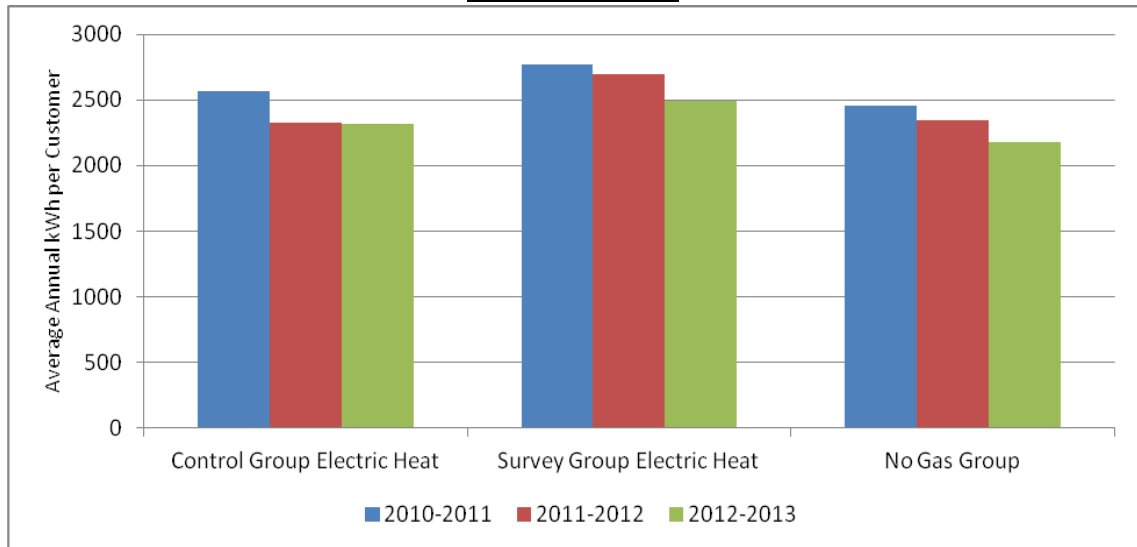


Table 12 compares the average use per customer for the no gas group with all customers and with the electric heat customers found from the Survey Group. While the no gas customers have average use that is roughly 12% higher than the average customer, the usage is also about 12% lower than that of customers known to have electric heat. It is likely that the no gas group has a greater than average use of electric heat, but they are not necessarily 100% electric heat.

The table also shows that the 7.2% drop in consumption in year 3 is much closer to the electric heat customers than it is to the average customer. This would indicate that they are likely largely impacted by the RCR rates. It should also be noted that the -0.23 elasticity found for this group, although not statistically significant, was in between the electric heat group and the total block 2 group.

**Table 12 – Comparison of No Gas Group With All Customers
and Electric Heat Customers**

	2010-2011	2011-2012	2012-2013
<i>Average Annual Use</i>			
All Customers	2,186	2,081	1,970
No Gas Availability	2,457	2,348	2,179
Survey Group - Electric Heat	2,774	2,700	2,497
<i>Percent Difference</i>			
No Gas vs. All Customers	12.4%	12.8%	10.6%
No Gas vs. Survey with Electric Heat	-11.4%	-13.0%	-12.7%
<i>Year-to-Year Percent Difference</i>			
All Customers		-4.8%	-5.4%
No Gas Availability		-4.4%	-7.2%
Survey Group - Electric Heat		-2.7%	-7.5%

When looking at the percent of bills and kWh in the block 2 category, the no gas group had percentages that were very similar to that of the electric heat customers, with the number of block 2 bills at about 60% and the % of bills in the block 2 group of 85-90%. These results are shown in Table 13.

Table 13 – Distribution of Bills by Usage Category for Survey Group

	Percent of Bills			Percent of kWh		
	2010-11	2011-12	2012-13	2010-11	2011-12	2012-13
<i>No Gas Availability</i>						
20 to 800 kWh	20%	21%	21%	3%	3%	3%
800 to 1600 kWh	<u>20%</u>	<u>21%</u>	<u>22%</u>	<u>8%</u>	<u>9%</u>	<u>10%</u>
Subtotal block 1	40%	41%	43%	11%	12%	14%
1600-3200 kWh	31%	32%	32%	25%	26%	28%
Over 3200 kWh	<u>29%</u>	<u>27%</u>	<u>25%</u>	<u>64%</u>	<u>62%</u>	<u>58%</u>
Subtotal block 2	60%	59%	57%	89%	88%	86%
<i>With Gas Availability</i>						
20 to 800 kWh	19%	22%	22%	5%	5%	6%
800 to 1600 kWh	<u>33%</u>	<u>33%</u>	<u>34%</u>	<u>19%</u>	<u>20%</u>	<u>21%</u>
Subtotal block 1	52%	55%	56%	23%	25%	27%
1600-3200 kWh	33%	31%	31%	36%	35%	37%
Over 3200 kWh	<u>16%</u>	<u>15%</u>	<u>13%</u>	<u>41%</u>	<u>40%</u>	<u>37%</u>
Subtotal block 2	48%	45%	44%	77%	75%	73%

Summary and Conclusions

To determine the impact of the RCR rates on consumption for various groups, FortisBC looked at average annual usage levels and the percent of bills and kWh that occur for customers that are in the block 2 category. Regression analysis was also conducted to determine the price elasticity under the RCR rates after other factors such as HDD and programmatic DSM were accounted for.

While on the surface the usage for customers with the RCR rate is 6.6% lower than for the Control Group that still has a flat rate, that difference takes into account multiple factors. The regression analysis leads to the conclusion that savings for the residential class are on the order of 2.8%.

The elasticity measured for the kWh in bills that face the block 2 rate is estimated at -0.086. This is lower than the range expected in the RIB rate application, however, it only reflects short-term elasticity as the rates have only been in place for one year. Impacts are expected to increase over the long-term. For customers with all of their usage in block 1, and those in the Control Group with the continued flat rate, the elasticity estimates were not statistically significant and it cannot be shown that there was any impact as a result of the RCR introduction. The assumptions used in the RIB Application were not based on any FortisBC-specific measurements and therefore the findings after one year are a better indication of elasticity impacts. For that reason the range of elasticity impacts is now expected to be -0.086 for the short-term and between -0.086 to -0.20 for the long-term.

These elasticity impacts yield savings in the range of 22.5 to 55.4 GWh. These savings are within the range of the RIB Application, although on the lower end. These savings compare to annual savings of 30 to 42 GWh for programmatic DSM savings. The net impact on system-wide energy consumption is in the range of 0.7% to 1.5% and reflects 50% to 100% of the annual load growth on the system.

For electric space heat customers, and to a lesser extent for customers with no gas availability, the higher block 2 rate impacts a greater portion of their bills and kWh usage. While the regression results for these groups were not robust, the findings did seem to infer a much higher elasticity in the range of -0.23 to -0.30 for these customers. Because electric heat customers see a larger bill impact, they also have a bigger reduction in their energy use. And because there has not been sufficient time for much change in heating source, it is likely that these customers are reducing their usage through lowering their thermostats. This behavioral change may not continue over the long term for all customers, and the higher bills may eventually lead to a shift away from electric heat. While it may be desirable for the RCR rate to promote the

efficient use of energy, in the short term it may be coming at the expense of customers' comfort levels in their homes.

Appendix D

CUSTOMER CORRESPONDENCE



Residential Conservation Rate *Summary Report*



Simplified *Understanding*

September 2013



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Objectives & Methodology



Simplified *Understanding*



Introduction & Objectives

- FortisBC was directed by the BC Utilities Commission to implement the Residential Conservation Rate (RCR) for its residential electricity customers. On July 1, 2012, FortisBC introduced the RCR – a two-level rate where customers are charged a lower rate for the first block of electricity used in a billing period (up to 1,600 kWh) and a higher rate for any electricity used above that amount.
- FortisBC has been asked to prepare a report for the BC Utilities Commission to evaluate the impact of the RCR. As such, FortisBC was interested in conducting market research with its electricity customers.
- The key objective of the research was to measure awareness and perceptions of the RCR to help determine whether the RCR has incented residential customers to reduce electricity consumption.
- Insights West conducted an online survey with FortisBC electricity customers from September 3-10, 2013.
- FortisBC's RCR was also discussed during the Corporate Reputation focus groups. Two in-person focus groups were held with Kelowna residents on August 22, 2013 and an online discussion board was conducted with Kootenay residents from August 27–29, 2013.
- This summary report highlights the key RCR findings from both the online survey and qualitative focus groups.



Methodology

- The samples for the online survey and focus groups were obtained from a combination of FortisBC customer email lists and Insights West's representative online panel of British Columbians.
- The sample was weighted by age, gender and region according to Census Canada figures.
- Survey respondents were screened to meet the following criteria:
 - Not employed in marketing, market research or public utilities;
 - Play a role in energy decision making for their household;
 - Reside in FortisBC's electricity service area; and
 - FortisBC is their electricity provider.
- A total of 1,620 FortisBC electricity customers completed the online survey.
 - The margin of error for a sample of this size is $\pm 2.4\%$, 19 times out of 20.
 - The breakdown of respondents in each region is provided below:

Region	Sample Size
Kootenay/Boundary	729
Kelowna/Central Okanagan	551
South Okanagan	340
TOTAL	1,620

- Significantly higher differences between sub-groups are noted with red circles (○)



Key Findings & Implications



Simplified *Understanding*



Key Findings

Low awareness of RCR.

- Three-in-ten (29%) FortisBC electricity customers are aware of the RCR, with the highest awareness levels reported by RCR opposers, South Okanagan residents, high consumption customers, those aged 55+ and those who have noticed a change in their electricity bill.
- Among all respondents, one-in-five (19%) are very or somewhat familiar with the RCR, while one-in-ten (10%) are not familiar. Interestingly, the majority of *those aware of the RCR* are familiar with it (66%).

FortisBC electricity customers are more likely to *support* the RCR than *oppose* it.

- Among all customers, nearly six-in-ten support the RCR (18% strongly support), while one-third *oppose* the RCR (20% *strongly oppose*).
- Those who *support* the RCR are more likely to: come from groups that have benefitted somewhat from the RCR:
 - Have smaller household sizes;
 - Live in an apartment/condo/rowhouse/duplex/triplex;
 - Be low consumption customers (bi-monthly electricity bill of less than \$200);They also more likely to be:
 - Be women;
 - Be younger;
 - Reside in the Kootenay/Boundary region;
 - Be unaware of the RCR; and
 - Have noticed a decrease or no change in their electricity bills.
- Interestingly, even those who have experienced an increase in their electricity bill show moderate levels of support for the RCR (43% support vs. 48% oppose).



Key Findings *Continued*

Most customers do not believe the RCR is revenue neutral for FortisBC. Customers biggest concerns are that the RCR penalizes larger households and those that must use electricity for heating.

- Approximately two-thirds of FortisBC electricity customers agree that the RCR encourages people to use less electricity (69%), lowers bills for lower-than-average consumption (68%) and is better for the environment (66%). However, only thirty percent agree that the RCR is revenue neutral for FortisBC (42% disagree and 28% don't know).
- More than eight-in-ten agree that the RCR penalizes those that must use electricity for heating (85%) and larger households (82%).
 - Even among those who support the RCR, roughly eight-in-ten agree with these concerns.
- Customers also report relatively high levels of agreement with the RCR resulting in higher electricity bills (68% agree), the RCR being a way for FortisBC to get more money from consumers (63%) and people not changing their electricity consumption habits (60%).



Key Findings *Continued*

Those who have noticed an increase in their electricity bills are more likely to attribute the higher bills to changes in the cost of electricity/monthly fees as opposed to the introduction of the RCR.

- More than half (52%) of FortisBC electricity customers have noticed an increase in their electricity bills over the past 12 months, while 13% have seen a decrease. Close to one-in-five (22%) have not noticed any change in their bills, while the remainder (16%) were unsure.
- Among those (52%) who noticed **higher** electricity bills, nine-in-ten (90%) attribute the increase to changes in the cost of electricity/monthly fees, while seven-in-ten (71%) attribute the increases to the RCR.
 - Even those who oppose the RCR think the changes in electricity costs/monthly fees were a more important reason for their bill increase than the RCR (91% vs. 80%).
- Among the one-in-eight (13%) who have noticed a **decrease** in their electricity bills, most attribute the decrease to changes in electricity consumption (85% important) and changes in electricity costs/monthly fees (76%), while six-in-ten think the RCR is an important reason for the decrease.

Close to two-thirds (64%) of FortisBC customers indicate they are conducting energy conservation activities as a result of the RCR. However, there is little difference between those who are aware of the RCR and those who are not.

- The only significant difference is that those with prior awareness of the RCR are more likely to have invested in better insulation/windows. This suggests that those unaware of the RCR were conducting these activities on their own – not directly as a result of the RCR.
- More than half (52%) of FortisBC electricity customers have turned things off when not in use, while one-third have adjusted their thermostats settings and one-quarter (27%) have turned off heat in specific rooms.
 - Those who have noticed an increase in their energy bills are more likely to have conducted most conservation activities.



Key Findings *Continued*

RCR awareness, bill changes and RCR support are all inter-related.

- High consumption customers are likely to notice an increase in their electricity bills, which prompts them to find out why their bills have increased. They then become aware of the RCR, and because their bills have increased, they are more likely to oppose the RCR.
- Those who oppose the RCR are:
 - More likely to be aware of the RCR;
 - More familiar with the RCR;
 - More likely to have higher bi-monthly electricity bills of \$300+;
 - More likely to agree with all of the proposed RCR *concerns*;
 - Less likely to agree with all of the proposed RCR *benefits*; and
 - More likely to have noticed an increase in their electricity bills over the past 12 months.

Focus groups are consistent with online survey results.

- During the qualitative focus groups in Kelowna and Kootenays, the RCR was not a top-of-mind concern. Only when prompted did people recall the RCR and voice concerns about the two-tiered rate.
- The RCR is not well understood; many participants think it is just a way for FortisBC to get more money from its customers. They want FortisBC to be transparent about what the RCR is, the reasons it was implemented and how the rates were determined.



Implications and Recommendations

Build awareness, understanding and support for the RCR through advertising.



Insight:

- Those with prior awareness of the RCR likely became aware of the RCR because they had been personally impacted by it.
- The majority of customers suspect that the RCR is a way for FortisBC to get more money from its customers, and this negative sentiment may negatively impact FortisBC's overall corporate reputation.
- FortisBC could conduct significant advertising to make customers better understand the RCR and the reasons it was implemented.
- The advertising campaign should:
 - Let customers know that FortisBC was directed by the BC Utilities Commission to implement the RCR;
 - Outline the proposed benefits of the RCR and the reasons it was implemented (promote energy conservation); and
 - Clearly articulate that the RCR is revenue neutral for FortisBC – that it does not receive additional funds as a result of the RCR.



Awareness & Familiarity with RCR

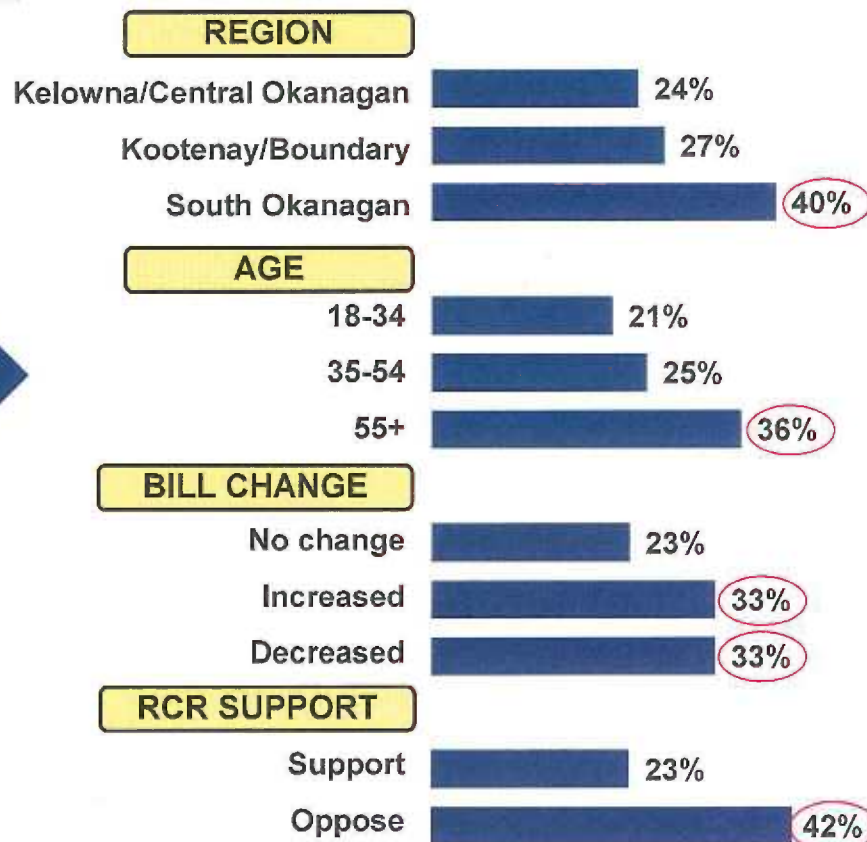
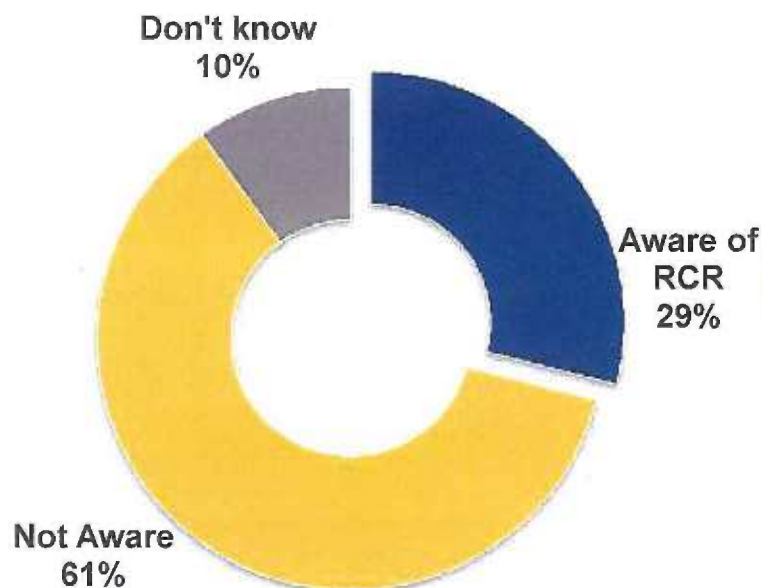


Simplified *Understanding*



The majority of FortisBC customers have never heard of the RCR.

- Only 29% of FortisBC electricity customers are aware of the RCR. Higher awareness levels are reported by those who oppose the RCR, South Okanagan residents, high consumption customers, older residents aged 55+ and those who have noticed a change in their electricity bill.



Base: All respondents (n=1,620)

A1. Have you heard of FortisBC's Residential Conservation Rate?



Among those aware, the FortisBC bill insert is the main source of RCR awareness in all regions.

- Compared to those in other regions, Kootenay/Boundary residents are more likely to have heard of the RCR through TV or Internet news, while South Okanagan residents are more likely to cite the newspaper as a source of awareness.

		Kelowna/Central Okanagan (n=137)	Kootenay/Bound ary (n=195)	South Okanagan (n=184)
FortisBC bill insert	56%	66%	51%	54%
TV/Internet news	14%	3%	23%	10%
Newspaper	8%	6%	5%	15%
FortisBC website	8%	11%	6%	6%
Friends/family	4%	4%	3%	5%
Other	3%	5%	2%	3%
Don't know	7%	5%	9%	7%

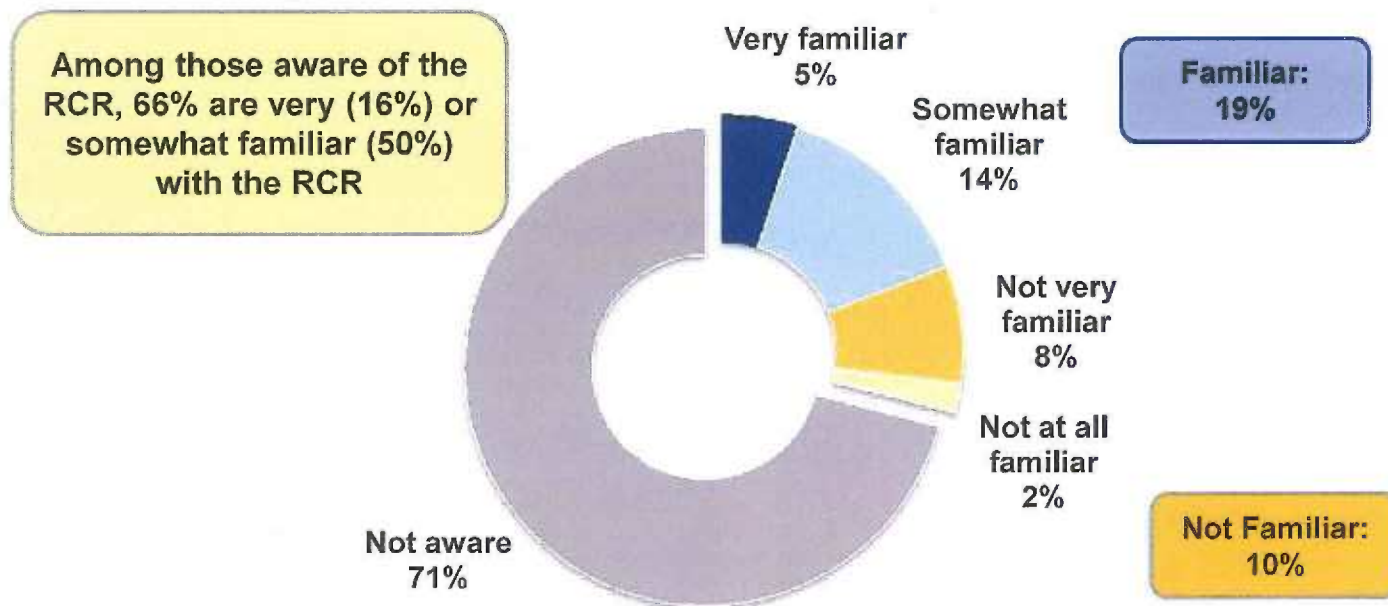
Base: Aware of RCR (n=516)

A2. How did you **first** hear about FortisBC's Residential Conservation Rate?



Among all respondents, close to one-in-five are *familiar* with the RCR, while one-in-ten are *not familiar*.

- The majority of those who are aware of the RCR are *familiar* with the two-level rate for electricity.



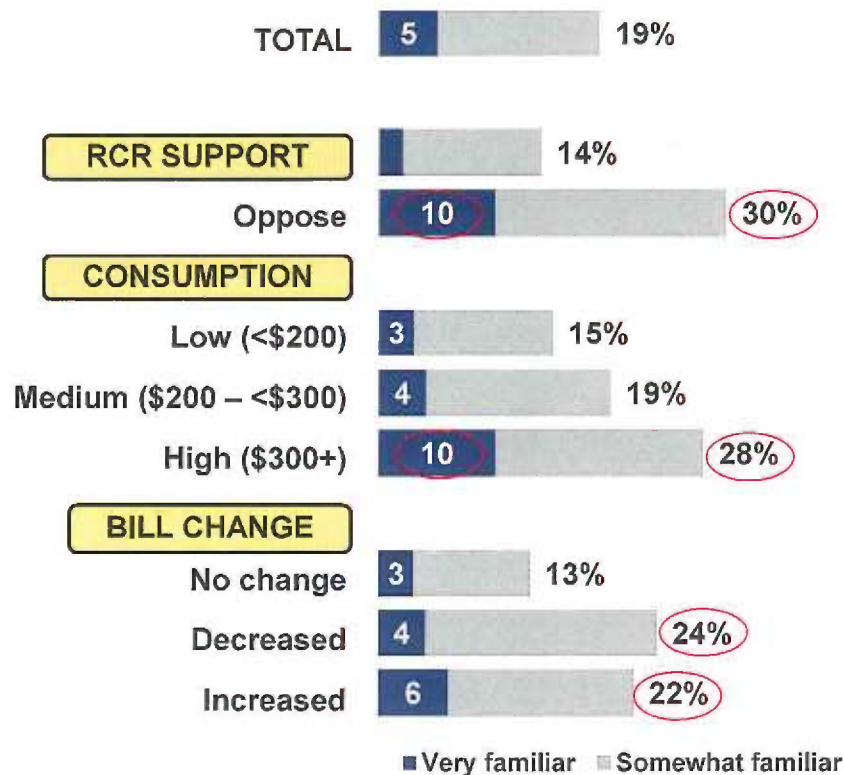
Base: All respondents (n=1,620)

A3. How familiar are you with FortisBC's Residential Conservation Rate?



Familiarity with the RCR is *highest* among those who oppose the RCR, high consumption customers & those who have noticed a change in their electricity bill.

- Familiarity with the RCR is also higher among South Okanagan residents (25%), older residents aged 55+ (22%), those who live in single detached homes (21%) and those who own their home (20%).



Base: All respondents (n=1,620)

A3. How familiar are you with FortisBC's Residential Conservation Rate?



RCR Support



Simplified *Understanding*



RCR Description

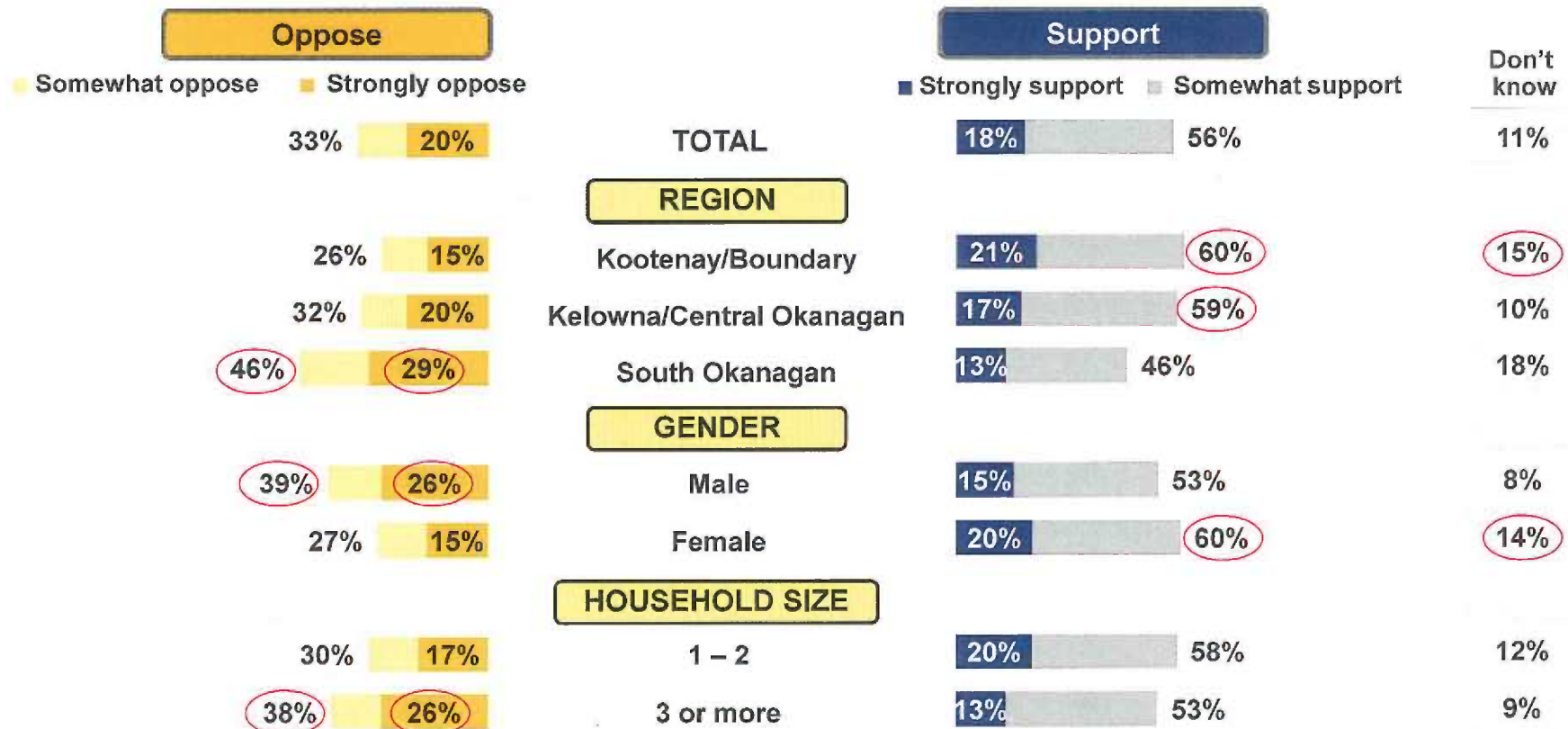
- Respondents who had not heard of the RCR were provided with the following description:

Last year on July 1, 2012, FortisBC introduced a two-level rate where customers are charged a lower rate for the first block of electricity they use in a billing period – up to 1,600 kWh – and a higher rate for any electricity used above that amount. FortisBC was directed by the BC Utilities Commission to apply for and implement this type of rate because it is designed to encourage conservation and incent customers to use less electricity.



Overall, FortisBC customers are more likely to *support* the RCR than *oppose* it.

- South Okanagan residents, men and those with larger households are more likely to *oppose* the RCR.



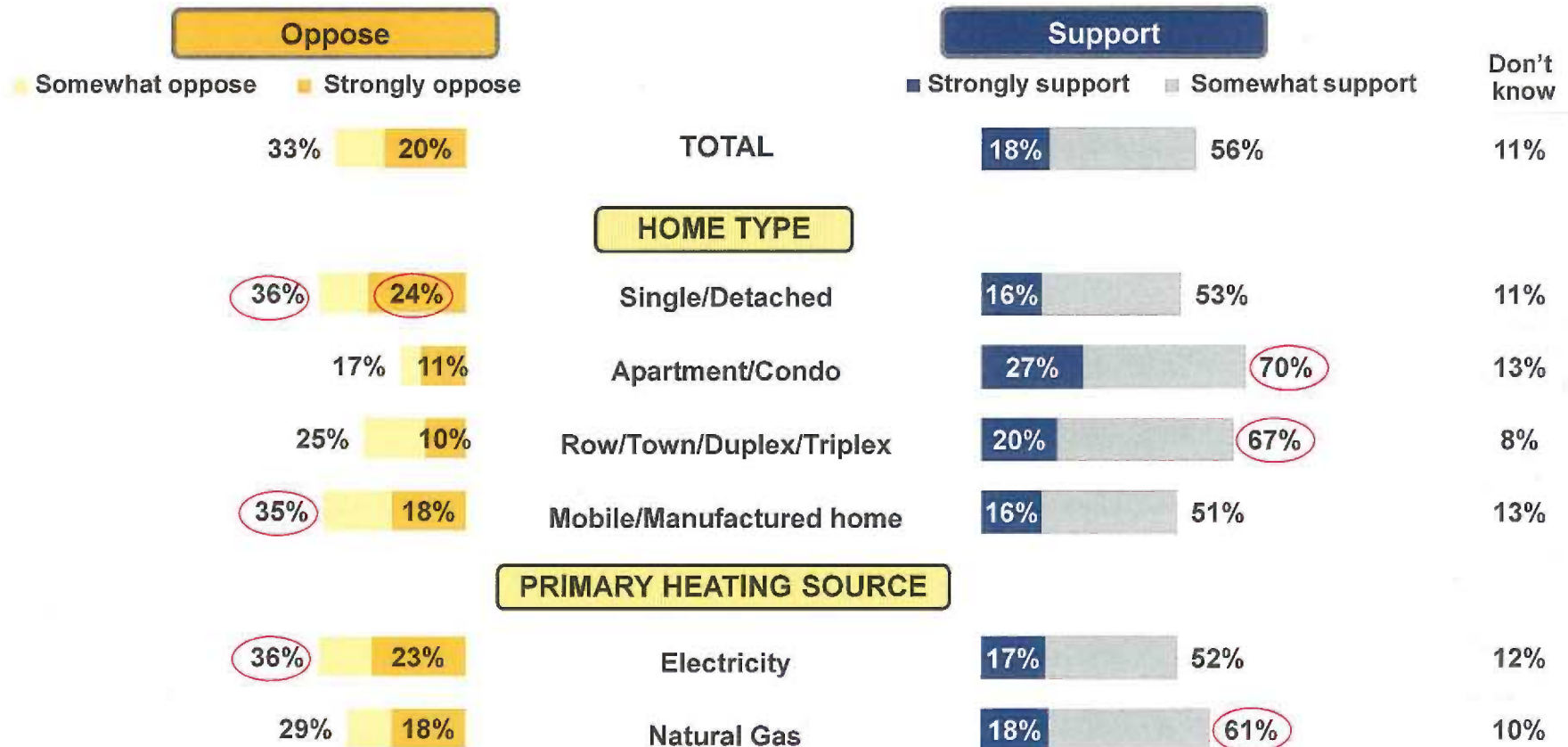
Base: All respondents (n=1,620)

A4. Given what you know about the Residential Conservation Rate, do you support or oppose it?



Greater RCR *opposition* among customers living in single detached or mobile/manufactured homes & those who use electricity as their primary heating source.

- Support is highest among those who live in multi-family building where heating demand is generally lower.



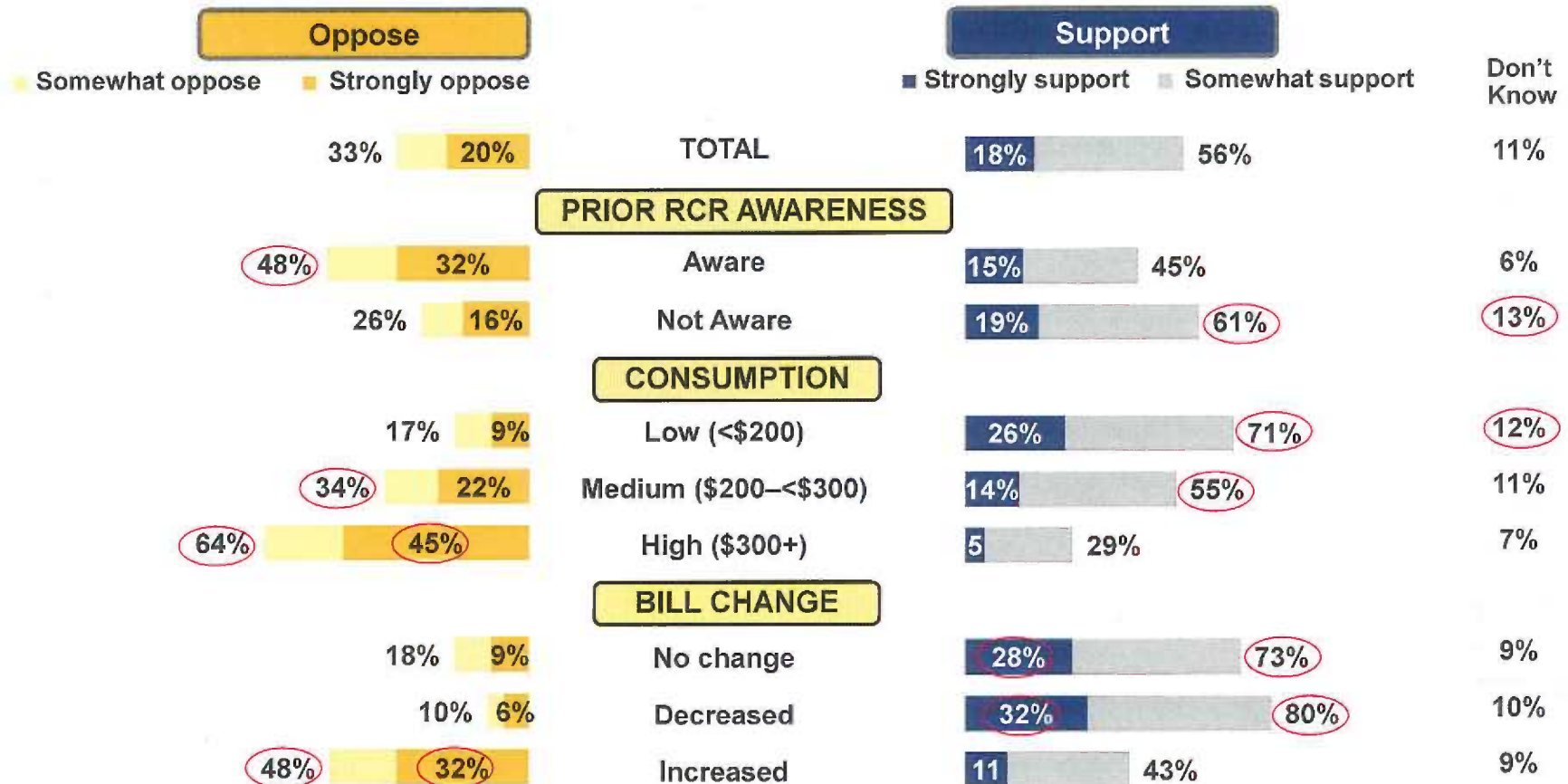
Base: All respondents (n=1,620)

A4. Given what you know about the Residential Conservation Rate, do you support or oppose it?



Those with prior awareness of the RCR, high consumption customers & those who have seen an increase in their electricity bill are more likely to oppose the RCR.

- Interestingly, even those who have experienced an increase in their electricity bill show moderate levels of *support* for the RCR (43% support vs. 48% oppose).



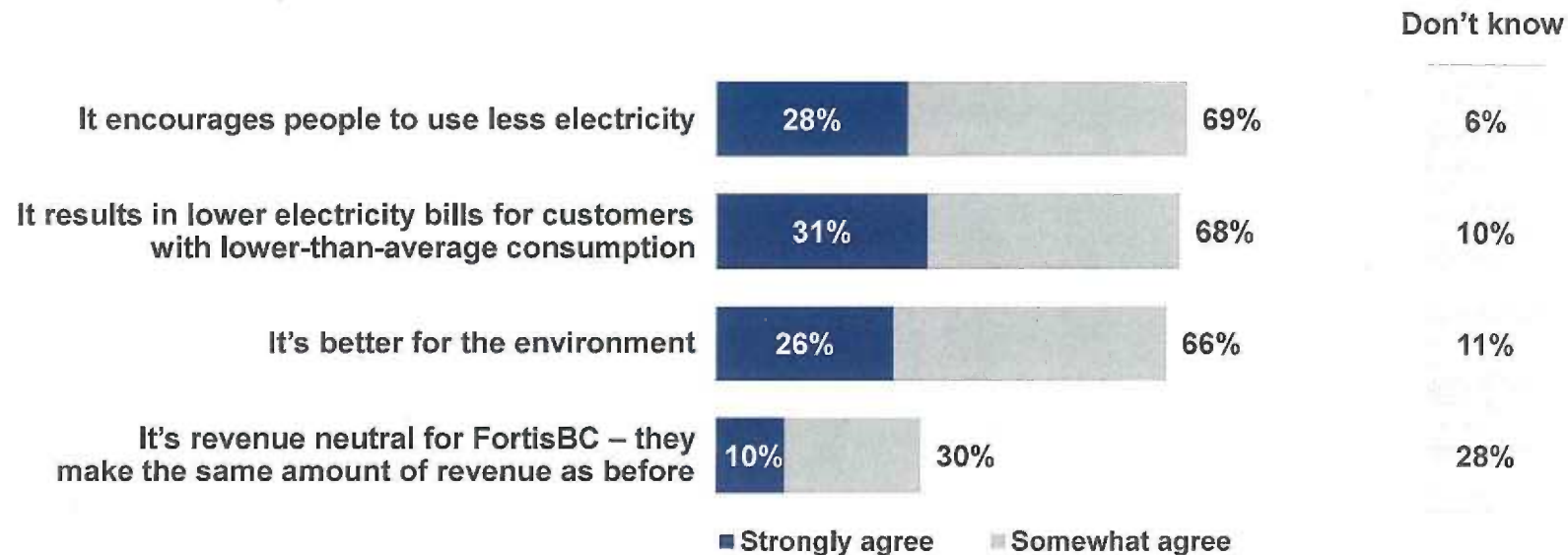
Base: All respondents (n=1,620)

A4. Given what you know about the Residential Conservation Rate, do you support or oppose it?



Majority of customers *agree* that the RCR encourages energy conservation, lowers electricity bills for lower-than-average consumption & is better for the environment. However, they are least likely to *agree* that the RCR is revenue neutral for FortisBC.

- Only 30% of FortisBC customers *agree* that FortisBC makes the same amount of revenue before the RCR, while 42% disagree (26% strongly disagree). A further 28% say they “don’t know”.



Base: All respondents (n=1,620)

A5. Regardless of whether or not you support or oppose the Residential Conservation Rate, there are a number of proposed benefits. These are listed below. Please state your level of agreement with each.



Highest agreement with proposed benefits among RCR supporters, those who have noticed no change/a decrease in their electricity bills, low consumption customers & Kootenay/Boundary & Central Okanagan residents.

% TOTAL AGREE	TOTAL	REGION			RCR SUPPORT		CONSUMPTION			BILL CHANGE		
		Kootenay/ Boundary (n=523)	Kelowna/C entral OK (n=676)	South Okanagan (n=421)	Support (n=892)	Oppose (n=554)	Low (<\$200) (n=737)	Medium (\$200- <\$300) (n=487)	High (\$300+) (n=367)	No Change (n=307)	Decreased (n=203)	Increased (n=859)
Encourages people to use less electricity	69%	69%	71%	62%	90%	34%	80%	66%	48%	80%	89%	58%
Results in lower electricity bills for customers with lower-than-average consumption	68%	70%	69%	63%	85%	43%	76%	66%	54%	78%	86%	58%
Better for the environment	66%	66%	71%	63%	86%	36%	77%	64%	46%	78%	76%	58%
Revenue neutral for FortisBC – they make the same amount of revenue as before	30%	32%	31%	25%	41%	10%	37%	31%	17%	40%	47%	22%

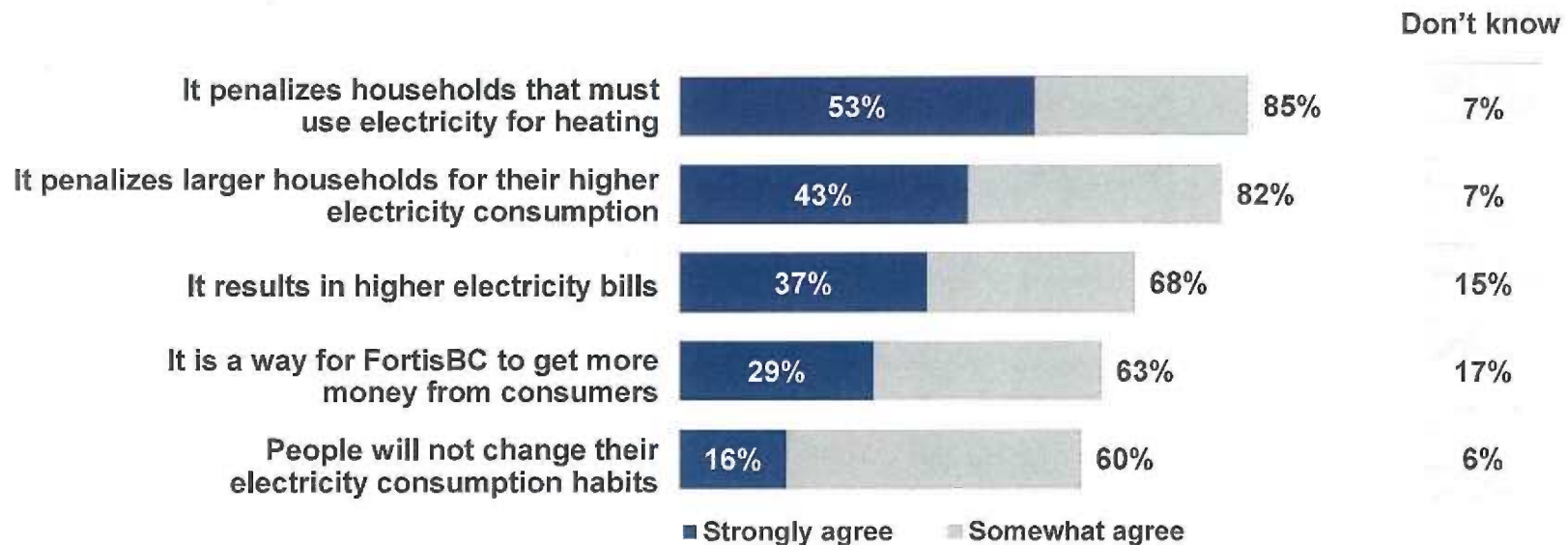
Base: All respondents (n=1,620)

A5. Regardless of whether or not you support or oppose the Residential Conservation Rate, there are a number of proposed benefits. These are listed below. Please state your level of agreement with each.



Customers' biggest RCR concerns: it penalizes households that must use electricity for heating, as well as larger households.

- More than 8-in-10 FortisBC electricity customers agree that the RCR penalizes households that must use electricity for heating (53% strongly agree) and penalizes larger households for their higher electricity consumption (43% strongly agree).
- Two-thirds are concerned that the RCR results in higher electricity bills (37% strongly agree).
- In addition, more than 6-in-10 customers believe the RCR is a way for FortisBC to get more money from consumers (29% strongly agree).
- Customers are skeptical that the RCR will lead to a change consumption habits.



Base: All respondents (n=1,620)

A6. Regardless of whether or not you support or oppose the Residential Conservation Rate, some customers have voiced concerns. Provided below are some of these concerns. Please state your level of agreement with each.



RCR opposers & those with larger household sizes are more likely to *agree* with all of the proposed concerns.

- Even among those who support the RCR, eight-in-ten *agree* that the RCR penalizes households that must use electricity for heating and larger households with higher consumption.
- Compared to Kootenay/Boundary residents, Okanagan residents are more concerned that the RCR results in higher electricity bills and is a way for FortisBC to get more money from consumers.

% TOTAL AGREE	TOTAL	REGION			RCR SUPPORT		HOUSEHOLD SIZE	
		Kootenay/Bo undary (n=523)	Kelowna/Cent ral OK (n=676)	South Okanagan (n=421)	Support (n=892)	Oppose (n=554)	1-2 (n=737)	3 or More (n=487)
It penalizes households that must use electricity for heating	85%	82%	86%	87%	81%	98%	82%	90%
It penalizes larger households for their higher electricity consumption	82%	80%	83%	82%	78%	93%	78%	88%
It results in higher electricity bills	68%	62%	71%	73%	55%	95%	64%	76%
It is a way for FortisBC to get more money from consumers	63%	58%	66%	65%	51%	87%	59%	70%
People will not change their electricity consumption habits	60%	57%	62%	61%	52%	75%	58%	65%

Base: All respondents (n=1,620)

A6. Regardless of whether or not you support or oppose the Residential Conservation Rate, some customers have voiced concerns. Provided below are some of these concerns. Please state your level of agreement with each.



High consumption customers & those who have seen an increase in their electricity bills show greater concern for all factors.

% TOTAL AGREE	TOTAL	CONSUMPTION			BILL CHANGE		
		Low (<\$200) (n=737)	Med (\$200-<\$300) (n=487)	High (\$300+) (n=367)	No Change (n=307)	Decreased (n=203)	Increased (n=859)
It penalizes households that must use electricity for heating	85%	80%	85%	96%	78%	77%	90%
It penalizes larger households for their higher electricity consumption	82%	77%	84%	90%	78%	75%	85%
It results in higher electricity bills	68%	57%	73%	86%	54%	50%	82%
It is a way for FortisBC to get more money from consumers	63%	54%	66%	80%	52%	43%	76%
People will not change their electricity consumption habits	60%	56%	59%	70%	58%	45%	65%

Base: All respondents (n=1,620)

A6. Regardless of whether or not you support or oppose the Residential Conservation Rate, some customers have voiced concerns. Provided below are some of these concerns. Please state your level of agreement with each.



Change in Electricity Bills

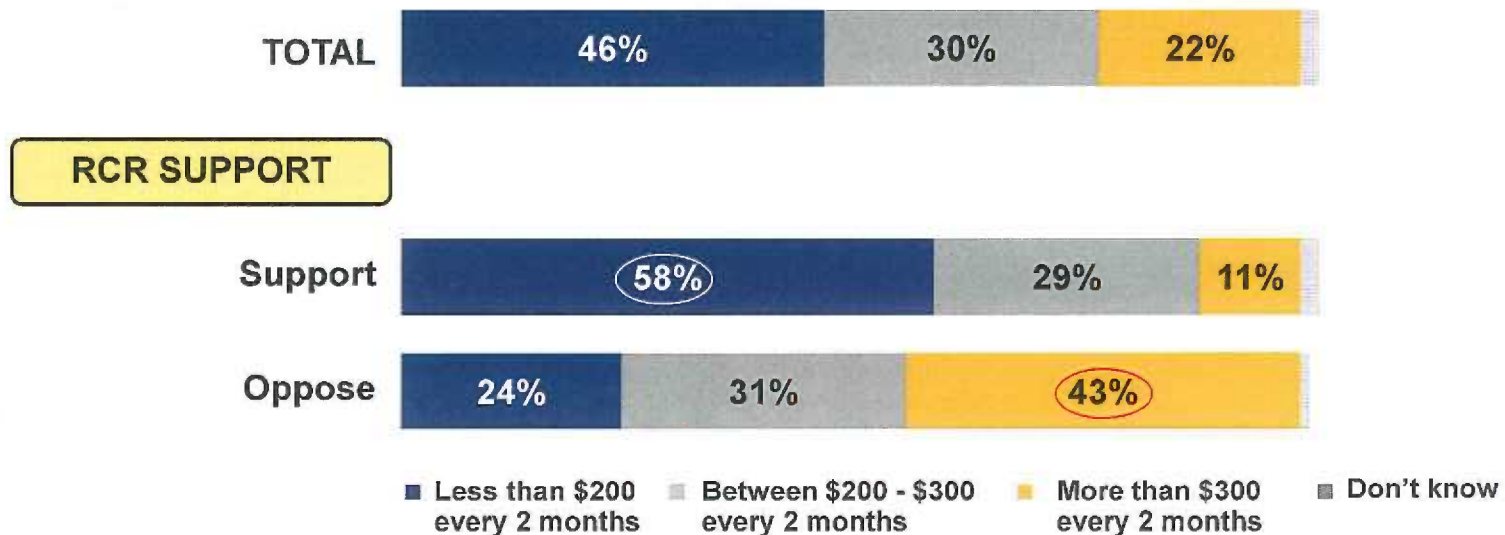


Simplified *Understanding*



RCR supporters are more likely to report *lower* electricity bills, while those who oppose it are more likely to have *higher* bills.

- Consumption is also *higher* among non-natural gas users (33% \$300+), larger households (32%) and those who live in single detached homes (28%).



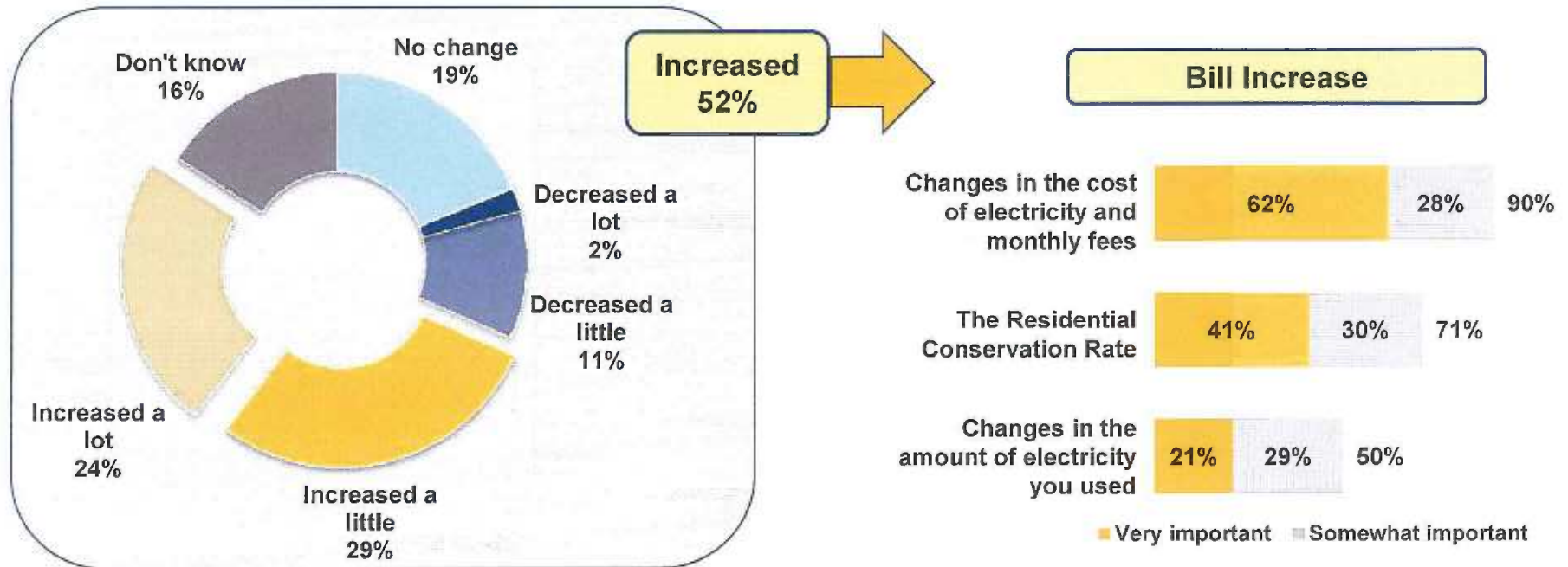
Base: All respondents (n=1,620)

A7. Approximately how much is the **total** amount of your average **bi-monthly** (every 2 months) electricity bill?



More than half have noticed an *increase* in their electricity bills over the past 12 months; these increases are more likely to be attributed to changes in the cost of electricity/monthly fees than to the RCR.

- As expected, those who oppose the RCR are more likely to have noticed an *increase* in their electricity bills (77% vs. 40% among RCR supporters).



Base: All respondents (n=1,620)

Base: Noticed bill increase (n=859)

A8. Over the last 12 months, have you noticed a change in the total amount of your electricity bills?

A9. How important do you consider each of the following reasons for the change in your electricity bills over the last 12 months?



Even those who oppose the RCR think the changes in electricity costs/monthly fees were a more important reason for their bill increases than the RCR.

BILL INCREASE: % IMPORTANT	TOTAL	RCR SUPPORT		CONSUMPTION		
		Support (n=368)	Oppose (n=411)	Low (n=267)	Medium (n=287)	High (n=298)
Changes in the cost of electricity and monthly fees	90%	90%	91%	91%	90%	91%
The Residential Conservation Rate	71%	66%	80%	58%	72%	83%
Changes in the amount of electricity you used	50%	62%	37%	59%	54%	38%

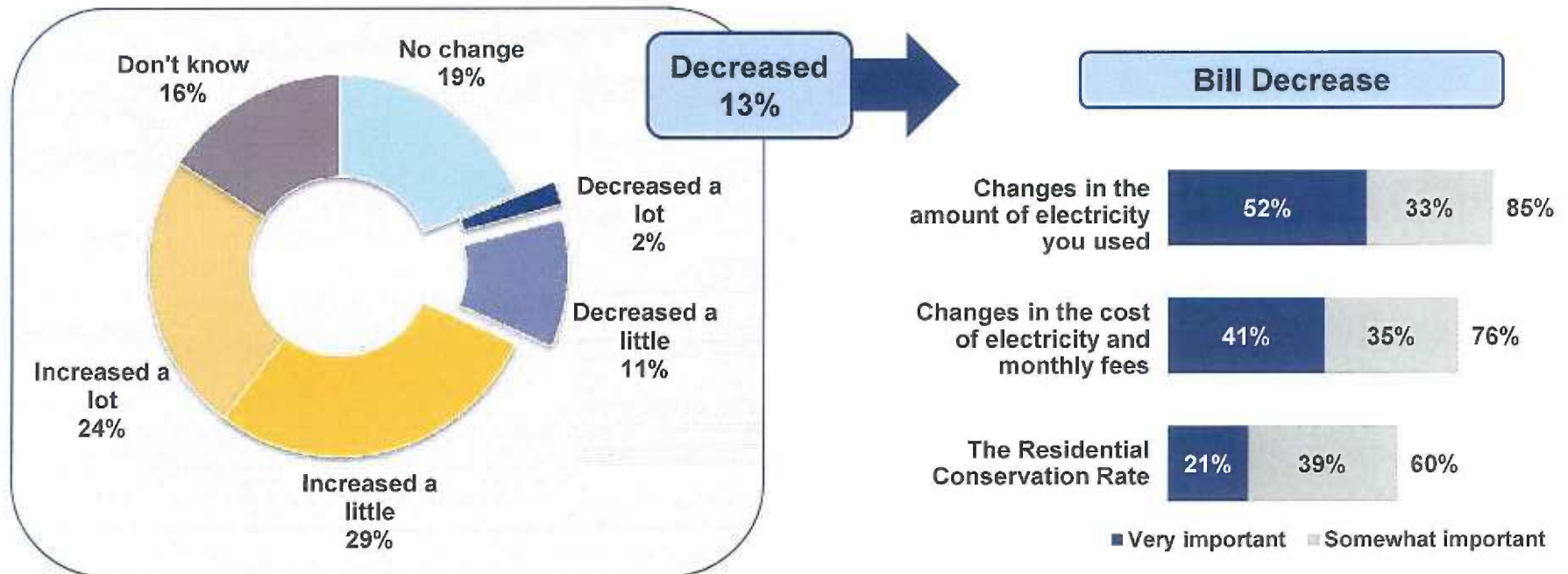
Base: Noticed bill increase (n=859)

A9. How important do you consider each of the following reasons for the change in your electricity bills over the last 12 months?



Only 13% have noticed a *decrease* in their electricity bills over the past 12 months, with most attributing the decrease to changes in electricity consumption & changes in electricity costs/monthly fees.

- Those who support the RCR are more likely to have noticed *lower* electricity bills (18% vs. 4% among those who oppose the RCR).
- Among those who experienced a bill decrease, 6-in-10 think the RCR was an important reason for the decrease.



Base: All respondents (n=1,620)

Base: Noticed bill decrease (n=203)

A8. Over the last 12 months, have you noticed a change in the total amount of your electricity bills?

A9. How important do you consider each of the following reasons for the change in your electricity bills over the last 12 months?



The top energy conservation activity is turning things off when not in use, followed by adjusting thermostat settings. Those who have noticed an increase in their bill are more likely to have conducted most conservation activities.

- The only significant differences between those aware of the RCR and those who are not is that those with prior awareness of the RCR are more likely to have invested in better insulation/windows (17% vs. 11%).
- This suggests that those unaware of the RCR were already conducting these activities and not directly as a result of the RCR.

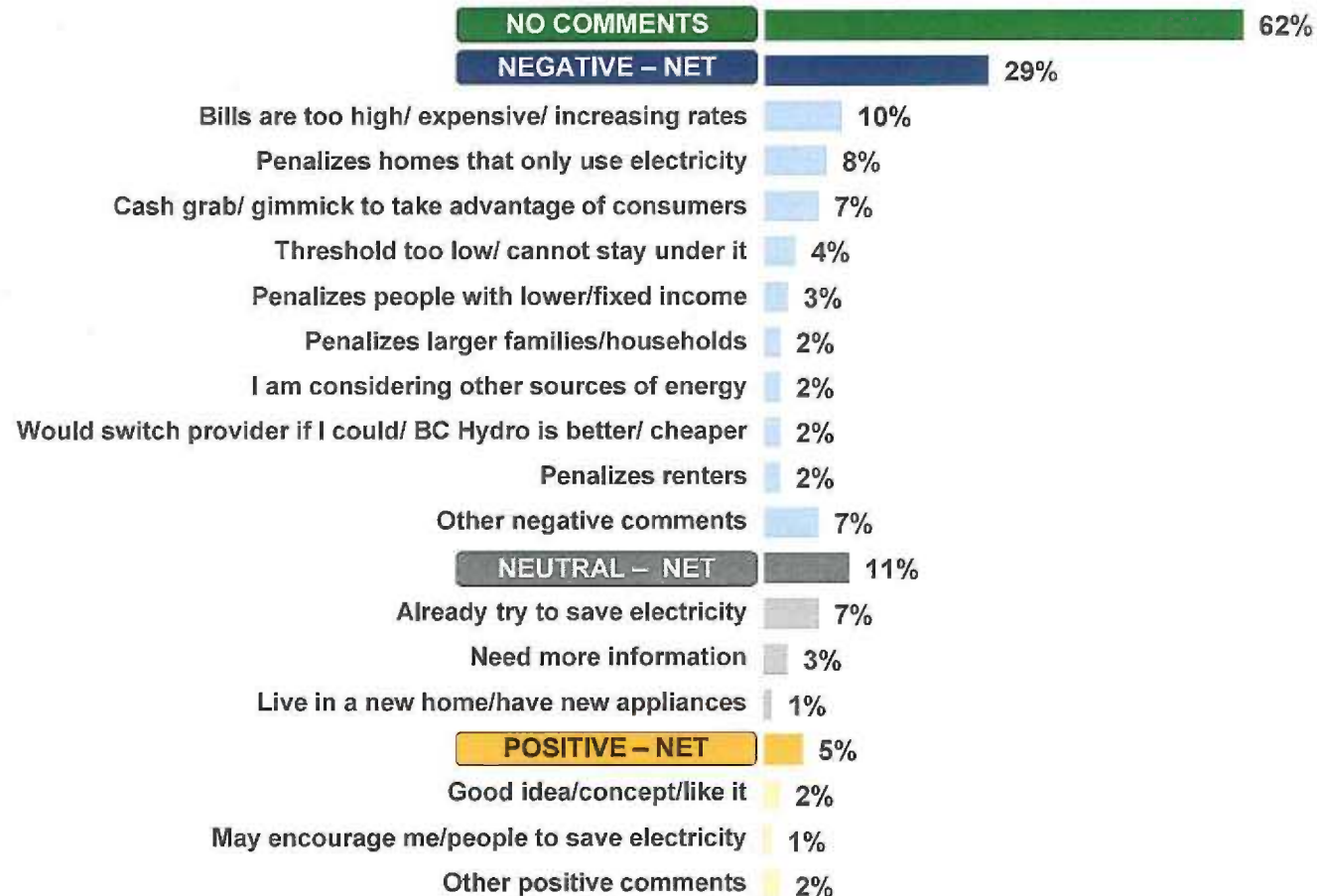
		BILL CHANGE		
		No Change (n=307)	Decreased (n=203)	Increased (n=859)
Turned things off when not in use	52%	45%	59%	57%
Adjusted thermostat settings	33%	24%	38%	39%
Turned off heat in specific rooms	27%	21%	24%	31%
Invested in more efficient appliances	20%	14%	21%	24%
Installed a programmable thermostat	14%	10%	14%	16%
Decreased water temperature on hot water thermostat	13%	13%	11%	15%
Invested in better insulation/windows	13%	11%	13%	14%
Considering using non-electric heating or hot water	9%	4%	7%	12%
Invested in new electric space heating or cooling system	7%	4%	10%	7%
Invested in new electric hot water heater	6%	4%	8%	7%
Invested in new non-electric hot water heater	3%	2%	3%	3%
Other	10%	3%	10%	14%
None of the above	36%	43%	30%	30%

Base: All respondents (n=1,620)

A10. Have you done any of the following as a result of FortisBC's introduction of the Residential Conservation Rate on July 1, 2012?



Majority did not have any comments on the RCR. Close to 3-in-10 provided negative feedback, with the most common criticisms being high bills & penalizing homes that only use electricity.



Base: All respondents (n=1,620)

A11. Do you have any comments about the Residential Conservation Rate that you would like to share with FortisBC?



Qualitative focus group results are consistent with survey results.

- During the Kelowna and Kootenays focus groups, the RCR was not top of mind, with only a few participants mentioning the two-tiered rates on an unaided basis. Only after respondents were prompted on the issue, did they started asking questions and voicing concerns about the tiers.
- Overall, those who were aware of the RCR had difficulty accurately describing how the RCR works. In fact, it was often confused with time-of-use rates.
- Those who held negative views of the RCR expressed concerns about large families that cannot stay within the lower tier and low income/fixed income households that cannot withstand the higher charges.
- Those in favour of RCR believe it is fair to charge more to those who use more electricity; what is debatable is the charge within the tiers.
- Participants assume the RCR is a way for FortisBC to collect more money from its customers. They want transparency; they want to know why and how the threshold levels were set.

"If you use more, you should pay more, if you use less you should pay less. I think the question is, are where they put the thresholds really fair, and do we even really know what is fair?" – Kelowna

"We don't know, is it time of day that you use it? We don't know because they're not transparent." – Kelowna

"It does not help out the average homeowner, i.e., busy family, kids, TVs, computers, loads of laundry, etc. etc. It may work fine in a 1 or 2 person household, albeit with discipline re: when and how much power consumption / conservation is going on I believe it is simply a substantial rate hike in disguise." – Kootenays

"Overall I would have to say that I oppose their plan. Besides, in my opinion, the only reason Fortis came up with the plan in the first place is that the less B.C. residents use power the more power they can sell to the U.S. Again, it's all about the money and profits for the company, not for any concern for the general public." – Kootenays



Profile

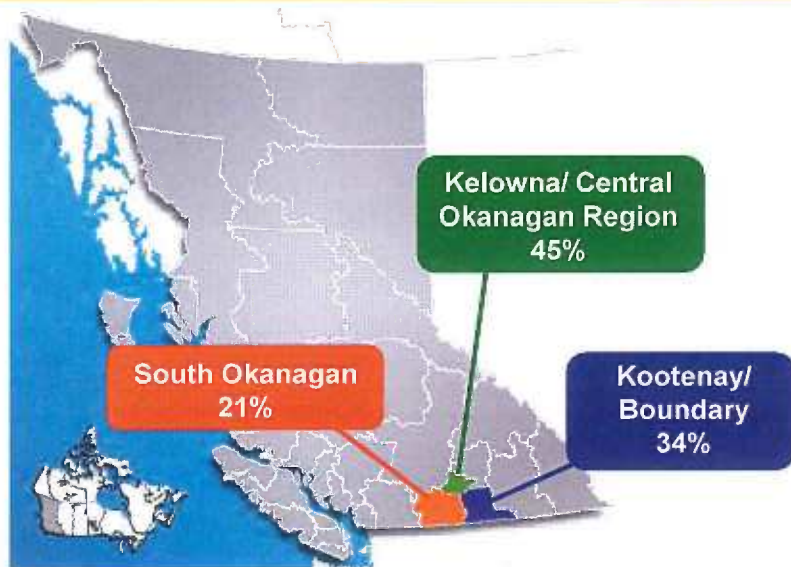


Simplified *Understanding*



FortisBC Customer Profile

REGION

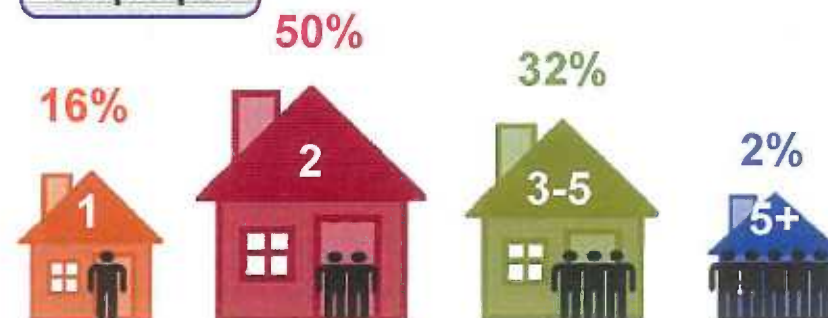


EDUCATION

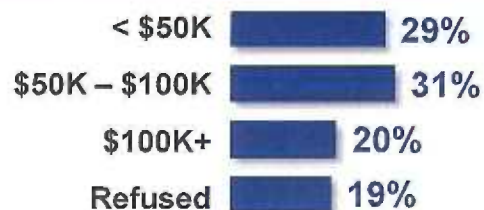


HOUSEHOLD SIZE

Average:
2.5 people



HOUSEHOLD INCOME

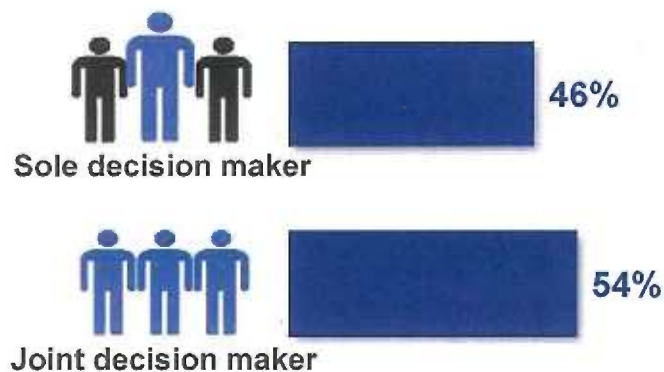


Base: All respondents (n=1,620)

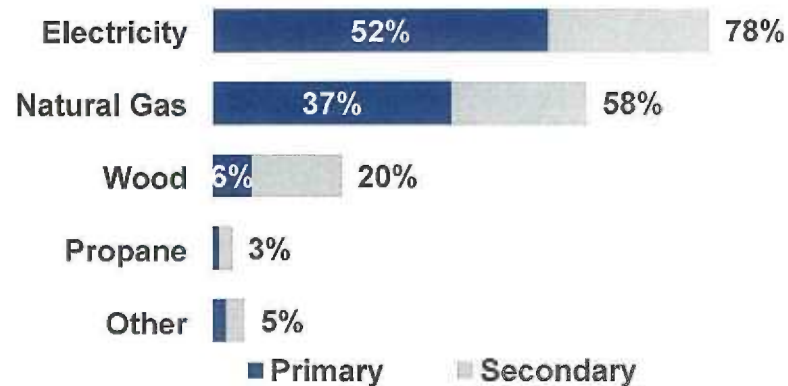


FortisBC Customer Profile *Continued*

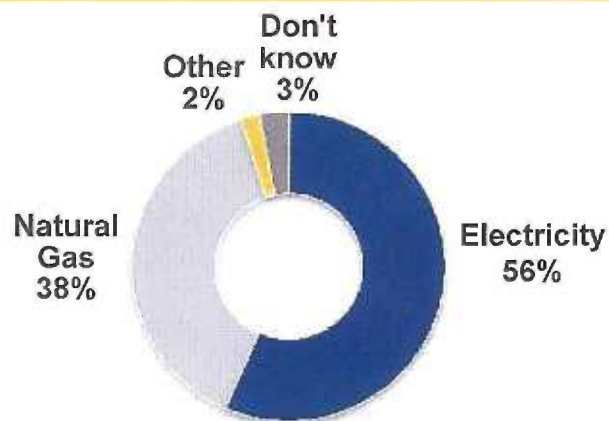
ENERGY DECISION MAKING ROLE



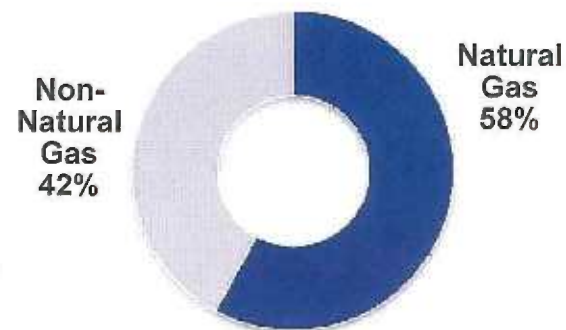
HEATING ENERGY SOURCES



WATER ENERGY SOURCE



GAS VS. NON-GAS HOME

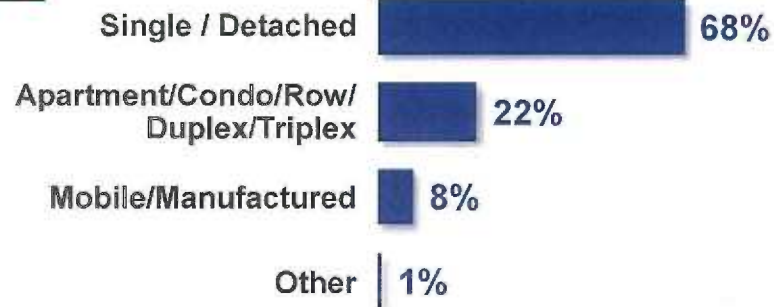




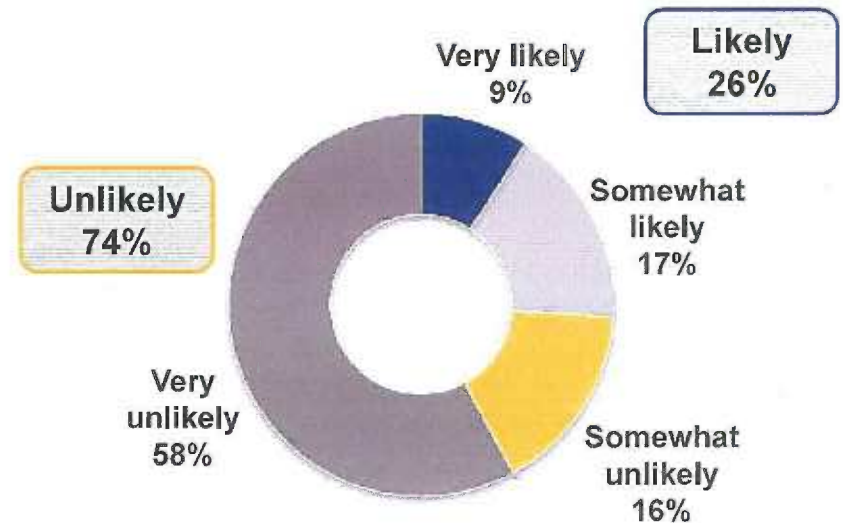
FortisBC Customer Profile *Continued*



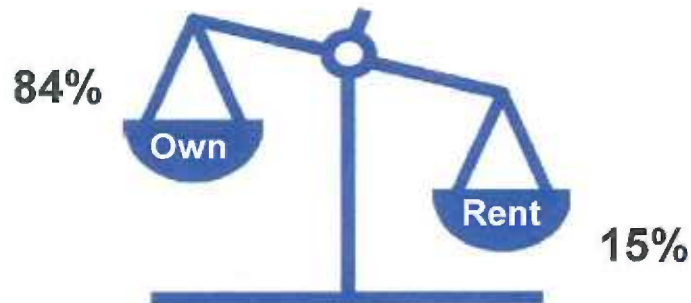
DWELLING TYPE



FUTURE HOME PURCHASE IN NEXT 2 YEARS



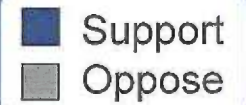
OWN vs. RENT



Base: All respondents (n=1,620)

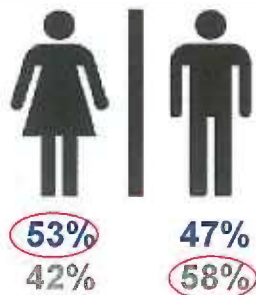


Customer Profile: RCR Supporter vs. Opposers

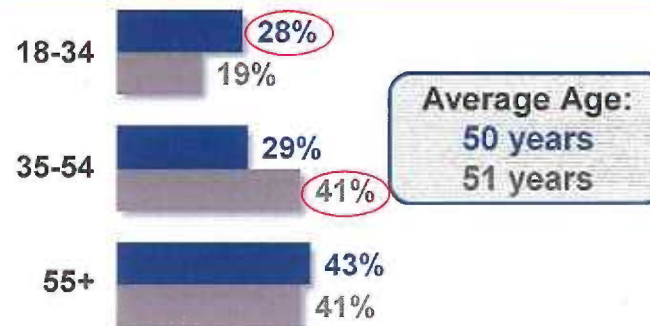


- RCR supporters are more likely to be women, younger, live in the Kootenay/Boundary region, have a smaller household size and live in an apartment/condo/row/duplex/triplex.

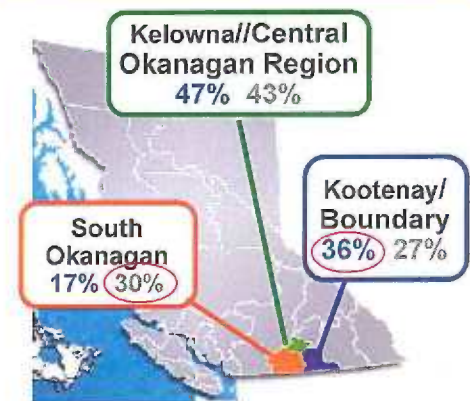
GENDER



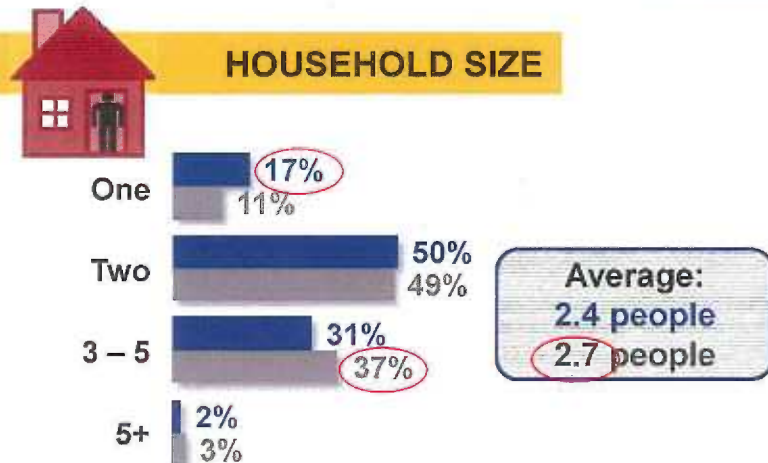
AGE



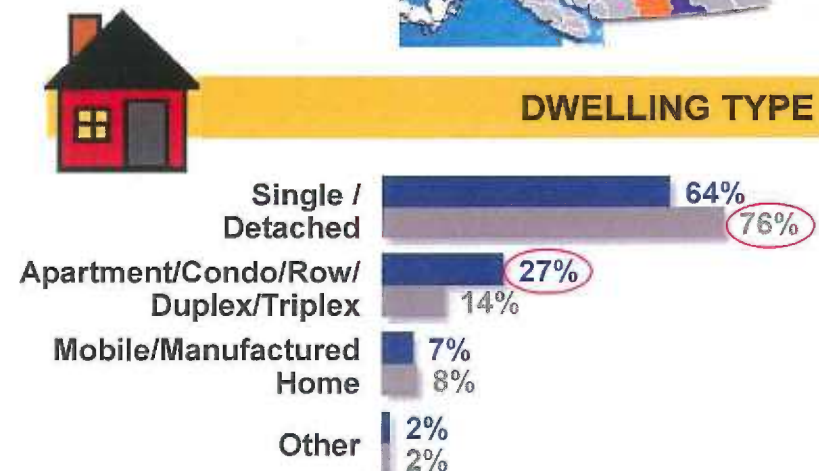
REGION



HOUSEHOLD SIZE



DWELLING TYPE



Base: All respondents (n=1,620)

Do you have any comments about the Residential Conservation Rate that you would like to share with FortisBC?	
1	I had a large credit from FORTIS BC when I switched from monthly averaged billing to actual billing, therefore it is difficult to compare costs from last year vs. this year. But, I am still trying to keep my electric use as low as possible. In this area, the major objections to the Residential Conservation rate come from people who, when they built their homes in the 1960s to 1980s were encouraged by the Utility companies to GO ELECTRIC. Electric heating, electric appliances, electric tools, etc. Now they are paying for that decision. They have no access to natural gas because it is not supplied to their neighbourhoods. Those people on limited pensions cannot afford to switch to solar. What can they do except complain? I sympathize with them.
2	I don't agree with it. I think it should cost the same no matter how much we use.
3	Have always tried to conserve.
4	Our home was designed to be energy efficient, so none of the 'improvements' asked about in this survey apply. Our home is a recent, newly constructed building. We were not treated well by Fortis (electricity) during the construction of our home, and think their level of service is very poor and the rates they charge are much too high for the service they provide. With regard to Fortis (natural gas), the service was good during construction (Teresen). Recently, however, we requested to have a line located for us, we were emailed a map of our property but our request to have a Fortis worker mark the location was denied. One Call service?
5	Nothing but an unwarranted cash grab.
6	those us us who have electric heating are being penalized and now have to pay more each month. There should be an adjustment for electric heating. My home has never had duct work for me to use a oil furnace and the cost to put one in would be extremely costly. Whoever dreamed up this two tier billing obviously never took into consideration those who have no choice but to use electric heating. As a result we have ended up paying far more so your company can look good and say " see what we are doing to reduce electricity use in our area so we can sell more to the USA."
7	this program is just a joke, another way for the big conglomerate companies to hose their customers & side with the existing Gov't.
8	I agree with the comments forwarded to the utilities commission and Fortis by the RDOS
9	Consideration should be made for homes that DO NOT have access to natural gas.
10	Make it clear on bills how much consumption is charged at a lower rate.
11	I think there should be rewards and insentives for using eletricity in lower consumption periods. for example, I put my dishwasher on during the night. Even though I do that I am not rewarded.
12	It's a rip off
13	we do not have access to natural gas so the only heating options are electric, wood , solar or propane. Solar is expensive to purchase and install, electric costs keep rising , propane is quite expensive in comparison, wood is free (sweat cost) from our property
14	Just wait until the Smart Meters are installed. Then everyone's bills will increase. Fortis rates are apparently higher then BC Hydro.I do not trust Smart Meters. Some of the safty concerns are bypassed because of the loopholes. Example: They do not have to meet ULC or CSA standards and that worries me.
15	It ends up costing us the same or more after your monthly consumption. It is not really a break for the consumer at all
16	I am on fixed income. ! No matter how much I conserve my electrical use, my bill keeps going up.. The gas bill keeps going up, yet I am cutting back drastically on both. Fortis is raping the elderly. It is time they cut back...
17	I feel it penalizes people living in rural areas that do not have access to natural gas
18	I think it is strictly based on maximizing benefits to Fortis, and sold to the consumer under the "greening of BC" umbrella! Consumer uses less electricity in a 2% CPI world, and Fortis gets a 6% increase across the board. Not hard to see the charade!
19	Since its implementation, our bills have really gone up, but our consumption from previous years has gone down. Definitely causes us concern as we are on a fixed income.

Do you have any comments about the Residential Conservation Rate that you would like to share with FortisBC?	
20	You have a tough job. Make money for the company and save money for the average consumer. I am still on your side but with wage increases in the general work force low or not at all and all {most} coperations asking for increases..... Start thinking really outside the box.The answer is there.
21	Just another money grab to hand out bigger bonus and pension rates to executives that in my opinion are already over paid.
22	There is no natural gas available in my area, so I am penalized for my electric heat and hot water.
23	This company's high charges for electricity will hinder economic growth in the South Okanagan for many years to come as it has already started. Seniors in the area must unite and start a war with Fortis as no one has any use for these lying bunch of thieves who take money from struggling seniors. the best advice for Fortis is to go F--- yourselves!
24	No choice or options so useless to complain.
25	I have two households on my meter and nothing I can do to lower my use of electricity and find this change to be unfair. No one in these two households are extravagant in the use of power. We have not used air conditioning this summer and most clothes are dried outside.
26	You know the Endgame!
27	It makes sense for the people who are in a position to participate. If the household is large, with kids/teens, I can see where they would have difficulty with taking advantage of any savings and/or controlling household members to think about it. I applaud the fact you have made an effort. I knew about the program to improve the heat retention in the home and the financial benefits that were offered, but I have no idea if that is the program you are speaking of. I think it is a different program.
28	Still don't totally know how it works ...basically how it affectctsy bill.
29	I have also insulated the floorspace of my basement and see no difference in heating cost.I see less usage but with the increase in charges my bills was exactly the same as last year. I would switch to BC hydro in a second if I had that option.
30	Years ago we learned to turn off those things not in use, We had a programamble thermostat installed to go with our air source heat pumps.I do laundry only in cool water. I use my Fortis-supplied outdoor clothesline at every opportunity. All winter we use our wood stoves so that we use as little electricity as possible.. We are among the most energy conservant households I know! We have a large home and household and our bills have gone way way up since the introduction of the 2-tier system. the next step for us in saving will be to set up for solar, which may very soon be much cheaper than Fortis, or alternatively freezing in the dark.
31	No reason to give a comment, Fortis will do whatever they want,to increase profits.
32	We have done EVERYTHING we could and can to reduce electricity usage over the years. R50 Insulation in the attic, new energy efficient furnace, heat pump etc. etc.We were on the we fell under your new rules and ended up paying equal monthly payment plan and always paid ahead. As a result we ended up paying more.We talked with Fortis and they agreed. We have no access to natural gas for heating so depend on electricity. We have lived at the same location for 31 years. We have a energy efficient Hearthstone wood stove but due to lung issues I cannot use it.We turn lights off.We are totally fed up with Fortis and the B.C. Energy Commissionwho hold us ransom. The new towers above us are unsightly as well.
33	If we received this info, we've missed it. Our electricity bill is outrageous, and every time when we question it, we're given outrageous responses. How is it justified, that a 5100 sf house, when not occupied, be billed several hundred dollars a month. We have ALWAYS been conscious of consumption, as we are environmentally aware, but to face the bills we do, is not at all acceptable. Long before it became necessary to turn off all appliances, computers, lights, etc etc.. we were doing it. But now, the bills...it does contribute to my disgust with how our country is being run into the ground. I'll stand corrected, but believe it may have been tax dollars that built the hydro electric sites, funded it all, and now years later, we are billed to death. The wage structure in Fortis is beyond my understanding. I own a very successful business, and am known to reward employees, and did it all with MY money,,not tax dollars,,,,but there is no way I can compete wage-wise with the Fortis crew.

Do you have any comments about the Residential Conservation Rate that you would like to share with FortisBC?	
34	We have a new very efficient heat pump system. We control the heat/cooling in our home with a new thermostat. We changed to a hot water on demand gas system. We have a new energy efficient dishwasher and washer and dryer. We use our gas fireplace to help heat the house in winter. We use a gas stove. We have double paned windows. We have had an energy audit. And our electricity bill has doubled. There is not anything more we can do. We are angry about the Residential Conservation Rate.
35	We operate a very seasonal Vacation Rental, so monthly electrical bills are highly variable. As I am waiting to move, home modifications are both irrelevant & unrewarding at this time. I do expect to review electrical use in my new home.
36	It's a good idea. I think Fortis BC should have even greater benefits to consumers who have low power usage. People in large home, one must assume they have a large family, must teach their children to be good steward of the use of electricity so we don't have to built dams everywhere. The power in this province should be the cheapest in the land not because we use more but because we use less and we sell the surplus to the United States to reduce BC consumers costs and improve already existing infrastructures.
37	Would like to hear more about it in the media
38	I feel it is a huge money grab. I do not believe that anyone can fit under the cap which has been imposed. We use electricity only for lighting and appliances, all of which are energy efficient, yet our bill has increased by more than \$100.00 per month.
39	I really do not think it makes any difference - Many people have to use their electricity/gas at certain times of the day because of work hours and many other factors. It is the wrong time of the day to take advantage of the Conservation rate.
40	I have had two occasions where I have been charged for electricity because it reached tier 2 level. In fact, that was not so, was much higher than the real amount used. The problem was the estimated electrical used. On both occasions when this happened, I went outside and checked the actual reading. I phoned customer service and the necessary changes to my bill were made. I have always been very conscious of our use of electricity and have done many things over the years to be environmentally correct to cut down my use. The problem now is that whenever people cut their consumption, the power company must increase its rates to ensure greater profit. Customers are never in a winning situation because rates just continue to climb so that stockholders and companies can make money.
41	Scrap it. 2 tier system is unfair to consumers.
42	I have no alternative but to use Fortis electricity as it is the only utility available to me, we do not have natural gas in this area. The residential conservation rate is totally UNFAIR to those who have no alternative and must heat their homes with electricity. In particular, I am a retired person on a modest, fixed income and the introduction of this rate structure has resulted in an EXTREME BURDEN on my finances... I still have not yet fully paid off last winter's heating bill. The idiots who dreamed up this inane rate program should be shot. Totally unfair. I guess I'll have to cut down more trees. The program may be well intentioned, but is STUPID!
43	Revenue neutral: Rarely is anything Revenue Neutral. It would be fairer to place a limit on electricity charges during the hot/cold season where less affluent people are subsidised in order for them to have a reasonably comfortable existence during cold winters and hot summers.
44	Over the past 2 years we have invested in new energy efficient hot water heater , washing machine, dryer, cloth drying line, new refrigerator, kitchen stove, heatpump. (new air source type) Had an energy efficiency check and made recommended changes. Cut our electricity coverage in half and still pay more than before.
45	The jury is still out as far as I am concerned, including the matter of so-called smart meters. However, I feel very badly for area residents who heat with electricity because I remember - all too well - when British Columbians were urged to "live better electrically" as the future was on the side of those who made more use of electricity rather than oil, etc.

Do you have any comments about the Residential Conservation Rate that you would like to share with FortisBC?	
46	I think the Residential Conservation Rate is a good idea if Fortis would implement it properly. As it is, Fortis is estimating our consumption at much higher than previous years, charging us the higher rate and then not giving us a fair deal when they actually read the meter. Made my husband furious and he asked to be put on the old system. He is not the only one complaining about this - it is very bad for the company's image. They have used what should be a reasonable system to rip people off. Even if the amounts are small per person the negative impression is huge.
47	Yes, it is unfair towards people who have no other choice. We bought a condo that has baseboard heaters and a wall a/c unit. Everything is electric and there is nothing we can do about it. I like using electricity, as it is the cleanest form of power that is available to us. Using wood or gas pollutes the air. I have severe asthma and struggle to breathe every winter because of people using wood in their homes. Using wood for heating is just archaic and wrong!!!!!! The lung association will tell you that wood smoke is one of the worst pollution for people's lungs---stop using wood now!!! You should be encouraging people to switch to electricity.
48	it is far easier for me to know i'm getting the same rate each month.
49	Take the carbon tax on natural gas & shove it up your ass
50	I had already taken a number of the conservation measures before the Residential Conservation Rate came along. Since my electricity bills have not changed noticeably, I assume that the rate charged for lower usage has not gone down, but that the rate charged for higher usage has gone up.
51	I dont remember hearing about it. I live alone, with a mild physical disability, the medication affected my short-term memory, so I will look into this RC Rate. I rent in subsidized housing where I pay my own utilities, but I dont have a lot of control over changing things, nor have I had the extra money it takes to invest in more efficient appliances for example. The suite I am in is poorly insulated, it is very hot in summer, and cold in winter. The cost of utilities here may force me to move at some point, but I am not sure where I will go. Fortis sent me a free energy savings kit which helped a little, I appreciated that. Thank you for listening :)
52	I think it is a sham that we were encouraged to go electric and now are being severely penalised for doing so!!!
53	I renovated my house in 2009/2010 installed energy efficient everything, I installed a new efficient heat pump last winter and my bills went up dramatically with the new conservation rate. I am disappointed that the cleanest energy source is the most expensive, I will be burning more wood in my fireplace in an attempt to save money. We have no cheaper alternative to heat our home in my area, or I would go natural gas instead. I am disappointed in the conservation rate, it is NOT a realistic amount for any one raising a family. I am okay with a conservation rate, i think the base amount is far too low for anyone that is raising a family.
54	We use the same amount of electricity as before, but our bill went up a bit as a result of the increase to electricity on Jan 1/2012. The Residential Conservation Rate was too abstract to make us change how we use electricity. There was no advice about how it would affect our bill if we cut down on usage. It will take a DETAILED analysis of our usage and exactly where we will save for us to make any change to our consumption.
55	There is no excuse fir the continued large increases in the cost of electricity while Fortis BC (a monopoly) shows continuing record profits. The so-called 'regulation' by the Province has become a rubber stamp for approval.
56	conservation rate hurts consumers that have no other option than electric heat.
57	Stop raping the public so you can show enormous profits and give back what you've already stole from us. ENOUGH IS ENOUGH ALREADY.
58	the rate should be adjusted a bit higher, our household already adjusts thermostats, lites are turned off, appliances are unplugged but our rate is still high
59	It should somehow be based on the number of people in the household. Obviously a single person will use less than a family of 8 like ours. I think this is very unfair that we are charged on the same rate scale.
60	Fortis is investing in a lot of costly unnecessarily capital expense to justify raising our rates eg. waneta expansion how much generation will it produce in the fall and winter nothing U steal water from the original plant of which U upgraded to generate more power people are not stupid

Do you have any comments about the Residential Conservation Rate that you would like to share with FortisBC?	
61	We took advantage of all the incentives and rebates a few years ago to upgrade our heating/AC use. Now we have an inefficient heat pump and fortunately a high efficiency furnace. Not looking forward to our summer AC bill - not a lot of choice when it's in the mid + 30's !!! The threshold is way too low!
62	We installed a programmable thermostat several years ago. We have always taken a conserving approach to use of electricity and natural gas. Our house is a very tight R2000 house. There is not much more that we can do to reduce energy consumption. I feel that the present rate structure still penalizes our best efforts to conserve so it inevitably puts more money into Fortis BC's coffers.
63	I would rather pay 1 flat rate than have a tiered system. I feel that people with larger families really suffer with the tiered rating system. You have to do laundry and cook.
64	just another try at tricking people to think Fortis B.C. is being responsible to it's customers...when in real time they are trying to find new ways to increase profit
65	We did all the energy saving installations four years ago. The new rate structure doesn't affect us yet....but people who were encouraged for years to go all electric are really suffering especially with electric heat. We no longer use our electric fireplace as we did. We do watch to not leave TVs, lights on, etc running when not using. I don't believe it is residential usage as big a problem as commercial buildings....over air conditioned etc.
66	WE HAVE ALWAYS MADE AN EFFORT TO TURN THE THERMOSTAT DOWN AND TO USE ELECTRICITY WISELY, FOR EXAMPLE, TURNING LIGHTS OFF WHEN NO ONE IS USING THAT ROOM.
67	Live in an all-electric Manufactured Home, only 960square ft., and our bill has gone up a lot, for no discernable reason.
68	yes I would like to know more about the residential conservation rate.could you send out some information on this.
69	I have set up my account on the monthly installment program. Every month I receive a bill either stating that the consumption for the previous month as either estimated or verified. The conservation rate is then set for 800Kwh per month. I have found that on the estimated use cycles the estimate is typically rather low resulting in the verified month showing more than 800Kwh of consumption. In doing it this way I feel I am being over charged. Here is an example. Say someone uses 1800 Kwh over two months. Month one it is estimated that one uses 600Kwh and the next when verified it comes to 1200 Kwh. Resulting in 400kwh charged at the higher rate. If I was not on the same system and was invoiced bi-monthly there would be a result of only 200 Kwh. I would suggest that on the estimated months people be charged 800Kwh and then what ever the verified amount comes to. I know when I looked over a year of bills I had a savings of over 50\$ This feels like Fortis is taking advantage of me.
70	Regardless of your questions the object of this lesson is to increase the taxes paid to the Liberal Government This would include the installation of "smart meters", another ripoff
71	Another way to get more money for Fortis. How is less (water powered) electrical use good for the environment. More like the less we (Canadian customers) use the more can be sold to the Americans!!
72	British Columbia consumers are being sold a bag of goods about environmental concerns and the real reason for lowering consumption is to sell power on the grid to the Yanks. We should be looking after our own power needs at reasonable rates and the Americans can develop their own. This new system is a ripoff. We are being charged more to boost someone's profit share and the meters are going to really soak consumers in the future. I have always been satisfied with Fortis until the last year. Greed has no limit I suppose. This company can rip us off and our only recourse is to buy new appliances to suit their aims enough already
73	All it did was give the big shots at Fortis more money in their pockets. Their pay is outrageous and the Board should cut it by approx. 300 to 400 %. There is no one worth the money the top brass at Fortis deserve the money they are getting. We the consumer have to use electricity and they are the only one we can buy from.

Do you have any comments about the Residential Conservation Rate that you would like to share with FortisBC?	
74	I find that this rate penalizes those that have no other choice than to use electricity for their main choice of heating. We have no access to gas, and therefore must rely on electricity for everything. We have an Air Source Heat Pump unit, our home is under 10 years old, we have new, thermal windows, turn down the temp in rooms we don't use, have window blinds on all our windows and new, energy star appliances (stove, fridge, microwave, washer and dryer). We run the dishwasher once per week and do laundry one day per week. Last year our Dec 5 to Feb 3, 2012 bill was \$555 using 5288 kwh. This year our Dec 5 to Feb 3, 2013 bill was \$608 using only 4855 kwh. If we had used 5288 kwh during the same period this year, it would have cost us \$512 instead of \$608. THIS IS A 19% INCREASE IN ONE YEAR! This is completely unacceptable and unfair to those customers who have no other option than to use electricity for their main source of heating.
75	It sucks
76	Need to read the details which I did not do
77	I didn't even know about it. I think Fortis has a responsibility to provide more education and awareness for its customers.
78	My major concern is with estimated billings that bear no relationship to past usage. The result is that since April, I have been charged at second stage rates for electricity that has not been used. If it was only charging ahead of time for what will be used that would be annoying enough. It is difficult not to be cynical about Fortis' motives as I pay at the higher rate while noting that on bills such as the most recent, estimated usage was 24 kwh per day while the usage in the same period one year ago was a mere 9 kwh per day. As of today (September 8) my meter reads more than 1000 kwh below the July 29 estimate.
79	It doesn't matter.. I'm a single working mother of three!! I provide for my kids on a single income. I live in a rental and I pay the electricity. I can't afford to move to a home with energy efficient windows.. Appliances.. Etc!!! All of us single or low income families suffer .
80	I have done most things long before the conservation rate, to reduce consumption including fluorescent bulbs which often don't even last 2 years
81	I have only moved here two months ago, so I can,t give an accurate opinion of this program.
82	Already have energy efficient appliances, programmable thermostat, extra insulation, etc
83	We are trying to minimize our electricity consumption and cannot come close to the Residential Conservation maximum usage. To me that indicates that the maximum is set too low.
84	It's ridiculous! We have basically had the house shut down for the months of May June July and August . . . and cost is up???
85	unfair threshold for those with no options other than electric total unfair to larger family household fortis should save money with less adevtising promotion, corporate pork barrelingmake more options avail to those with creeks to supply themselves affordably
86	As I live on the lake my entire house is heated with electricity as no gas is allowed here. My bills have more than doubled - not impressed with this rate increase at all.
87	It's just another social engineering gimmick that provides essentially nothing for the consumer.
88	the last question has no value as I have have done some of the things listed, but not "as a result" of the changes, they were done without the knowledge that the program existed.I doubt that Fortis or any other utility really cares about the environment, do you generate less, not likely! I would say that when customers in BC reduce their consumption for any reason this just frees up MW's for you to sell on the open energy markets for greater profits.Happy feduciary corporate agenda!!Let us know if you "change" your corporate structure and actually do something for the environment.
89	we are very conservative in our usage of electricity. Our home only has one source of heating - that is ELECTRIC. What we have notice is that using the same amount or less each year; we are being charged more because of the RCR. Maybe you could consider rising the threshold for the RCR so that it affects the 'higher' user but not the conservative saver. I feel that we are being punished with higher fees for being very conservative. thank you

Do you have any comments about the Residential Conservation Rate that you would like to share with FortisBC?	
90	I believe it a horrible program and I am thoroughly discussed with the whole system no one vendors except the salaries. It is unacceptable and we need our energy sources to be privatized. Government should not have the monopoly here very wrong.
91	replaced the standard "through the wall" air conditioner with a minisplit heat pump, with a capacity of 12,000 BTU and a SEER rating of 18. Some savings achieved by this, but am unable to quantify.
92	What is someone to do when they cannot afford electricity? I am close to that. Fortis, in my opinion, is ONLY interested in making more money for their shareholders so I don't believe that these changes are revenue neutral.
93	For an all electric house, i have no control over the electricity i use. If i had time of use metering, then i would be in control and choose cheap or expensive electricity. Fortis already said at the commission hearings that they wanted to reduce peak demand. so time of use would help that issue. i would heat my hot water, off peak, hot tub off peak, dish washer off peak etc. The RIB plan doesn't address these fundamental issues.
94	It affects me as I don't like gas
95	Before the conservation rate change (2010) I renovated the house and upgraded the attic insulation, upgraded the exterior and interior wall insulation, replaced a patio door with a heat efficient window, replaced a 40 year old electric furnace with a new one, and installed a heat pump. What else was the Conservation rate supposed to motivate me to do? I think the rate is totally unfair to those who use electricity alone for home heat. I would welcome further discussion. Keith MacMillan 250 764 1325.
96	This rate penalizes renters who do not have a choice in what kind of heating they have. We are stuck using electricity due to the landlord not wanting to spend extra on new appliances, windows, and hot water heaters. Our powerbill this winter was 400 which was double what we spent at another property the winter before
97	I am one conservation-minded person living in a small house with primarily wood heat (but would prefer electric if I could afford it, due to lower CO2 emissions). I line-dry my laundry, and turn off anything not being used. Despite all this, I still get charged the higher energy block rate on many of my bills. I fail to see how this is supposed to save any low energy-use customers any money.
98	Unfortunately there has been a push towards using electricity over gas for heating. I converted to a energy efficient heat pump, but now with the increase in electrical rates I'll be using gas again. Seems a bit suspicious.
99	Disagree with it. Just another moneygrab and dumb idea to justify some bureaucrats job
100	The threshold between "base" and the higher rate is far, far too low. We use geothermal and an instant hot water heater (NG) and my energy bill is beyond comprehension. If we didn't use any appliances and/or lights I'm not sure we could stay at the base rate and we don't have a huge house - and there are only 2 of us in it.
101	Its a really bad idea and very unfair on people who have no choice but to use electricity from a monopoly supplier. I have little choice about how much electricity I use unless I want the kids to be cold. IT SHOULD BE SCRAPPED
102	Quite happy if rates don't go up;
103	As a renter/tenant I have no choice as to how my home is heated. Being a person on a fixed income this new Residential Conservation Rate has me literally cold!!! in winter months and I have NO SAY about how this home is heated. My bills were so high that I had to seek assistance to cover them and am still trying to catch up from last winters bills while Fall is almost here again! I am not happy about this service for persons who cannot afford this tiered billing.....it's fine for those with larger residences and can afford it. I am not one of those people.
104	don't know enough about it.
105	I think this is a good initiative for households to use less energy. It would be interesting if Fortis launched an initiative to teach consumers on ways to reduce their electricity consumption through the means of a mailed brochure. That would help some people and nobody could claim ignorance.
106	Nothing but a cash grab by Fortis and has an extremely adverse affect on those that have no choice in the matter (ie cannot choose gas heat as opposed to electric)

Do you have any comments about the Residential Conservation Rate that you would like to share with FortisBC?	
107	The bills in the summer are way down thanks to the new rate, but the bills in winter have skyrocketed as we have baseboard heating and a small wood stove in the basement that doesn't do a whole lot.
108	The revenue neutral statements are grossly confusing. The lower block rate was never 10.22/kwh as stated on your website. My billings were only ever 9.44/kwh and reduced by approx. 10%. While the upper block was increased by 50%. There is no way that can be revenue neutral, you are exaggerating the stated prior rates in favor of attempting to make it look closer to revenue neutral. But as usual you are caught by the simplest simpletons looking at the exaggerated lower block rate.
109	Quit exporting our power to the United States and give Canadian consumers a fair price. Canadian tax dollars paid for the power plants.
110	We are a family of two adults and two children and we have good energy usage habits. Even our children turn lights off when not in use and we unplug transformers and other equipment when not in use whenever possible. I work from home and use energy throughout the day for heating/cooling and my computer / coffee maker. We do our laundry during off-peak hours. This new RCR increases our \$\$\$ by a LOT even though the consumption must remain the same. The only improvement we could make, at this time, to increase our heating/cooling efficiency is the insulation in our roof. ** I strongly recommend finding other ways to encourage efficiencies and good habits instead of just disguising making more money with encouraging people to use less energy.
111	I have utilized all energy saving measures that I can afford and have registered for the Kootenay Energy Diet to upgrade my attic insulation. I do not have natural gas as an option to heat so my only choice is to use a heat pump which I cannot afford. I understand the rationale behind the Residential Conservation Rate however do feel that I am penalized since all my heating and energy costs are electrical. Those that use natural gas for heating may not be using the same conservation measures that I do however they will pay a lower rate because they do not require as much electricity.
112	I have an electric car and would like to see a lower rate for early morning charging
113	I am very disappointed with the change. I am a mom of two young children and work from home, and have always been conscience of energy/gas consumption. I had thought my family would not be effected so significantly with the disgusting cost increase-- we do all we can to not use energy unnecessarily and now fear getting behind on our bill, or worse, not having the means to pay it at all. I hope things change immediately and consider the "Conservation Rate" ridiculous.
114	Besides that there is ABSOLUTELY no way for me to stay below the lower amount - I put plastic up on my windows, I have insulated my crawl space and plastic on the ground and new insulation upstairs. Yes new windows are on the list of wants and needs but a single mom can only do so much! I am still paying off my loan for the heat pump.
115	I'm in support of it, based on my belief that individuals that over consume should pay more. We are mindful users of our worlds resources and support initiatives that encourage conserving
116	My beef is the high wages you pay to management for the small customer base you have. Get real and impose wage reductions to the select few and pass on savings to consumers.
117	Firstly, the way you are treating your workers is deplorable. The fact that we produce most of the province's power, and pay the highest rates is indicative of your true level of "community engagement". Zero. The attempt at forcing smart metres on us as well as this 2 rate scheme are transparent attempts to remove the peaks and valleys in the daily consumption profile freeing up generation capacity for US sale. Naming this measure a conservation rate while having publicly stated that a net zero reduction in energy usage is expected is despicable.
118	I guess I should be looking at it more intensely. In the meantime, I am quite happy at the rate per kwh. I do not run any lights or appliances not necessary! I have always been a very frugal and conservative homeowner. Thank you.
119	I would rather see smart meters and timed metering. I would love to see a reasonable price paid for customer generated electricity. 2.6 c per kwh is pathetically low for a clean solar energy installation that would generate electricity at peak demand times.

Do you have any comments about the Residential Conservation Rate that you would like to share with FortisBC?	
120	I have seen my rate rise considerably since the introduction of this tariff. We installed a geothermal system a year prior to this tariff and initially our bill went down drastically. Since the new tariff our bill has gone back up drastically. The amount of energy before the Conservation Rate needs to be increase substantially for home relying on electricity to heat/cool their homes.
121	Fine for those who use gas for heat and hot water. But it must be penalizing for those with all electric heating and air source heat pumps. I hope it discourages the building of monster houses.
122	Yes I do. We had already completely renovated our home, on nearly every single point from your previous question. We already did every single thing you can reasonably do to keep our electric bills low. We also try to be environmentally friendly. For example: we now heat our home with a heat pump. It is far more efficient and environmentally friendly - especially in the climate we have here in Kelowna. Our gas only comes on a few days each winter (the coldest days when it is more efficient to use gas!) Yet, now we are penalized for using that system!! Thanks to your ARBITRARY conservation rate, which does NOT take into consideration home size - we have a large house; number of occupants - we house four active adults; heating system - already noted; or expensive renos which all attempt to SAVE energy! But your system penalizes us, despite all our efforts.
123	The only reason I somewhat agree is because if a person rents such as we do , our options are pretty limited when it comes to heating hot water etc. As we do not own the house so we can't make the necessary upgrades for lower power consumption. So there for older houses cost a bit more to heat etc. So its a tad un fair as far as that goes . I do agree with it other then what I stated .
124	A person on equal pay plan pays more because the averaging is only base on two months and not an entire year .
125	My wife and I just built a house in tulameen in the last two years. We have used every energy efficient item that we could purchase during construction: the most efficient heat pump on the market, more than double the recommended insulation, the most energy efficient windows and doors. Programmable thermostats, energy efficient appliances and use our wood heater when we are in the house. The ridiculous cost of energy that we have experienced in the last year has been a crime and Fortis should be ashamed of themselves. We live in an area that has no option but electricity or propane and we are being penalized to the ninth degree for it.....you people need to wake up.
126	We have now switched to a propane boiler, This is our second home at a ski resort. the infloor heat is set at 16 and we warm it up with a wood fire place. Our electric bill for last year was 3100. I'm sure if you hadn't done the conversion rate we wouldn't have changed the boiler. Looking forward to lower bills
127	We are a large family that does alot to conserve energy. We always have but it's horrible to force larger rates even though we do everything we can. We can't afford to buy a house so we are beholden to what kind of maintenance the landlords do for the furnace and hot water heater. Also it's awful for families poorer than us and old people that can't afford it as it is.not very nice.
128	I've always found electricity very expensive. I'm always making sure to turn things off when not in use. I don't leave lights on when not in the room. If I go out in the evening I don't turn a light on so I can find my way in the dark. I don't heat rooms that aren't in use in the winter and even then we turn all heaters off in bedrooms and only turn a heater on for a couple hours in the morning and evening when we are home, in the livingroom. We have extra blankets on the beds and make sure to wear our sweaters and have blankets to wrap up in while reading or watching a video. I don't even have cable for tv to save money. We only do laundry once a week (3 loads) and wash on cool setting. We don't have baths, we shower, with a 3 min timer for my son (he's a teenager). I do whatever it takes to make sure to keep costs for electricity down. We even have a kerosen lamp to read or play games by in the evening. We do whatever it takes to try and keep the electric bill under \$100/mth but it's really hard.
129	We haven't made adaptations because we are in new home. All appliances etc. are new. We would like you to make the use of individual solar power more appealing to your customers.

Do you have any comments about the Residential Conservation Rate that you would like to share with FortisBC?	
130	We have a large property and have a number of out buildings, etc. on it, which we minimize the amount of electricity we use constantly. We even have 8 solar panels that heat our hot water tank and pool. We have two air conditioners that we do not use (a preference for us) and our last bill was \$915.20 which we think is over the top. Our appliances, windows, furnaces, etc are less than 3 years old. We are in a position where we can afford this cost but we know of many who are struggling with the new system.
131	One of two things needs to happen. Either you guys need to raise the allowable amount from 1600 to something higher, 2400 or something, or you guys have got to cut the cost from 12 cents down to 10. Also having monthly bills would take the sticker price shock down for a lot of people. BiMonthly billing for the most expensive utility is STUPID.
132	This doesn't seem to have been well advertised. I'm interested but didn't know about this program.
133	Do not want the new meter even though I've used is in another city and it did change when I used electricity.
134	not that I fully understand it but it seems my electricity cost has increased noticeably in the past few months
135	Your a bunch of crooks '! There is a hydro dam right across the road from my house. So why the hell are my bills so high ?
136	All I know is that our bill, and our neighbours bills went up significantly when the program was initiated. It remains a hot topic.
137	I have had to go off the equal payment plan as your computer system does not seem to be able to make any adjustments, therefore I have had to call Fortis every 2nd month since October as my bills were all overcharged and I also assisted other Seniors in the area with their bills. So I made the decision to go oof the plan which I had been on for many years.
138	It would be nice if you could look over a persons bill and make suggestions about ways to save.
139	At this juncture in time, I'm not well versed on the programme. I need to research more.
140	I live out of town/province and receive my bills electronically - I don't recall getting much or any information on the new method of billing. I am not aware of the rate likely because I don't read BC newspapers.
141	Since 2006 our household has cut our electrical consumption from 17 kWh per day to 9 kWh. That is a 47% reduction in electrical consumption. The introduction of the inclining block rate came after we decided to change our appliances, light bulbs and water heater consumption. FortisBC opposed the introduction of an inclining block rate and in general has done little to encourage conservation among consumers.
142	It is an unfair penalization for customers who have no choice but to heat with electricity. It is not fair to penalize those who cannot afford to Buy New appliances or change their heating methods. It is not fair to penalize those who cannot afford to buy a new water heater. It is ignorant of Fortis to think that customers do not have enough sense to conserve energy wherever possible, like turning off appliances etc. when not in use.
143	I have no idea about this program, I believe your information delivery is weak.
144	You need to fix the billing system. I had to go to payment every 2 months so that my bills were accurate. I had been on the equal payment plan, but if the estimates were off then so was my bill. A service rep was very helpful and recalculated my bills and issued a refund for what I was overcharged. I was told that the 2 tiers do not work very well with equal payment plans. Now with the lock out of your employees, meters aren't being read , So we are back to estimates. I have been reading my own meter and submitting online but doubt you have staff to enter those readings so that my bill is correct.
145	I support the Res. Cons. rate.
146	If a meter read is 'estimated', then measured the next month on a 'high usage' month or 'increase usage' month due to heat/cold, then the tiering may be broken because the extra usage would be carried into the new month. Fortis receives benefit for the less accurate reading.

Do you have any comments about the Residential Conservation Rate that you would like to share with FortisBC?	
147	As a new resident (~ 4 months) - I have yet to face the heating season. However, I've heard nothing but financial horror stories from neighbours who do not have gas as a viable heating option. Personally, I find the strategy of a tiered rate a form of bullying to move customers to natural gas, which is NOT a viable option for many people. If there is indeed a desire to reduce electrical usage - why not provide people with the tools and resources to increase the energy efficiency of their homes. Provide loans, subsidies, and education. Work with insulation companies, window companies etc. Why not provide encouragement and financial incentives for alternative energies at the home such as solar hot water. Personally I am taking part in the Livesmart BC energy incentive program...however this is more of a personal preference as the financial benefits are minimal.
148	I do have serious concerns. Not so much for myself although I think where the rate changes should be changed. I have energy rated appliances, use natural gas for heat and hot water. I am very careful about turning lights off when not in use and yet I still find I am going slightly over each billing period. It bothers me because there really isn't anywhere I can further conserve and my usage is quite minimal. My biggest concern is for users who do not have choices. Many consumers live in areas where natural gas is not currently available. I feel strongly that this should be taken into consideration. There are no options for these people and many of them are struggling even more so than ever because of the two tiered rates.
149	Only an idea....perhaps there could be a 3 tier pricing for electricity for those that heat their homes with electricity especially for those customers that do not have easy access to natural gas. Fortis would need to source out such customers. In addition, could offer incentives to switch to a natural gas heat source for those customers that do have access to natural gas.
150	It appears that our electric bills are at the higher rate. It may be due to the practice of estimating our consumption.
151	The ceiling for the lowest rate is a little low, as I have a 1400 sq ft home in which we can only afford to heat the bedroom in the winter months (we just can't afford to heat anything else) and my bill still goes way over the conservation level (\$350 over 2 months at it's lowest).
152	I conserved the amount of energy I used regardless of the conservation act. I live in low-income housing and the bills here are ridiculous because they have not updated anything. The little packages we had received from you were pointless. If you could give them a better incentive to upgrade that would be extremely helpful. We cannot afford anything as it is. It just makes it really tough to get by in the winter months.
153	The RC rate could be more widely advertised. I only recently heard about it from friends. Also, does it make a difference when the electricity is used ? (such as between 4 and 6 pm) Also, when the smart meters are installed, will customers be better able to monitor their consumption?
154	We are one of the many customers who do not have a choice of energy sources for our home; electricity is the only source available to us. We are very dissatisfied with the two tier rate system given that we have no choice of energy source and that we invested a significant amount of money to install an air source heat pump, new air handler, improve duct work, increase the energy efficiency of our home and replace doors and weather seals. We reduced our energy consumption by 40% year over year in the peak months while our bill only decreased by 10% due to the tiered rate system. I do appreciate the roll of the regulators and service providers to provide users with incentive to become more energy efficient, however in this case we do not have a choice of energy source, have taken measures to optimize our energy consumption and are being penalized. I suggest that for households in the same circumstances as ours, electric energy only meeting standard requirements, a standard lower single tier rate structure be implemented. The standard requirements should include an air source heat pump, minimum efficiency air handler and other key energy savings programs.
155	Hate smart meters
156	the base rate is set to low

Do you have any comments about the Residential Conservation Rate that you would like to share with FortisBC?	
157	I find it a penalty to home-owners who cannot afford to buy a new woodstove when a newly-purchased home is inspected as needing a new woodstove to heat my home. My insurance will not cover my home if we use the woodstove that exists (even though it was safely used by past owners & is in good condition), it does not sport a fancy approval sticker. Therefore we are forced to heat our 2-level cooler home via natural gas & electric and leave a wonderful woodstove sitting unused. If our bills are high, we cannot afford to buy a new woodstove & have the inspection. Stuck!
158	I think Fortis rates are too high. We used BC Hydro in West Kelowna for 12 years before moving to Kelowna last year. We had a full basement home with two kids with 2600 square feet. We now live in a condo with 1400 square feet with only two people and pay more than our last house. I think this conservation rate is just a way to make more money. I had already made many modifications to our electricity use over the last number of years which I carried to the condo. These were not done as a result of the conservation rate but to be aware of the environment and the reduction in costs all along.
159	I am always looking for ways to keep the bills down, but there is only so much that a person can do.
160	This program is nothing more than sly money grab by Fortis for those homes (like mine) which have no choice to use electricity for heating. Fortis will not provide gas for heating or water tanks so we are stuck. I don't understand how the regulator is fooled by a two tiered plan knowing this will result in more than normal rate increases for those who have only electricity as an option. Fortis sucks.
161	We have a heat pump that we have now set not to come on when it is colder then plus 4 degrees in the winter. We already unplug items when they aren't in use, turn off lights, have high efficiency appliances, a 14.5 SEER heat pump, and a DC motor on our furnace. We have a gas drier, gas HWT, gas range... There is nothing more we can do to 'conserve' electricity, yet our power bills, on average, are 25% more than before for the same basic usage. We also find it frustrating that the BC govt gave grants for people to install heat pumps as their primary heat source, only to introduce the 'conservation rate' that now makes the heat pump a wasted investment.
162	If you want people to use less electricity supplied from fortis, you should provide affordable alternatives (wind/solar). Some folks have no choice to use less power, depending on family size, heating needs, home efficiency etc.
163	why does Fortis really give a damn what their customers think ? I highly doubt it ... How can the CEO's increase their income & future pensions if they don't increase our power usages ? Fortis is no different than this damn Gov't. we got in power, look after themselves & too hell with the people of B.C. Ivan D. Vlahovic - evoh2@telus.net
164	Great idea - should also go to time-of-day based rates to even out the load. However, you do need to provide more incentives for people to upgrade their homes to lower hydro consumption.
165	I have never seen such high electrical bills. Conservation should be encouraged, but I am tired of corporate profits where I have no choice on who I can buy that product from. As soon as solar panels or other means to get electricity become available at a completitive price, goodbye Fortis. Don't think it won't happen remember a company called BC Tel?
166	I feel as a senior on a fixed income..this really penalizes people.I use very little, as some-one living alone..yet even though I have a thermostat that I program and do not turn the A/C on much..when it got terribly hot last year, which effects my health...I was nailed for barely going over the allowable rate. To me it is a terrible injustice to the elderly and / or the poor..who seem to be the only ones really effected by this new RCR rating.
167	pressure the BC government to scrap the 2 tier system
168	It is a flawed system. I was charged \$295.20 on my March bill to heat an empty condo, with all thermostats as 10 degrees, and the hot water heater turned off, no fridge to use power, no other appliances plugged in, and no lights on. AND almost half that cost was because I apparently went into the second tier! How on earth is that possible? Because of FortisBC, I've just sold my condo because I refuse to pay such astronomical bills. It's robbery - your rates are higher than B.C. Hydro's.
169	The new system is absurd. The notion of what constitutes average is not fair. Does it take into account the number of people in the home. No

Do you have any comments about the Residential Conservation Rate that you would like to share with FortisBC?	
170	I think this is bullshit my bills keep going up and I am very energy aware, I changed all my light bulbs and barely use them but still my bills go up this is just another cash grab from a big corporation. Thanks for picking on the little guys. If I could I afford it I would change over to solar and wind electricity. I'm saving up now so see if you get any \$ from me in 3 years.
171	I think the difference should be made more significant. That means, low usage households should start at very low rates, and as people use more, they should be higher rates than before. Only with increased costs can people be convinced to care about the environment.
172	It defies a basic business principle that is called "quantity purchasing" ... and penalizes the customers who use electricity for all their needs, while rewarding those who use electricity for nothing other than lighting and outlets. It is particularly onerous for those of us on fixed incomes, and is a staggering blow to the budgets of those of us on poverty level pension incomes. The Public Utility Commission must have been unconscious when they allowed this system. To revert to the old system (ie. old rates) for those who qualify for the Federal Guaranteed Income Supplement would be a PR master stroke for Fortis.
173	We are very conservative with our energy use but rent a house that uses electricity to heat. Unfortunately, this means we rely on using our wood stove as it is much more cost effective. We unplug appliances and only heat certain rooms, but still remain with very high Fortis bills as a result of the Conservation rate.
174	Possibly put into effect that power usage between 4-7 pm be at a higher rate...as that is when most people use or abuse the electricity.
175	We have in fact done a number of consumption reduction steps as the opportunities arose but it had absolutely nothing to do with Fortis and I certainly resent this program for obvious reasons!
176	Houses where they will not put natural gas to the end of the street just the first half and everybody else has to solely rely on electricity for everything is punishing them. Even after they upgrade windows insulation appliances hvac systems .
177	I would prefer to use other sources than electricity to heat and cool my townhouse; however the builder designed it to run on electricity only. The new RCR leaves the hands of home owners in my situation (electric only option) tied. Regardless of lowering thermostats, turning off A/C, converting to more energy efficient light bulbs, and un-plugging electric devices when not in use, the usage allowed under the first tier rate is insignificant thus resulting in much higher bills.
178	Your billing system is the most convoluted I have ever come across. Usually this indicates a desire to keep something hidden, which results in a disbelief of the companies motives.
179	This was a poorly worded survey with ambiguously worded questions. I believe this was intentional, to extract responses that Fortis wanted to hear.
180	It is such a cash cow and excuse for Fortis to rip off their customers!!!!!!!!!!!!
181	We have practiced power reduction in our homes since we have paid power bills. A reward for those who have little need for power use except for appliances (seniors) is fine but not at the expense of charging a growing family (twins etc) or someone who tries to make a little extra money through food prep or hobbies that can raise some extra money. The fiasco of paying ten to twenty times the price of bulbs for so called benefits that are not true - eg they burn less energy - because they hardly shed any light and I ended up giving those bulbs away - nothing like living in dim light when you NEED to see things.
182	One constant figure is that electricity costs will never go down but what we pay to Company executives will always go UP!
183	only that if you use more you should pay more
184	Don't like
185	I had no idea about the Residential Conservation Rate because I receive bills by e-mail and only look at the amount owing. I never log in to view the breakdown. A separate e-mail notification would have been useful to let me know about the change (or maybe you did and I just deleted it). I think it's a good idea. People won't change their usage unless they are forced to and hitting people financially is a good motivator.
186	I do like the idea. You get a better rate if you think twice what you turn on or what you use. People get rewarded if they handle the power thoughtfull!

Do you have any comments about the Residential Conservation Rate that you would like to share with FortisBC?	
187	I think the Residential Conservation Rate is a good idea, even though we plan to put in a pool and possibly hot tub next year. As we know our energy usage will increase once we install a pool and hot tub, we are considering upgrading to a tankless gas water heater. We were hoping that there would be a FortisBC rebate in place for moving from an electric hot water storage tank to a gas tankless water heater, but I was told from a FortisBC employee that there was not. Even a small rebate of \$100 would be helpful.
188	We have tried everything to try to get into Tier One, with no success, save selling our home and buying a smaller one. Natural Gas heating is not an option for us as there are no gas lines close to us. We have reduced our consumption considerably. eg September 2013 38 kw /day. Sept 20012 49 kw / day. Sept 2019 64 kw /day. The rate certainly favours people with Natural Gas and severely penalizes those who have to rely on electricity for everything!!
189	I've always been an energy conserver as it is about good practices more than personal savings for me. I always minimize the heat in my home when not home, and turn off appliances and lights I am not using. I recently moved from a natural gas-heated home to an electric baseboard home, and the bills seem to be about equivalent.
190	I like the concept of lower rates for conservative usage. It's the same way it is structured in Mexico.
191	Would like to know what the definition of 'average consumption' is. I am a one person household with electric heat not being the main source and I'm rarely below what the 'average' is. Would like to meet these average people.
192	Fixed income residence with no other option, (that's affordable) are being punished by Fortis. Living in the country should have a better option than 2 tier system. Govt. over the years have taxed the public to stop city drivers from driving. With no concern for country living, We have to drive to survive, yet we still pay extra taxes when there are no bus or taxi services that are affordable, (shopping, etc) now they want the taxes from our heating costs as well. There needs to be a better choice for getting a Utility Board that looks at the public problems and not just at the Hydro's bottom line.
193	I think it is a really unfair program. We live in a condo and have no choice over the way our unit is heated/cooled and how the hot water is heated. NO CHOICE---and yet we are penalized. I thought electricity was a clean form of energy, so why are we now told differently?? Why would anyone burn wood or gas when those forms of energy fills the air with pollution. I have severe asthma and struggle to breathe as it is, with all the smoke in the air--I resent companies/govt encouraging people to burn anything, especially wood. A lot of cities have banned the burning of wood. Our condo is heated by baseboard heaters and only has one small wall air conditioner that has to run all summer long as we are on the third floor---and it gets hot in Osoyoos. We cannot ever open windows due to my health issues.
194	I like the service, and prices are not all that bad when electricity is used with regard to kw/hr.
195	stupid idea, just deliver the electricity and stop the attempt at social engineering. Build another dam, don't export so much electricity!
196	You're very greedy and you're hurting families. I've conserved wherever possible long before this was put in place. My electricity bill is on average \$75 more expensive than it used to be. Even though I'm JUST barely over the cap. Try applying the rate on a monthly basis instead of every 2 months. Now I must choose-heat or food. Which would you choose?
197	The lower base amount should be adjusted annually. The lower base amount should be adjusted for people with electric heating & electric hot water --- or grants should be given to help people convert water heaters to gas from electricity. Billing every second month causes financial pain with \$345 invoices to pay all at once - electricity is really too expensive for retired fixed-income individuals.
198	I have noticed a substantial increase in my bills. In fact, I thought that something was wrong with the meter. I feel sorry for those on restricted incomes, such as seniors and low income families. You should look at rebates for seniors and for those on low income if you want to be fiscally and socially responsible to the communities.

Do you have any comments about the Residential Conservation Rate that you would like to share with FortisBC?	
199	In my opinion, the conservation rate threshold is way too low considering that electricity is the primary and only heat source in our household for winter. Consideration should be made to raise the threshold for households that rely exclusively on electric baseboard heat to keep warm during winter. It seems wholly unreasonable for low income households to have to decide on whether to buy groceries or heat the house just in case the conservation threshold is exceeded for the month (or billing period). Also unreasonable is the basic customer charge applied just for the privilege of being a FORTIS BC customer.
200	This new rate has certainly left me in a difficult position. I sought to conserve energy before the change, so there weren't any more changes I could make there. Now my rates have doubled, do the money I would have liked to use for new insulation and windows now goes to fortis.
201	Sorry never heard of it, but it could be a good idea.
202	higher rates should not apply to new houses with no other options for heating but electric
203	We only use as much electricity as we have to, regardless of any new programs or whatever. Turning off lights when leaving a room is an old habit, nothing to do with rates. It is all about my pocket-book, I don't like to pay any more than I absolutely have to. Will new meters or the like change that? No.
204	It is a strong incentive to go to wood heat and oil lamps. Solar and getting off the grid is becoming more affordable
205	Please go after the commercial persons who leave lights on all the time.
206	It will completely raise our bills as we have no alternative to using electric heat we already conserve as much as we can nobody home all day use lights sparingly yet price will continue to rise with the new 2 tier rate all should pay same rate for same usage. Fortis has locked out hundreds of employees for several months reducing service and safety of grid not paid millions in salary yet do not offer a rebate to customers while lining pockets with profit. They do not produce the water like you would have to with coal or LNG and dams have been in place for decades. Upkeep not same as building new. Yet costs continue to rise.
207	I am not able to make any changes to appliances or energy services due to my rental agreement, strata restrictions, the nature of the building I am in, and my landlord's reluctance to invest in this way. Many features such as a programmable thermostat were in place well before July 1, 2012.
208	The rate should be individualized at 85% of prior year consumption. Second tier would kick in at that point. This would equalize the fairness of the system and encourage all consumers to conserve equally. Current method does not encourage conservation by anyone below the 1600kw threshold and unfairly penalizes those who have no alternative but to go over threshold.
209	Over the winter my electric bills were almost 1000.00 plus a 30.00 reconst fee from Fortis. I have infloor heating for one-half of the house and our Temperatures are kept at 68 degrees. we use a propane fire place to supplement the heat. This is a little wild for electric bills, and it doesn't look like its going to get better unless I start generating my own power or put in a different heating system. This whole system is nothing but a money grab and has not that much to do with conservation. Also where does the 30.00 dollars plus reconstruct fee go to. We have been without for 7 plus hours two time in two week so the fee really must be used to up-grad.
210	I think it is a good idea, but you have to keep in mind that a family of 4 or 6 may not be wasting energy....they just need more because there are more people in their house. Don't get me wrong, if there is a single person, living in a palace and they use alot of electricity...they should be charged more.
211	The idea might be okay, But the threshold is too low, we haven't any choice but to use electricity for everything, so that results in a very high bill for us.
212	The first block of electric use is too low. Increase it, then the block system will be more fair.
213	Our monthly payment over doubled while our time at home is much less. We turn off all we can while away and have installed heat pumps. We can't understand how a home can be expected to use only the first tier when our bill was well into the second tier while we were away for months. There is something very wrong with this system. A single parent we know now pays more for hydro than she does for rent. We are looking at alternative ways to run our house. This is just outright criminal.

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214	the first level is barely enough to run or maintain basic home maintenance use even while away on vacation so no matter what you do to conserve electricity it is impossible to stay in the first level charges, or close to first tier, for a reasonable electrical bill, so no incentive to reduce electrical use. I even changed all my light bulbs throughout the to the twister bulbs, to no savings on bill. I think Fortis is gouging and tricking the consumer to believe they can reduce their bill and save energy costs. but the scale of difference between the 2 tiers is starting too low and not realistic for basic use consumption. while the fear of a high electrical bill cause one to be more diligent with lights on etc, it still would not be enough as the level of tiers are too unrealistic.
215	I live in a brand new townhouse which does not use a ton of heat however, I do find my electricity bill more than I thought it would be. I have geothermal heating which I think is quite efficient.
216	explain
217	I have kept records of my Electical bills, and in 1991 the yearly total was \$482.25 and it has increased over the years to \$2013.43 in 2012. The increase has taken a larger increase in the last few years. I have also had the enviromental survey done on my home which claimed I did not need to do any retrofits. So don't tell me or my friends that the Residential Conservation Rate will lower my costs.
218	Electricity is simply too expensive.
219	Have found I am using less but paying much more and only heated with wood last year.
220	I do agree with the block system but the blocks should be lowered slightly. I own a 2,600 square foot house with LED lights in all fixtures and some fluorescent tube lights. I heat with a heat pump, have an electric hot water tank and turn off all lights when not needed. My monthly electric use is in the 1,600KWhr range, I will never be able to get down to the lower block therefor I am stuck paying around \$180 per month. I am still trying to understand why the price on a renewable energy source is ever increasing on a parabolic scale.
221	We must heat our small home with electricity and the cost of doing so has escalated very alarmingly. The only change we CAN make is to heat more with wood but we are both seniors, living in the snowy mountains and that becomes increasingly difficult. With all our baseboard heaters on in a cold winter we cannot heat our house to a comfortable temperature, even with rooms closed off and heating the basement with light bulbs only. We are worried about further increases!
222	Simply way for fortis to make more money! BC hydro bills 30% less for the same electricity. Having to replace infrastructure is a ridiculous excuse, Fortis has made millions in profit it could have been used to fund these improvements and upgrades. Offloading costs onto the customer is poor and most off us people who struggle to pay our monthly bills are contentious towards Fortis for it! If I had a choice of electrical companies(which I don't) I would switch simply on the principles you so obviously portray. I have a relative in Fortis, and your salary structure and methods of paying employees so excessively really disturbs me. I know full well you are all getting rich on our pocketbooks while we struggle and then you blame it on aging infrastructure. I WISH I had a choice of companies, I could only wish.....
223	I would have to know more about it before I can make any informed comments
224	Fully support a shift of cost share to households that waste more power. We just moved here and I didn't think of the angle that the new system "punishes" people "forced" to use hydro for heat. (I am now in that demographic with a forced air electric furnace. tough luck for me) I your customers insist on doing what okanagans do best - complain - about the rate "hike" they would be well reminded that we might have the best hydro rates anywhere. I pay less than 3/4 here per kwh than I did in the maritimes. that said, if there were a policy change that would cut a break to people with hydro for heat, I would take advantage.
225	We purchaed an energy saving fridge now we are having trouble getting rid of the old fridge we replaced. So we just are just thinking of plugging it back in and using it. There should be an easier way of getting rid of old appliances. I now understand why people just toss them in the bush.

Do you have any comments about the Residential Conservation Rate that you would like to share with FortisBC?	
226	I think electricity is safer than gas and is renewable. The two tier system is not fair. And as far as the environment concerns, electrical has no emissions. Also we have dams with water power but no one worries about the environmental impact of no fish ladders. That's just a food supply. As long as we are warm at night I guess. And why does Fortis not give any rebate incentives to go from electric to gas furnaces instead of raising our electrical rates. Even with all the new windows and appliances, it is impossible to stay on the lower tier.
227	We already are using our energy as wisely as we can, however, we are not in an area where natural gas is an option. We are using wood as our primary heat source, so our electricity bill has to do with our lighting, appliances and hot water tank mainly. These items we already use wisely. I would like someone to come out and investigate our house/outer buildings and explain to me what is using all this energy as we can not figure out why our hydro bill is so high! Thank you
228	I am happy that Fortis BC is trying to educate its customers to be more proactive with their electricity usage. I'm waiting patiently for Smart Meters to be installed so that I can monitor my electric usage...see what time of day I'm using more energy etc. Hopefully the smart meters can be installed in our condo building.
229	I am very skeptical of your proposed "positive" changes as they are simply disguised ways in which you can implement higher monthly charges for the commodity.
230	I think that this is a dangerous game to play with people who can't afford to spend 20,000 or more upgrading windows, doors, insulation, appliances, water heater, furnace, etc. !! This winter we couldn't afford the \$1000 plus bills for our old mobile home so I tried using our old wood heater which at first threw dangerous sparks into the room and at the end the piping deteriorated and the whole house filled with extremely dangerous smoke while we were sleeping !!!!! Luck for us there are companies that care, we ended up with a propane furnace and financed everything on an equal payment plan through Superior. Now that we are using as little electricity as possible our bills are still \$500 plus and it's summer !!! and just because I was 7 days late with our payment Fortis threatened me !!!!! They will cut me off, ruin my credit, demand a deposit that they will keep for years upon years interest free, and demand a \$300 hook up fee, Oh and were excited to tell me if I refuse to pay them my pipes will freeze and my HOME will be destroyed. Wonderful caring company eh ?????? Destroy my home and kill my children and I while we sleep - nice. The BEST part is all the times I pay early don't count :)
231	It is unfair to large households. It is unfair to multi-use households (I run a business out of my home). It is unfair to those who live in extreme temperature regions of the province (air conditioning, secondary heating is required in some parts of the province). It is condescending (I do not need arbitrary pricing programs to conserve energy - I can do so on my own thank you very much.) I have already taken all reasonable measures to conserve energy - high efficiency appliances, high efficiency lighting, insulation, etc. Despite all of these measures, I am still being penalized. You should let the natural market dictate energy prices. I could go on and on, but this is costing energy.
232	The concept seems valid -- the mindless Procrustian application to all domestic consumers is heartless.
233	Currently I have a great deal of difficulty in paying my power bill, if there is any suggestions or anything you can do to help pay my power bill, I would like it. I simply don't use as much power as my bill reflects as compared to other people, thank you.
234	My opinion is that as we consumer use less electricity the rates will increase in order for Fortis BC to keep their revenue up.
235	The 2 tier system is VERY unfair to your customers that have no alternate fuel as we do not. My bill rose 50% for the 2 coldest months as opposed to the same 2 months in 2012. This was and still is unfair to anyone that has NO ALTERNATE FUEL available to them. I have since installed a Mini Split Ductless Heat Pump at not a really small cost, ONLY because you have asked for and introduced the 2 tier system. I did lodge my complaint with the BCUC last year and they have told me that these problems regarding no alternate heating fuel's available to some people was NEVER CONSIDERED when this system was implemented. Therefore I request that FortisBC reconsider this 2 tier system for those with no alternate fuels available to them.
236	Why do we have to pay \$22.00 or more every time the meter is read? Our meters are in a shed and we have no access to them. I would like the opportunity to read them myself. I could gladly use the \$22.00.

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237	It's a cash grab by the utility. Based on best practices of only a few years ago, I installed a high-efficiency heat pump with supplemental gas heating. The cost of operating the heat pump is now significantly higher than the cost of natural gas, so I have stopped using it for heating and rely on the gas furnace only. What a waste of money that was! An abundant and cheap electricity supply should have been the goal of BC Hydro but due to poor planning, government interference and unnecessary "green initiatives", the company has failed the residents of BC.
238	Had already made the energy conservation measures before the residential conservation rate was implemented. I did notice a huge increase in cost when I moved from the Cariboo to the Okanagan.
239	Very nice survey, thank you
240	I am penalized for having a heat pump, and conserving on my natural gas heating.
241	a similar plan has existed in the UK for decades - the primary incentive is to reduce the need for capital intensive new sources of electrical power - of course with increasing population and the possible requirements for new LNG plants, new sources of power will be required in any case.
242	It is a good one
243	NEEDS EXPLAINING BETTER. KEEP IT REAL SIMPLE
244	this residential conservation rate saves nothing for the consumer and is a money grab for Fortis BC
245	The limit for when the rate goes into effect should be raised. There should be considerations for those who only have electricity for heating.
246	I have followed quite closely the available information in the newspapers and I do agree with the principle of higher rates for higher consumption. However the level at which the higher consumption kicks in is definitely a hardship for people who have no alternatives. I consider myself to be very energy conscious and a lot of the suggestions for energy conservation were in place long before the two tier system such as a programmable thermostat, CFL bulbs, outdoor clothes line and energy star appliances. One of my big issues is not being able to determine with some degree of accuracy where significant energy is being used as typically 75% of the base rate KWH are charged at the higher rate. It would great be able to make changes by knowing where consumption could be cut and am really disappointed at the slow pace Fortis is at implementing the Smart Meters which would give me that capability. With that information cost effective economic decisions could be made about replacing appliances, water heater or furnace.
247	It is a rip off for people who have no choice in the heating of their homes. The upper level should be raised. Very tough on seniors and retired people. NO smart meters!!!
248	Lake Country consists of four municipalities, Winfield (not Warfield) Oyama, Okanagan West and Cars Landing.
249	Electricity is an essential service, and since I do not have the option to use gas (no service) I am left with no choice but to use Fortis electricity. Furthermore, Fortis has the monopoly on electricity, so I am left with no options whatsoever. It seems that every time I turn on the news, Fortis is applying for rate increases. 5 percent here, 10 percent there. Well, I am here to tell you that my wages do not go up like your rates. It is my opinion that your company is using its monopoly status to charge UNREASONABLE rates. Believe me when I say that if there were any option other than Fortis, I would use it.
250	I would rather have a smart meter together with different rates for different times of the day or week. I would use less electricity during the high rate times.
251	As a renter I cannot replace the appliances so I don't think it's fair. I have what is here and I can't change it but yet I seem to pay for it.
252	I feel the new rate structure increases the average bill by 25% This is caused by the tier one level is not adequate for the average house.
253	Please send me more information on the details of the dual rate program.
254	If I had an option to get electricity from a different supplier I would definitely do so.
255	We would like to go to instant gas water heaters, we are commercial/residential

Do you have any comments about the Residential Conservation Rate that you would like to share with FortisBC?	
256	WE ARE ON THE EQUAL PAYMENT PLAN - OUR USAGE HAS NOT CHANGED - WE ALWAYS HAVE TURNED OFF THINGS WHEN NOT IN USE - AND ROOMS NOT IN USE HAVE NO HEAT. WE PAY \$188/MONTH, SO THE 2 MONTH ESTIMATE OF OVER \$300 APPLIED...I DON'T KNOW WHAT ELSE WE CAN DO ON A LIMITED INCOME - CANNOT AFFORD NEW APPLIANCES - SO IF THE RESIDENTIAL CONSERVATION RATE IS GOING TO INCREASE OUR MONTHLY PAYMENTS, THEN I WOULD SAY THIS IS A PENALTY FOR LOW INCOME FAMILIES. WE HAVE NO SECONDARY HEAT SOURCE, SO WHEN FORTIS TURNS OFF THE POWER IN THE WINTER WE GET VERY COLD.
257	I do not know about this program, and therefore have no feedback. I do try to conserve electricity and gas but feel Fortis is charging way too much!
258	My consumption has actually decreased from previous years, however my power bills have increased. I do not have the money to bring natural gas to our house or replace the furnace or hot water tank. Eventhough the gas line is at our property line.
259	As an energy producing province, there should be a realistic cost to consumers that do not have a gun pointed at there heads to pay the outlandish costs for electricity. If I expand my business to be successful I cannot charge my customers up front and the Provincial government has adopted a policy to charge us for capital expansion before it happens and give us no return when it is sold. What ever the traffic will bear. G Kind
260	I oppose the benchmark set for this conservation rate as it is too low and simply allows Fortis to garner additional revenue. Fortis is only interested in their shareholders and is not interested in fairly serving it's customers. Fortis has invested in expensive infrastructure upgrades that they justified by saying demand for power is increasing. However as that is not occurring they must raise funds in other ways in order to keep share prices and dividend high. This conservation rate provides the needed revenue for Fortis.
261	Doesn't help the smaller income residents in older communities that have no other options for heating. People in one family, sharing a home to reduce power and their carbon footprint end up paying more.
262	Don't know what it is. We are away for five months of the year. We had a huge problem with our heat pump/auxilliary furnace and our monthly rate skyrocketed. We have since discovered the problem, corrected it and our monthly rate has decreased greatly. (from \$211 per month to \$58) We also live in an area where there are lengthy and frequent power outages.
263	I inquired about this rate by talking with the Director of Public Relations with BCUC. She told me that this new rate was to punish people like me who have invested in a larger square foot house. I pay more taxes, insurance, etc because I have a larger house. I feel that BCUC who derive their operation costs from the utilities that they police are using their power to gouge the public. Further I find that Fortis are using their power to gouge the public. All users of electricity should pay the same rate. Does Fortis and BCUC want all people to live in small squatter type houses. Fortis and BCUC management certainly do not and further those management certainly enjoy very large salaries and bonuses thanks the ridiculous rates that they set or charge. Both BCUC and Fortis have no right to tell certain people that they will be treated better then others. Shame on you
264	The last question did not make sense if you did not know about the conservation rate. I used to pay more attention to the bills, when I received them in the mail. After going paperless, I do not go over the bill in detail, like before. This sounds like a good move, going when a user pay idea.
265	Penalizes large families; stop this practice immediately
266	If it saves me money down the road, im happy. if it dings me because im using the same electricity, i'll be mad
267	Would rather see further encouragement of small scale grid-tied renewable energy generation, in the form of improved net-metering policies or a feed-in-tariff.
268	No but I will inform myself. My major concern is that we try to conserve in fear of the higher bills and wages are not increasing. We try to do our part with environmental concerns but so many waste energy. But my question is how renewable is it and to what extent is the foot print we leave and my biggest question is how much of OUR energy is shipped elsewhere at lower costs. It like many countries with resources...the resources get sold making some people very rich while the people pay higher rates or starve to death

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269	the new rate penalizes people who were sold on the idea of electric heat and now because of older construction they are paying a large bill every month. A lot of them are seniors or live in mobile homes so upgrading is not possible. I spent \$12,000 plus to put in new windows upgrade my heating/cooling system and insulate to modern standards. As a result my electric and natural gas are not a concern to me.
270	As a Senior I beleive that we will be at a disadvantage do to needing warmer temps.in our housing and not being able to take advantage of doing cooking,laundry etc in the less expensive time periods.
271	I believe it is a cash grab. We are a family of 3, and all work, my electricity bills are way too high. If I could change providers I would.
272	I read your leaflet, found it a bit confusing in regards to the right time to use appliances.....I sew and use an iron as I am a quilter am I suppose to do this during the night when there are no peak times.i prefer to sew in the. Early morning and to me that would seem to be the peak period.thanks for listening
273	I would like to see the lower rate applied each month rather than each billing period. There would be much more incentive and easier planning to reduce electrical consumption if each _ contained both rates of usage
274	My bill has gone up, the Fortis rates are higher than BC Hydro and I don't have a choice of my provider. As a renter, my landlord doesn't care how much my power bill is as long as he gets his rent every month. Home incentives don't apply to me. So what can Fortis do to make my landlord work with the system of reducing electricity for an old mobile home. NADA!!!!
275	I think people who heat with electricity will be penalized. I dont use alot of electricity because i live by myself. Now I know about it I will only use natural gas heat to get the lower rate. Burning natural gas can't be better for the environment then hydro-electric power.
276	My last bill was ridiculously high compared to prior months, easily doubled. No I am not happy with the cost of electricity!
277	It penalises users who cannot modify their current electrical use, often users who are already struggling financially such as us. Any such coercive changes should not assume that users are not exercising energy conservation to the extent they are able. We built our retirement home in 2007 to the highest standard of minimising energy use, but now the price of gas has dropped and the price of electricity has skyrocketed. We therefore turnoffed off our heat pump which was once the most energy efficient device. Fortis and the Commission should focus on helping users reduce their energy use to save money and promote conservation. Punitive pricing is not very well thought out; it's a simple solution to a complex problem.
278	I live in an older home on a limited budget. I do my best to conserve electricity but when it is cold I need more heat and electricity is what I have mostly. When it is hot it is hot and I need cooler air. My options are few.
279	Our home is 5 years old and all windows, appliances and heating system are of the highest effiecnly available. In the last 3 years our cost has gone from \$1450.00 to \$1600.00 annually. Our consumption has gone from 15,000kwh to 14,000kwh. So our consumption has dropped 1,000kwh/ann. and our cost has increased \$150.00/ann. Seem to be paying more for using less??
280	I think this rate 1600 Kwh is too low. It should be at least 2100. It is impossible for most people to stay within the tier 1 rate. No matter how we reduce power (we were cold last winter) we still go beyond the tier 1 rate. This new system is unaffordable for most households.
281	From what I can tell the electrical charges are through the roof during the winter for people that only have electric heat and by the time winter is over people are broke,part of the problem as I see it is that a lot of your clients are low wage earners working two or three jobs just to survive and can't afford what's being charged. I believe that there should be consideration given to that when applying for more and more rate hikes

Do you have any comments about the Residential Conservation Rate that you would like to share with FortisBC?	
282	Had done just about all of the energy saving suggestions(including new windows) previous to the RCR implementation. House was built when power in the Kootenays was reasonable. Power in the West Kootenay is generated by hydro and should be considered very green. Why do the residents of the West Kootenay have to pay higher rate than other parts of the province. Hydro is the ultimate renewable solar storage system. Fossil fuels are solar storage too if you really get down to it, maybe just not so renewable. We should get a rebate for living where we do. At least, the incentives for heat pumps and such should be a lot more substantial.
283	fortis should be cheaper as is b c hydro
284	more details please. If by hour, which hours are cheaper. I will run my dishwasher at off peak hours etc
285	Punishment doesn't work, it went out with spanking. Wake up and come up with plans to reward instead of punish, to incentive is to provide actual incentives, what do I get for using less electric, and does it punish those who aren't able to make changes.. for example renters. (low income families, etc.) Just some things to consider.
286	do like to see this res.cons.rate more fairly distributed and the rate be reversed to a lower level of charge
287	I will probably switch to oil heat this winter because of the 50% increase I pay for electric heat under the Conservation Rate. If this is your idea of helping the environment you need to reconsider. It will use less of your product which seems to be your insane goal.
288	We are retired people who have always conserved energy mainly to keep costs down so have been as energy efficient as possible for as long as we can remember.
289	I think the way the rate is set should reflect the amount of residents that are in a home and the location where they live to take in for the weather differences in the different regions.
290	An estimate every second month for the equal payment plan does not work because an estimate may be too high. I saw this on the first bill and changed to two month billing. They had not thought of this at the time. The solution is simple I pay the same each month and they reconcile every two months based on actual consumption. do not bill on estimates.
291	This is a complete rip off. Because someone who has a larger house, doesn't mean that they should have to pay more per use than someone who has a smaller home. This is just another way for you to get more money out of me, which in turn, means less money for me or my family.
292	Problem is it is incorrect to do the measurement over 2 months with a multi tiered tariff. If done monthly, I would pay less due to paying less at tariff 2. e.g. say 4,600 kWh over 2 months (2,300 kWh/month) Cost with current 2 month billing = \$559.74, but if per month billing would be \$493.35. Also, as this is not a time of day measurement, it is very difficult to plan any type of meaningful reduction in electrical usage.
293	I think that while BCUC was the agency for instructing Fortis to bring in the RCR to conserve electricity it poorly serves those who live in rural and colder climates and those who have limited options for alternative heating sources. I would also strongly suggest that Fortis end the lock out of their workers and bring everyone back to the bargaining table. You do the Fortis company brand great harm to its reputation to continue with this lockout.
294	With the exception of our water heater, we use very little electricity. We are a two person home so the clothes dryer is also a relatively minor contributor to electricity usage. The stove is gas. WE rarely use the oven. We use energy efficient lighting wherever possible, use light timers and programmable furnace thermostats, yet still hit the more expensive rates. That doesn't seem logical!
295	I wasn't aware, so would be interested to know was it marketed?
296	When the RCR came into effect, we made a point of using the washer dryer and dishwasher during non peak electrical times, but RCR can't determine when electricity is used, only total amount. Kind of unfair, don't you think?
297	I need more information before commenting
298	Revenue neutral? HahahahaahahahahHhHhAhahHhahahahahaha
299	I thoroughly dislike the two tier system on how electricity is charged. There is simply no way we could ever stay within the tier 1 charges.

Do you have any comments about the Residential Conservation Rate that you would like to share with FortisBC?	
300	people should be encouraged and rewarded for savings.
301	How about giving the consumer a billing discount if they use electricity off peak hours. It's still a compromise for the consumer but everybody likes to be treated fairly. Do you have special rates for manufacturers or saw mills? Ontario has set a precedent with smart meters and off peak billing hrs. Can you not look at the results? Thank you, Bernard Brazeau
302	I was not aware of a Residential Conservation Rate. My bills have increased a bit, and I have always used the most effective conservation methods.. I used as little electricity as possible, but still, my rates have not decreased.I have a feeling that this my be a cover up for Fortis. It has not helped me.
303	I used 1197 less kilowatt hours but my bill increased due to the increased rates. There is only 1 person in my household. I rent my house and landlords do not wish to make any changes. They did put in a new electric furnace but there was little change due to lack of insulation, old windows and old light fixtures.
304	I think it's good to offer people an incentive to conserve their use of energy. Most people are very wasteful. Why should those of us who are sensitive about waste not be recognized and rewarded? This new plan will reward the careful ones and penalize the careless. Hopefully, it will make the wasteful think about what they're doing.
305	We feel that it was a total scam put to the utilities board so that most residents would not be able to stay under the 2 month base rate during the dark winter months and the hot cooling months, you have done a good job in taking extra money out of our pockets, We are OK with annual inflation but being part of a cash grab we do not feel good at all. Unfortunately we have no options as Fortis have a Monopoly on the hydro service.
306	I believe it effects homes that have only electricity as a source of power in a negative way. Revisions should be made to accommodate homes with this circumstance.
307	I did all the "savings items" prior to the change in rates and am still paying more. I would not buy an electric powered vehicle for fear of the rates killing me.
308	As a homeowner with three kids, my consumption is well above that of someone who li rs in an apartment or small townhouse, yet we are both given the same "low consumption" base to start with. Same goes for geographic location: Vancouver or Victoria have lower extremes than we do in Kelowna, so when the temperature is in the high 30's here or well below zero, we need to use more energy than those on the coast, yet we are billed as if our weather patterns are similar. My perception of this billing system, is that it's similar to our income tax system, only in this case, rather than using income as a determinant your using consumption. The problem with that though, is you are penalizing people who in fact may be more efficient with their energy use but have greater need in their household based on number of occupants and geographic location. Bottom line, not sure who thought it up, but it's a cash grab disguised as an environmentally strategy. You are subsidizing smaller households at the expense of larger ones, which are not necessarily the financially stronger ones.
309	The system is punitive to users with geothermal systems with no other carbon consumption (ie natural gas). Geothermal results in overall energy savings per household which is not realized with two tier system that charges user more for consumption over Tier 1 rate in order to minimize consumption and/or become more energy efficient. Being geothermal, are already more efficient than standard household with combined nat gas and electrical consumption. Program does not consider geothermal and provide exemption for Tier 2 rate
310	As we do not have access to gas for heating and hot water, I believe we are being penalized.. as it is not possible to heat our home and stay under the limit for the lower rate. We installed a heat pump a year ago to help with our heating costs and still cannot get under rate. We put in programmable thermostat, unplug all things not in use, turn off the computer, etc., still power costs rise.

Do you have any comments about the Residential Conservation Rate that you would like to share with FortisBC?	
311	I live in a condominium so the water is heated by natural gas as the water heaters supply water for all 72 suites. However, the only source of power for heating is electricity and I know that for some of the elderly people in the building the conservation rate has been a financial disaster. This is an age restricted building with a minimum age of 50. Exactly how does the public utilities commission think people are going to conserve electricity when that is ALL the have with which to heat their suites. IMHO this is a stupid idea.
312	It is very difficult to reduce electrical consumption when it is our only source of energy
313	People have testified that the low-to-high level rate is so low that to achieve the low rate is practically unrealistic. More customers end up paying a higher rate.
314	I wasn't aware of the new rate, so couldn't really have an opinion on it. Our bill has increased quite a bit. I am very conscious of saving in any ways I can.
315	Would like to see more incentives for home owners and fewer restrictions on taking advantage of rebates, etc.
316	I would like to say that I am disgusted in the amount of my hydro bills over the past winters months. 1200 dollars for 2 months is ridiculous. 4331 poplar ridge rd. when I phoned fortis to find out why these bills were so high, they would not help me. I feel that 1200 dollars is a high price to pay for keeping my family warm over the winter. I have since moved out if that house and using gas but if I ever get a bill that high again, the shit will hit the fan!
317	think the new smart meter steals extra money
318	We have a household with only 3 people so we don't use a lot of electricity. We don't leave lights on in rooms we are not in, we don't leave an outside light on over night, we have installed a motion sensor light so it is only activated when someone or something approaches. We have gas heat and hot water and STILL our electricity bills are \$200 - the cost of electricity is CRAZY! And gas is not any better.
319	I do not feel that it is fair to everyone to have a two tiered systme. I feel the BC Public Utilities Borad did not ask enough questions of this company before they approved this rate structure. How can Fortis prove that this conservation rate sturcture is saving energy?
320	I would like to have the option of registering my credit card to guarantee on time payment when I happen to be traveling on the due date for my power and natural gas bills.
321	We are sick and tired of increased rates which appear to be introduced with no reason at all. There are way too many Senior Staff who are grossly overpaid. It is time for Fortis to cut away the senior deadwood. Typical of the over-expenditure and lack of financial control is this survey which is costing millions of dollars, it's a placebo, and will be totally ignored by Fortis.
322	It's a scam. Don't penalize people but rather educate and where is that additional revenue going? Who's about future technologies such as electric vehicles that require more electricity? I am very careful on energy consumption but sometimes you need it to live.
323	I just moved in to this residence so I don't have enough data to give the proper feedback but I like the proposal for the most part. Some families may be large or have larger homes and may be unable to get below the first tier of electricity use but in that case it should be expected that they pay more for electricity. I think the proposal is a good first step in changing how we use electricity but more drastic changes need to be made at the source of the creation of the electricity in the first place.
324	Just read my meter so that I don't have 3=4 months of estimated charges..... Thank you
325	I called Fortis on the fact that they estimate billing every second month, and they were putting us into the second, more expensive, level of power usage, when we never are that high. They refunded me a cheque, and I notice they are not estimating as high now.
326	For the last question re steps to reduce consumption, we had already installed programable thermostats and turned off lights when we are not in those rooms, turn down the heat or A/C when we are away, etc. We have an electric furnace - this policy is pushing us towards sending a perfectly good electric furnace to the landfill and replacing it with a gas furnace simply as a result of the change to this prejudicial billing practice.

Do you have any comments about the Residential Conservation Rate that you would like to share with FortisBC?	
327	I would like to be aware about the best ways to manage electricy or natural resources for my home. I know and I have tried some of them, but not all. I would like to pay less for using those resources. Thank you, and I I wish you the best in this research ... for you and for me.
328	I am not aware of this and would appreciate more information
329	this system ic completely unfair for fixed income families. it also penalizes families for thier power usage. it is felt by myself and my co-workers that fortis is trying to get people to use less power so they can sell excess on the open market at higher prices during peak times. it is also felt by myself and my co-workers that smart meters should not be installed by fortis. we also feel that fortis is gouging power users and is being greedy when it comes to power rates regardless of how our rates compare to other communities. we generate the power within 30 miles of trail however we still pay dearly for our power. fortis is a HATED company in this area and should start trrating it's costomers with the respect they deserve. the cost of living is continually going up and it ia high time that companies like fortis realize their power rates are forcing people to have to decide between food and heat (especially when it comes to the elderly and young families with low incomes). I work at celgar and a large number of my co-workers feel the same way.
330	It punishes large families.
331	I was unaware of it until now, I am going to start trying to conserve more energy in my home now. This may be an unfortunate program though for lower income families who cannot afford to make their houses more energy efficient so therefore will be stuck with higher bills now.
332	for the size of house that we heat or cool, our rates seem very high.
333	I don't have gas in the house so am solely reliant on electricity. I already keep my thermostats at 12 degrees Celsius, only use a light right where I am working or sitting, don't use air conditioning, go to bed early so minimal usage of lights at night, wash in cold water, only do 2 washes per week, only do dishwasher once a week,.....not sure what else you expect me to do. I freeze in my house in the winter already! I am angry that the first rate is so low and so penalizes those of us that only have electricity in our older homes. It should be based on a higher number for level 1.
334	There is a base of amount of energy that is used by customers, most of which is not wasteful. I think that this kind of rate classification should be based on normalized use based on existing conditions. Any punitive rate should be targeting use that is clearly wasteful. I would also add that most of B.C.'s energy supply comes from green hydroelectric sources which we are already paying for.
335	I like the idea of user pay and so many people waste electricity. I was brought up thinking about conservation so it's second nature to me and I look at it as a challenge, a game.
336	You can guess what I think
337	I am just an average person making average edges using average electricity and you are killing me along with others with your HIGH rates. I don't use more or less electricity today as I did a year a go but I along with others STRONGLY hate what you charge. Criminals!!! Reply to that with your argument, charge the super rich, not us average people. Change your rates to adjust for the middle class. You will read this and nothing will be done about it.
338	I have been conserving electricity for some years now, so the implementation of the Residential Conservation Rate didn't change my behaviour. However, it does seem a very useful encouragement for all to conserve energy use.
339	as a small consumer I have not noticed too much change in my bill but I know personally of people who have had a large in pact on their bills, with not much option for any change
340	I think that the Residential Conservation Rate is a sound idea overall, however I feel that the threshold to recieve the lower rate is unrealistic in an average home.
341	Your min of 1600 is too low!
342	I am so mad at Fortis right now. I just got an estimate for 2 months. It is \$320 and yet my consumption has never been over \$120 for 2 months. Last statement was \$82. What kind of rip off would put me in the block 2 at the higher rate. What kind of system do you have that could calculate this. I have talked to other people that are having the same problem. I would switch is I had the chance.

Do you have any comments about the Residential Conservation Rate that you would like to share with FortisBC?	
343	I think it's great--a real incentive to reduce consumption.
344	I would like someone to call me about my bill every two months would like the new programme installed
345	It should benefit the consumer first and fortis last. Their rates are too high for many people -low income, retirees, 1 income family.
346	electric baseboard heating is the reason we have a problem with the new rate structure. we have a woodstove that we use constantly but still need the electric heat on to avoid freezing overnight and when not at home. Thermostats are set at 15 degrees so a suggestion to turn it down isnt going to help. as for the hot water we have considered going to propane when this one dies or help with paying for a more efficient one would assist us. we would consider natural gas but of course we dont have that service out here
347	I think it is ridiculous, we have to heat our home with baseboard heat. Our bills are higher than ever now. We are a middle class family trying to get by and this did nothing for us other than make things harder for us. Thanks Fortis
348	Not only does it penalize those dependent on electricity for heat, it also penalizes those who work. I am now an empty nester and, despite being the only person in the home and making all the possible modifications, my bill has gone up. I can only account for this by my use of electricity during so-called high use times but I have no other choice as I work full time and am not home to do laundry (for example) in off peak times.
349	The break point at which the higher rate kicks in should be set higher
350	I do turn off lights and appliances when not in use. I have a high efficiency washer, furnace and hot water tank. Cannot afford to update windows and insulation. The cost to upgrade far exceeds the savings. More rebates on upgrading would be helpful.
351	The rate is not fair for rural users. City/town water users are supplied by the community whereas our water is supplied by pump, and we pay the electrical costs for such water. Also our outdoor lighting is paid for by ourselves and is included in our overall electrical usage. Urban users have a unfair advantage in taking advantage of the two tier rate system as compared to rural users.
352	I feel the cost of elec. is to expensive it has increased steadily in the past few years and with the introduction of the 2 tier billing I feel our bills have gone up considerably, the first tier (1600kw) is to low and the remainder the cost is to much. I am confident the average household is never below the fist tier I feel for the families, the elderly and the low income earners (and their is lots of us)the cost of hydro is putting a hard ship on many people. We can't live in the dark. In closing the cost of hydro and the two tier system is unfair and I feel it is a money grab.
353	We are unable to get natural gas in our area. As a result we can only heat and cool with a heat pump (or we could choose to heat with dirty sources such as wood or oil). We have taken great efforts to ensure our home is as energy efficient and we heat to a maximum of 20C. However we still require considerable amounts of electricity to heat in the winter. The Fortis Residential conservation rate does not take into account regional heating and cooling requirements. For homes in colder (and more rural) regions of BC the rate unfairly increases heating costs for homeowners and effectively gives them no way out of the problem except to spend more money on electricity or utilize polluting sources such as oil or wood. I believe strongly in being environmentally responsible with my heating decisions and I prefer to use electricity. But your conservation rate makes that prohibitively expensive. It is fine to penalize those who waste energy, but the residential conservation rate is not doing that effectively or responsibly.
354	I believe it is just a way to charge customers more because we cannot stay under the low rate and we have done everything we can think of to do so

Do you have any comments about the Residential Conservation Rate that you would like to share with FortisBC?	
355	As a potter, I have found my bills have almost doubled which is appalling! I am seriously considering having to stop doing what I love because, thanks to the RCR, I am paying much more than \$300 per billing period (I have had \$800 bills!)and I am a single dweller in my home and I work away from my home four days a week. I am ridiculously conscientious of the little amount of electricity I use on a daily basis. How is it even feasible that I fire my kiln about four times a month, live alone, and am at home only about three days a week and have a bill exceeding \$800! Absolutely disgusting! If there were any other method of acquiring electricity, I would not hesitate for a second. I have even called Fortis to discuss why my bills are so exorbitant and how to reduce them (ie: small business rates, etc.)and no solutions were available. I am disappointed because I also have Fortis as my natural gas provider and I have no complaints where that account is concerned.
356	i tink i am missing something you should educate people on what is going on. heard off it but did not know it was in place since my kids left my pwer bill was cut 20% they are the worst for leaving lights etc on this is where we should start
357	Although it works fine for me being a pensioner living alone and I am always in the lowest allowable at the better rate, I think it is highly unfair to families with children that would consume more and for those that have electric heat. I would do everything I could to avoid having electric heat if I moved because of it. Hitting families that can least afford it and those on low incomes already in homes that have only electric heat is very unfair. It definitely needs to be re assessed.
358	In our Kitchen Wall unit we have an Electric box for all the meters 10 of them in total. We feel it would damage our health if we were to go with this transition. We have 22 units in our Strata and each group of four or eight has about the same amount of meters in each Electric Box Unit.Unless you consider moving each meter to individual town houses than we would consider going through with the change.Peter Neave Secratary of Riverside Villas/Oliver/Bc (145 Redwing Place)
359	I use only electricity for all my heating and cooling needs in my household and feel like I am being penalized because we were encouraged to use electricity a couple of decades ago when the house was built.
360	I can't imagine why you asked the last two questions - they will give you skewed data. For instance, the last question asks what I've done since the new program. All but one of those listed items, I incorporated into my lifestyle years ago. Isn't it important for you to know that? In other words, your questions are limiting and leads me to wonder just why you're doing this survey. Is it for PR purposes?
361	My comments got ignored the last time I tried, they told my o well and when I said I am going to call the business bureau, they said to call. Good customer service. They know they have you and don't care
362	We made improvements before RCR was introduced. The feeling I had when it was brought in was certain households may be affected with a higher charge.
363	We have lived in our current house for just over one year. It is a new built townhouse. Our electricity bills in this residence have been considerably hight than in any house we have ever lived in. This house is somewhat larger than previous houses but is the only new-built house we have ever lived in. Our electricity bills have fluctuated wildy over the year from Over \$550 for two months in winter to \$130 for two months in summer even though we have a gas furnace and electric air conditioning. This amount of fluctuation makes no sense as all other uses of electricity, i.e. hot water, appliances, electronics, etc., with the exception of increased lighting in winter would be consistent throughout the year. Reduced lighting in summer would be offset by air conditioning use one would think so something is very strange with the electricity billing by Fortis. I have no confidence it is accurate at all and think it must be completely manipulated by Fortis.
364	People will use what they need I use only what is necessary and try my best not to over use or waste power. I feel there are other methods od power like wind and others.
365	Got new hot water heater, furnace and air conditioner last summer.

Do you have any comments about the Residential Conservation Rate that you would like to share with FortisBC?	
366	I purchased a new energy efficient fire place, but not because of the program, as I was unaware of it. I think that there are larger families with children who will feel the extra cost, while there are wealthy individuals and couples that will see a reduction in their electricity bill when they could afford to pay an equitable amount. Larger families of lower income, do whatever they can to minimize these bills already. I WOULD MUCH PREFER TO SEE INCENTIVES FOR RENEWABLE ENERGY SOURCES for homes and the ability to feed back into the grid. I WOULD ALSO PREFER TO SEE FORTIS GETTING RID OF OVERHEAD POWER LINES and burying them all. It is an eyesore that many countries got rid of decades ago.
367	Any comments expressing how I really feel about this disastrous initiative are not printable in a polite communication. We live in a new house that was designed to be as energy efficient as possible with extra insulation, energy-efficient appliances, etc. Unfortunately, there is no gas service available where we live so we are forced to use electricity. We also have a small vineyard that requires electricity to irrigate properly. It is grossly unfair that we (and many others in similar circumstances) have to pay the outrageous surcharges for electricity that Fortis has imposed on us. We feel as though we are being held hostage. There should be some consideration given to those like us who have no choice except to heat with electricity.
368	It is strange to me to have Geothermal heating and cooling, which is supposed to be the best for the earth, and still pay a crazy amount of \$ to run the fan to push the "free" hot and cold around the house
369	To some extent I feel we are penalized by choosing electric heat for our house even though I think we made a sustainable choice for energy usage in our home. Our house completed construction in August 2011 and is heated by a ground source heat pump (which also preheats our hot water). It is a well insulated home, it uses energy star appliances, we have programmable thermostats, air-to-air heat exchanger on incoming air, waste water heat recovery and the lighting is LED or fluorescent. We achieved an EnerGuide 88 rating, which is very high even for new construction. We plan to install solar hot water and solar PV as our budget allows and may get close to a net zero house. Our electricity bill is up 15% year over year since the start of the residential conservation rate. I wish there was some sort of process where you could be apply for an alternate rate if you could demonstrate energy efficient practices / design in your home.
370	IT'S A OTHER WAY OF DRIVING UP THE PRICE.
371	Fortis electricity rates for the first level of power consumption are ALREADY 30% higher than BC Hydro's in the Vancouver area, so the claim that the Residential Conservation Rate saves money is total BS!
372	We have Geothermal heating which uses huge amounts of electricity which does not allow for a lot a flexibility in our use & consumption. Our electrical bills are almost unmanagable. We would never have geothermal ever again.
373	No major comments - I think it's a good program. People need to learn to pay for energy or else to use less. Keep up the good work :)
374	I think Fortis puts a lot of thought into updating and making changes.Keeping a large utility company updated and efficient requires is very challenging.Keep up the good work.Fortis is doing an excellent job. Walter Trudeau
375	This new residential conservation rate does not take into account those properties that do not any other alternative for power. I live at Apex resort in a single family dwelling that was built in the last 7 years, my power consumption remains approx. the same every year but my cost have almost doubled. I could look at propane as a second chose but the cost of that fuel can not justify the installation. This new rate is nothing but a way for the utilities to grab more money. I would like to see a comparison of revenues before and after this rate was introduced along with the amount of power consumed in the same comparisons.
376	I should have been aware of it but for some reason I wasn't. I will pay more attention to it in the future.
377	I believe it could help lessen consumption of electricity but more education is needed. Not simply glib things like turn out the lights but real education like how much does it cost to run your dishwasher, washing machine, dryer, have a hot shower, a specific wattage light bulb in a lamp costs so many cents per hour. So we could see how much our electricity is costing. We installed a ductless heat pump and it seems to still be very expensive. Perhaps your cut off of 1600 is too low. A large family using more should not be penalized. This is simply a way to get more money from people who use more electricity and does not seem fair.

Do you have any comments about the Residential Conservation Rate that you would like to share with FortisBC?	
378	I am very concerned about the cost of power if we have a very cold winter. I fear my bills will double even though we have tried to do some upgrades.
379	It's just one more thing I have to think about on a daily basis.
380	I am extremely frustrated with your new rates. We have a legal basement suite in which we are considered two residences by the city. We pay higher taxes, twice the garbage removal etc., however Fortis penalizes us as if we're a "greedy" energy user. We've spent thousands upgrading our home to be more energy efficient only to be paying considerably more. In the same time period in 2012, compared to 2013 bill, we used a difference of 5 kW, but our bill was \$350 more. It's ridiculous. Our legal suite must have their own heat source so we're stuck with electric. The cost to put in a separate meter is well over \$4000 including your costs. I believe that as a legal suite, approved by the city, Fortis should acknowledge that we are two residences and allow us twice the conservation rate.
381	The RCR has lead to an increase in our electricity costs. My bill went up despite my already frugal methods of trying to save energy. In the winter, we already turn off our heat completely every night (from about 10 pm until 6:30 am), even when temps get down to -15 C outside. Plus, we rarely ever have the heat warmer than 65 F at any time and, we only turn the heat on in our basement bathroom when we shower in the downstairs bathroom. The heat is NEVER turned on in our basement at any time of the year. The basement generally averages about 12C in the winter time (I have a thermometer hanging to keep track of the temperatures in the basement). Despite all these energy saving methods, our bill still went up after the RCR went into effect. The 1600 threshold did not help us at all. It should be at about 2000 to make a difference in our bill. From all the comments I have read from other consumers, their bills have increased, some significantly. In my opinion, the RCR is just a marketing gimmick that just covers up a significant increase in our electricity rates.
382	I absolutely refuse to have one of those meters to be installed on my house. They are not healthy and I will not have one.
383	We already have individual thermostats for each room, and new windows. We rely mostly on wood heat during the winter. We've tried to make our home as efficient as possible, but no matter what we do, our electrical bill is getting higher and higher. When I first decided to go all electric for my home, back in 1980, we had West Kootenay Power as our supplier. Since it was taken over, and replaced by other companies, our electrical bill has gone sky-high in comparison. A bit disappointing.
384	The amount of electricity used to cause higher rate should be set a higher amount. Many people can't afford renovations, such as newer high efficiency Windows, to decrease electrical costs.
385	This is a new energy efficient home that is costing us considerably more than our previous homes in the lower mainland.
386	I think it is an unfair rate for consumers who have not choice but electric heat such as in condos.
387	I am a property manager who manages about 50 properties. I've received numerous complaints from owners about abnormally high electricity bills - even when there has been significant vacancy and no more usage than in previous years. Tenants have also come to me asking about excessively high bills when they turn out lights and work 5 days a week and are conscientious.
388	I'd never heard about the conservation rate until now.
389	My daughter and I have done many things to reduce energy usage, but the majority of my bill is the service fee, not the energy used. My bill is usually around \$50 per two months and \$30 of that is an administrative fee that I would get charged whether I reduced my usage or not. That being said, the RCR is probably a good thing.
390	To this household, your new rates was a major penalty to us and a harsh increase on our fixed income. If there was a possibility of a cheaper supplier I would use them. I believe you, as a BC Corporation, have screwed us.
391	The only time people can stay within the lower limit is during the summer months IF they do not use air conditioning. It is unattainable for the majority.

Do you have any comments about the Residential Conservation Rate that you would like to share with FortisBC?	
392	You penalize those that don't have access to better alternatives. Do we really want to go back to burning wood and oil....are these better for our environment? You have made no accommodation for the difference between those that just burn lights everyday and those that are heating a household....a huge difference in cost here and I think it is extremely biased!!!! Why can't there be an adjusted cost base for those that heat there houses with electricity...changing to other sources is an expensive proposition.
393	It penalizes households that do not have a cost effective alternative to electric heat. (IE Gas not available)
394	I think this is a great idea. Despite not doing anything in response to its introduction, we are very conscious of energy consumption and do everything we can to reduce our consumption.
395	The threshold rate is set too high for customers to get any advantage.
396	This rate system gives no consideration for the number of people living in a home. It also really puts the screws to the people that have no alternative heating options. Not all people can burn wood or have natural gas. Also people that have rental basement suite's are getting fleeced. Heat pumps are the most efficient and best for the environment method of heating a home in the south okanagan. Yet when you go over your 1600 kw it encourages you to use gas.. How is this helping the environment. The hydro electric power is generated by Portis but the water resource belongs to all British Columbian's and it seems very unfair we are paying so much for the power. I am not happy with this program.
397	I am sorry to be a Canadian when it is associated with a company like yours. The labor disputes and contract disputes between this organization and the union is totally ridiculous and nothing but money motivated. Your company is corrupt and a vile and money hungry organization with no real concern about citizens, environment or health. The studies used to justify your conservation rate are flawed and funded by the same people who stand to profit from the rate. I will not support the use of smart meters to justify this rate either. As soon as there is another option for power in my area I will switch so fast without hesitation. I can not agree with any monopoly on power or any other essential service in this country. Your company gives BC and Canada a terrible reputation which you try to justify with flawed studies and misleading public info. I am simply disgusted with the lack of morals and ethics from a company like Fortis
398	When you brought the Residential Conservation Rate into effect you did not consider the repercussions on your clients who pay a monthly amount and have only electricity to heat and run their home. We have taken many steps to keep our use of electricity down over the years in our home but it is much too costly for us to consider a heat pump or conversion to gas heating. Our monthly payment of \$333 per for 2012 jumped to \$449 this year due to your negligence by not running a simple computer program to see who is heated by electricity alone therefor would not be able to reduce their consumption. Our consumption has not changed over the last year.
399	Probably a good idea but it seems the Conservation Rate is set too low and many people with less than extravagant consumption are being penalized with part of their consumption being billed at the higher tariff and they are paying more.
400	Why is a public company using a socialist income redistribution program? Is it just a trendy way to line its own pockets under the guise of helping the masses?
401	It is set way to low. For years hydro companies and government encouraged people to use hydro, go to heat pumps, etc then later penalize the people that followed their advice for being high users. Using Ontario Hydro One's figures for average power usage of appliances, a household using typical household appliances on average would use 1700 KWH per month. This is already above the threshold. The limits should be achievable in order to encourage people to conserve. They primarily affect low income seniors and poorer families who have to go without to save money on their hydro bill. What are we conserving? We are really saving hydro from investment in new infrastructure. Fortis rates should be lower than BC Hydro as Fortis does not have government taking its profits instead of using them to invest in needed new infrastructure, yet they are higher. I no longer trust any hydro company to tell the truth...it is all spin.
402	Even before the change in rates, electrical costs were becoming prohibitively expensive, despite our attempts to be conscious of limiting waste of energy in the house. The new rate structure does not alleviate the situation.

Do you have any comments about the Residential Conservation Rate that you would like to share with FortisBC?	
403	I have a distrust of large companies that have a monopoly ie Fortis. They appear to pay their executives large salaries at a time when the economy is poor.
404	Revenue grab.i'm retired from awestern electric utility, and don't really like it. sooner see time of use rates
405	If people had a meter say in the kitchen that told them the real cost like a gas pump there would be a big saving in money and use of electricity. But I am sure Fortis BC can find a way to justify the smart meter program. Common solution are never looked at by big corporations.
406	I find it some what difficult to complete the survey without more information. For example is the 1200 kw cut off reasonable? Does it apply to all sizes of households, or is there a per capita aspect? What about areas like ours that have no access to natural gas as an alternative?
407	I didn't institute any power saving practices because I already do all those things. The Residential Conservation Rate has caused extreme hardship among some of my poorer friends. Someone without resources to change the source of power for heating getting a bill for more than the monthly income is very stressful.
408	Limit for lower cost needs to be more realistic. Low cost electricity is only for 800kw which is not a realistic amount for a household.
409	We have not used anymore power, perhaps even less, but our bills are bigger
410	Obviously in the winter when you need heat, that drives up the consumption and by using this formula, you are penalizing people for using electric heat.Also, I am a senior on a fixed rate and think I deserve more financial consideration instead of being forced to deal with this.
411	This has caused significant rate increases for those of us who have no other alternative to electric heat. In Kaslo we have no gas heating options so we are unfairly discriminated against with the new Residential Conservation Rate. We reduced our electrical use this winter and our costs still went up significantly because of the new conservation rate system. We need to get some consideration in terms of a rebate or relief from a system that discriminates against us.
412	I dont agree with Fortis method of "estimating" usage on bimonthly billings. If they are going to estimate using, then they should adjust it for the Residential Conservation Rate. On one of my bills I ended up paying more, as they underestimated my first billing, which made my next billing over the base rate.
413	The Bottom line with Fortis will always be profit not the environment. You will never convince me or any members of my household differently.....and we're pretty good folks.
414	the base rate is way too low it should be higher so then there is actually a benefit to having a two tiered system
415	For a number of years our Electrical Utility has encourage the use by offering insentive to convert from gas to Electric, i.e. hot water tanks and heat pumps. Previously the first block would cover normal usage. Now that block has been reduced from 2,500kwhrs to 1,600kwhrs it effects a larger group of customers.
416	How do I know the tier one number set is beneficial and not a catch-all for revenue purposes. I have done all possible to insulate my home from high energy bills. Power smart ++
417	I think it would be very good to have competition - how about becoming de-unionized - salaries and benefits are too much.
418	Fortis has a monopoly on this market they can do whatever they wish . We need B.C. Hydro
419	Our house is 2 1/2 yrs old so we have all the items and have done everything listed in previous question. We are very energy conscious, have no access to gas as we are rural and our electrical cost increased over 15 per cent in the last yr. the 2 tier system was the cause. We would convert to gas but we dont have that option so feel we are being penalized for living rural
420	I already use such a small amount of electricity (about \$65/2 month period, less spring-fall) that it's almost impossible for me to reduce my use further. I'm very glad that Fortis has implemented the two-tier fee system though as it seems impossible to get most people to reduce their energy use without hitting them in the pocketbook.

Do you have any comments about the Residential Conservation Rate that you would like to share with FortisBC?	
421	It would be much better to reward individuals for less electricity usage during peak hours. The residential conservation rate assumes that all households are equal. Our household has always been conservation conscious but our bills have increased dramatically with the RCR.
422	Why was there no mention of Geothermal? Fortis BC's website confirms this opinion citing ground source heat pumps as saving "up to 65% on your home's heating and cooling costs". Since that time the BC Utilities Commission has approved the new Residential Conservation Rate, which "is designed to encourage conservation and to incent customers to use less electricity". However, this policy is overly punitive to home owners that have been encouraged and supported (through the Livesmart BC program even) to invest in geothermal heating and cooling, the most environmentally sensitive home heating/cooling system available. It is simply not possible to operate a geo-thermal based home on 1,600 kWh in a billing period. With the new two-tiered electrical rates I believe it is no longer economical to use geothermal heating / cooling systems in British Columbia. It is now more economical to heat with natural gas. Given British Columbia's desire to be a leader in sustainable renewable energy this is very unfortunate. Since homeowners such as myself have intentionally chosen to follow the environmentally sensitive direction encouraged by the Province of BC, I do not believe it is fair or appropriate to subsequently turn around and punish us with exceptionally high electrical rates. I appeal to you and your sense of responsibility and fairness to examine establishing a policy that will treat geothermal home owners more appropriately. We have spent a tremendous amount of our personal financial resources in an attempt to 'do the right thing' for the environment. Please don't punish us forevermore with exorbitantly high electrical rates. I would suggest geothermal homeowners could be given a rebate on the electrical use associated with the geo thermal unit or be able to purchase a larger quantity of electricity at tier one rates.
423	The cost of water flowing through the dam has not cost more. Why do our rates need to be increased?
424	We live in a near new house that is very well insulated and our out appliances are new.
425	I think people that need to conserve energy for financial or other (moral) reasons, do so with or without your "incentive" program. I believe this is not about conservation, or the environment or there would be other alternatives, such as incentives for solar. I believe this to be a money grab, and to direct and control households to get on to the system you want them to be on, then, hike up prices. There are little energy source choices, unlike in Europe.
426	We have only electric heating, therefore we are at the mercy of Fortis BC no matter what they do regarding billing.
427	The residential conservation rate unfairly penalizes homes that use electricity for heat. I built a modern high efficiency home in the past 5 years and chose electric heat because there are no other options; gas is not available in my area. I can't turn my heat down and I can't buy any appliances which are more efficient, yet my electric bill almost doubled. It has come to the point that I must choose to buy less food in order to pay my electric bill. I am completely disgusted that FORTIS was allowed to double my bill without warning and that I must choose between heat and food for my family. There is no doubt in my mind, and in the mind of my neighbours, that this is just a corporate cash grab which has been greenwashed in the guise of energy conservation. You people should be disgusted with yourselves. If you truly want to increase Conservation through such a program, then remove the heating component from the billing system before implementing. You need to fix this mistake NOW.
428	Our consumption has gone down but our bills have gone up. Our household contains two retired adults. Our thermostat is programmed for no heat during the day and reduced heat at night (20 > 18). We hang clothes year round, rarely using the dryer. The dishwasher runs once per day at 1 AM. We have replaced all the incandescent bulbs that are possible to change. Rooms are lit only when in use. Outside lights are on motion sensors with short duration. We wear sweaters inside during the winter. We have prepared some meals (casseroles, stews, soups, ...) outside of the dinner hour but that is not always possible or practical. It is not always practical to adjust peak times because we have activities in the evening 3-4 times per week. We have modified our behaviours but our bills, especially the winter ones, have gone up significantly.

Do you have any comments about the Residential Conservation Rate that you would like to share with FortisBC?	
429	We have no access to any other source of power other than electrical so I feel it is very unfair to have a 2 tiered system for people like us. We make every effort to keep our electricity in check ie full load in washer, shorter showers etc but it doesn't seem to help keep our bills down. I know alot of people in this area are in the same boat and not very happy about it.
430	Penalizes larger homes. Have change most lightbulbs to led or compact flourescent
431	We think that there is lots of electrical energy generated in B.C. (e.g.: Zellstoff Celgar Pulp) We think that we pay too much in B.C. so that Fortis & B.C. Hydro can sell more electricity state-side. We believe natural resources & energy are mis-managed to the detriment of average BC citizens.
432	I do not think it is fair to house holds that have only electricity in there homes. I was given a rebate to install a air source heat pump to conserve energy. By Fortis. I have no other energy source.
433	Once again having a large family makes us get punished by constantly paying a higher rate.
434	I do not have natural gas service available to my home and as a result of the 2 tier rate purchased a new wood burning stove with catalytic converter. I do not believe that natural gas is cleaner for the environment than electricity. I have always been somewhat of a conservationist building an R2000 design home in 1986 and equipping it with energy saving appliances. I have always kept lights off when not in use and have had switchable power bars to turn off instant on devices when possible. I look forward to the installation of smart meters so I can track my power usage and adjust my usage if possible.
435	it is a money grabbing joke just look at the bonus the pay the upper managers. the salary their ceo is away out of line gets paid away too much
436	It seems to be particularly hard on low-income renters who are in poorly insulated homes. There are few, if any, things a renter can do to reduce heating costs in winter.
437	This two tier is not friendly for those who are low incom like myself as it takes money from food table just to stay warm in the colder months. While I do my part in trying to lower my conservation rate it still hurts those in low income and poverty level incomes. Being a renter and not having much say in what gets done for energy conservation in my house, I still try to keep all unplugged that I do not use. Please help us in the winter months so that we can maintain a standard of living that is going extinct in Canada. Thank you
438	It is unfair to penalize people for using electricity at certain times of day. We are unable to change things such as dinner time or watching TV times to facilitate lower electrical bills.
439	I have a hard time with the huge electricity bills. If there was an option to purchase cheaper energy from another company I would consider it.
440	Didn't know about the program. I have a pellet burner to help with heating in the winter. I contacted you because the main fuse a mile away blew for my house. I found that even with a \$300.00 surge protector my AMP still blew. It was a Harmon Kardon so I'm working with your underwriters. You staff was helpful.
441	Just like many other things about our economy is that people who can't afford having the primary needs met are forced to pay more when it is needed.
442	As a renter. I am not in a position to make any changes to this residence. I am therefore penalized. Not fair to any renter.
443	RCR is nothing but a political ploy to hide the fact that energy has been downloaded to the private sector that now takes added cost to build and run and passes the cost on. The RCR is not effective and targets rural communities that have fewer voters. Most citizens are not fooled even those in large communities. I hope the Politicians wake up soon to this and make the appropriate changes, but I won't hold my breath. Shame on you Fortis.
444	Appreciate the opportunity to respond but I really don't feel anything we have to say against it will be taken seriously or addressed anyway. Fortis will do what Fortis wants to do.
445	We've had a LIVE SMART home assessment done but were unable to complete any upgaades during the year allotted. We did an insulation upgrade FATER the time allotted and did not receive any rebate. I believe that we need more time to have upgrades done- financially it takes some of us longer than 1 year to be able to afford upgrades.

Do you have any comments about the Residential Conservation Rate that you would like to share with FortisBC?	
446	I feel this is extremely unfair to customers who are dependant on electricity for appliances and heating the home. significant power outages have increased despite the much higher electricity costs which resulted in higher profits for Fortis without any improvement in service for the customer. Actually the quality of service has decreased. This rate may be fine for urban centres where residential customers work during the peak hours. In rural areas people work various shifts and are forced to use electricity in peak hours - thus incurring very high bills! The outages are a result of Fortis' negligence in clearing right of ways where power lines are yet they still expect customers to pay such high prices when we go without power for periods of more than 8 hrs at a time! Rural businesses suffer and this is an outrage. Unfortunately Fortis has a monopoly on power in smaller rural communities. We have to look at alternate means for our survival (propane heating, stoves, generators, etc) at significant cost to us so that we can somewhat function during the MANY outages. This is outrageous given the high power bills we pay. Fortis is not even coming good on giving customers credit for the many hours the power is lost. Quality of service has significantly decreased since Fortis took over from Kootenay Power.
447	The base kw threshold is too low even for a small condo. I should be adjusted upward.
448	some bills skyhigh with no apparent reason
449	Billings are estimated every second month, the billing should automaticly charge the 800Kwh on the estimated bill and actual on the metered billing. Customers should not have to call customer service to have billings corrected. Lower rates are expected from this utility.
450	I believe, and have advised Fortis, that the two tiered rate is unfair as it penalized customers who heat their home with electricity. Electricity generated from Hydro electric sources, of which BC has many, is a renewable and clean resource yet customers who heat with electricity are punished.
451	We have made very few changes as we have just finished building the house we are in and there is very little we can do to reduce our electric usage except to tear out the drywall in the basement and reroute the gas line in order to put in a gas hot water tank. My wife does not like to cook with gas. The Residential Conservation Rate is a good idea in principle, but the placement of the higher rate threshold is far too low. We do not heat our basement during the winter and we have not had air conditioning in our house except for the master bedroom on the top floor. Nevertheless, we still pay the higher rate for about half our electricity.
452	I invested in many of the things on the previous page before 2012 including a gas fireplace to offset the cost of your bullshit conservation rate, otherwise my average bills would be well in excess of \$300/month. You know I have lived in this Province my entire life, the major power producers (DAMS) should have been paid for many many times over by now and with the increase in population and selling power to the U.S. and the reduction of staffing, Hydro should be swimming in money. But we get the sob stories that Hydro is broke and they need to increase rates, what have you done with the huge profits Hydro should have been making for the last 30 years. I have always been on board with reducing energy consumption so when you increase my rate by nearly 50% for going over 1600kWh, when I am already using as little as I can all you do is frustrate me and make me really really angry. Who came up with the 1600kWh as the break point for your conservation rate anyways, I doubt that there are many households in Kelowna that use less than that every 2 months, obvious to me that it was some bureaucrat trying to maximize profits, so he or she could get a big bonus. The real travesty is the power system in this Province was paid for with tax payers dollars and now we are getting the shaft. I worked in heavy industry for 35yrs that place used more power day the I could use in my life, DO YOU SURCHARGE THEM FOR USING MORE THAN 1600kWh, I would be very surprised if you did. That's my rant, I am also sure it will fall on deaf ears, but at least I have said it, and I am sure many others have too. Have a good day
453	A few yrs ago we installed a heat pump and mid range furnace hoping to save on heating..Since then electricity has gone up quite a bit which makes our decision questionable.

Do you have any comments about the Residential Conservation Rate that you would like to share with FortisBC?	
454	The new billing system is nothing but a revenue grab. Some customers who have electric heat can only do so much to reduce consumption. Our overall kwh consumption was reduced but our bill has gone up over by 25%, this is what we get for living in a free society where monopoly is allowed/legislated and companies like yours are allowed to commit theft legally. I think that we should allow electrical industry deregulation to the point Alberta has, so we could at least have a choice of supplier and hopefully avoid collusion and price gouging...
455	I fine this not fair because there is no other form of heat I can use (gas) I have electric baseboards now I got to spend thousands to put in electric something still using electric. I have no Joyce but to pay more its a rip off
456	I will look into it more closely, to see if I can benefit from it
457	Stop locking out your workers
458	In this household initiatives like programmable thermostat installation, new HE furnace, new windows, replacing a wood burning fireplace with NG fuelled thermostatically controlled FP insert, etc. were taken before the Residential Conservation Rate was introduced as a move to conserve energy and reduce the steady increase in costs from rising energy prices. If I could convince my need-more-refrigerated-space wife I would like to discard a second refrigerator, and buy a smaller freezer to reduce electricity demand. With luck that will be our next step/s.
459	The people who can afford the higher prices may make some modest changes but not enough. After all they can afford so why should they change their comfort zone? People who have older homes and not the money to make the necessary changes needed to stay in the lower will be penalized for their situation. I have used energy smart lights and do what I can to conserve electricity and gas.
460	whatever Fortis attempts it is a given that rates increase; I am consistently conscientious about power usage in my home, and doesn't matter what conserve, the rates increase.
461	Because of where I live it cost me much more money as I do not have an alternate form of heating or cooling. I am unable to use wood and although I have an electric furnace and hear exchanger it does not help to keep the costs down. I close the unused rooms and hang my clothes out to dry but it has made very little improvement to the cost that I pay monthly (over \$300) a month.
462	My responce are somewhat ambiguous for 2 reasons. 1. I moved into a new condo 6 months ago from a larger townhouse and do not know how heating it by electricity will affect my bill which until now (in the previous home) did not include heating: Fortis Gas was then also a supplier to run my furnace, etc. 2. As I had not heard of the RCR until now (head in the sand, I guess), I have not made any changes to my usage of electrical powe specifically due to my knowldged of its introduction.
463	The idea behind it is nice - use less and pay less. But over the winter months I have to say that it makes already brutal winter bills even worse. People will likely turn more and more to wood burning, which negates the environmental savings of using less hydro.... I would also like to say that although I would love to update my appliances to be power smart, I like a vast majority of people just can't afford it. So if you are poor and have a larger family this hits you even harder. Before the conservation rate we were already doing what we could to lower our power consumption (turning things off, unplugging unused appliances, turned down the stat on the hot water tank, ect.) I worry how we're going to stay warm this winter. I worry how some of the elderly on fixed payments are going to stay warm this year.
464	For people who heat their homes with electricity and no chance at getting gas it is a real hardship. Especially if they are on a fixed income .Seniors are hurt but do not know the answer, except to go back to the old rate system
465	I feel the the 1600kw level is too low.
466	For those of us that have to heat with electricity, the base rate cut off is too low. It is hard to meet even in the summer, with no air conditioning and little dryer use.
467	Electric heat is our only reasonable option. No gas available here, we are too old to burn wood, propane is too expensive. Your new two tiered rate is unfair to us.. What can we do? Turn the heat off?

Do you have any comments about the Residential Conservation Rate that you would like to share with FortisBC?	
468	I understand the reason for it but I do believe many people are being penalized with some very large bills that they probably do not deserve. They may have large active families or maybe they simply have a hot tub. At the sametime I hope some people have altered their use accordingly.
469	Living in rural Keremeos electricity is our only source of power. As retirees we cannot afford "to invest" in other methods of heating and lighting.
470	As a result of the REsidential Conservation Rate and my increased electricity bill, I have had to cancel some of my children's sports so I have enough money to pay my bill. I also cannot afford to pay my bill in full every month, so that stresses me out and I have to do an unauthorized "equal payment plan" which mainly consists of me paying the same amount every month since my income is set and does not fluctuate and hope to God that somehow my bill magically gets paid down. I also dread the winter months and have gotten used to having company NOT take off their coats when they come over for dinner as I cannot afford to pay more for heating. Just thought Fortis might want to know what increased bills mean for families...
471	It is not a fair program for many people, especially customers who are dependant on electricity for heating. The program just increases Fortis's revenue. The governing body should not allow all this increases in the utilities.
472	I have no control over the amount of electricity used in the winter as we are only resident from Apr to Oct. If there in the winter I would be using wood to heat the house.
473	It's a good idea. I should pay more attention. My bills increased but I also had 2 extra people living with me since last summer. Now that they're gone, I will be able to better assess the program.
474	For the most part I had already have done all the cost saving measures I could. If what you have come up with as a standard for the Residential Conservation Rate I don't believe your estimates are high enough for the average home. I am sure the vast magority of your customers do not want to waste electricity or thier money and have gone to lengths to save money and electricity. To all of a sudden go to a rate that a commercial operation should pay is wrong.
475	We have a new home with geothermal heating which is powered by electricity. We do not have a natural gas option. We have low energy fixtures, lighting, we use low energy appliance. We use electricity for our water well and for our sewer pump. City utilities are not available to us. This change is grossly unfair for rural residents who do not have the option to use other services. This is punitive. Our consumption has not increased but due to the conservation rate and making living in rural areas unaffordable. We will sending a letter to the utilities commissioner as well regarding our concerns.
476	I have done all the previously mentioned prevention to lower my electricity bill.However, I did use lees electricity but the bill was the same as the previous year !! I wish I had BC Hydro here I would switch over in a second!
477	Never heard of it!
478	You are complete bandits. You charge one of the highest electric rates in North America. WKP had the lowest. I am changing everything I can to gas (how is that better for the environment)? If I run my AC for 2 days a month I am pushed into the higher rate group. I tell everyone to only look at real estate in BC Hydro territory.
479	I don't know how it works,but it sounds like people that have bigger homes to heat,or cool,or families that are larger,will be penalized because they have to cook longer,have more lights on,and many other things. It all sounds like a cash grab to me,and I don't like it. I myself have a big home,and in the summer time,I need to cool it in my area,or my home will be a roaster,so,what options do I have.. I try to run the central air minimally,but during hot weather,I need to run it,and the same goes for in the winter time,when I need to heat the home.

Do you have any comments about the Residential Conservation Rate that you would like to share with FortisBC?	
480	For those customers like ourselves that went with all electric,including heat pump. Our gas lines had to be removed since they were no longer in use. The program to go electric was supported by Fortis some years ago. Now that we are all electric,it seems that all electric is Not THE WAY TO GO. When we purchased our house three years ago the monthly electric bills were on average \$220 per month and now we are at a budget of \$500 per month. The two tiered system is anti selective against clients like ourselves that have no alternative but to use electricity 100 percent. We are probably the lowest percentage of your client base but pay the most for everyone. This system is totally unfair to your clients that are all electric. In my former business my best clients got a discount not a surcharge
481	Hi have cut my usage as much as I practically can but I still go over the first tier. I have nothing left to do but move. I believe my home is as energy efficient as it can be without spending thousands and thousands more in renovations. We have, replaced windows, added insulation, burn wood, have a heat pump, storm doors. Don't know what else to do.
482	I feel that it does not matter what a person does to try and save on energy costs we end up still paying more and more. When gas prices were high , I installed an electric heat pump to keep my energy costs down , now I'm paying for it in electricity costs, can't win.
483	You people do whatever you want anyway. You actions are same as government action (get more money or increase taxes)
484	The Residential Conservation Rate was a good first step to get consumers thinking about their electricity use, however it does nothing to get consumers to use less electricity during peak times when the system is working at maximum capacity and the risk of a brown-out or black-out is at its highest. Once everyone has smart meters and time of day usage rates are instituted, there will be much more incentive for consumers to conserve during peak times and use electricity during the "cheapest" times of the day.
485	I attempt to reduce electrical costs at all times, not because of the Residential Conservation Rate.
486	I would like to learn about solar powered attic fans that would increase air circulation and reduce the time required for using air conditioners.
487	Sign me up!!!
488	I am hopeful that by being careful with the electricity luse, I can decrease my usage and therefore my bills even more.
489	I don't know anything about this and would appreciate some analysis by Fortis to let me know if I would benefit from being on this program.
490	The RCR is a poorly conceived idea. The company is trying to hide it's true motives with "green reasons" but they aren't fooling the public. I have lived in BC for 50 years and seen the deterioration of the electricity supply that used to be a model of excellence for Canada.The "run of the river" projects are another expensive abomination. This government can't seem to get anything right!! Fortis is a hated company due to it's RCR policy. How can BC Hydro be brought back and Fortis done away with?
491	I don't live there in winter, my hot water heater/stove and every heater (except those needed to keep water from freezing) is turned off, and the heaters that are on only keep the house at 48F. No lights are on, gadgets are unplugged. However, my bills have gone up and up. Do I think it is greed versus any "program" you have developed? Hell ya!! If I could go off-grid I would.
492	in regards to the multi tier system. I am under the impression that it is based on time od the day. there are expensive times of the day and cheaper times of the day. I believe that the times don't make sense for the average family.
493	I am just concerned that my monthly equal payment plan jumped 50% this year.
494	It is nice experience till now.
495	It is a cash grab
496	I believe that these rates are a great idea in warm months, but perhaps they should not be in effect in the winter for the people that have no choice but electricity to heat their homes

Do you have any comments about the Residential Conservation Rate that you would like to share with FortisBC?	
497	As I am in a rental unit apartment. I unfortunately do not have the power to update the baseboard electric heat thermostats and appliances like fridge and stove that definitely need to be replaced with energy efficient appliances. I also did apply and receive the energy saving shower head and tap and plastic for the windows. as I stated I needed the weather stripping for the patio doors that is in thin strips with a bristly end that you slide into the track to replace the nonexisting ones and ones badly used. I was sent plastic window covering and weather stripping for the door as I am not able to use. Can they please resend me the proper weather stripping for the old patio sliding doors? Thank you
498	I have in the past been a satisfied customer, but certainly am not now. I resent being forced to agree to the smart meters when it is not proven that it is 100% safe, and I am certainly not pleased with the constant high rate hikes imposed on us. This being said I am certainly not impressed with Fortis B.C. and if alternatives were available I would certainly consider them. One disatisfied customer.
499	Base residential rate is set way too low so no one I know of can meet it. We already have energy efficient appliances, programmable thermostat, we've upgraded insulation, ventilation, switched some appliances to gas, closed off some rooms, and our monthly electric bill has increased substantially since the new rates came in to effect. The cost of replacing furnace, hot water heater, air conditioner and windows is not possible, our income is decreasing, and expenses increasing. This new rate structure is simply not fair, and not justified.
500	There are only 2 of us in our household so I suppose it is an advantage for us and fixed income homes. However as children grow in households and use more water & electronics I suppose they will be penalized. Having said that I guess they could consider power saving measures
501	I wish they would have a program like the one that was for commercial use to change over old style light fixture to the new more economical fixtures to help off set the cost for some residents that may need help
502	Need mor special financing and grants for upgrading old equipment
503	The cost of electricity is based on the rates charged. If the rates after the 1600 kw are unrealistic, then it is a blatant cash grab rather than a benefit to anyone other than Fortis. My last bill was 2221 kwh over 61 days. Most days we are at work, which means nothing is running other than the fridge and the hot water tank. We are only home and active from 5:00 to midnight. The heat is off. The extra usage may be the air conditioner. You are giving me an unfortunate choice between heat exhaustion in the summer and freezing in the winter. This appears to be the only way to get below the 1600 cutoff. Obviously, the cutoff is too low and should be raised to 1800 to allow a reasonable quality of life.
504	I will certainly look into this. Where can I research this
505	Can't remember receiving the news of the new Residential Conservation Rate program. Would be a good idea to circulate a newsletter via mail, as those who receive their invoices via e-mail normally just pay the bill, and don't query any news items. Inform the public, and perhaps hold a forum for energy saving tips. We have a heat pump in our home, and have noticed a huge increase this year over last, perhaps because of the warmer summer than usual, but bill still too high!
506	I always conserve energy at home. We keep our home dark at night. When my last bill arrived I pointed this out to my spouse. Our usage had decreased from the prior year yet the bill was much higher. I am noticing how much more we are being charged. I am not happy about a bill of \$740 just received for 2 months. My consumption is much lower that this period last year yet my bill is much higher. I will be building a new home soon (even though this one is fairly new) and will look at some alternatives (solar panels etc.)It is a sneaky way Fortis does there billing.
507	I've done everything I can to reduce my electricity usage. Even so, the largest part of my invoice is in the second most expensive tier yet my actual monthly consumption hasn't changed for years. Raising rates may sound like a good way to "push" for more efficient homes but in reality there's only so much a consumer can do. Gov't says seniors are going into debt at a high rate, the price of energy has a lot to do with that. If they had their way, seniors would be living in wood heated well insulated dog houses to survive.
508	I strongly disagree with Utility Companies charging various forms of "admin. charges", "delivery charges", basic charges regardless of little or no consumption", etc. These are all ways for the company to extract extra money from the consumer who should be charged for actual consumption ONLY !!!!!!!

Do you have any comments about the Residential Conservation Rate that you would like to share with FortisBC?	
509	I appreciate the service and the reduction in my averaged billing thank you.
510	I did not know about the Residential Conservation Rate so I did not implement any changes in the consumption, but I have noticed a slightly reduced bill over the last year.
511	We believe in conserving to help the environment, I hang my clothes outside to dry, dress warmer or cooler to avoid having to use air conditioning and heat. We use our shower as if we were in an RV, we get wet then turn the shower off while we wash then turn it back on to rinse. I wish more people would do the same. I also wish that the shower faucet industry would be banned from selling the showers with all the water jets and giant double shower heads.
512	i use natural gas for heat and heating water....so electricity and natural gas does go up in winter....awhole lot....so I couldn't really answer some of ur question because changes in the bill amount in summer and winter.
513	since we moved here we see increase of about 50% for the same consumption over 10 years;stop BS-ing people and give them fair steady prices all along
514	I feel that we are a conservation-minded household and are being penalized by the somewhat arbitrary thresholds for block 1 and block 2 electricity rates. In fact, to us it appears as a money grab. I'm sure some households can increase their electricity efficiency but I feel we are already doing the best we can and are now limited by the equipment in our home. This includes a new heating system in 2009 that replaced an old a/c unit and electric furnace with a high efficiency heat pump and gas furnace. Leading up to this upgrade, we had a house inspection and did whatever needed to be done to qualify for rebates for the upgrade. We are also replacing incandescent light bulbs with CFL and/or LED lighting. The only item left is the electric water heater.
515	I have an electric furnace and because I use electricity to heat in the winter time the bills have been astronomical !! Sometimes well over \$1000 per bill. Please advise
516	Because of the fixed limit for the conservation rate, I believe that larger households and larger homes are unfairly penalized by the over the limit consumption rate.
517	I don't understand why you chose to lower my montly payment from \$120.00 per month to \$111.00 per month when I'm still in arrears to almost \$300.00. Wouldn't it make sense to raise the monthly payment so that we just might get out of arrears?? Thankyou
518	I don't know enough about the Residential Conservation Rate to voice an opinion since I only heard about it on this survey. I live in a tiny house and use only 13 watt light bulbs, no furnace and one small hot water heater. I truly don't think I could lower my consumption more despite any programs Fortis may implement since I'm already environmentally conscious.
519	This is the first I have heard of it, but I will be very interested to see what comes of this survey, I am 77 years old.
520	you are way to much for rates .And your head guys ARE payed TO MUCH!!!!!!
521	I am pleasantly surprised at our rates over the past 12 months. I think it's a good thing.
522	Paying less fees for using less electric power and conseving energy I think is great.
523	My bill has more than doubled. My March bill was about \$2600 and we were in Indonesia for a month with our heat turned down to 7 degrees. This is simply crazy how much we have to pay since we moved from alberta and no longer have access to natural gas at our house. I hate this electrical heating and these bills.

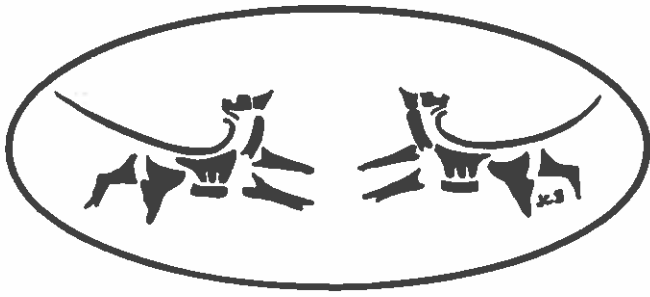
Do you have any comments about the Residential Conservation Rate that you would like to share with FortisBC?	
524	I hate the new way you are charging. Me for my electricity. Last fall, I spent a lot of time and money making my home as efficient as possible. I had an energy audit done and did ,all the recommendations to save energy. i even wear 2 sweaters in the winterI try to save electricity use as much as possible, my bills did not change much in price. I used less energy but you charged a much higher rate. I spent a lot of money and time on energy upgrades but I didn't see any benefit in saving any money. I DO NOT THINK YOUR NEW RATE STRUCTURE IS FAIR!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!! The only time I can possibly keep my consumption at the lower rate is in the summer. There are two people living in this house, separate living quarters. How can we keep our consumption any lower? Your idea that 800 kilo a month is average is not realistic. You are comparing us with people who live in 1 room dwelling....that's not a fair comparison. Of course they are going to use less but that, shouldn't penalize our use. I HATE THE NEW RATE STRUCTURE!!!!!!!!!!!!!!!!!!!!IT"SE NOT FAIR. Last note: these are some of the things I do to save energy: wash clothes in cold water, hang my clothes up to dry even in the winter, light only room I am in, heat only rooms I'm in, turn down heat when sleeping or am out, fill dishwasher before using, wear two sweaters in the winter, etc. I think everyone should be charged the same rate for all electricity used and not penalize those who use more because the have a bigger house or more people living in the house. again, I HATE THE NEW RATE STRUCTURE. (
525	I was wondering why my monthly budget is now almost double. I am disgusted to realize as a senior citizen, with nothing but electricity feeding my house and with an income that that requires me to make adjustments in other areas when increases occur, that you have been diddling with the rates. Wish I had the resources to change to a cheaper form of utility.
526	I did know about the conservation rate, just did not know what it was called when starting the survey. So, I responded incorrectly to that question. We have done alot of improvements on our home for ourselves and I think the amount of electricity has decreased I have not compared it to the past bills. We put in a new furnace, hot water on demand (natural gas) so I assume that the amount we use is less, but I have not compared them.
527	The amount of KW allotted is way too low. When the home was vacant for 2 months with NO appliances on-- and reduced temp. the bill STILL EXCEEDED the lower conservation rate. That shows that with just a furnace on and nothing else you have no hope of living within the conservation rate limits. :(
528	I didn't know about it. Might have paid more attention to usage if I had known.
529	Would like to talk to a person about the program and explain how I can cut my electric bill. We run a farm and a winery
530	Not convinced that the RCR is revenue-neutral to FortisBC. Given free-market conditions, I'm not opposed to utility companies turning a profit... I just don't want to be 'greenwashed' with the argument that it's an altruistic initiative.
531	When we built our house 35 years ago, we used electric baseboard heaters because electricity was \$.04/kw-hr. The new residential conservation rate unfairly penalizes us. To change to other forms of heat will be very expensive. We are both retired and are on fixed incomes.
532	I am unaware of the residential conversion rate and would like to understand this option better. If possible, it would be helpful to receive an email of the details including the two cost levels versus the cost of not being on this plan
533	As a heat pump user I am punished by the Residential Conservation Rate. My bills have gone from \$75.00 a month to \$93.00 a month. I wish I could get my electricity from BC Hydro because there rates are cheaper.
534	Keep educating us on the best reasons we need to be more conservativelyve on these matters. Thanks for the survey
535	Where I live Fortis has the Monopoly. I HAVE NO OTHER CHOICE OTHER THAN TO PLUG IN WITH YOU!!!!!!!!!!!!!! In today's society of EVERYONE BEING PLUGGED IN How do you expect my power bill to go down?????
536	This is the start of much higher electricity bills for consumers. The introduction of Smart Meters will drastically increase consumers electricity bills. The RCR program is just the start of another way to fleece the consumer.

Do you have any comments about the Residential Conservation Rate that you would like to share with FortisBC?	
537	I have built a new home and all my appliances, insulation etc, are all high energy efficient. I have no access to natural gas. If I had known I was going to be penalized for having this I would have put in a wood furnace and that creates more pollution. There is no other way for me to lower my electrical bill that has not been done.
538	I think this needed to be advertised more effectively as I had not heard about this at all. Since I am a Fortis customer I guess an e-mail would have been appropriate for this info.
539	The kwh usage limitations should be increased especially during the winter months.
540	It's B.S. We are just building our house and use primarily wood heating with a fan, and ceiling fans to redistribute the air. We have no A/C, no gas on premises because we wanted electricity. You can't justify that Gas is better for the environment than Hydro is, the water flows all the same and really has no emissions. We are starting to develop an Orchard and have a electric well for irrigation so now we can't afford to water our trees! We can't develop our land the way we want because we're in the ALR! How can you justify the fact that any other consumer goods dealer usually gives you a discount when you purchase more of their product and doesn't penalize them instead. OH YOU USE TOO MUCH OF OUR PRODUCT SO WE HAVE TO CHARGE YOU MORE! Try that stuff with the Trucking industry that gets discounts on fuel, or Safeway when you buy 2 or more products we have to charge you more. Good Luck you wouldn't have customers! We bought our property and moved to this area and designed our Utility system for us because Hydro was relatively inexpensive and cleaner for the environment than Gas and now you screw us. Just like you were doing in Alberta when we left after our rates were doubled in no time what so ever. I do not enjoy getting ripped off by someone that I chose as my Primary provider for services. We are paying at least \$300.00 a month and not keeping up to the Fortis Bill and we are drastically looking for other alternatives.
541	The conservation rate is just a way to get more money for less service. For environment was much more useful time of day change rate which encouraged use of renewable energy(hydro) instead peak time energy usually oil or gas.
542	After listening to and reading about some of the horrendous increases,I am surprised nothing has been done to correct this.I have not been directly affected as I live alone and am frugal with the amount of electricity I use.In contrast,I am indirectly affected as I needed to loan money to a family of five as their bill was outrageous. With the Fortis workers locked out,will we see an increase in our bills to cover the cost of this lockout? Maybe, the money saved from the lockout could be used to lower some of those high bills.
543	I know that you are in it to make money but when it was a public company we had the lowest rates in BC. but since it has changed we have the highest. you bought a company that screwed up the rivers stopped the salmon. are you going to do anything that will replace this resource with all the profits you are making or are you just interested in the bottom line like all the corp. also put your workers back to work give them what they need to live. you ask for rate adjustments all the time let them live as well.
544	I have heard that it's impossible to stay below the Conservation rate without freezing to death. I know someone who tried to do it and couldn't. She lives in a fairly small one-story house.
545	I believe this rate is not fair to people who heat with electricity, and cool with electricity. At one time, people were encouraged to put electric heat in and now they are being penalized for it.
546	Electricity is our main source of heat/cooling etc. so the step program is of no value to us. We would appreciate a program that would be helpful to us.
547	Although my home was vacant for most of the summer my bill was still HIGHER than last year when it was occupied. How is this possible?
548	While lowering the base rate is a good thing, the raising of the cost of electricity after that cost would be moot in my case. In my case if the base rate were abolished I'd be very happy because my electricity consumption is very minimal.
549	Not per say. But I live in a brand new (3 years old) house with all current systems and energy saving appliances. My primary heat source is a heat pump, secondary is electric furnace/forced air, third is wood burning fireplace. I have no option for gas (not provided in our area)or propane (not installed). So when Fortis raised their rates last year in our area we were unfairly treated. Our rates have gone up at an exponential and unacceptable rate. I live on Riondel Rd between Riondel and Crawford Bay.

Do you have any comments about the Residential Conservation Rate that you would like to share with FortisBC?	
550	I just would like to know how Fortis expected a home owner to maintain there houses electricity levels below or within the first block. I live in a new house with high efficient heat pump. Its all electric heating in my house. We are quick in the shower, set back thermostat, have a brand new house. Why do we use so much electricity?
551	I believe that to be fair to customers who use significantly less than average electricity should be given a lower rate. Such as the same manor as customers who use higher than average should be charged a premium.
552	I am in favour of anything that encourages conservation.
553	We are billed every two months to ensure that we use a larger amount of electricity for a higher charge on our bill. I have requested to be billed each month and was completely ignored.
554	We program our thermostat, use minimal hot water, use energy efficient lighting, etc. and did so prior to the instition of the. Although I agree that people who use more energy paying more, it also penalizes lower income folks who do not have as many options for energy saving. As well I fear that Fortis may manipulate the amount of power allotted to a point where even the most conservative are not able to stay within the zone. Wage increase are few and far between, but all of the essentials (power being one of them)are regularly granted increases. I wish I could just say, I need more money to run my household and life and get permission to receive more money.
555	The current 1600 kwh for a 2 month period is impossible to stay within if you have only electric heating/cooling as we do. We suffered all summer without air conditioning to stay within, we heat with a wood insert heater in winter. This is all fine at our current age, but as we age and are unable to gather wood etc. and can not handle the hot summers without air conditioning, we will not be able to afford to stay in the same house. While we are at it, the smart meter switch is so obviously set to allow power companies to adjust rates to high use hours and then what - We cook, do laundry etc after 9 PM?? No I am not a happy camper, especially now that Fortis is also the owner of the other alternative being natural gas.
556	My electricity bills are over-the-top excessive. Last winter, I had one almost \$700.00 bi-monthly electricity bill. With electricity billings as high as they are, former monthly cost savings of my air exchanger heat pump are now gone. My home is reasonably new - so not drafty. I have excellent windows, weatherstripping and a lot of insulation. I may have to switch off the heat pump and heat my house solely on my gas back up system. Insane! With Fortis' gas and electricity monopoly in our area, there are no means to shop the market for more favourable rates. Electricity (ie. heating my house) is the primary utility expense adding a significant financial hardship on my family.
557	Fortis needs to look at handling areas that do not have the option of gas heating differently as these people have experienced large increases in their billing.
558	I have natural gas heating and have not been impacted by the new Residential Conservation Rate so I support the change because it does mean I pay less per kWh. However, I do understand the concern among homeowners whose primary heating source is Electricity because it may be difficult for them to stay in the lower tier during the winter heating months. I am a strong supporter of Electricity as a "Green" and renewable energy source and would support some sort of relaxation on the two-tier system during winter months for people who have electricity as the primary heating source. I feel that some may be encouraged to convert to natural gas which is not a renewable energy source.
559	Our total energy use over the last 5 years- January to May time frame - has decreased 24.5% while our costs has increased by 27.41% over the same time frame. Our cost per day has gone from \$9.96 in 2008 (when we used more energy) to \$12.69 in 2013. We have taken various measures to reduce our energy intake and it shows, but the cost of useage has gone up dramatically and having the conservation rate applied is penalizing unfairly. Our home does not have access to Natural gas, we use a combination of wood heat and electric - we use oil space heaters - we are on limited/fixed income and the increase is hurtful and unfair when hydro is a significant part of heating our home.
560	I chose electricity as my sole energy source and built a very energy efficient house and now you are punishing me! I request net metering

Do you have any comments about the Residential Conservation Rate that you would like to share with FortisBC?	
561	We have a 1500 sq ft rancher; 2 adults only both working 50 hours a week and so not home (ie. no lights on, no heat on, etc) : I i (the girl) .shower at the gym 5 days a week and only 1 day a week at home; we do not have air conditioning; we heat primarily by wood fireplace in winter (and its a new energy efficient insert installed a few years ago); electric baseboard heat is on in only 2 rooms in the winter (and on timer so the house is not heated much when we are at work or in the middle of the night); maybe 3 loads of laundry a week and I use the clothesline in the summer months); only 1 dishwasher load a week; only one tv in the house; no computer; new roof; new energy efficient stove, fridge and electric hot water tank. How the heck are we "high energy" users such that our bill has doubled!!!!!! And if we are on tiered billing in Kelowna, why are not all Fortis customers, ie my parents in Cranbrook? Are we subsidizing their energy bills?..... I would like to see the published data on how Fortis determined what the average energy use for a typical family was in order to establish the first tier.
562	We live in a community within the city limits of Kelowna that doesn't have access to natural gas. As a result, the energy conservation rate has cost my family a lot of money. In fact, close to a \$1000 more this year. I understand the need to encourage energy conservation but this is taking it too far. We're in a position where our options are limited. One suggestion I received from a Fortis employee was to put in a wood stove. I find this laughable as this program is focused around being environmentally responsible. Sure there's probably some truth to the claims that many or most of the Fortis customers wouldn't notice a difference over the average of the year but in cases like ours, it's just simply extortion. I urge the powers that be at your company to right their wrongs and find a more reasonable option to find money to pad their massive bonuses. If this happens to find its way on to the desk of someone that actually cares, I would really appreciate a response. ryanc82@hotmail.com Ryan Christensen
563	I feel our household pays way too much for electricity. Fortis rates are a lot higher than I have ever paid in different communities that use BC Hydro. I am very unhappy with the amount I pay every two months.
564	I believe that some renters who are not able to take advantage of insulation up-grades etc., and are penalized so Fortis needs to find a way to adopt a narrower brush stroke when dealing with rental properties. I KNOW you don't have access to that sort of info but there are renters and people on fixed income who cannot afford the increases regardless of their efforts to conserve. just a thought from a conservator on a fixed income.
565	We conserve the best we can and have been doing so for 34 years at this address. So, we don't think your idea is a new way of getting people to conserve energy, most people are doing their best already. This is just a money grab by creative over paid staff that you are wasting our money on.
566	do the same as in Europe with cheaper energy at night to even consumption. Also, BC Hydro Smart program was a much better incentive to save energy / money with a better consumption tracking.
567	As I wasn't aware of this Rate, I will be reading up on it online. Is it automatically applied to those accounts which qualify or does the customer have to apply for it? What are the typical savings to customers? As a general comment, we are fairly recent residents of Kelowna (2 yrs.) and we find the rates here to be noticeably higher than we were paying at our previous (larger) home in Calgary. Do you have any comparisons which we can review to see how Kelowna charges stack up against other similar sized communities? There have been letters in the local press which seem to indicate that Kelowna residents are being unfairly assessed higher rates by Fortis. Do you have any evidence-based information to refute these comments?
568	The base rate is too low.
569	I believe that it is still up to the consumers responsibility to conserve energy in our own homes. No matter what type of heat we must turn down the heat, turn off lights, not use the dryer every time clothes are washed. The list goes on, consumers must be sensible
570	My electric bill has steadily gone up to the point where it's become ridiculous..in the winter. I have a small cabin ..two baseboard heaters and it's impossible to stay in block one..unless I freeze! Also I'm ticked off that instead of reading my meter it is guesstimated through most of the winter even though I have requested (more than once) to not have that happen. I ended up with over an \$800 bill at the end of winter! Once when I called I was told the meter reader couldn't access my driveway. I have a rear wheel drive car and my driveway is ALWAYS accessible! I didn't appreciate being lied to!

Do you have any comments about the Residential Conservation Rate that you would like to share with FortisBC?	
571	I don't really know anything about it , but would like to know more.
572	My home is heated by electricity. I have no option other than freezing in the winter than using your power. Your tiered system screws me right over with additional cost each and every month. it is not fair and if I could change carrier I would but you have a monopoly.
573	Prior to July 2012 we were encouraged to switch to elec. heat and then Fortis decided to change the way they charge for the electricity. So we made the decision to go with a new heat pump to save on power. Had we known we would have gone with Natural gas heat and a seperate air conditioner. We felt very mislead. In a lot of way we have no control over the amount of electricity that we use. Yes we can control the # of appliances that we use but cannot control the amount of heat the weather produces.
574	I benefit from the rate plan as I have a small place and already practice energy saving things so I don't use a lot of energy. But I don't agree that some people's bills have been raised hugely. I don't want my rates to go up though.....
575	just a money grab from people who have to use electricity for heat
576	I don't think it is very well thought out.
577	The consumption should be set at 2,000 kwhs instead of 1,600 kwhs. Also, if meter readings are estimates, they should reflect average usage not some artificial low estimate as this would result in higher readings/usage in the next period. As a result, the next bill would reflect higher usage and therefore higher payments. This directly benefits Fortis and penalizes the consumer. So for example, our recent bill showed a usage of about 500 kwhs for 2 months when our average is about 1,800 kwhs. The net effect would be that for the next 2 months our electricity consumption will be about 3,100 kwhs and so we would get hit with about 1,500 kwhs at a higher rate when in fact it should have been only about 400 kwhs.
578	It appears that after being encouraged with advertising and rebate incentives to change over from fossil a fuel furnace to our air-to-air heat pump to supplement the existing baseboard heaters in our home ,that we're being penalized for making those changes to "clean renewable " hydro-sourced power. We had an opportunity to have natural gas supplied to our street, but opted for the new heat pump instead. That also required an expensive electrical upgrade in our older home from a 100amp service to a 200amp service. Big mistake.Should have gone with gas for heat & hot water.
579	This measure penalizes homes using the safest, cleanest renewable source of energy. There is no cleaner or more environmentally responsible source of energy. Making it so much more expensive than any other source is moronic. People have to use it or pay thousands to switch to a dirtier and only marginally cheaper source. Our consumption is decresing, but not because of some brain-dead idea. Doesn't help that the low rate for Fortis is higher than the high rate for BC Hydro. Thx Jim
580	BEFORE THIS NEW RATING SYSTEM CAME INTO EFFECT I BELIEVE WE GOT A DISCOUNT BECAUSE EVERYTHING IN THE HOUSE WAS ELECTRIC.I ALSO BELIEVE WE DID PAY LESS THEN. WE HAVE NO ALTERNATIVE HEATING SOURCE. WE SEEM TO BE PAYING MORE, AND NOW THAT MY HUSBAND IS RETIRED AND ON A FIXED INCOME WE ARE FINDING THE RATES TOO HIGH FOR OUR INCOME.



PENTICTON INDIAN BAND

R.R. #2, SITE 80, COMP. 19
PENTICTON, BRITISH COLUMBIA
V2A 6J7

TELEPHONE 493-0048 FAX 493-2882

SEPTEMBER 12, 2013

FORTIS BC

Suite 100 – 1975 Springfield Road
Kelowna B.C.
V1Y 7V7

ATTENTION: Mr. Bob Gibney.,
Executive Liaison First Nations

Dear Sir:

RE: FORTIS BC RATE INCREASES -

On behalf of the Penticton Indian Band Chief and Council and Penticton Band community members, we wish to register our formal complaint regarding Fortis BC rate increases approved by the BC Utility Commission and implemented as of January 1, 2013. We wish to further register our outrage regarding yet another rate increase approved for Fortis, which is being planned for implementation at the beginning of the new year 2014.

As elected leaders of our community we acknowledge and accept our responsibility in relation to effective and responsible governance of the affairs of the Penticton Indian Band. We further recognize and affirm our responsibility to ensure the health and well being of all members within our Reserve Community, especially our children and elders.

The *Residential Conservation Rate imposed in 2012* has put an additional enormous financial burden on many of our community members, Social Assistance recipients, members with disabilities, and elders. As you would expect, these are members of our community who already continue to struggle to survive within a very limited and fixed income. This increase only adds to the anger and frustration that all First Nations are experiencing while currently being subjected to mis-treatment, program changes and funding cut-backs being imposed by Aboriginal Affairs and Northern Development Canada (AANDC) and the Government of Canada.

FORTIS BC

September 12, 2013

Page 2.

To add a further rate increase on to an already enormous financial burden that many of our community members currently struggle with, will only add to the frustration and anger within our and other First Nations communities.

The Penticton Band Council are continuously being challenged by our community members on, not only the contentious issue of the proposed Smart Meter Program, but the long outstanding issue of the kilometers of Fortis electric transmission and high pressure natural gas lines which cross a large portion our reserve lands. To numerous land owners and including Penticton Band lands, your right of ways have caused certain sections of reserve and prime lands to become essentially useless and undevelopable. This can be said for many First Nation Reserves throughout British Columbia. These utility right of ways have and continue to generate millions of profit to the Corporation and Province with no benefit whatsoever passed on to the First Nations who's lands they cross.

The members of our community have demanded that we register their concerns/complaints and seek ways to address the issue through the appropriate agencies involved. We are open to meet at your convenience to discuss ways in which your involvement and support can help address this urgent matter.

Yours truly,



For

Chief Jonathan Kruger
PENTICTON INDIAN BAND

cc. **PENTICTON BAND COUNCIL**

ABORIGINAL AFFAIRS and NORTHERN DEVELOPMENT
Eric Magnussen, BC Regional Director General

ABORIGINAL RELATIONS and RECONCILIATION

Honourable John Rustad, Minister

MINISTER of JUSTICE AND ATTORNEY GENERAL

Honourable Suzanne Anton, Minister

REGIONAL DISTRICT of OKANAGAN-SIMILKAMEEN

Mr. Mark Pendergraft, Chair

MEMBER of LEGISLATIVE ASSEMBLY

Mr. Dan Ashton, MLA

MEMBER of PARLIAMENT, OKANAGAN-COQUIHALLA

Dan Albas, MP

UNION of BC INDIAN CHIEFS

Grand Chief Stewart Phillip, President

OKANAGAN NATION ALLIANCE

Okanagan Nation Member Bands

Director Angelique Wood
Electoral Area 'G' (Keremeos Rural/Hedley)
P.O. Box 83 Hedley, BC V0X 1K0
Phone: 250-292-8082
Cell: 250-499-0503
Email: awood@rdos.bc.ca



Fortis BC
Suite 100
1975 Springfield Road
Kelowna, BC V1Y 7V7

October 11, 2013

Re: Conservation Rate two-tiered billing

I write to you with an urgent request that you reconsider the two-tiered rate system you implemented in summer of 2012.

As an Electoral Area Director for the Regional District of the Okanagan-Similkameen, I represent about 2200 residents in approximately 3600 square kilometers of the Similkameen Valley in southern interior British Columbia.



Mr. McCulloch with Alda

Many of the residents in this area are elderly, on pensions or fixed incomes, and their homes are often either historic or modular, neither of which are particularly energy efficient.

One of the residents who turned to me for help is Mr. McCulloch, a war vet who has lived in a single wide mobile home with a well-kept property on the Similkameen river for at least 15 years. His daughter-in-law visits to check up on him, but Jim is an independent fellow who is more than 90 years old. Since the introduction of the two-tiered conservation rate, this elderly man who risked his life to fight for our country's freedom now pays more than \$1,200 each billing cycle in the winter to satisfy his energy use.

Right next door, neighbours Barry and Bruce built their dream home a few years ago, taking great care to insulate well, install a heat pump and double glazed windows, and yet, with all of their efforts at

energy efficiency, they too pay an average of \$1,200 for each billing cycle.

Other provinces have dealt both with the issue of conservation rates and the recognition that it is unfair to apply a "conservation rate" to those residents who can only access electricity for heat. In our cold Canadian winters, this means many people will have to choose between heat and food, or paying their energy bills or their mortgage. Please see the snapshot below excerpted from a letter by Naramata resident Janice Joahnson which outlines the costs for energy in other provinces using a two-tiered system.

Many people will now choose to burn wood again, making the "clean energy" component of this initiative a farce.



Barry and Bruce

Director Angelique Wood
Electoral Area 'G' (Keremeos Rural/Hedley)
P.O. Box 83 Hedley, BC V0X 1K0
Phone: 250-292-8082
Cell: 250-499-0503
Email: awood@rdos.bc.ca



When the BCUC imposed a two tier rate structure on BC Hydro in October 2008, the flat rate was .0655 per kw/hr. (CBC News September 3, 2008) Today BC Hydro's tier 1 rate is .0680 and the Tier 2 rate is 0.1019. The City of Penticton, who buys electricity wholesale from FortisBC, charges a flat rate of 0.1067001 (January, 2013). I, a FortisBC customer am paying 0.12952 per kw/hr for the Tier 2 rate. The 2010 flat rate of .08868 was enough of a burden for those with electric heating and rates should be capped at the .08868. For other provincial rates: (Manitoba residential rate is: 6.94cents kWh, and their Basic Customer Charge over 200Amp is \$13.70, under is \$6.85) (Toronto rates per 30 day period: Nov 1 – April 30 is 7.4cents kWh first 1000kWhs, 8.7 cents remaining kWhs and during the summer/fall season, May 1 – Oct. 31, per 30 day period the 1000kWh is reduced to 600kWh. Some are on the Time of Use plan in Toronto and those rates are: 11.8cents Highest Peak, 9.9 cents Mid Peak, 6.3 cents Off Peak).

Excerpted from a letter to the Premier by Janice Johnson, April 6th 2013

I predict that the devastating effects of this conservation rate will be an increased personal harm coming to those residents made desperate by the onerous charges Fortis has been regulated to apply by the BC Utilities Commission.

My greatest fear is that the residents unable to afford these electrical bills in a mild winter like we just had will come up with their own innovations, like bringing propane stoves indoors and doing whatever they can to stay warm for next winter. We'll see a rise in house fires ripping through trailer parks and find charred bodies huddled around makeshift stoves when we look for the cause of the conflagration.

I urge you to consider either an increase to the tier to which the conservation rate is applied from 1600kw to 2500kw, or a billing relief registry for customers who do not have any choice but to heat with only electricity.

I look forward to discussing these options with you.

Regards,

Angelique Wood

cc: The Keremeos Review
cc: Fortis

From: teresanick.marty <teresanick.marty@gmail.com>
Sent: Wednesday, September 18, 2013 1:08 PM
To: Warren, Mark
Subject: My Submission To Your Report on Two-Tier RCR
Attachments: Submission to Fortis.doc

Mr. Warren:

As discussed, attached is my submission on the two-tier RCR. Hopefully, it will inform the discussion. Let me know if you have any problems opening the document.

Sincerely,

Nicholas Marty

It is my expert opinion that Fortis' Residential Conservation Rate (RCR) has been improperly designed. It provides no incentive to conserve to the majority of Fortis' customers, while imposing a major surcharge on a minority of customers who use electricity for space and water heating. The major impact of the RCR, as designed, is to redistribute wealth from rural customers (i.e. those who use electricity for space and water heating because they have no access to natural gas) to urban customers (i.e. those who use electricity only for appliances and lighting because they use natural gas for space and water heating).

Before I retired in 2007, I worked 11 years for Natural Resources Canada as Director, Demand Policy & Analysis in the Office of Energy Efficiency and 6 years as Senior Director, Domestic Environment Policy in the Energy Policy Branch. I spent most of those 17 years developing, designing and assessing initiatives to promote conservation and energy efficiency and reduce the environmental impacts of energy use. My assessment draws on this expertise.

As a direct result of the RCR, my electricity bill for February-April 2013 went up 20.3% compared to the same period in 2012 even though my electricity consumption declined from 2012 by 1.5%. My house is very energy-efficient. It was built just 5 years ago. It is well insulated, has energy-efficient windows and uses a geothermal heat pump for space heating, which is the most electrically-efficient technology available. I use electricity for space and water heating because I live in a rural area of B.C. I have no access to natural gas, which would have been my preferred option at the time of construction since a natural gas furnace would have been significantly cheaper to install.

While the RCR dramatically increased my rates, and those of my neighbours, it actually resulted in an immediate reduction in rates for more than 75% of Fortis' customers. These customers did not have to conserve any electricity to merit this rate reduction. It occurred simply because they use natural gas for space and water heating, so their electricity consumption was automatically below the Block 2 threshold of 1600 kWh.

Clearly, as an incentive to conserve, the RCR is showing perverse results. Reducing the price of electricity to more than 75% of Fortis' customers gives them an incentive to increase their consumption of electricity not to reduce it. At the same time, a true "conservation rate" shouldn't be increasing the remaining customers' rates by 20% or more if their consumption has actually declined. It is impossible for customers using electricity for space and water heating to get anywhere near the Block 2 threshold level through conservation since that would require a 75% or more reduction in electricity consumption. The only option would be to switch to wood for space heating but that would result in an increase in harmful air emissions completely undermining the intent of the RCR to improve air quality.

The reason for these perverse results can be attributed directly to a major design flaw in the RCR, whereby the same Block 2 threshold rate (i.e. 1600 kWh) is being applied to all customers, despite the fact that there is an enormous range in the uses of electricity among them.

According to data provided by the Office of Energy Efficiency, the following is a breakdown of energy use for single detached homes in B.C. in 2010:

- Space Heating – 59.3%
- Water Heating – 17.5%
- Appliances – 15.8%
- Lighting – 6.8%
- Space Cooling – 0.6%

So, homes that use natural gas (rather than electricity) for space and water heating would typically consume less than $\frac{1}{4}$ of the electricity of homes that use electricity for space and water heating. Clearly, the Block 2 threshold for the latter should be much higher than that for the former.

As an alternative to the RCR, Fortis could have encouraged greater conservation simply by raising the price of electricity from 9 cents/kWh to 13 cents/kWh to all of its customers. The problem with this approach is that it would have resulted in a burdensome hike of 44% in everybody's electricity bill.

The concept behind implementing a two-tier RCR is to charge the consumer a higher price only on the last increment of energy consumed. In this way, it can be possible to achieve conservation levels corresponding to the higher price with only a small increase in the overall electricity bill (because the consumer doesn't pay the higher price on the majority of its consumption).

An appropriately designed RCR would set different Block 2 thresholds for different types of customers. For example, it might charge each customer the Block 1 rate (i.e. 8 cents/kWh) on 95% of their previous year's consumption and the higher Block 2 rate (i.e. 13 cents/kWh) on any consumption above that. Every consumer would have an incentive to conserve as if their rates had been increased 44% (from 9 cents/kWh to 13 cents/kWh) but without seeing a huge increase in their electricity bills (they would only incur the 44% rate increase on 5% of their consumption). And, of course, if customers undertook energy efficiency measures and reduced their consumption by a few percentage points, there could be a decrease in their electricity bills.

As designed, the RCR should never have been implemented in the first place. Fortis and BCUC need to take immediate action to rectify this situation and not subject those Fortis customers that have no choice but to use electricity for space and water heating to another winter of excessively high electricity bills. In the near term, the worst of the negative impacts could be addressed simply by introducing a much higher Block 2 threshold for those customers that use electricity for space and water heating (they should be relatively easy to identify through their consumption levels). In the longer term, Fortis and BCUC need to assess alternative designs for setting different thresholds for the full range of customers. It should be possible in this fashion to implement an RCR that provides a clear incentive for energy conservation for 100% of Fortis' customers (instead of less than

25% as with the current RCR) and that subjects customers to a major increase in rates only when they fail to conserve electricity and significantly increase their consumption.

Nicholas Marty
276 Longview Road
Osoyoos, B.C.

From: Larson.MLA, Linda <Linda.Larson.MLA@leg.bc.ca>
Sent: Thursday, September 26, 2013 9:15 AM
To: Connolly, Vanessa
Subject: RE: Feedback on FortisBC Residential Conservation Rate

Thanks Vanessa

I have raised this concern before but will put it down again.

In Rural Areas where there is only one source of power -electricity- the first tier of the 2 tier system is too low. All of these rural residents are immediately paying the higher tier rate for all of their electricity used. An average use figure in those areas would have established a fair tier system. We are coming into our cooler weather now and I am very concerned that people on fixed incomes in those rural areas affected will have to choose between heat and food. Many people on lower incomes choose to live in those rural areas as the cost of housing is often less. If their power bills go up their life will change dramatically.

I urge you to find an alternate billing system for those areas affected to minimize their rate increase.

Linda Larson MLA
Boundary/Similkameen

-----Original Message-----

From: Connolly, Vanessa [mailto:Vanessa.Connolly@fortisbc.com]
Sent: September 14, 2013 2:00 PM
To: Larson.MLA, Linda
Cc: Misner, Colleen
Subject: Feedback on FortisBC Residential Conservation Rate

Hi Linda,

Per my discussion with Colleen earlier in the week, we would like to invite you to provide feedback on FortisBC's Residential Conservation Rate in our report to the BC Utilities Commission.

We will include any such submission without editing, but suggest writers be brief and factual unless they are speaking to the impact on themselves personally. (Recommending 1-2 pages.)

Please send me your written comments by the end of September.

For those that are interested, all of the evidence related to RCR, and the Commission decision itself, can be found at <http://www.bcuc.com/ApplicationView.aspx?ApplicationId=301>.

If you have any questions, please feel free to contact me.

Kind regards,

Vanessa Connolly
Government Relations & Public Affairs Manager FortisBC
604-240-1045

Sent from my iPad

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Kelly Wheeler
317 Shrike Hill Road
Oliver, BC V0H 1T8
250 498-0337
kellywheeler@xplornet.ca

July 31, 2013

**LETTER TO FORTISBC PRESIDENT & CEO, JOHN WALKER ,
BC UTILITIES COMMISSION, LEN KELSEY, OFFICE & CHAIR
PREMIER OF BC – CHRISTY CLARK,
AND MINISTER OF ENERGY – BILL BENNETT**

**RE: EXCESSIVE FINANCIAL HARDSHIP CAUSED BY
UNRESTRAINED ELECTRICITY HIKES, AN IMPOSED TWO-TIER SYSTEM,
AND CONCERNS OVER SMART METERS**

FortisBC applies for new five-year rate plan for electricity customers

July 8, 2013

Kelowna, BC FortisBC Inc. has filed its application to set rates for electricity customers with the BC Utilities Commission (BCUC). In the application, FortisBC is applying for a five-year (2014-2018) performance-based regulatory plan and is requesting a **3.3 per cent increase** for 2014.

Meanwhile, FortisBC is also engaged in a review of the residential conservation rate. FortisBC is currently drafting a report that will be filed with the BCUC, which **will include public input and will study the impact of a conservation rate on customers.**

"While most customers benefit from the residential conservation rate, **we are sensitive that some pay more.** This report will provide a better understanding of the issues and impacts of the rate," said John Walker, President and CEO of FortisBC.

(Source: FortisBC Media Centre News Release)

SERIOUSLY? Another rate increase application??? You are not listening. You know there is public outcry already. The people of British Columbia CANNOT AFFORD these increases. What do you NOT UNDERSTAND? How are you '**sensitive that some pay more**'— by raising rates further?

Will you actually '**include public input and will study the impact of a conservation rate on customers**'?

You covered your legal obligation by publishing the notice of application. However, placing a ½ page advertisement in local newspapers published on or one day before the date of eligibility to register in *WRITING* to participate in the proceedings by July 24, 2013 (Source: BC Utilities Commission advertisement published July 23 – 24th 2013) then you have achieved your goal. Nobody will have the right to attend as an Intervener. . YOU HAVE GIVEN THE PUBLIC NO TIME to respond. . Be honest with yourselves, you do not want the public to attend these matters because you might actually feel the wrath, frustration and desperation of people who do not share your economic status.

Well played! It is all so very, very unfair. Somehow, we are no longer surprised by the low tactics that have been proven repeatedly by you.

FYI: for the general public, please read the following:

(Source: **British Columbia Utilities Commission New User's Guide**)

As a registered Intervener, how do I participate in the Hearing?

There are two basic ways you can participate in the hearing process.

- The first approach is to provide the Commission with a clear statement of your position(s), concerns and interests regarding the utility's application. This can be done with a written submission in advance of the hearing. The intervenor can also attend the hearing to present oral testimony, explain the concerns, and respond to questions.

- The second approach involves demonstrating to the Commission that the utility's application is ***technically unsound, contrary to or inconsistent with legislation, regulations or the public interest***. An intervenor may also propose alternatives to the utility's application.

This, and the accompanying letters from Donald Thorsteinson of Oliver and Nicholas Swart of Kelowna, are written on behalf of the hundreds of signatures collected in an ***informal and unsolicited petition***. The content of the letters are the opinions of the individual writer only.

Maybe we are wasting our time and energy (no pun intended), but we and many more have promised to do our level best to try to bring the plight of regular people to your attention. Cynicism that the government will intervene is rampant – people no longer think that the government cares. One thought pattern is that nepotism has corrupted those that make decisions for the welfare of the people of British Columbia. We are hoping that this SAMPLING of signatures will put a stop and repealing of these incessant increases. Things MUST CHANGE for the betterment of the citizens of BC.

These concerns must be addressed. We will not hide our intent in fine print. We anticipate your response within 30 business days of receiving these papers. Your replies will be published out of respect for the hundreds of voices to know that you HAVE answered their call.

You will note that some persons would not disclose their addresses. There is a very real concern of retribution from Fortis – as has happened to others that chose not to have Smart Meters on their property.

Not long ago Smart Meters were rammed down the throats of those on “the grid”. These Smart Meters have not been deemed safe by anyone. There are pages of testimony of people becoming ill since these units were installed. (There was a time when ASBESTOS was widely promoted to be the way to insulate a home.) As well, the genius technology slammed people with charges that are completely outrageous. This, too, has hundreds of persons writing to complain. Another thought on this is: How many people lost their jobs due to this change?

The Valley Voice March 20, 2013 edition reported that during a hearing in Kelowna regarding FortisBC's application for Smart Meters, Tom Loski representative for FortisBC stated: “...there's no opt out for any reason.” Customers who refuse the meter, he said, can have the meter installed away from their house at their own cost. If the customer will not accept this and continues to refuse the meter, the customer's electricity will be cut off.

Loski said there were only two circumstances where FortisBC would not cut off power – in the winter when the customer uses electricity for heating: and when the customer has crucial medical equipment, such as a dialysis machine, that runs on electricity.

This statement sounds like an open threat to me. I believe there some sort of law against this form of intimidation. As well, it is my understanding that Canada is a free country, therefore, citizens are not to be subjected to this form of tyrannical articulation.

Civil servants and people working within the ranks of FortisBC will not sign the petition, even though some are being negatively impacted. When asked why, they also had concerns that their names would be recognized and have fear of reprimand. What is this saying about our current state of government and business?

As pointed out to Bill Barisoff when we crossed paths while Linda Larsen in the Okanagan was campaigning, “this is a civil and human rights concern – not a political one. People are desperate.” He would not sign the petition.

These signatures represent people. It is not pen and ink. These people could be your neighbours, friends or family members. Please, put aside your robotic, corporate thinking for just a few moments and HONESTLY READ what these letters contain. Step outside your comfortable homes and salaries and open your minds and hearts to the average person that is merely trying to survive today. Feel the anguish of the veterans, feel the desperation of the pensioners, feel the helplessness of the disabled, and feel the frustration of the young family. We are imploring you to imagine what it is like to decide whether or not to pay your electric bill or pay your rent or purchase groceries or buy medicine. This is many people’s reality. We are asking you to FEEL with your heart – not your paycheques and expense accounts.

The residents of BC are being held hostage by FortisBC and their accomplices are the BC Utilities Commission. FortisBC demands monthly or bi-monthly ransoms of which continually increase and of which we will never be free. For some individuals these billings exceed mortgage or rent payments. The BCUC, a government appointed commission, whose ‘primary responsibility is the regulation of British Columbia’s natural gas and electricity utilities. ... regulate intra-provincial pipelines and universal compulsory automobile insurance’. aids and abets this criminal activity by approving increases that go beyond anything considered reasonable.

It is suggested that long-term captives often become complacent in order to survive. However, with the arrival of December 2012 and January 2013 billings victims of this abuse suddenly snapped out of their apathy. A wave of horror, shock, anguish and desperation took hold of the people.

Voices were raised, letters written to the media, government and FortisBC, complaints were lodged with BCUC and yet NOT ONE satisfactory answer has been given as to why in that particular time frame people saw a sudden surge and spike that almost DOUBLED many electric bills. Customer service auto-response was: It is winter – it is cold. No, it was a mild winter in the Okanagan. The spikes in electrical bills for the months of December and January make absolutely no sense. This needs to be investigated deeper.

FortisBC and the BCUC have strikingly similar Mission Statements.

FortisBC reads: "At FortisBC, we touch the lives of our customers every day, providing the energy needed for their homes, schools and businesses. From electricity, natural gas and propane, to integrated energy solutions such as geothermal and district energy, we deliver energy safely and reliably, at the **lowest reasonable cost.**"

The BCUC reads: "The Commission's mission is **to ensure that ratepayers receive** safe, reliable, and non-discriminatory energy services at **fair rates** from the utilities it regulates, and that shareholders of those utilities are afforded a reasonable opportunity to earn a fair return on their invested capital."

Well, one thing can be said of the BCUC Mission Statement, it at least honestly admits that it is looking out for its shareholders so that they are "afforded a reasonable opportunity to earn a fair return on their invested capital." They are doing a fine job in protecting those who are reaping the rewards of these increases. My stock portfolio is all wrong...oh that's right, I cannot afford to INVEST in anything...there's nothing left after paying off the bills.

By the by, some have questioned if the meters and our billings are actually as they say they are. Personally, I am unable to understand what I am paying for. I do not understand the language written on the statements. I do not know anyone else who is able to read and fully comprehend their statements either. How are we to know that we are not being fleeced? Please do not tell me to go to your website to understand how to read my bills. It would make no difference.

The Two-Tier system may be plausible for couple living in a modern condominium, however, for the average small family unit it is an exercise in futility trying to live within the confines of the first tier.

Recently, Tom Loski, vice-president customer service FortisBC has been quoted as saying "The BCUC approved a residential conservation rate that would result in 75 per cent of customers seeing lower annual bills and only five per cent of customers seeing an annual increase of more than 10 per cent due to the new rate."

If 75% will be seeing a lowering of their bills what about the other 25%? How will we be accommodated? Why must we be financially accosted in order to keep warm?

To this date, we and hundreds that have signed these petitions, have yet to meet ANYONE enjoying these lower billings. We are in the middle of summer and we KNOW that winter will come...we do not need to be lulled into a sense of false hope. We KNOW what is coming unless these rates and two tiered conservations are rectified.

The Two-Tier conservation system is COMPLETELY UNJUST. Once more, I implore you to think as a person living with low-income. Please keep in mind that many people have only worked within the PRIVATE SECTOR with no access to Stock options, Pension plans, medical or dental assistance or other benefits often enjoyed by those that have Union protection or work within other realms of Government positions.

"In 2009, the low income cut-offs (LICOs) – also known as the poverty line – for after tax incomes were as follows:

1 person: \$18,421	2 persons: \$22,420	3 persons: \$27,918	4 persons: \$34,829
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\$18.81 per hour x 40 hours PER WEEK = \$752.40 that equates to \$3,009.60 per month which is \$36,115.20 per year: IS A LIVING FAMILY WAGE in Vancouver.

(Source: UFCW.ca UFCW Canada stands for United Food and Commercial Workers Canada)

B.C.'S CURRENT MINIMUM WAGE IS \$10.25 PER HOUR.

A person earning minimum wage of \$10.25 will have to work 73.4 hours per WEEK to earn a LIVING WAGE.

- Despite being one of the wealthiest provinces in the country, 11.5% of the population, that's over half a million British Columbians, live in poverty
- BC's child poverty rate, at 10.5%, is one of the highest in Canada, and before this year had been the highest for eight years in a row
- Most poor people are working, and almost half of BC's poor children live in families where at least one parent has a full-time job
- In March 2012, nearly 100,000 people in BC used food banks, and almost 30% of them were children
- We are failing as a province, particularly in relation to health, inequality, housing, crime, and our children

(Source: BC Poverty Reduction Canada)

Old Age Security Benefit Payment Amounts July - September 2013

Type of benefit	Average amount (March 2013)	Maximum amount
Old Age Security pension	\$515.97	\$549.89
Guaranteed Income Supplement (GIS)		
Single	\$499.54	\$745.62
Spouse/common law partner of someone who:		
does not receive an OAS pension	\$474.59	\$745.62
receives an OAS pension	\$317.09	\$494.40
is an Allowance recipient	\$410.17	\$494.40
Allowance	\$425.33	\$1,044.29
Allowance for the Survivor	\$626.72	\$1,169.14

(Source: Service Canada)

Canada Pension Plan - Payment Amounts

Canada Pension Plan (CPP) amounts are adjusted every January if there are increases in the cost of living as measured by the Consumer Price Index (CPI). The table below lists the maximum

and average monthly amounts for CPP benefits, except for the death benefit which is a one-time payment.

Canada Pension Plan Payment Amounts

Type of benefit	Average benefit for new beneficiaries (March 2013)	Maximum amount (2013)
Retirement (at age 65)	\$596.66	\$1,012.50
Post Retirement		\$25.31
Disability	\$880.44	\$1,212.90
Survivor – younger than 65	\$399.65	\$556.64
Survivor – 65 and older	\$306.91	\$607.50
Children of disabled contributors	\$228.66	\$228.66
Children of deceased contributors	\$228.66	\$228.66
Death (maximum one-time payment)	\$2,282.77	\$2,500.00
Combined benefits		
Survivor/retirement (retirement at 65)	\$776.16	\$1,012.50
Survivor/disability	\$986.01	\$1,212.90

(Source: Service Canada)

A person receiving the above sources of income lives in POVERTY. There is NO getting around it. Each increase, adjustment amount, basic customer charge, delivery fee, fuel surcharge, contribution fee, etc that is added on our utilities further compounds the problem. There is never relief only a deepening sense of desperation.

Now that the numbers are out there for you to see, those who have decided in their infinite wisdom what the rate increases are and how well a two-tier system will work to promote conservation of energy, probably own their homes and have made (or purchased) them for energy efficiency.

However, if you RENT your dwelling, than you are likely at the mercy of a landlord that is not concerned about the electricity bills – as the tenant is responsible for those.

If one is on a fixed income is it reasonable to assume that they are able to AFFORD to shell out the extra costs necessary be energy efficient? Not only is there the cost of purchasing appliances, obtaining the most efficient heating systems, buying insulation, etc., there is also the money to put out to have the labour done. Yes, there are rebates and incentives, yet the initial financial outlay is prohibitive for too many of us.

For many persons there are no alternatives to electricity for their heating. Gas may not be available and besides it now is owned by Fortis so that should be interesting as people try to convert. Wood heat is not an option for many. Propane is expensive and difficult to coordinate. Geothermal is fantastic – but extremely costly, especially as a retrofit – also, we have heard horror stories about people having geothermal heating whose bills went up \$800 in a two month billing period while they were away for 19 days. How does that happen?

On a personal level, my fiancée and I chose to leave the city 9 years ago, for a simpler and gentler life in the hills of Oliver. We purchased an older log home. Oh, how naive, the city people can be. Hahhaa! What we have learned.

Our first winter here made us realize that the baseboards were to be thrown away. Our primary source of heat is wood. We invested in ductless heat pumps, used countless tubes of caulking, insulated where possible, use the clothes line year round and retrofitted over 50 windows. With the rebates we received we purchased a logging truck load of wood for cutting and splitting for winter warmth. Our electric bills are higher than they were before we did the renovations – that is simply because of the rate INCREASES. I work more hours than I did before while my partner battles with cancer... I desperately want to be home with him, however, financially cannot afford to be. The emotional ramifications are overwhelming sometimes. That is not your problem but that is my reality and I KNOW there are others in similar situations.

In summary, the majority of BC citizens are financially exhausted. At every turn there are further increases in all aspects except for wages, pensions or persons requiring government assistance.

In all fairness to BC Hydro and FortisBC there is a program called the Energy Conservation Assistance Program for persons living with low-income. This program appears to have been started in 2013. **This program is only for BC Hydro electricity customers and FortisBC natural gas customers.**

The program is offered province-wide **but service is limited in rural or remote areas outside areas of major population in North, Southern Interior and the North/West Vancouver Island. Service to rural and remote areas depends on accessibility of the area for program suppliers and meeting minimum local participation levels.**

We expect those appointed by the government, namely, the BC Utilities Commission to be accountable for the continuous rubber-stamp approvals that it bestows upon FortisBC.

We expect the government to be mindful of the well-being of its citizens and not tolerate the excessive financial hardship that these monopolies are imposing.

Although we acknowledge the need to upgrade and maintain infrastructure, we do not believe that the consumer should be liable for a privately owned corporation to upgrade that infrastructure. Perhaps, FortisBC should begin by reducing their executives' salaries, incentives, stock options and pension arrangements and applying that excess to their infrastructure.

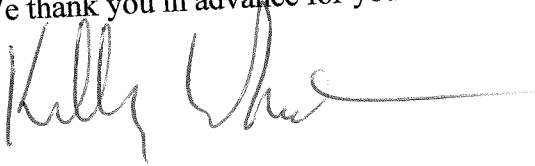
We expect that the Government and BCUC to collectively repeal these horrendous rate increases, review the two-tier conservation rate and stand against the forced implementation of Smart Meters.

We expect FortisBC to satisfactorily explain in lay-man terms HOW and WHY there was such a dramatic increase on billing during the months of December 2012 and January 2013.

Financial distress is a precursor to numerous serious social and physical problems. Physical health issues, mental health concerns and illegal activity all factor into this.

Once again, we anticipate your response within 30 business days of receiving these papers. Your replies will be published out of respect for the hundreds of voices to know that you HAVE answered their call.

We thank you in advance for your attention in this very serious matter.

A handwritten signature in cursive script, appearing to read "Kelly Wheeler", followed by a long horizontal flourish.

Kelly Wheeler

RE: Petition for an independent audit of FortisBC and the British Columbia Public Utilities Commission.

To the Honorable Legislators to whom it might concern:

The concerned citizens that are held as prisoners to the dictatorial practices of FortisBC and whose actions are approved by the BCPUC hereby request an independent audit of the prices, practices and procedures of the said and supposedly separate entities.

The British Columbia Public Utilities Commission mandated that FortisBC find a way to force the residential citizens of BC to conserve on electrical energy consumption and FortisBC eagerly complied by tabling the 2 Block metering system that penalizes those that use more than 800 KWH's per month. This obscene method has brought on severe hardship to the elderly and others that are forced to live on fixed incomes, especially in areas not served by alternative energy such as natural gas. It is impossible to exist on 800 KWH when electricity is the only energy source for heat, cooking and hot water, etc. The 2 Block metering system has to be terminated and terminated now, not when it suits FortisBC, or when it comes up for discussion in 2014.

In some cases where a customer complained of the high electrical bill he or she was told to move to a smaller home, and when I asked to be put on a monthly equalization payment scheme, I was told that I had to pay the account in full before they could consider such a request. My bi-monthly bill was for \$1,384.25 and my wife and I are pensioners and rely solely on our pensions. When I stated that it would be impossible to pay such an amount, she stated that if we didn't pay in full our electricity would be turned off. Period!

FortisBC has a monopoly on electrical distribution in our area so we either comply or face the consequences. Many of the elderly that were approached about signing the petition deferred as they were fearful of retribution. They did not fully understand their rights in a situation such as this. This is supposedly a democratic country and as such there is no place in our society for such dictatorial business practices even if the threat of reprisal is only insinuated.

As seniors we depend on our elected officials to protect us from this sort of hurtful business practice, so we are asking you to intervene on our behalf and hold an independent and public inquiry and audit regarding this matter. Yours truly,

Donald E Thorsteinson, 4315 Highway 97, Oliver BC. V0H 1T1 Tel: 250-498-0501

Nicholas Swart
Kelowna, BC

28 July 2013

Fortis BC has for years routinely increased electricity rates substantially faster than inflation. More recently, Fortis introduced a two-tier rate structure, ostensibly to encourage conservation of energy. What it really does is force those of us who have no choice but to heat our homes with electricity to **subsidize** other Fortis customers through exorbitant rates. This is categorically unfair, yet astonishingly the BCUC approved the scheme, and surprisingly the BC government seems oblivious to its impact on BC residents.

Fortis has indicated that they will again be applying for a rate increase that exceeds inflation, this time 3.3% for 2014. After subjecting their customers for years to substantial rate increases, and then after introducing a grossly unfair two-tier rate policy, Fortis now wants to compound the problem with **yet another** rate increase. Even more concerning is that history shows that the BCUC will, without hesitation, hand Fortis what they want. The very fact that Fortis is asking for yet another rate increase, when their customers are clearly struggling under the weight of existing high rates and unfair rate structures, demonstrates that the company is confident that the BCUC is squarely on its side.

In the Fortis press release announcing the rate increase, company CEO Mr. John Walker stated:

“In this application, we’re trying to balance our customers’ need to minimize rate increases, while addressing rising power costs and paying for the necessary investment to the electrical system.”

This is a very telling statement, because it suggests that Fortis is already well aware that it will have continued success at raising rates further, and it does beg the question whether it is time for Fortis to step aside and allow someone else to supply us with our electricity. At present I have no choice but to buy my electricity from Fortis, and perhaps therein is part of the problem: a monopoly market that has led to price gouging, aided and abetted by government regulations?

At this point the government needs to present in precise terms their current position on this matter, and let BC residents know what substantive things will be done to address what has become a serious problem. One must keep in mind that the government works for the people, not for Fortis. First and foremost, the two-tier rate structure should be cancelled immediately, and certainly no later than the upcoming winter. It is a revenue neutral scheme, and if the government cannot even accomplish the simple feat of canceling it, then perhaps it is time for a new government. Second, there must surely be a path forward that would provide BC residents with alternatives to Fortis for their electricity. I would like alternatives, and I think most others would as well. One thing is now **abundantly** obvious: competition in the market is required. Third, the BCUC must cease rubber stamping rate increases. The very fact that the two-tier rate structure was approved illustrates how dysfunctional the BCUC has become – no further proof is needed.

Based on my discussions with many Fortis customers, it is clear that the status quo is no longer acceptable. We work hard for our money, and we have no interest in seeing it taken from us unfairly through what is becoming an increasingly suspect regulated electrical utilities market. At this point government action is required.

Thank you for your attention.

Sincerely,

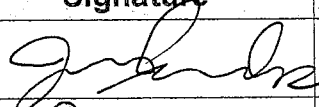
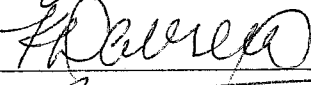
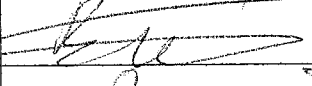




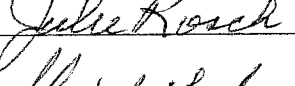
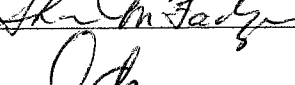
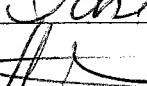

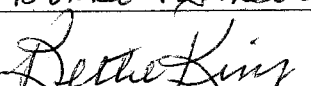

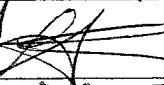


Nicholas Swart
Kelowna, BC 28 July 2013

Petition to FORTIS BC, BC UTILITIES COMMISSION, PREMIER OF BRITISH COLUMBIA and MINISTER OF ENERGY to cancel and review increases imposed by FORTIS BC causing excessive financial hardship for the citizens of British Columbia

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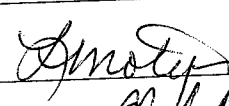
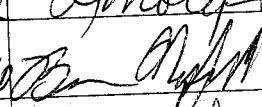
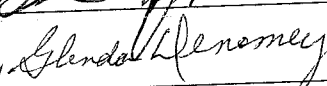
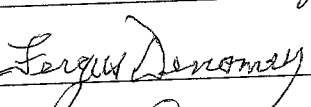

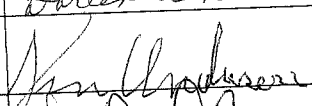
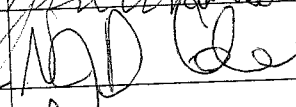
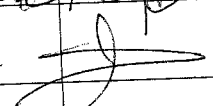
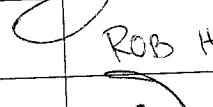
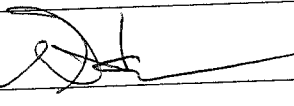
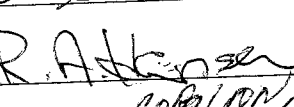
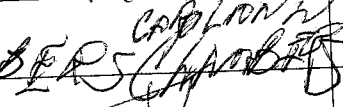

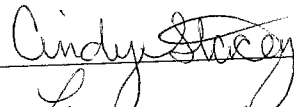
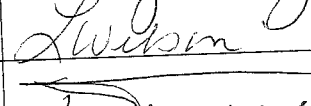
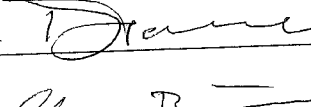
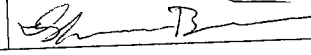
Printed Name	Signature	Address	City/Town
Jonice Ferradas		6001 Cottonwood Dr.	Osoyoos BC
KEN DAVREUX		5 REDHAVEN CT.	OSOYOOS, BC
B. Plasterman		21006 Alkali Rd	Osoyoos B.C.
A. Borschur		6435 Holloway St	Oliver BC
Sherla Martin		6452 Coyote St	Oliver BC
FRED WILEY		6841 Lakeside Dr.	Oliver, B.C.
LINDA DOERFLER		14-8598 Hwy 97	Oliver B.C.
JULIE ROSCH		93-8487 Hwy 97	Oliver B.C.
SHARON MCFADZEN		6490 - BADGER	OLIVER B.C.
GAIL ODWE		#33 6520 Incelmutor	OLIVER BC
Rick Antunes		5159 Hwy 97	Oliver BC
DONNA NEMETH		Box 75	Oliver BC
BETTIE KING		Box 816	Oliver BC
Bruce Hamilton		1023 Old Golf Course Rd.	Oliver, B.C.
LINDA SCHULTZ		1264 Green Lake Rd	Oliver BC
SHARON ZAYONE		156 Campsite Rd.	Oliver, B.C.

Petition to FORTIS BC, BC UTILITIES COMMISSION, PREMIER OF BRITISH COLUMBIA and MINISTER OF ENERGY to cancel and review increases imposed by FORTIS BC causing excessive financial hardship for the citizens of British Columbia

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Printed Name	Signature	Address	City/Town
LINER MOTYER		8300 Gallagher Lk Frontage Rd	Oliver
BRIAN NEUFELD		907 Fairview Rd.	OLIVER
GLENDA DENOMEY		6601 Truelmont Dr.	Oliver
FERGUS DENOMEY		6601 Truelmont Dr.	Oliver
DORCEY ANDERSON		6463 Park Drive	Oliver
LEN ANDERSON		6463 Park Drive	Oliver
NATHANIEL COLE		6030 Main St, Oliver	Oliver
Stanner		5503 Primrose Lane	Oliver
RL		6444 BADGER	Oliver
WAYNE HANSEN		135 WILLOWS PLACE	OLIVER
ROSE HANSEN		138 WILLOWS PL	OLIVER
CAROL ANN HANSEN		991 TANARUMS	Oliver
Blaine Skelton		5986 DIVIDEND ST.	Oliver
Cindy Stacey		Hwy 975 4959 Oliver BC	Oliver
Leah Wilson		631 Earl Cres	Oliver
David Tanner		6038 Harmony	oliver
Shawn Bisson		6038 harmony	Oliver

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Printed Name	Signature	Address	City/Town
LOUISE CHRISTOFFERSEN	<i>L. Christoffersen</i>	9-115 REDWING PLACE	OLIVER BC V0H1T4
Wendy Cassel Wendy Cassel	<i>Wendy Cassel</i>	6470 Badger Street	OLIVER BC V0H1T3
SHARON ALABIC	<i>Sharon Alabic</i>	67-8487 HWY 97	OLIVER B.C. V0H1T2
Maggie Soare	<i>Maggie Soare</i>	5818 Okanagan St.	OLIVER B.C. V0H1T0
CHRISTINE SEIBECK	<i>Christine Seibek</i>	172 McGowan Rd	OLIVER BC V0H1T2
JUNE HEWITT	<i>J. Hewitt</i>	5979 NESS CT	OLIVER BC V0H1T0
SANDRA HUGHES	<i>Sandra Hughes</i>	1-6465 PARK DR.	OLIVER BC V0H1T3
Carolyn Smith	<i>C. Smith</i>	7464 Toceluit Drive	OLIVER B.C. V0H1T3
SANDRA KNIPPELBERG	<i>S. Knippelberg</i>	6831 CAMERNET PL	OLIVER BC V0H1T4
MILLIE SKETCHFORD	<i>Millie Sketchford</i>	6664 BELLEVUE DR.	OLIVER BC V0H1T4
EVELYN DALY	<i>E. Daly</i>	#68 6601 TOCELUIT DR.	OLIVER BC V0H1T3
Lois Cummings	<i>Lois Cummings</i>	#7-8598 Hwy 97 Oliver	OLIVER BC V0H1T2
ELIZABETH BROMMELAND	<i>E. Brommeland</i>	1034 921 SPILLWAY RD	OLIVER BC V0H1T8
JACQUELINE MILES	<i>J. Miles</i>	3925 NIELLA ST.	OLIVER, V0H-1T0 BC.
Hildegard Dueck	<i>Hildegard Dueck</i>	5884 Okanagan St	OLIVER BC V0H1T0
ANNIE ZANDVLIET	<i>Annie Zandvliet</i>	1019 ROCKCLIFFE RD	OLIVER BC V0H1T
Penny Tuckette	<i>P. M. Tuckette</i>	6548 Lakeside Drive	OLIVER, BC V0H1T4

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Printed Name	Signature	Address	City/Town
LOUISE TAYLOR	Louise E. Taylor	201-337 McKinnay Rd.	OLIVER.
Ethel Scott	Ethel Scott	210-337 McKinnay Rd	Oliver
FRANK GREPP	Frank Grepp	5847 Columbia	Oliver
O PETERSEN	oe Petersen	56-8487-97st	Oliver
BILLY JOHNSTON	B. Johnston	62-8487 97 Hwy	Oliver
JANA HUOLT	J. Huolt	73-8487 Hwy 97	Oliver
RON SHREHAN	Ron Shrehan	46-8487 Hwy 97	Oliver
Harry Cummins	Harry Cummins	47-8487 Hwy 97	Oliver
WAYNE NESBITT	Wayne Nesbitt	85-8487 Hwy 97	OLIVER
ED BARKHUSKY	Ed Barkhusky	11-8487 Hwy 97	OLIVER, B.C.
L.B. LEVESQUE	L.B. Levesque	83-8487 Hwy 97	OLIVER, B.C.
William Glenn	Wm Glenn	112 8487 Hwy 97	OLIVER B.C.
CONN DAVIS	Conn Davis	114-8487 Hwy 97	OLIVER BC
RUBY CLARKE	Ruby Clarke	98-8487 Hwy 97	OLIVER, B.C.
IVAR BRISTOL	Ivar Bristol	97-8487 Hwy 97	OLIVER B.C.
JIM JOHNSTON JR	Jim Johnston Jr	160-8487 Hwy 97	OLIVER, B.C.
KARL JENSEN	Karl Jensen	114-8487 Hwy 97	OLIVER, B.C.

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Printed Name	Signature	Address	City/Town
RHONDA SOARE	<i>Rhonda Soare</i>	#50-8487 HWY 97	OLIVER, B.C.
R. HOLLINGSWORTH	<i>R Hollingsworth</i>	#44 8487 Hwy 97	OLIVER, B.C.
GLORIA LUYKEN	<i>Gloria Luyken</i>	#120-8487-Hwy 97	OLIVER, B.C.
SANDRA DORSEN	<i>Sandra Dorsen</i>	#117-8487 HWY 97	OLIVER B.C.
MILDRED	<i>B. Ike</i>	125 8487 Hwy 97	OLIVER BC
PAT CHOWN	<i>P. Chown</i>	81-8487 Hwy 97	Olive, BC
B. E. BUCHANAN	<i>B. Buchanan</i>	79-8487 Hwy 97	OLIVER, B.C.
MYRON GHOWA	<i>Myron Ghowa</i>	77-8487 Hwy 97	Oliver, BC
IRENE VERECKEN	<i>Irene Verecken</i>	6-8487 HWY 97	Oliver, B.C.
DIANA MCKINNON	<i>D. McKinnon</i>	#7-8487 Hwy 97	OLIVER, BC.
HENRY SCHIFFER	<i>H. Schiffer</i>	22-8487 HWY 97	OLIVER, BC
JAMES FITZGERALD	<i>J. Fitzgerald</i>	26-8487 Hwy 97	OLIVER BC.
Tim Devlin	<i>Tim Devlin</i>	123 Bighorn Trail	Okanagan Falls, BC,
Joyce Devlin	<i>J. Devlin</i>	123 BIGHORN TRAIL	OKANAGAN FALLS, BC.
DOREEN KIRLET	<i>D. Kirlet</i>	6584 McKinnon Rd.	OLIVER, B.C.
E. Stevenson	<i>E. Stevenson</i>	4-41 Hwy 3	Kelowna, BC. V0X 1V1
MURRAY STEVENSON	<i>Murray Stevenson</i>	4-4141 Hwy 3	KELOWNA BC V0X 1V1

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Grant Zoehlke	<i>Grant Zoehlke</i>	5848 Fairview Pl.	Oliver BC
Joyce Muecke	<i>Joyce Muecke</i>	322 Park Hill Rd	Oliver BC
Tobi Muecke	<i>Tobi Muecke</i>	1517 Columbia St	Penticton BC
Dennis Aiello	<i>D. Aiello</i>	7822 Tucelnuit Dr	Oliver B.C.
LARRY SHANNON	<i>L Shannon</i>	5245 SUMAC STR	OLIVER B.C.
MAGGIE STRONG	<i>Maggie Strong</i>	1108 WILLOWBROOK RD	OLIVER, BC
SHIRLEY WILSON	<i>S. Wilson</i>	311-337 McKINNEY RD	OLIVER, B.C.
SUSAN DOERKSEN	<i>Susan Doerksen</i>	Homeless BC 2182 Newton Rd.	Homeless BC Cawston B.C.
LENA DOERKSEN	<i>Lena Doerksen</i>	2182 Newton Rd	Cawston BC
ANNE SMITH	<i>Anne Smith</i>	2184 NEWTON RD	Cawston B.C.
DAVE SMITH	<i>Dave Smith</i>	2184 NEWTON RD	Cawston B.C.
MARG VECHEVOLD	<i>M. Vechevold</i>	2182 NEWTON RD	Cawston BC
Inge Doerksen	<i>Inge Doerksen</i>	441 VLA Rd	Cawston BC
JAKE DOERKSEN	<i>Jake Doerksen</i>	441 VLA Rd.	Cawston B.C.
John MERRIMAN	<i>John Merriman</i>	1104-7 St. Keremeos	Keremeos
ED DUKES	<i>Ed Dukes</i>	5516 FOXGLOVE ST	OLIVER.
KEO WAGAR	<i>Keo Wagar</i>	2231 Naramata Rd	Naramata

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Printed Name	Signature	Address	City/Town
Betty Baulter	Betty Baulter	2 4601 Tucelnuit	Oliver BC
Barb Roth	Barb Roth	146 Magnolia	Oliver BC
L+R Pedersen	L+R Pedersen	Hwy 97 Oliver	Oliver
J. THOMPSON	J. Thompson	8134 RIVER RD	Oliver BC
I. BURKHART	I. Burkhardt	8016 87 St.	Oliver BC
Coral Curley	Coral Curley	108 HARMONY CRES.	Oliver B.C.
Maxine Baptiste	Maxine Baptiste	5962 Harmony Cres	Oliver BC
GORDON GRAINGER	Gordon Grainger	26 - 8598 HWY 97	OLIVER BC
Val Edwards	Val Edwards	798 EARLE CRES	" "
Ginny Shay	Ginny Shay	7930 Hwy 97	Oliver
MARGARET SHAY	Margaret Shay	7276 Tucelnuit Drive	Oliver
C Schwartzenger	C Schwartzenger	6488 Spartan St	Oliver
RAY PITT	Ray Pitt	5881 Tulameen	Oliver
ANTHEA PITT	Anthea Pitt	5881 Tulameen	Oliver
MAURICE PITT	Maurice Pitt	852 Rockcliff Rd	Oliver
Richard Poirier	Richard Poirier	250/93034 Kootenay St	Oliver
Lola Halaby	Lola Halaby	Box 1764 4362 KOOTENAY	Oliver BC

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Printed Name	Signature	Address	City/Town
Kathleen Roveredo	K. Roveredo	463 - PARK VIEW AVE	OLIVER, B.C.
MARID ROVEREDO	M. Roveredo	463 PARKVIEW AVE	OLIVER B.C.
KELLY WHEELER	Kelly Wheeler	317 SHRIKE HILL RD.	OLIVER, BC
Silvia Badg	Silvia Badg	6491 Park Dr.	Oliver, BC
Jean Peterson	J. Peterson	5967 Okanagan St.	Oliver, BC
MARIE RICHARDSON	M. Richardson	18769 Hwy 3 W	OSORIO BC
Ramsey DeRoz	R. DeRoz	6304 SPARTAN ST	OLIVER BC
Egon Weger	Egon Weger	1010 Fairview Rd	OLIVER B.C.
Thor Hansen	Thor Hansen	91- 8487 Highway	Oliver, BC
Levi Korman	Levi Korman	987 School Ave	Oliver BC
Kathleen	K. Kathleen	Kathleen	Oliver BC
Leslie Petrick	Leslie Petrick	2146 Willowbrook Rd	Oliver BC
Sue Fischer	Sue Fischer	Hawthorne Cres	OK Falls BC
Shirley Hauke	Shirley Hauke	429 Parkview	Oliver, B.C.
THARK SIMMONS	Thark Simmons	6479 PARK DR.	OLIVER, B.C.
Janet Vipond	Janet Vipond	8121 River road	oliver B.C

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Printed Name	Signature	Address	City/Town
CAROL VLAHAK	<i>C. Vlahak</i>	9410 115th ST	0504005
Cheryl King	<i>Cheryl King</i>	9410 115 th ST	0504005
Aron Band	<i>A. Band</i>	9410 115 th ST	0504005
Ginelle Band	<i>G. Band</i>	9410 115 th St.	0504005
Doreen Hoover	<i>D. Hoover</i>	9410-115 th ST.	0504005
SHARON HEITH HOOPER	<i>Sharon Hooper</i>	9410-115 ST	0504005
KEITH HOOPER	<i>K.R. Hooper</i>	9410-115 th ST.	0504005
GINA HOLDER	<i>G.R. Holder</i>	28-9410-115 ST	0504005
BEN GRANT	<i>B. Grant</i>	29-9410-115 ST	0504005
BRIAN NORRIS	<i>B. Norris</i>	30-9410-115 ST	0504005
BARRY SMITH	<i>B. Smith</i>	23-9410-115 ST	0504005
JULIE WOLTER	<i>J. Wolter</i>	3-9410-115 St.	0504005
THOMAS MANIOLIS	<i>T. Manolis</i>	4-9410, 115, ST	0504005
L. AHRENDT	<i>L. Ahrendt</i>	18-9410 115 St.	0504005
A. SURINA	<i>A. Surina</i>	2-9410-115 ST	0504005
C.C. SWARD	<i>C.C. Sward</i>	25. 9410 115 St	0504005

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Printed Name	Signature	Address	City/Town
RUBY CLARKE	Ruby Clarke	98 - 8487 High 97	Oliver BC.
Doris GAINES	Doris Gainer	5888 Okanagan St	Oliver BC.
ANN PROULT	Ann Proult	138 CARR Crest	Oliver B.C.
NORMAN MACDONALD	Norman MacDonald	159 MCGOWAN RD	OLIVER B.C.
DAN STUCKEL	D. Stuckel	146-6601 TUC. DR.	OLIVER BC
MARGE PANZVECH	Marge Jeweld	3001 FAIRVIEW Rd	Oliver, BC.
Bernice Stuckel	BERNICE STUCKEL	146-6601 TUC. DR	Oliver B.C.
Anna Mayer	Anna Mayer	5276 Oliver ^{SURMAC} BC	Oliver, B.C.
John Hwang	John Hwang	5276 OLIVER ^{SCIMAK} SI	OLIVER BC
ISABEL DECOA	Isabel DeCoa	376-ORCHARD BLVD	OLIVER B.C.
ROY JAMES R. James	R. James	278 CIRCLE	OLIVER B.C.
ANNE DICKSON	Anne Dickson	43-6778 Tweebuit	Oliver BC.
Bridget Fossett	Bridget Fossett	643 Johnson Cres	Oliver BC
J. Seder	J. Seder	744 EMRL CRES	Oliver BC
B. WALLS	B. Walls	322 Sportsman's Blvd Rd.	Oliver BC.
R. Collinge	R. Collinge	6346 Okanagan St	Oliver BC
J. Dancer	J. Dancer	5886 Fairview Pl	Oliver

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Printed Name	Signature	Address	City/Town
Yvonne Weinert	J. Weinert	5993 Sandpoint	Oliver, B.C.
KEV George	K. George	6057 Harmony Cres	Oliver BC.
Darryl Hall	Darryl Hall	350 Arrowhead Rd	Oliver B.C.
Joel Enkas	Joel Enkas	245 McKimney Rd	Oliver B.C.
DORIS CHAPMAN	Doris Chapman	299 Arrowhead Road	Oliver, B.C.
Meredith Alex	Meredith Alex	6064 Harmony Crescent	Oliver BC.
Jane Longthorn	Jane Longthorn	40-45 GREEN AVE WEST	Penticton BC
Karen McDonald	Karen McDonald	816-91st STREET.	Osoyoos, B.C.
Arlene Graham	Arlene Graham	314 Carmel Cres	OK FALLS, BC
Ashley McGinnis	Ashley McGinnis	5922 Harmony Crescent	Oliver BC
Aimee Lezard	Aimee Lezard	475 SAGE ROAD	Penticton, B.C.
TAHNEE CHIEF	Tahnee Chief	1095 MCKINNEY RD. OLIVER	OLIVER, B.C.
Joanne McGinnis	Joanne McGinnis	5922 Harmony Cres	Oliver BC
Kevin Vetsch	Kevin Vetsch	745 Columbia Place	Oliver, BC
Lucy Laine	Lucy Laine	5130 Black Sage Rd	Oliver B.C.
C. McGinnis	C. McGinnis	6058 Harmony Cres	Oliver BC
Bred Tanner	Bred Tanner	6002 Harmony Cres	Oliver BC

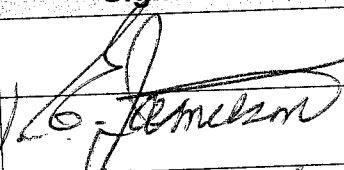
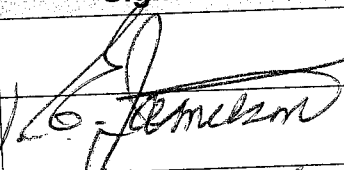
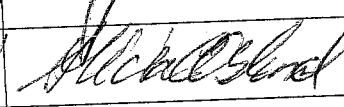
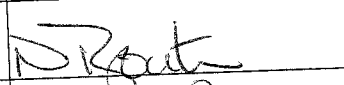
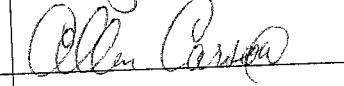

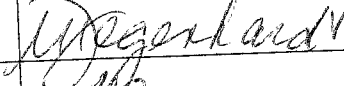
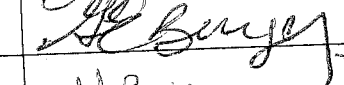
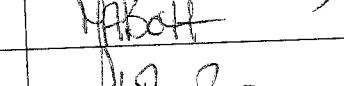
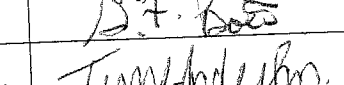
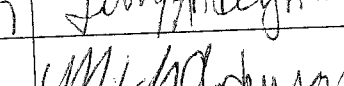

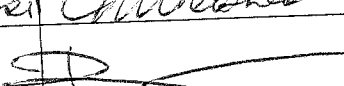

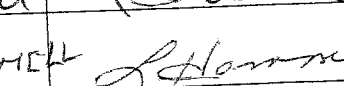
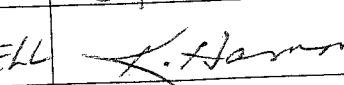

Power meters = billing fraud

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Printed Name	Signature	Address	City/Town
EDNA		7103 ISLAND	OLIVER
JAMIESON		WAY RD.	B.C.
A. O'Sland		920 Graveminder	OLIVER BC
BOUTIN		358 Miller Rd	Oliver BC
AL CARSON		194 WILLOWS PLACE	OLIVER. BC
D. GROS		921 Smiley	OLIVER BC
URSULA DEGENHARDT		217 OAK AVE	OLIVER. V0H 1T9
G. BURGEY		774 Ronderosa Rd	OLIVER V0H 1T1
M.A. BOTT		7195 ISLAND WAY RD	OLIVER, V0H 1T1
E.F. BOTT			
JOHN ANDERSON		1198-Sage Rd.	OLIVER, BC, V0H 1T8
Mitch ANDERSON		1198-Sage RD	OLIVER BC V0H 1T8
Michael Wessley		232 CAN CROS	OLIVER BC V0H 1T5
Bob Brooks		526 Sammill Rd	Oliver BC V0H 1T9
Tatti Seidler		6523 Lakeside Drive	Oliver V0H-1T4
LINDA HAMMILL		1074 ROCKCLIFFE RD	OLIVER, BC. V0H 1T1
KEN HAMMILL		1074 ROCKCLIFFE RD	OLIVER, BC V0H 1T1

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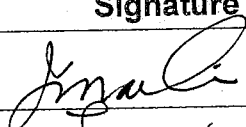
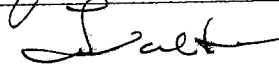

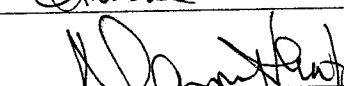
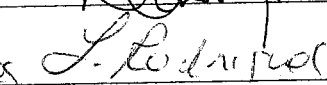
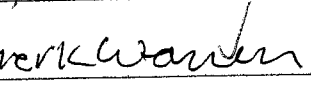

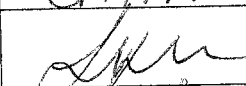
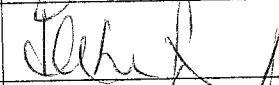
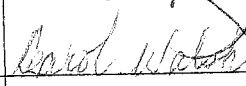
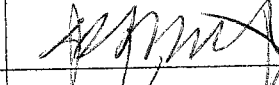

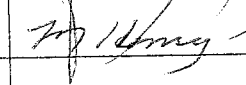
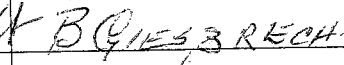
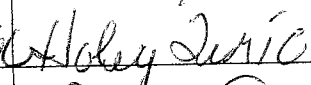

Printed Name	Signature	Address	City/Town
-W. M. KUZMUK	<i>W. M. Kuzmuk</i>	#201 Heritage House Salamander	Oliver, BC
SHIRLEY CONLEY	<i>Shirley Conley</i>	#22-6633 PARK DRIVE	OLIVER BC
Darlene Hess	<i>D. Hess</i>	B-5659 Hwy 97	Oliver
G. Bottou	<i>G. Bottou</i>	444 SHRIKE HILL	OLIVER.
Joyce Midgley	<i>Joyce Midgley</i>	Box 1796 6101 Evergreen	Oliver
ROBERT MIDGLEY	<i>R. Midgley</i>	" " "	"
ELWARD JELLISON	<i>E. W. Jellison</i>	7171 TUCELNUIT DR.	"
Karen Meskas	<i>Karen Meskas</i>	5957 Okanagan St	"
ELWOOD HOFFMAN	<i>Elwood Hoffman</i>	71-6601 Tucelnuit Dr	"
LYNN HOFFMAN	<i>Lynn Hoffman</i>	71-6601 Tucelnuit Dr	Oliver.
MARLENE CARLSON	<i>Marlene Carlson</i>	198 GALLAGHER LAKE RD.	OLIVER
HAROLD CARLSON	<i>Harold Carlson</i>	198 GALLAGHER LAKE RD.	OLIVER
EDITH DAEHN	<i>Edith Daehn</i>	154-6601 Tucelnuit Dr	OLIVER
ROLF DAEHN	<i>Rolf Daehn</i>	154-6601 TUCELNUIT DR	OLIVER

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JORG MAROIAN		1313 MAIN STREET	0504005
L. Walton		8511-70 ave	0504005
Courtney TORTA		189 Jona Gold PL	0504005.
Nancy Heather		10 Heather PL	0504002.
hennepin Rodriguez		17 Lambert Crescent	0504005
Warren Scherck Warren		27-441 Cedar Lane	0504005
Clara McKeachie		3-815 Main St.	0504005.
L. Storck		8706-72d St	0504005
Hedene Fleming		329 RIGSBY ST	050 PENTICTON PENTICTON
GAROL WALSH		11	PENTICTON
DAVE WEST		9312-26 AVE	0504005
ANDREA KUZMA		8706-72 AVE.	0504005 1
Marie Henry		9410-115th AVE	0504005, BC
Ben Kusnetz		14-9410 115th Ave	0504005 BC
HOLLEY TURSEL		9415 SPARTAN	0504005
DAVID MOFFAT		4415 OLEANDER	0504005

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Maria TROTTER	Maria Trotter	8 RED HAVEN COURT	V0H1V2 Osoyoos, BC
Cathy Costa	Cathy Costa	9915 74 th Ave	Osoyoos B.C.
ANNE STAPPLER	Anne Stappler	#6 RED HAVEN COURT	V0H-1V2 Osoyoos BC.
TOM DESMARQUIS	Tom Desmarquis	8-42 Fuji Court	Osoyoos, B.C. V0H-1V0
Liz PENDERGRAFT	Liz Pendergrast	Box 921, Osoyoos	Osoyoos
L. Hedenbrenner	L. Hedenbrenner	7007 - 97 th	Osoyoos V0H1V7
J. MURPHY	J. Murphy	4456 Cleander	Osoyoos V0H1V1
B. BRYERE	B. Bryere	5804 - OLIVANDER DR.	Osoyoos
C. Strohman	C. Strohman	950-9 mile Place	Osoyoos BC V0H1V1
M. Freeman	M. Freeman	Box 1284	Osoyoos BC V0H1V1
T. Beckedorf	T. Beckedorf	Box 876	Osoyoos, BC V0H1V2
J. Baker	J. Baker	7206-89 St	Osoyoos BC
D. Robotti	D. Robotti	1-4311-76 th Ave, Osoyoos	Osoyoos
Glenda Haynes	Glenda Haynes	1-4426 Cleander Dr	Osoyoos
B.A. RICHIE	B.A. Richie	31 Sandpaper Pl	Osoyoos V0H1V1
J. FRASER	J. Fraser	RR2 S12 C27	Road Creek BC
J. BECKER	J. Becker	8711 22 nd Ave	Osoyoos, B.C.
		1111 1st Avenue W1	Osoyoos BC

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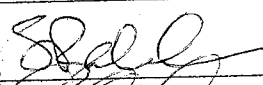

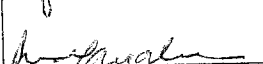
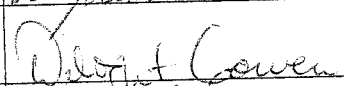
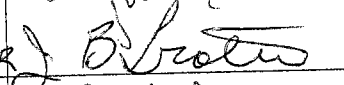
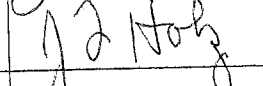
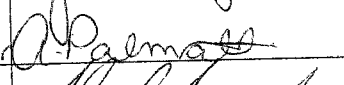
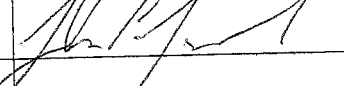
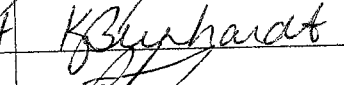

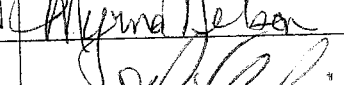
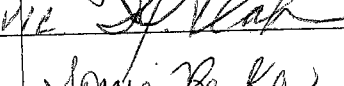
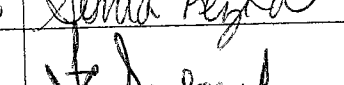
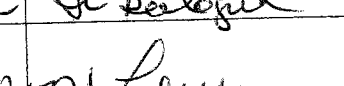


Printed Name	Signature	Address	City/Town
Michelle Britton	<i>M Britton</i>	663 Lowe Road	Cametox
CLAUDY LYNCH	<i>Claudy Lynch</i>	8000 45th Street	0504005
Joyce Meier	<i>Joyce Meier</i>	8800 MEADOWLARK DR	0504005
LOUISE DAWE	<i>Louise Dawe</i>	203-4501-89 St	0504005
LORANNE COLLINS	<i>Loranne Collins</i>	3110 62nd AVE	0504005
ROB JACK	<i>Rob Jack</i>	4 SANDRAIR	0504005
INGRID NICHOLSON	<i>Ingrid Nicholson</i>	11-2 ROYAL ANN CRT	0504005
DONNA PHALEN	<i>Donna Phalen</i>	7816 87th St	0504005 B.C.
GERALD PELUE	<i>Gerald Pelue</i>	100 Magazine	0504005 B.C.
AURIE-ANN DAUSON	<i>Aurie-Ann Dauson</i>	70850 KRUGER WIND	0504005
Lisa Marchand	<i>Lisa Marchand</i>	8808 CANA CR.	0504005
WENDY ALLAN	<i>Wendy Allan</i>	5210 Gala Cres	0504005
DOUG MISKE	<i>Doug Miske</i>	15341 Old Pickett Way	0504005, B.C.
SANDRA LONG	<i>Sandra Long</i>	3034 33rd St	0504005 B.C.
Sally Swedberg	<i>Sally Swedberg</i>	5011-89th St	0504005, B.C.
KAROLINA BIOLLO	<i>Karolina Biollo</i>	103B-8006 Vedette Dr	0504005 B.C.

Petition to FORTIS BC, BC UTILITIES COMMISSION, PREMIER OF BRITISH COLUMBIA and MINISTER OF ENERGY to cancel and review increases imposed by FORTIS BC causing excessive financial hardship for the citizens of British Columbia

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Printed Name	Signature	Address	City/Town
SEALDWIN		9 POPLAR CRT.	OSOYOOS BC.
Pharmakian		26 Solana Key	OSOYOOS BC
Ana Lameiras		617 main street	OSOYOOS - B.C
Delight Cowen		2814 89th St.	OSOYOOS, B.C
J. BARRIE TROTTER		8 REDHAVEN CT.	OSOYOOS, B.C.
J.F. HOLZ		6206 Nighthawk Dr.	OSOYOOS, B.C.
AMANDA Palmatier		7 MCINTOSH CT.	OSOYOOS, B.C.
JOHN NEWARD		8805 GALA CREST	OSOYOOS - B.C
Kerry Bernhardt		21056 Alkali Rd	OSOYOOS BC.
PATRICK TURNER		5 Larkspur Pl.	OSOYOOS B.C.
MYRNA NELSON		1237 HOUGHTON RD	KELOWNA, B.C.
IVAN D. VLAHOVIC		37-9410 115 ST.	OSOYOOS, B.C.
Sonia Rezka		11801 Olympic View Dr.	OSOYOOS BC
FRANCES SOROGUL		8707 26th Ave	OSOYOOS BC
MARLENE LOUKA		9754 134th Ave.	OSOYOOS
Simon Lewis		1273 BOULT.	Penticton, B.C.

Petition to FORTIS BC, BC UTILITIES COMMISSION, PREMIER OF BRITISH COLUMBIA and MINISTER OF ENERGY to cancel and review increases imposed by FORTIS BC causing excessive financial hardship for the citizens of British Columbia

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Printed Name	Signature	Address	City/Town
G. Wickham	[Signature]	14-9400-115 th St.	0504005
S. Zapp	[Signature]	Cedar Lane	"
L. Owen	[Signature]	22-4911 CEDAR LN	"
Gail Kidd	[Signature]	17 Swan Cr	0504005 BC
S. Stapleton	[Signature]	11701 WOLF CLOUD DR	0504005 BC
D. Martin	[Signature]	#14 Cactus Cres.	0504005 K.
D. Cantlon	[Signature]	6406 89 th St	0504005 BC
Cindy Honkkanen	[Signature]	62nd Ave	0504005 B.C.
Roy Burt	[Signature]	13 1/2 PATOSH CRT	0507005
JAN BLACKIE	[Signature]	6808 N. WILLOW CRES	0504005
STEVE DANIELS	[Signature]	30 WILLOW CRES	0504005
[Signature]		7813-51 st Street	0504005
[Signature]			0504005
[Signature]	Richard L. Lbert	4426 Cleard St	0507005
[Signature]	ANN V. VINCENT	1535 TRUMPETER CRES	COURTENAY BC
[Signature]	[Signature]	9401 SPARTAN DR	0504005

Petition to FORTIS BC, BC UTILITIES COMMISSION, PREMIER OF BRITISH COLUMBIA and MINISTER OF ENERGY to cancel and review increases imposed by FORTIS BC causing excessive financial hardship for the citizens of British Columbia

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Printed Name	Signature	Address	City/Town
S. Palmateer	<i>S. Palmateer</i>		Osoyoos
K. Toporowski	<i>K. Toporowski</i>		Osoyoos
S. Hertelend	<i>S. Hertelend</i>		Osoyoos
L. Lyons	<i>Lorene Lyons</i>		Osoyoos
P. DOWD	<i>P. DOWD</i>		OLIVER BC
R NYDEN			OLIVER
J. Keswick	<i>J. Keswick</i>		Osoyoos
S. Mazzei	<i>S. Mazzei</i>		Osoyoos
J. Shields	<i>J. Shields</i>		Osoyoos
N. TRAINER	<i>N. Trainer</i>		Osoyoos
T. ANDRADE	<i>T. Andrade</i>		Osoyoos
B. Muller	<i>B. Muller</i>		Osoyoos
S. A. M. M.	<i>S. A. M. M.</i>		Osoyoos
Tom Ballloch	<i>Tom Ballloch</i>		Osoyoos
Martin B			Osoyoos
K. ORLOWSKI	<i>K. Orlovski</i>	8313-68 AVE	Osoyoos

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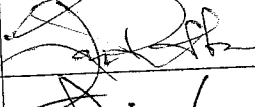
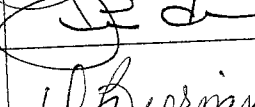
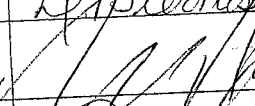
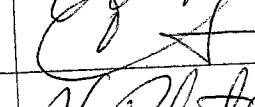
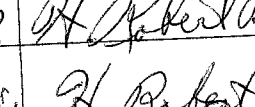
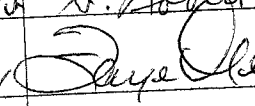


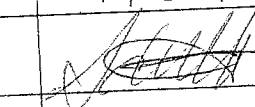
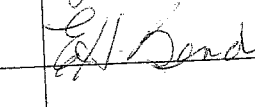
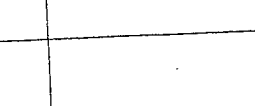

Printed Name	Signature	Address	City/Town
D. HOVIND	<i>D. Hovind</i>	8516-12 Ave	Osoyoos, BC
Colleen Buckle	<i>Colleen Buckle</i>	4 Alyson Court	Osoyoos BC
Elfriede Singer	<i>Elfriede Singer</i>	4218, 37th Street	Osoyoos BC
JILL BECK	<i>Jill Beck</i>	8205-37th St.	Osoyoos BC
N. Muelleder	<i>N. Muelleder</i>	15 Solana Key	Osoyoos BC
G. Brown	<i>G. Brown</i>	11907 La Costa Lane	Osoyoos BC
D. Gordon	<i>D. Gordon</i>	317 Bessie River Rd	Cawston, BC
LYNDA LUNG	<i>Linda Lung</i>	Box 1213	Osoyoos, BC
MARIUS DELTUA	<i>Marius Deltua</i>	2505 32 AVE	Osoyoos, BC
E. MAHAHAN	<i>E. Mahahan</i>	Box 88	Osoyoos, BC
E. Ayer	<i>E. Ayer</i>	Box 31 Bridgville	Osoyoos BC
A. STAN	<i>A. Stan</i>	17417 87 St.	Osoyoos BC
Rich LANGSHOTT	<i>Rich Langshott</i>	9307 62 Ave	Osoyoos, BC
Marie Sullivan	<i>Marie Sullivan</i>	3508 33rd St.	Osoyoos BC
<i>[Signature]</i>	<i>[Signature]</i>	111-4300-44th Ave	Osoyoos BC

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Printed Name	Signature	Address	City/Town
Jody Miller - Bennett		PO Box 314	0504005
Jan Rinsberg		9400 - 115 St #45	0504005
JIM HENEY.		30 SOLANA KEY CRT	0504005.
DIANE BERNASKIE		Box 937	0504005.
BILL ROBERTSON		20100 KRUGER WIND	0504005
CRAIG TUCKER		4801 OLEAN DET 0504005	0504005
H.R BLAIR		21 - 9410-115th VOH-1V5	0504005
Sharon Blair		35 - 9410-115th VOH-1V5	0504005
FAYE GERRY		150 RAVENTHILL Rd	0504005.
Valerie Watson		16 Lila Court	0504005 V0H1V1
Stan Kelliher		3350 Hwy 3. E	0504005 V0H1V6
Harlei		3350 Hwy. 3 E	0504005 V0H1V6
Denmuers		5434 31st St	0504005 BC V0H1V6
BENDIXSEN		81 Spillway Rd. Oliver BC	

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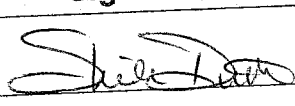


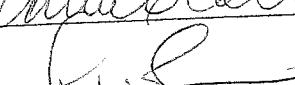
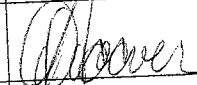
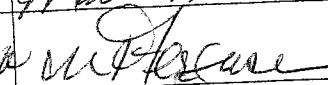
Printed Name	Signature	Address	City/Town
LYNDA MOULTON	<i>L Moulton</i>	3830-37th Street	OSOY00S, B.C.
Erika Accettura	<i>Erika Accettura</i>	18595 OLD Richter PASS Rd.	OSOY00S BC.
FRAN PLASKETT	<i>Fran Plaskett</i>	11 ROSE PLACE	OSOY00S B.C.
PAMALA FARINHA	<i>Pamala Farinha</i>	6808 45th ST	OSOY00S B.C.
DEB BIANIC	<i>Debbi Bianic</i>	Box 52	BRIDESVILLE B.C.
Terre Usher	<i>Terre Usher</i>	9304-62 Ave.	OSOY00S B.C.
DANIELLE S	<i>Danielle S</i>	74th AVE	OSOY00S B.C.
ISABEL SOCIEDADE	<i>Isabel Sociedade</i>	10220 97th STREET	OSOY00S BC.
LYNE HACHEY	<i>Lynne Hachey</i>	#4-6435 Park Dr.	OLIVER BC
ALLISON VARGA	<i>Allison Varga</i>	3800 25th ST	OSOY00S BC
BRIANNA BENTER	<i>Brianna Benter</i>	307-9307 62 AVE	OSOY00S, BC
TRILON LONC	<i>Trilon Lonc</i>	3034 33 ST	OSOY00S B.C.
DEB SWEDDEN	<i>Deb Swedden</i>	5460 HWY 3 BRIDE 4273 Green Lake Rd	BRIDESVILLE, BC
TERESA PASSEY	<i>Teresa Passey</i>	OLIVER 21-1840 OLIVER Ranch RD	OLIVER, B.C.
SHIVA NAKES	<i>Shiva Nakes</i>		OK FALLS

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Printed Name	Signature	Address	City/Town
SHEILA DUMONT		22 SANTA ROSA PL	OS0Y00S
Jana Lynn Hargrave		4326 16 th AVE	OS0Y00S
Jeremy Gammie	Jeremy Gammie	4326 16 th AVE	OS0Y00S
Ken DuMont	Ken DuMont	22 Santa Rosa PL	OS0Y00S
Glenda Weiler	Glenda Weiler	608 Hwy 97	OS0Y00S
Joelle Mageau		4326 16 th AVE	OS0Y00S BC V0H1V6
MARIA DIAS	Marica Dias	7803 87 th STR	OS0Y00S BC
GINA HAMILTON	G. Hamilton	301-8302-68 th AVE	OS0Y00S, B.C.
Annie Cotton	Annie Cotton	14014 97 St	OS0Y00S, BC
Liz White		5678 Townsite Rd Box 85 Btfe	Bridesville BC
Karen Douzrech	K. Douzrech	360 Mule Deer Drive	OS0Y00S BC V0H1V6
ANNA RELVAS	A. Relvas	14014 - 97 th ST	OS0Y00S BC
Ada Bulhoes	Bulhoes	8812 Gala Cres	OS0Y00S, B.C.
Donna Hoover		5856 Fairview Place	Oliver, BC
MARLA MOON	Marla Moon	BALLAGHER LK 8332 FRTG RD	OLIVER, B.C.
DAN FERGUSON		#101 2909 92 AVE	OS0Y00S BC

Petition to: FORTIS BC, BRITISH COLUMBIA UTILITIES COMMISSION, the PREMIER OF BRITISH COLUMBIA and the MINISTER OF ENERGY AND RESOURCES.

We, the undersigned, are concerned citizens urging the above petitioned to ACT NOW to end the 2 Block Billing System causing excessive financial hardship on many, as engaged by FortisBC and approved by the BCPUC.

Printed Name	Signature	Address	City/Town
SILMA MOSHARE	<i>Silma Moshare</i>	113-6601 DRIVE ^{TUCLNWII}	Oliver
Fran Ehrler	<i>Francis Ehrler</i>	6356 Okanagan ST	Oliver
Alfred G. Ehrler	<i>Alfred G. Ehrler</i>	6356 Okanagan ST	Oliver
JIM M'GINNIGLE	<i>Jim McGinnigle</i>	7138 ISLAND RD.	OLIVER.
NANENE M'GINNIGLE	<i>N. McGinnigle</i>	7138 " "	OLIVER.
BRADLEY BAXENDALE	<i>B. Baxendale</i>	7160 " "	" "
GEORGE KOLAMPAR	<i>George Kolampar</i>	#119	OLIVER
Annie LARIN	<i>Anne Larin</i>	6514 meadows @	Oliver
Pauline Sapriken	<i>P. Sapriken</i>	28 6601 Tucuman	Dr Oliver BC
Sam Honon	<i>Sam Honon</i>	120 5th St.	Kaledon BC
RICK HOLBECK	<i>Rick Holbeck</i>	7874 HWY 97 42 ST	OLIVER.
Marina Holbeck	<i>Mrs. Holbeck</i>	7874 HWY 97	OLIVER BC.
HELEN BURDETT	<i>Helen Burdett</i>	7768 main st	OLIVER BC.
Earl Burdett	<i>EARL BURDETT</i>	7768 main st	OLIVER
Dorel Theofanis	<i>Dorel Theofanis</i>	4513 HIGH 97	OLIVER
Elsa ARON	<i>E. Aron</i>	64-6601 Tucuman Dr	OLIVER.
ELO WINFREY	<i>Elo Winfrey</i>	1429 MAIN ST. S.	Keremeos.

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Printed Name	Signature	Address	City/Town
JUNIPER HAYES	<i>Juniper Hayes</i>	124-6601 TUCELNUT DR	OLIVER
KELLY WHEELER	<i>Kelly Wheel</i>	317 Shrike Hill Rd.	OLIVER, BC.
PAT SANDERSON	<i>Pat</i>	2028 Hwy #3	CAWSTON.
P. Dagneau	<i>P. Dagneau</i>	6024 OKANAGAN ST	Oliver
R. Dagneau	<i>R. Dagneau</i>	6024 OKANAGAN	Oliver
WALTER CRAWFORD	<i>Walter Crawford</i>	6367 Okanagan St	Oliver
V.P. HARVEY	<i>V.P. Harvey</i>	1566 CREST-A-WAY	Oliver
SHERRI CRAMP	<i>S. Cramp</i>	2306 Hwy 3	Cawston.
KAREN AMOS	<i>K. Amos</i>	920 School Ave.	Oliver
BRYAN AMOS	<i>B. Amos</i>	920 School St.	Oliver
GAIL PRIOR	<i>G. Prior</i>	#21-6601 Tucel Nut	OLIVER B.C.
FREDA EASY	<i>Freda Easy</i>	609-11th Ave	Keremeos BC
Bonny Morris	<i>Bonny Morris</i>	2149 Main St	Cawston BC
Myrna Coote	<i>Myrna Coote</i>	5054 7th Ave	Keremeos BC
Bonnie Towner	<i>Bonnie Towner</i>	2003 SE LAKEVIEW	Cawston.
TALWINDER BASSI	<i>T. Bassi</i>	309 Road 18	Oliver, B.C.
ADRIENNE CLEAVE	<i>Adrienne Cleave</i>	4354 BLACK OAK RD	OLIVER BC.

Petition to: FORTIS BC, BRITISH COLUMBIA UTILITIES COMMISSION, the PREMIER OF BRITISH COLUMBIA and the MINISTER OF ENERGY AND RESOURCES.

We, the undersigned, are concerned citizens urging the above petitioned to ACT NOW to end the 2 Block Billing System causing excessive financial hardship on many, as engaged by FortisBC and approved by the BCPUC.

Printed Name	Signature	Address	City/Town
HOWARD SMITH	How Smith	520 STAR CHALK RD	GRAND FORKS
Steve Draeger	Steve Draeger	3229 Hwy 40	Princeton.
Ray Frasier	Ray Frasier	705 Coulthard Rd.	Camston BC
Sharon Taylor	S. Taylor	112-914 Blakeburg Ave	Keremeos BC
Eugene Smith		Box 682	Oliver
Ken Marshall		1444 Hwy 3A	Keremeos BC
BILL FENHAM		Randolph Rd	Reedville
JEFF SHAEFER		635 MORRISON ST.	KEREMEOS BC
Brenda Kely	Brenda Kely	3400 Willowbrook Rd	Oliver BC
Craig Anderson	Craig Anderson	4919 Leslie Dr. Ok Falls	Ok Falls
DAVID VRE	David Vre	350 DOGWOOD AVE KALIEVELL, B.C.	KALIEVELL, B.C.
TAD LING	Tad Ling	5150 Pillevidg	PEACHLAND
LES BEST	Les Best	3535 EAST KETZ VALLEY	ROCK CREEK
BRIAN THOMAS	Brian Thomas	3815 McLean Cr Rd	Okanagan Falls
Maria Mackenzie	M Mackenzie	4145 McLean Cr. Rd.	OK Falls.
EUGENE SMITH	E Smith	Box 682	OLIVER BC
O. Smith	Ollie Smith	Box 682	OLIVER BC.

Petition to FORTIS BC, BC UTILITIES COMMISSION, PREMIER OF BRITISH COLUMBIA and MINISTER OF ENERGY to cancel and review increases imposed by FORTIS BC causing excessive financial hardship for the citizens of British Columbia

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We, the undersigned, are concerned citizens urging the above petitioned to act now to end the excessive financial hardship caused by FortisBC rates.

Printed Name	Signature	Address	City/Town
John Hendricks	[Signature]	5042 Hwy 97	Oliver BC
Marion Hendricks	[Signature]	5042 Hwy 97	Oliver BC
LEONA JORDAAN	[Signature]	6857 MOUNTAINVIEW DR	OLIVER BC
ALAN CLARISON	[Signature]	650 School Ave	Oliver BC
Penelope J Ruddy	[Signature]	650 School Ave	Oliver BC
Joy Nobel	[Signature]	#14-174 Gallagher Lk Rd.	Oliver B.C.
CAROLYN TAYLOR	[Signature]	6026 B Kootenay St.	Oliver B.C.
JOANNA PLANTZ	[Signature]	1920 Rockcliffe Rd. P.O. Box 1335	OLIVER, B.C.
JANET WHITEMAN	[Signature]	47-6601 TUCKERUIT DR.	OLIVER, BC.
FRANK WHITE MAN	[Signature]	47-6601 TUCKERUIT DR	OLIVER BC
John Hood	[Signature]	594 Wilson Mtn Road	Oliver B.C.
RUTH HOMES	[Signature]	145 Redwing Pl.	Oliver B.C.
DANLENE NEVILL	[Signature]	#32-6446 NEVILL DR	Oliver
ROYDEN GRAZIAN	[Signature]	19-8598 Hwy 97	OLIVER B C H 1 T 2
FRANK McLENNAN	[Signature]	5388 Sunflower St	Oliver
Patricia Kuzmick	[Signature]	#39 6601 TUC-ELNUT Hwy Oliver	Oliver

Petition to FORTIS BC, BC UTILITIES COMMISSION, PREMIER OF BRITISH COLUMBIA and MINISTER OF ENERGY to cancel and review increases imposed by FORTIS BC causing excessive financial hardship for the citizens of British Columbia

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Printed Name	Signature	Address	City/Town
ROY W. JAMES	Roy W. James	278 CIRCLE DR.	OLIVER B.C.
DORISN CRA	Dorisn Craig	5388 SUNFLOWER	✓
GLEN KRISHNER	Glen Krisher	#2 6329 KODENAS ST	OLIVER B.C.
Robert Dych	Robert Dych	5987 Dividend ST	OLIVER BC
DIOLINDA FORTUNARO	Diolinda Fortunaro	4355 HWY 97	OLIVER BC
JOAO FORTUNARO	Joao Fortunaro	4355 HWY 97	OLIVER BC
LEN HOLMAN	Len Holman	15-6822 Leighton Cres 15-6822 LEIGHTON CRES	OLIVER B.C.
Deanne Jalava	Deanne Jalava	RR#1, 532A.C4	Kaleden, BC
Kelly Hall	Kelly Hall	P.O. Box 1930	Oliver, BC
Joyce Davis	Joyce Davis	5653 Sawmill Rd	Oliver BC
BRIAN DAVIS	Brian Davis	5653 SAWMILL RD.	OLIVER BC.
JAMES DEMETRIK	James Demetrik	5962 Dividend ST	Oliver, B.C.
WISA DEMETRIK	Wisa Demetrik	5962 Dividend ST	Oliver, B.C.
OSCAR OLIVERA	Oscar Olivera	P.O. Box 1391	Oliver, B.C.
Mary Keating	Mary Keating	P.O. Box 1892	OLIVER, B.C.
RITA HARDING	Rita Harding	42-6823 Leighton Cres	Oliver B.C.

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Petition to FORTIS BC, BC UTILITIES COMMISSION, PREMIER OF BRITISH COLUMBIA and MINISTER OF ENERGY to cancel and review increases imposed by FORTIS BC causing excessive financial hardship for the citizens of British Columbia

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Printed Name	Signature	Address	City/Town
LIZ DONALD	E Donald	39 River Ridge	Penticton
Aleda Morris	[Signature]	9518 975	Osoyoos
WILLIAM DALCAMARE	[Signature]	6617 BELLEVUE DR	OLIVER.
[Signature]	[Signature]	16410-89 ST	Osoyoos B.C.
SWINTON WHITE	[Signature]	6861 - LAKESIDE TR	OLIVER, B.C.
Pat Zappone	P. Zappone	5559 Elderberry St	Oliver BC
BARRIE-SIMMONS	Barrie Simmons	5893 Okeana Ave	OLIVER BC
Sheila Jensen	[Signature]	5893 Okeana Ave	OLIVER BC
Janice Watts	Janice Watts	4827 Ryegate Rd.	Oliver, BC.
Helena Galt	[Signature]	River 3826	OLIVER B.C.
NEVIO LAZARICH	[Signature]	479 ROAD 13	OLIVER BC.
VIOLET BENSLEY	Violet Bensley	5913 Stemwinden	Oliver BC
TONY MONTEIRO	Tony Monteiro	6132 SPARTAN PL	OLIVER BC.
Roda Martins	[Signature]	283 Road 2	Oliver BC.
Sheryl Parlin	S. Parlin	19-6616 Park Dr.	Oliver BC
BOB ELLIS	[Signature]	337 MCKINNEY RD	OLIVER BC.
PAT ELLIS	P. Ellie	337 MCKINNEY RD	OLIVER B.C.

Petition to FORTIS BC, BC UTILITIES COMMISSION, PREMIER OF BRITISH COLUMBIA and MINISTER OF ENERGY to cancel and review increases imposed by FORTIS BC causing excessive financial hardship for the citizens of British Columbia

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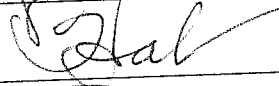
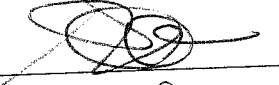
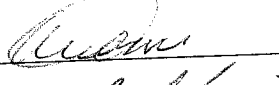

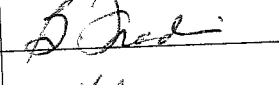
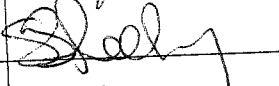
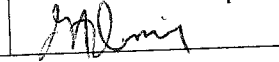
Printed Name	Signature	Address	City/Town
Ruth Herrington	[Signature]	6151 Morningstar Court	Oliver, BC.
D CHAPLIN	Dave Chaplin	ORUFIND CR POAP	WILLOWBROOK
CEVANS	CEVANS	5775 Nicola St	Oliver.
LEN KAZAKO	[Signature]	6345 OKANAGAN	OLIVER
Don Reg	Don Reg		Oliver
Mike Randa	[Signature]	STEMWINDER	OLIVER
B FLICK	[Signature]	901 TOWN BROOK	POW,
DENNIS FERRIN	[Signature]	201-9307 62ND AVE	050400S, BC
S. [Signature]	[Signature]	4426 Cheamby	050400S B.C.
Alison Seronik	[Signature]	6687 Hillside	Oliver BC
Val Seronik	Val Seronik	103-770 Rutland St	Kelowna BC
Tom Muir	[Signature]	050400S.	050400S.
Lila Morrow	[Signature]	94-6601 TUCETMUTAR	OLIVER.
DAVE VEACH.	[Signature]	17-340 MCKINNEY	OLIVER BC
Rob DeLue	Oliver BC		
Andrew MacFaythorn		3275 Hwy 97	Oliver, B.C.
George Oliver	Oliver BC	5612 Skutumpah Rd	OLIVER

Petition to FORTIS BC, BC UTILITIES COMMISSION, PREMIER OF BRITISH COLUMBIA and MINISTER OF ENERGY to cancel and review increases imposed by FORTIS BC causing excessive financial hardship for the citizens of British Columbia

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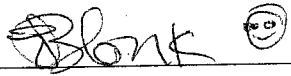
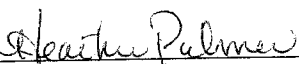
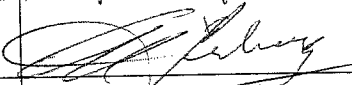


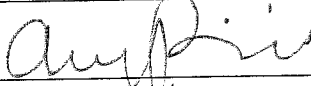

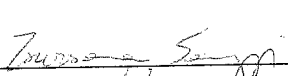
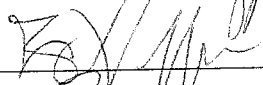

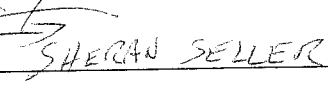



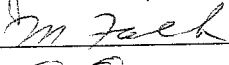
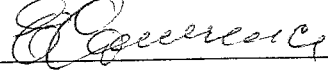
Printed Name	Signature	Address	City/Town
A. Devine		7544 Crest A Way	Oliver
T. Wheeler		645 Old McKim	Oliver
D. Stretch	D. STRETCH	6015 Kootenay St.	Oliver
D. MACLEAN	D. MacLean	1196 FAIRVIEW RD.	OLIVER BC
A. Glaze	A. Glaze	#46 8598 HWY 97	OLIVER.
F. WOOD	F. Wood	6763 MEADOWS	OLIVER BC
N. MARKIN	N. Markin	4550 Hwy 97	Oliver, B.C.
G. WIEBE	G. Wiebe	4-6 822 Loughton	Oliver, BC
H. A. TURIK		7062 MEADOWS	"
S. h. Chic		21055 Alkali Rd.	Osoyoos BC
E. D. Roberts	E. D. R.	5537 Sumac	Oliver
H. J. DEVINE		7544 CRESSWAY	OLIVER
E. KOCIS		5875 FAIRVIEW PL.	OLIVER
D. FRASER		201-9307 62nd Ave	Osoyoos BC.
D. Hofmann	D. Hofmann	40-6778 Tucelnuit	Oliver
L. Shreeley		409 Patten Rd	Oliver
G. FLEMING		6449 Bellevue	OLIVER

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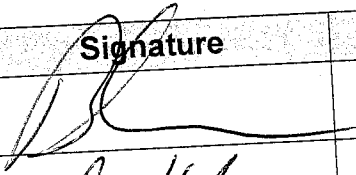
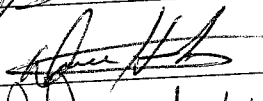
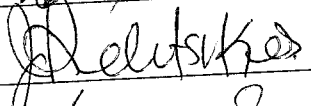
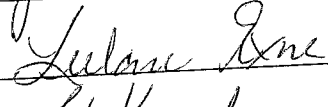
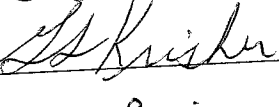
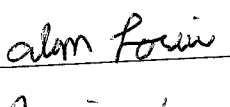
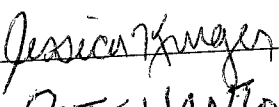
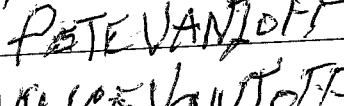
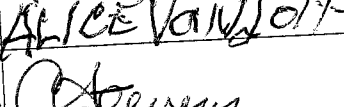
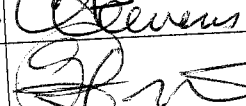
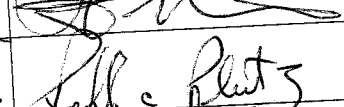
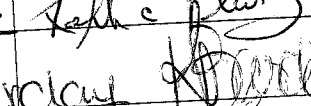
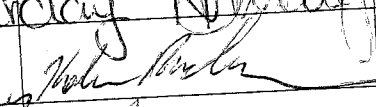
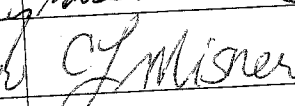
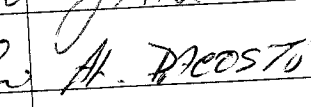
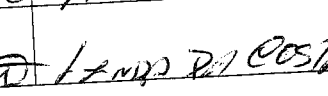

Printed Name	Signature	Address	City/Town
ELIZABETE BLONK		142 SUNDIAL Road	OLIVER B.C
Heather Palmer		979 Fairview Rd	Oliver B.C.
AL Tenbarck		5855 Hemlock ST	OLIVER BC
Sherry Kridansek		5477 Snowbrush St.	Oliver B.C.
Rachel Matthews		6479 Park Dr	Oliver B.C
Amy Baisi		4990 Bradley Dr.	Peachland B.C.
NORM HOWE		429 PARKVIEW AVE	OLIVER - BC
ISUZSANA SOMOGYI		5735 SAWMILL RD.	OLIVER, BC
Bryan Haffenden		565 MORRISON Ave	Kelowna, BC
Doret Blazek		7574 Island Rd	Oliver B
Murray Dallen		715 GREEN LAKE RD	OLIVER BC
ROY W JAMES		278 CIRCLE DR	OLIVER, BC
Denise Turley		6479 Park DR # B	Oliver BC.
Joe Benczo		4453 97 Highway	OLIVER BC
M Jack		8178 HWY 97	OLIVER BC
Ed Lawrence		6-6633 Park Rd	Oliver

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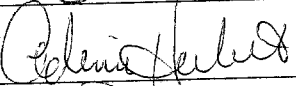



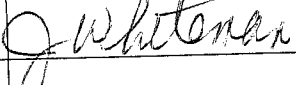
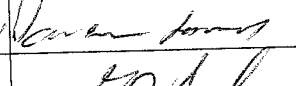
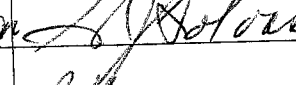
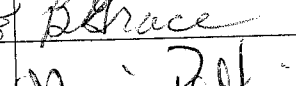
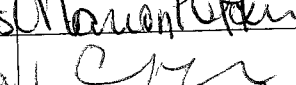
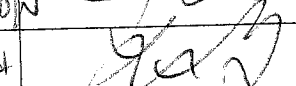
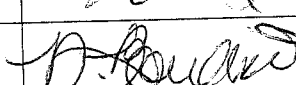
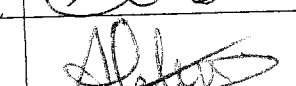


Printed Name	Signature	Address	City/Town
BLAKE LOW		6985-PINOT PL	OLIVER.
Dave Holmes		Summerland BC	
Jane Delitsky		305 McCueby Cr Rd.	OLIVER
Leilani Exner		538 Eastside Rd	OLIVER.
Chen KRISHNA		6329 Kootenay St	OLIVER
Alan Lonic		5944 harmony crescent	oliver
Jessica Kruger		5944 harmony cres	oliver, BC.
Pete VanDoff		RR 1 542, 0 5,	OLIVER B.C.
Alice VanDoff		RR 1 542 C. 5	OLIVER B.C.
CAROLE STEVENS		Box 425	0504005 BC
KURT DODD		1911 Wain St.	OLIVER B.C.
Ralph Platz		don't know	Olalla B.C.
Kathryn Barclay		Box 1067	Oliver BC
Karen Barclay		Box 1218	Oliver B.C.
Colleen Misner		Box 356	Oliver BC
Alonso de la Cruz		P.O. Box 1122	OLIVER B.C.
Kind de la Cruz		P.O. Box 1122	OLIVER B.C.

Petition to FORTIS BC, BC UTILITIES COMMISSION, PREMIER OF BRITISH COLUMBIA and MINISTER OF ENERGY to cancel and review increases imposed by FORTIS BC causing excessive financial hardship for the citizens of British Columbia

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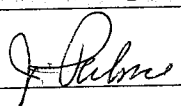
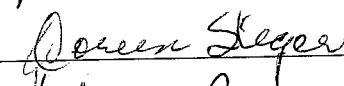
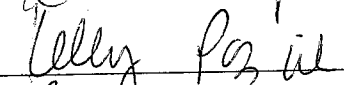
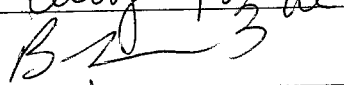
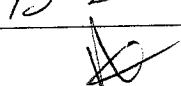
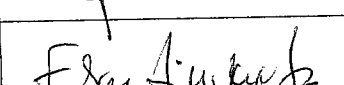
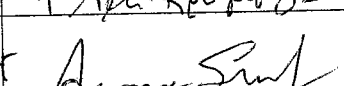
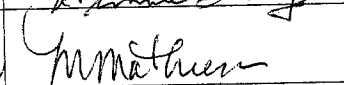
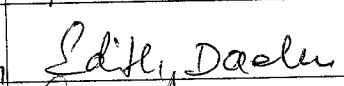
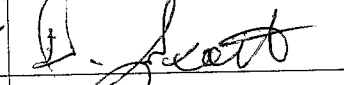
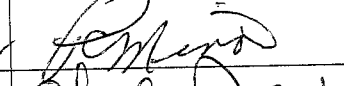

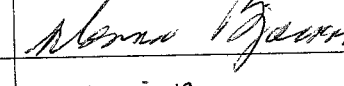

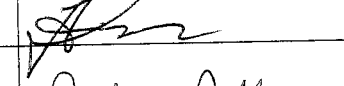
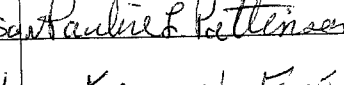
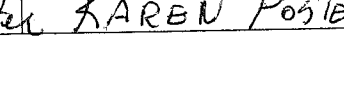
Printed Name	Signature	Address	City/Town
Scott Strabbe		5896 MAW ST.	OLIVER B.C.
Adrenne Herbert		614 Wilson Mountain Rd	Oliver, BC
Vincent Shady		409 Patton Rd.	Oliver, B.C.
Wayce Bartels		159 Taggart cr.	Kaleden B.C.
Joan Whitman			
JOAN WHITMAN		5790 Yarrow St	Oliver, BC
Arlene Lessner		579 Earle Cr	Oliver, BC
Jill Solvasen		826 Everingham Ave	Oliver, BC
BONNIE GRACE		#25-115 REDWING PL	OLIVER, B.C.
MARION POTKINS		586 Wilson Mtn Road	Oliver BC
CHERYL GILSON		5737 MAIN ST	OLIVER BC
NADINE GARRISH		5860 Tulameen St	OLIVER BC
NADINE BOULIANNE		8,529 CO-OP AVE	OLIVER, BC
Arlene Petersen		5651 Yarrow	OLIVER, BC
SHONA BIRNIE		270 Rd#2	Oliver, BC

Petition to FORTIS BC, BC UTILITIES COMMISSION, PREMIER OF BRITISH COLUMBIA and MINISTER OF ENERGY to cancel and review increases imposed by FORTIS BC causing excessive financial hardship for the citizens of British Columbia

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We, the undersigned, are concerned citizens urging the above petitioned to act now to end the excessive financial hardship caused by FortisBC rates.

Printed Name	Signature	Address	City/Town
S. PALMER		28-6633 Park Dr.	OLIVER
O. Steger		Box 1963 Spartan	Oliver
K. Pazuk		3815 55th Ave	OLIVER
B. Thompson		Box 1367 6450	OLIVER BE.
AL PIRISHA		53-8487 97th Highw	OLIVER
Flrentino Noya		6562 LAKE SIDE DR.	OLIVER
Anna Sewth		118 ORIOLE CIRCLE WILLOW	OLIVER
MARILYN MATHIESON		6170 Saint Martin Pl	OLIVER
Edith Daelen		154-6601 Truelove Dr	OLIVER
DAVE SCOTT		4505 MCLEAN RD CREEK	OK FALLS
Pamela Minor		7558 Island	OLIVER
Charles Pollard		6822 Leighton Cres	OLIVER
B. THOMPSON D.		7342 KNIGHT RD.	OLIVER
Melodie Brack		104-476 Salamander Ave	OLIVER B.C.
LARRY SPARR		852-BING AVE	OLIVER
Pauline PATTINSON		Rabbit Brush St.	OLIVER
Karen V Foster		337 MCKINNEY RD	OLIVER

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Printed Name	Signature	Address	City/Town
Maggie Gallant		245 Beltisner Rd	Oliver
Sandra Wane		238 Rd 9	"
Carol Cieslik		1066 Morningside	Oliver
MARY GREY	Mary Grey	#14 6601 TUCAN E-HUNTER	OLIVER
Voyce	Assaulty	6453 Park Drive	Oliver
Tracy Hawk	Thule	1050 Rockcliffe Rd	Oliver, BC
AUDREY NOWATZIK	Audrey Nowatzik	#40 6822- Reighton Cr.	Oliver B.C.
MAXINE ARMSTRONG	M. Armstrong	#34-661 Jucelyruit	Oliver BC
BEUTHIA	Beuthia	#6162 Okanagan St	Oliver BC
Yvonne Hugston		529 #60 P-ave	
Logan		3274 Willowbrook	Oliver
James R. Island		6639 Bellevue, Oliver	B.C.
Patrick Mulvihill		607 Johnson Cres	Oliver
L-CAHONA	Deachola	6961 Hwy 97	OLIVER, B.C.
H WAGNER	Lay Wagner	73-8300 GALLAGHER	OLIVER B.C.
R Allenbrand		6438 Kootney	Oliver BC.
G SEXSMITH	SS Sexsmith	487 Johnson Cres	Oliver B.C.

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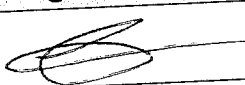
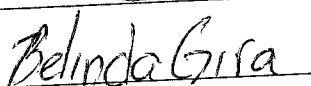
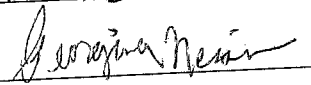






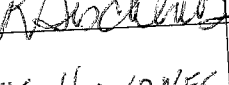
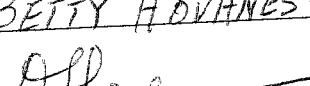
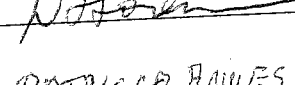
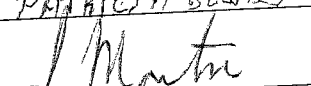
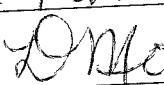
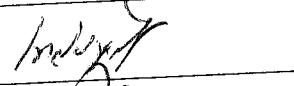
Printed Name	Signature	Address	City/Town
DAVID EVENSON	David Evenson	5834 Main St.	Oliver BC
MELINDA EVENSON	J Evenson	5834 Main St.	Oliver. BC
DICK McALRESE	D. McAlreese	101 McGOWAN ROAD	Oliver, BC.
HEATHER McALRESE	H. McAlreese	101 McGOWAN ROAD.	Oliver, BC.
SHIRLEY DESORMEAU	S. Desormeau	125 KILBACK ROAD ^{VOHITI}	OLIVER BC.
E. KOSSAKOWSKI	E. Kosti	8487 Highway 97	OLIVER BC.
VAL FRIESEN	Val Friesen	5613 SPURWILL RD	OLIVER, BC.
A. JORD	A. Jord	101 Sasquatch Pt	Oliver, B.C.
Sally Franks	S. Franks	5840 Tulameen St.	Oliver, BC.
Jean Evans	J. Evans	317 ROAD 15	Oliver BC
ED. EMERY	Ed Emery	875 FAIRVIEW RD ^{VOHITI 6}	OLIVER, B.C.
NORMA EMERY	Norma Emery	875 FAIRVIEW RD	Oliver, B.C.
KATHY MARVIN	K. Marvin	753 GOLDEN CURRANT	OLIVER BC
Jean Stephens	Jean Stephens	7157 Island Way Rd.	Oliver BC, ^{VOHITI 7}
DON STEPHENS	Don Stephens	7157 ISLAND WAY ROAD	OLIVER, B.C.
M. MONTUWU	M. M. M.	5856 Main St	Oliver, B.C.

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Printed Name	Signature	Address	City/Town
Celeste Santos		5899 Kettles Creek	Oliver B.C.
Belinda Gira		692 921 Spillway	Oliver BC
GEORGINA WEISEN		872 McKINNEY RD	OLIVER B.C.
VERA GUENTHER		201 Old River Rd	Oliver, B.C.
Bonnie Chase		6436 Coyote St.	Oliver BC
TEBBY BRAY		97th St	Oliver B.C.
IVELISE OLIVERA		6138 Spanton Street	Oliver BC
Annermarie Gehring		876 Rd 8	Oliver B.C.
RANKEN Pehl		7416-97th ST.	OLIVER B.C.
Rodney Deschamps		14-6822 Leighton Cr.	Oliver BC
Betty Hovanes	BETTY HOVANES	7561-97th St.	Oliver, B.C.
Dave Lorenson		919 Panorama Cres.	Oliver, BC
Patricia Bowes	PATRICIA BOWES	8487-97th St	Oliver B.C.
J MARTIN		8502-76 Ave	Oliver BC
D. Moore		5820 Main St.	Oliver BC
Indy + Pamela		105 Park Hill Road	Oliver, B.C.
Ed. Rade		419 Skagit Ave	Oliver B.C.

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Printed Name	Signature	Address	City/Town
Cheryl Demill		948 Morningstar Rd	Oliver B.C.
Deborah Poulers		6619 Oxbow Cres	Oliver B.C.
Martha Mordant		357 Rd 1.	Oliver B.C.
DON WILKINSON		633 JOHNSON CRES.	OLIVER B.C.
JOSEPHINE JOHNSON		539 #2 RD	Oliver
Marg Bissling		1013 ROCKHILL RD	Oliver
Tracy Pedersen		145 Porcupine	Oliver.
TIM GOULD		5449 SANMILL RD	OLIVER BC
Judy Schweitzer		1888 Willowbrook Rd,	Oliver, BC
Barbara Taggart		1294 Green Lk Rd	Oliver
Jeffrey Ness		296 Sportsmans RD	OLIVER BC
LORRAINE NESS		296 SPORTSMANS BOUL RD	OLIVER B.C.
Ryan Hooymans		260 willows pl	Oliver B.C.
Vern Louie		Black Sage Road	Oliver B.C.
Emilee Marriott		#4-6526 Tweedmouth	Oliver, BC.
Cody Savitskoff		7600 Island Rd.	Oliver, BC.
Penn Kithen		86633 PARK DR.	OLIVER

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Printed Name	Signature	Address	City/Town
SUSAN STEADMAN	<i>[Signature]</i>	SITE 5, C8, RR#1	NARAMATA, B.C.
DOUG STRATTON	<i>[Signature]</i>	165 ADAMS CRES.	PENTICTON, B.C.
Laura Singer	<i>[Signature]</i>	195 Westview Drive	Penticton, B.C.
Erin Wilson	<i>[Signature]</i>	178 Blairmore Cr.	Penticton, BC.
Jenette Hoy	<i>[Signature]</i>	5129 10th ave.	OK Falls, B.C.
Jacquie Haudanaka	<i>[Signature]</i>	208 Sunnybrook Dr	OK Falls BC
ELAINE SYLVESTER	<i>[Signature]</i>	178 Blairmore Cr.	Penticton, BC
RON SYLVESTER	<i>[Signature]</i>	178 BLAIRMORE CRES.	PENTICTON, BC
SHERY ADVECAAT	<i>[Signature]</i>	331 HERITAGE BLVD	OK Falls, B.C.
BOB ADVECAAT	<i>[Signature]</i>	331 HERITAGE BLVD	OK FALLS, BC
Rachel Wallace	<i>[Signature]</i>	958 STOCKWELL AVE	Kelowna, BC !!
Krystal Roznikoff	<i>[Signature]</i>	2905 Bowette St.	Kelowna BC.
Roy Roznikoff	<i>[Signature]</i>	2905 Bowette St.	Kelowna BC
Doreen Thomsen	<i>[Signature]</i>	575 Sutherland Ave	Kelowna.
William Thomsen	<i>[Signature]</i>	215 575 " "	"
Elizabeth Wadd	<i>[Signature]</i>	170 Tait St	Sunward
MARY WORO NIKO Mary Woronko	<i>[Signature]</i>	55 Comp 36 RR#1	NARAMATA, B.C.

Petition to: FORTIS BC, BRITISH COLUMBIA UTILITIES COMMISSION, the PREMIER OF BRITISH COLUMBIA and the MINISTER OF ENERGY AND RESOURCES.

We, the undersigned, are concerned citizens urging the above petitioned to ACT NOW to end the 2 Block Billing System causing excessive financial hardship on many, as engaged by FortisBC and approved by the BCPUC.

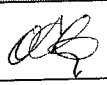
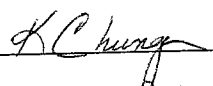
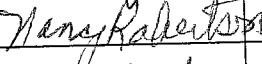
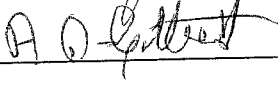
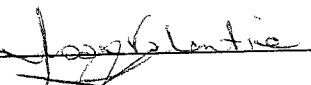
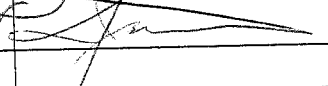
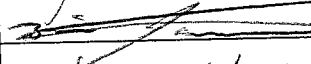

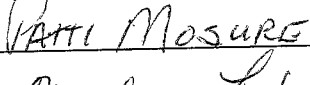
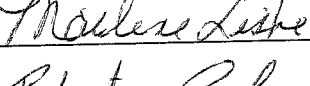

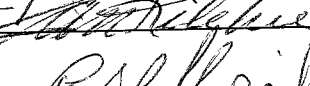
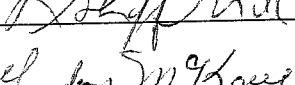
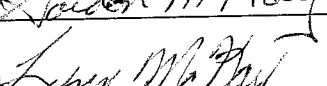

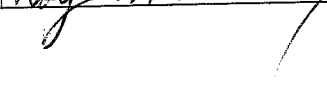
Printed Name	Signature	Address	City/Town
DAWN THURSTON	<i>Dawn Thurston</i>	623 3rd Ave	Keremeos BC
Robert Thurston	<i>R. Thurston</i>	623 3rd Ave	Keremeos BC
VAL ATKINSON	<i>Val Atkinson</i>	199 GALLAGHER LAKE RD	GALLAGHER LAKE BC
Don Atkinson	<i>Don Atkinson</i>	199 Gallagher Lake Rd.	Oliver BC.
Shirley Richter	<i>Shirley Richter</i>	735 Ashmola Village	Keremeos BC
LISA RICHTER	<i>L. Richter</i>	735 Ashmola Village	Keremeos BC.
Deb Thurston	<i>Deb Thurston</i>	182 CHRISTIE MIN LANE	Okanagan Falls BC
Daniela Fehr	<i>D. Fehr</i>	219 Sunnybrook Dr	Okanagan Falls BC
VERA TURAK	<i>V. Turak</i>	10 Bayview Cres.	Osoyoos B.C.
R. CREME	<i>R. Creme</i>	1354 Black Sage Rd.	Oliver B.C.
H. BOUTIN	<i>H. Boutin</i>	4535 RVD GARD	OLIVER
L. STEVENSON	<i>L. Stevenson</i>	215 GREASEWOOD	OLIVER.
L. Stevenson	<i>L. Stevenson</i>	" "	OLIVER
R. WHITE	<i>R. White</i>	207 GREASEWOOD	Oliver
L. PEMBER	<i>L. Pember</i>	204 GREASE WOOD	Oliver
KERI PASIN	<i>K. Pasin</i>	205 GREASEWOOD	OLIVER
CURT PASIN	<i>C. Pasin</i>	205 GREASEWOOD	OLIVER

Petition to FORTIS BC, BC UTILITIES COMMISSION, PREMIER OF BRITISH COLUMBIA and MINISTER OF ENERGY to cancel and review increases imposed by FORTIS BC causing excessive financial hardship for the citizens of British Columbia

From January 2011 to January 2013 there have been 8 increases or adjustments on billings from FortisBC. This is a total of 17.5% in increases and 7.3% in adjustments within 2 years. January 2013 saw an increase of 4.2% and an adjustment of 2.3%.

Pensions, fixed income and wages did not increase accordingly. **Heat and electricity**, necessities for a home, have become a luxury in British Columbia. Recent billings from FortisBC have skyrocketed leaving many citizens desperate to pay their bills, keep a roof over their head and buy food. The excessive financial hardship caused by FortisBC rates must end.

We, the undersigned, are concerned citizens urging the above petitioned to act now to end the excessive financial hardship caused by FortisBC rates.

Printed Name	Signature	Address	City/Town
QUEEN CHUNG		5518 SUMAC	OLIVER
Kerry Chung		5518 SUMAC	Oliver
NANCY ROBERTSON		487 Gamay Ct	Oliver
ATHONY GILBERT		487 GAMAY CRT	OLIVER
Susan Valentine		18011 Gowan Rd	Oliver
LORY JAMIESON		7103 ISLAND WAY RD	OLIVER
BILL JAMIESON		7103 ISLAND WAY	OLIVER
Uote McNeil		67-6601 Tucelnuit	Oliver.
Patti Mosure		113 6601 Tucelnuit Dr	OLIVER
MARLENE LISKE		29-6601 Tucelnuit Dr	Oliver.
Robert Liske		29-6601 Tucelnuit Dr	Oliver
Jan Ritchie		8113 Main St.	Coquitlam B.C.
Richard Schaffrick		720 Similkameen Ave,	Oliver, B.C.
Gordon McKay		8036 River Rd	Oliver B.C.
Lynn McKay		8036 River Rd	Oliver B.C.
Roy McKay		8036 River Rd.	Oliver B.C.

Petition to: FORTIS BC, BRITISH COLUMBIA UTILITIES COMMISSION, the PREMIER OF BRITISH COLUMBIA and the MINISTER OF ENERGY AND RESOURCES.

We, the undersigned, are concerned citizens urging the above petitioned to ACT NOW to end the 2 Block Billing System causing excessive financial hardship on many, as engaged by FortisBC and approved by the BCPUC.

Printed Name	Signature	Address	City/Town
ROBBY KILBORN	Robby J. Kilborn	1405 MAIN ST	OLALLA
MARG NEETHCOLD	Marg Neethcold	2182 ^{NEWTON RD} CAWSTON	CAWSTON BC.
Beryl Elgie	Beryl Elgie	2641 2nd ST.	OLALLA B.C.
RON ELGIE	Ron Elgie	2641 2nd ST	OLALLA B.C.
DOROTHY TOMLIN	Dorothy Tomlin	102 Sportsman Rd	OLIVER
FRED TOMLIN	Fred Tomlin	102 Sportsman Rd.	OLIVER
Jean Tomlin	Jean Tomlin	124 Sportsman Blvd Rd	OLIVER
Gretchen Maus	Gretchen Maus	155 ^{Drive} Dena OK FALLS	OK FALLS
GLADY BAILEY	Gladys Bailey	1728 OLIVER RD	OK FALLS
KILL BAILEY	Kill Bailey	1728 OLIVER RD	OK FALLS
NANCY SANDERSON	Nancy Sanderson	2028 HWY 3	CAWSTON, B.C.
Dianna Adair	Dianna Adair	1430 main & south	Keremeos BC
Rosemary Copeland	Rosemary Copeland	825 Ricker Rd	CAWSTON BC
BILL COPELAND	BILL COPELAND	825 RICKER RD	CAWSTON, BC
BOB HOISINGTON	Bob Hoisington	527 2 nd AVE	Keremeos BC
John Adair	John Adair	1430 Main St	OLALLA BC
GEORGE VENABLE	George Venable	185 Beechcroft Drive 20 CAWSTON B.C.	CAWSTON BC.

Petition to: FORTIS BC, BRITISH COLUMBIA UTILITIES COMMISSION, the PREMIER OF BRITISH COLUMBIA and the MINISTER OF ENERGY AND RESOURCES.

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Printed Name	Signature	Address	City/Town
BARRY JEFFERY	[Signature]	5839 MAIN ST	OLIVER
RESEMARIE CHARLISH	[Signature]	225 CREASEWOOD AVE	OLIVER, B.C.
Cheryl Quintal	[Signature]	7789 310 Oliver	Oliver BC
HEIDE HELD	[Signature]	459 Rd 18 Oliver	OLIVER BC
MARY HELD	[Signature]	4308 Hwy 97	OLIVER. B.C.
GUENTHER HELD	[Signature]	4308 Hwy 97	OLIVER. B.C.
Hildegard Held	[Signature]	5971 Dividend Street	OLIVER B.C.
EVA WEBB	[Signature]	#1, 712-3rd Ave	Kelowna, BC
CHRIS COLLINGWOOD	[Signature]	182 SUNNYBROOK DRIVE	OK, FALLS B.C. V4H 1R3
ANNE SMITH	[Signature]	2184 NEWTON RD.	CAWSTON B.C.
DAVE SMITH	[Signature]	2184 NEWTON RD	CAWSTON B.C.
Inge Doerksen	[Signature]	441 VLA Rd	Cawston BC
Jake Doerksen	[Signature]	441 VLA Rd.	Cawston B.C.
GERALD LILLIE	[Signature]	172637- 2ND STOLLANA	OLLALA. B.C.
M. Neuhoff	[Signature]	2182 NEWTON RD	Kelowna BC
KARE RILKOFF	[Signature]	6514 MEADOWS DR	OLIVER. BC.
SUSAN DOERKSEN	[Signature]	2182 Newton Rd.	Cawston B.C.

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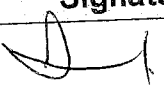






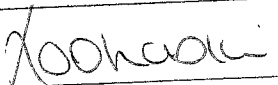

Printed Name	Signature	Address	City/Town
N.J. HOOVER	N Hoover	294 #18 Rd.	VOHITI OLIVER BC.
D. EVANS	D Evans	312 #15 Rd	OLIVER
M. SILVEIRA	M. Silveira	3749 RD	OLIVER B.C.
H. Calverley	H. Calverley	1094 Green Lake	OLIVER, BC
E. GRUBISIC	E. Grubisic		OLIVER, BC
L. KUSLER	L. Kusler		Penticton BC
C. NIELD	C. Nield	1544 Chapman Rd.	O.K. Falls, BC
B. PENCE	B. Pence	1612 Hwy 97 S	O.K. FALLS
M.C. THOMAS	M.C. Thomas	4253 W. LEAN CREEK ^{OFF FA}	O.K. FALLS
FRED LEE	Fred Lee	BOX 1, 434	GREENWOOD BC.
V. L. P. P. P.	V. L. P. P. P.		
L. MACKENZIE	L. Mackenzie	OLIVER BC	OLIVER BC.
D. EMERY	D. Emery	"	"
T. LUNG	T. Lung	Grand Forks	
K. LONG	K. Long	O.K. Falls	
Ed SCHMALZ	Ed Schmalz	4001 ASPEN ST.	OLIVER BC VOHITI
MIKE TOWNLEY	Mike Townley	78 FARRIEGH LA. RD.	PENTICTON

Petition to FORTIS BC, BC UTILITIES COMMISSION, PREMIER OF BRITISH COLUMBIA and MINISTER OF ENERGY to cancel and review increases imposed by FORTIS BC causing excessive financial hardship for the citizens of British Columbia

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We, the undersigned, are concerned citizens urging the above petitioned to act now to end the excessive financial hardship caused by FortisBC rates.

Printed Name	Signature	Address	City/Town
TAMMY GIL		8708-2279 Ave	Osoyoos BC
D Frechette		19221-95th	Osoyoos BC
S. Pouchon		12 Yuma Pl.	Osoyoos BC
Tanya Tressel	J. Inzal	5 Curlew Court	Osoyoos, B.C.
Lucy Dias		8909 Jubilee Drive	Osoyoos BC
Kendall Beal		1407 81st Street	Osoyoos BC
Vedko Barchuk	V Barchuk	1860 Helmick Rd	Rock Creek BC
Sham Khan	A Kher	16 Finch CR	Osoyoos BC
J BEEM	J Beem	12-9410-115th ST.	Osoyoos, BC
ELLEN WILCOX		15 1910-115 ST	Osoyoos BC
R. MANDOLFS	R Mandolfs	9410 115th ST	Osoyoos BC
Pam Colla		5, 9410-115 St	Osoyoos BC
Lauren Oshanski		7 Finch Cres	Osoyoos BC
Dolores Bensch		1018-91st.	Osoyoos BC
DORIS MISRE	D Misre	15341 OLD RIVER PASS RD	Osoyoos

We, the undersigned, are concerned citizens urging the above petitioned to ACT NOW to end the 2 Block Billing System causing excessive financial hardship on many, as engaged by FortisBC and approved by the BCPUC.

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[illegible]

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[illegible]

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[illegible]

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[illegible]

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**Petition to FORTIS BC, BC UTILITIES COMMISSION, PREMIER
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**We, the undersigned, are concerned citizens urging the above petitioned
to act now to end the excessive financial hardship caused by FortisBC
rates.**

Printed Name	Signature	Address	City/Town
BILL SINCLAIR	[Signature]	Box 2021 (Kelowna)	BIG WHITE
CHIFF & SHARON McLEND	[Signature]	Box 45046 (Kelowna)	Big White
Johanne Adette	[Signature]	box 45060 (Kelowna)	Big White
John McDond	[Signature]	Box 45036	Big White
PAUL DOHERTY	[Signature]	PO Box 45112	BIG WHITE
Mike Ross	[Signature]	PO Box 45109	Big White
AL Reid	CL	PO Box 45055	Kelowna (Big White)

We, the undersigned, are concerned citizens urging the above petitioned to act now to end the excessive financial hardship caused by FortisBC rates.

Printed Name	Signature	Address	City/Town
G HOLYNEAUX	<i>G. Holynaux</i>	P.O. Box 45111	KELOWNA
S Holynaux	<i>S Holynaux</i>	" "	" "
DON POOLE	<i>Don Poole</i>	Sequey	Big White

FORTIS BC causing excessive financial hardship for the citizens of British Columbia

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Concerned citizens urging the above petitioned to act now to end the FortisBC rates

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[illegible]

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Patient Name	Sigantus	Address	City/Town
PATRICIA NORMAN	P.R. Norman	3602 JASMINE DR	Osoyoos B.C.
JANNIE MOLENKAMP	A.A. Molenkamp	6610 Cottonwood Drive	Osoyoos B.C.
JOSIE REYNOLDERS	J. Reynolders	89 th Street	Osoyoos B.C.
BERNIE ERICKSON	D. Erickson	92 Ave	Osoyoos BC
M.S. Petrie	M.J. Petrie	6417 Night Hawk ^{ave}	Osoyoos BC
Helena Louisa H. Sousa	H. Sousa	5826 33 St	OSOYOOS BC
Deolinda Moreira D. Moreira	D. Moreira	5-Santa Rosa	OSOYOOS B.C.
Elaime Middleton	E.M. Middleton	Box 584 (8008-87 th St)	Osoyoos BC
A M Koenig	A.M. Koenig	7608 Night hawk Dr	Osoyoos B.C.
Lorraine R. EVER	Lorraine Ruben	7801 Spartan Av.	Osoyoos BC
Maria Vieira	Maria Vieira	11303-58-AVE	OSOYOOS B.C.

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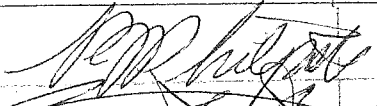
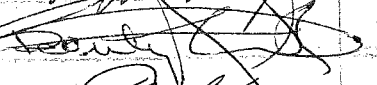

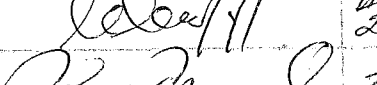

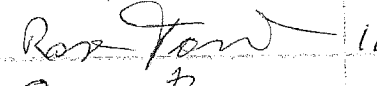
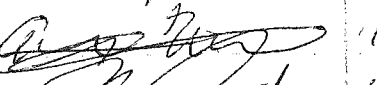

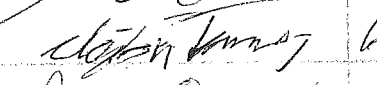
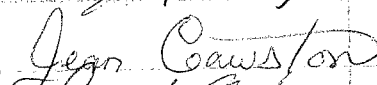
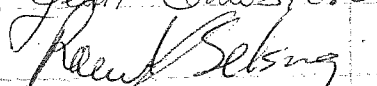
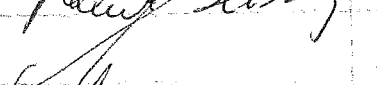

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Printed Name	Signature	Address	City/Town
PAT PHILPOTT		4210 FRIEWINDS	050/005
BEV RITCHIE		31 Sandpiper	050/005
Michael McWhinnie		3812 33RD ST	050/005
STANLEY HOFF		203-6302-62ND AVE	050/005
Michael Turek		3309 38th Ave P.L.	050/005 B.C.
ROSA TORTORA		11700 QUAIL RIDGE	050/005
GIUSEPPE		11700 QUAIL RIDGE P.L.	050/005 - B.C.
JOAN REID		4369 Ryegrass Rd.	Oliver, B.C.
CLAYTON TANKER		600 Harmonerch	oliver BC
Jean Cawston		1045 Fairview Rd	Oliver B.C.
Robert Selsing		439 PARKVIEW AVE	Oliver BC.
HENRY HANN		222 Old Camp McKenny	" "
Denise Francis		222 Old Camp McKenny	" "

0621

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Printed Name	Signature	Address	City/Town
Linda Paus	[Signature]	16419-81ST.	Osoyoos
Ken Paus	[Signature]	16419-81ST.	Osoyoos
Kim Demelo	[Signature]	8907 Jubilee Dr	Osoyoos
Yelissa Palmateer	[Signature]	#5-4426 Oleander Dr	Osoyoos
Berry Palmateer	[Signature]	72nd Ave	Osoyoos
Reve Lariviere	[Signature]	19 Javag old	Osoyoos
Henry Klein Hofmeyer	[Signature]	10412 Hwy 97	Osoyoos - BC
Joe R. Callan	[Signature]	8506 Main St.	" "
Peter S. Newman	[Signature]	6814 Nighthawk Dr.	Osoyoos BC.
MIKE VORLOP	[Signature]	13011 LAKE SHORE DR.S.	SUMMERLAND.
Tim Faye	[Signature]	1720 wharf street	Summerland
Shirley Fready	[Signature]	162 Vermilion	Premier B.C.
Don STEINBART	[Signature]	16243 81st St.	Osoyoos.
Cam Tracey Braun	[Signature]	567 Lakeview Pl.	Osoyoos

Petition to FORTIS BC, BC UTILITIES COMMISSION, PREMIER OF BRITISH COLUMBIA and MINISTER OF ENERGY to cancel and review increases imposed by FORTIS BC causing excessive financial hardship for the citizens of British Columbia

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Printed Name	Signature	Address	City/Town
Kathy Morrison	<i>K. Morrison</i>	668 B Road 1	OLIVER BC
Bernice Balmes	<i>NB Balmes</i>	6831-Lakeside Dr.	OLIVER, B.C.
LARRY HEARD	<i>L. Heard</i>	107 WILLOWS	OLIVER, BC
JOAN SOBOLIEWICZ	<i>J. Soboliewicz</i>	46462 Park Dr	" "
Karen Meskas	<i>Karen Meskas</i>	5957 Okanagan St.	" "
ANN Edwards	<i>A. Edwards</i>	6573 Park Drive	Oliver B.C.
JOAN POTTER	<i>J. Potter</i>	1116 FAIRVIEW RD	OLIVER BC
Leasa Conley	<i>L. Conley</i>	6455 Badger ST	OLIVER BC
JACK AGOSTINHO	<i>Jack Agostinho</i>	3651 KOOTENAY	OLIVER
FABRICIA BOWES	<i>F. Bowes</i>	55-84-8T 92ST	oliver BC
GURJOT Gill	<i>G. Gill</i>	5549 Elderberry ST	OLIVER B.C.
STEPHANIE TILK	<i>S. Tilk</i>	1339 Willowbrook Rd	OLIVER B.C.
ADELLE Sidrap	<i>A. Sidrap</i>	1236 GNLICRA W.R	OLIVER BC
K. DI LUORO	<i>K. Di Luoro</i>	5659 HWAY 97	OLIVER BC
K. BUNCZE	<i>K. Buncze</i>	6458 Hollow St OLIVER, BC	" "
CHAS GOERTZEN	<i>C. Goertzen</i>	1126601 Trenchmont Dr	oliver
Irene Vereecken	<i>I. Vereecken</i>	6-8487 Hwy 97	Oliver

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Printed Name	Signature	Address	City/Town
Eveline Klein	Eveline Klein	8703 HWY 97	Oliver, BC
Mary Schabewski	Mary Schabewski	6462 Park Dr	OLIVER BC
Joyce Goodrich	Joyce Goodrich	6601 Tucelnait Dr.	Oliver, B.C.
GARFIELD HERON	[Signature]	661 EARLE CRESC.	OLIVER, B.C.
Olga Heron	Olga Heron	661 Earle Cresc	Oliver, B.C.
Kareen Stanich	[Signature]	101 Knippleberg Rd	Oliver BC
Gina Martin	[Signature]	886 Fairview Rd	Oliver BC
Hercia	[Signature]	Heritage House	
Donna	Donna	Bing	Oliver BC
PAT UNGER	Pat Unger	5790 Airport	Oliver
CATHY BERTWISTE	[Signature]	5837 Assna	Oliver
LIL SHAPIR	Lil Shapir	542 School Ave	Oliver
TED HAMM	[Signature]	1025 MORNINGSTAR Rd	OLIVER
Sharon Zubia	[Signature]	108-6012 Kootenay St	Oliver B.C.

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Printed Name	Signature	Address	City/Town
ALVARO	CARDOSO	3205 Jasmine Dr	Osoyoos B.C.
TINA	[Signature]	Oliver	B.C.
[Signature]	[Signature]	Oliver	B.C.
Cleste	[Signature]	Osoyoos	B.C.
Armando	[Signature]	Osoyoos	B.C.
George LORENZO	[Signature]	#14-6778 TUCENHUT OLIVER, B.C.	B.C.
[Signature]	[Signature]	OLIVER B.C.	
M. V	Marcus Viro	10 Keillder Osoyoos	
Lorraine Nielsen	Lorraine Nielsen	312-1010 Maple Dr.	Osoyoos V0H1V3
SALLY KLOTT	Sally Klotz	250-5820-89th	Osoyoos B.C.
IRENE SCHMIDT	Irene Schmidt	104-8911 92nd Ave	Osoyoos BC
Mary Zabe	MARY-ZELKO	Box 26 V0H-1V0 250-495-6318	Osoyoos B.C.
MARY GREENHUTCH	Mary Greenhutch	13-Willow CRE S	Osoyoos B.C.

Petition to FORTIS BC, BC UTILITIES COMMISSION, PREMIER OF BRITISH COLUMBIA and MINISTER OF ENERGY to cancel and review increases imposed by FORTIS BC causing excessive financial hardship for the citizens of British Columbia

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Printed Name	Signature	Address	City/Town
McQuarrie	<i>McQuarrie</i>	12313 - Pinhurst Pl	Richmond BC V6H 1V4
A. Schmor	<i>A. Schmor</i>	5225 OLEANDER DR.	6504005, BC
O. Jenkins	<i>O. Jenkins</i>	3 Colaw Ct.	Osoyoos
DOROTHY REVER	<i>Dorothy Rever</i>	9 - a Royal Ann Court	Osoyoos
Deb Holoboff	<i>Deb Holoboff</i>	12315 Pinhurst Pl.	Osoyoos BC V0H 1V4
ETHEL WILKINSON	<i>E. Wilkin</i>	12311 PINEHURST PL.	Osoyoos BC V0H 1V4
BETTY AMARAL	<i>B. Amaral</i>	12105 PINEHURST PL.	Osoyoos BC
Annie	<i>Annie</i>	416 7805 Spantum Dr	Osoyoos BC
Coervy	<i>Coervy</i>	416 Spantum drive	Osoyoos BC
Mania and John	<i>Mania and John</i>	8911 yabeleed	Osoyoos BC
Angela and John	<i>Angela and John</i>	5001-107 STREET	Osoyoos BC
Bess Paleos	<i>Bess Paleos</i>	8307 66 AVE	Osoyoos BC
John Paleos	<i>John Paleos</i>	8307 66 AVE	Osoyoos BC

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Printed Name	Signature	Address	City/Town
Duane Love	Duane Love	52050 Leander Dr	Osoyoos, BC
PAT PARKER	Pat Parker	8518 Primrose	Osoyoos, B.C.
Allen Elias	Allen Elias	285 Lowryview Rd	Osoyoos
Claudia Wood	Claudia Wood	11702 Gay Crescent	Osoyoos, BC
DOREEN HECIMOVIC	Doreen Hecimovic	9710 115th St #32	Osoyoos BC
PEARL LIEBE	Pearl Lieber	13 BARTLETT PLACE	Osoyoos BC
MARY MOREAU	Mary Moreau EE	314 1801 Apartment Dr.	Osoyoos, BC
ELANE ECKER	Elaine Ecker	5407 Jonagold	Osoyoos, BC
CHRIS LIEBEL	Chris Liebel	8513-70 Ave	Osoyoos BC
Russ Wilkerson	Russ Wilkerson	12311 Pinehurst Pl.	Osoyoos
Lourdes von Busch	Lourdes von Busch	#3 Olympus Crt.	Osoyoos, B.C.
EVA IVANKOVIC	Eva Ivankovic	8706 Jubilee Dr	Osoyoos BC
Antonio Gomes	Antonio Gomes	4-601-9th St	Keremeos BC
Luis	Luis	31 Killarney Pl	Osoyoos
Marica	Eugenio	498.2969	Osoyoos
Fernanda	Pacheco	88-6601 Tweeddale Dr	Osoyoos BC

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Printed Name	Signature	Address	City/Town
V. Kevacs	[Signature]	Box 433	Osoyoos, B.C.
C. SCOTT	[Signature]	109-600 Maple Dr	Osoyoos BC
[Signature]	Silva	250-498-3086	OLIVER BC
[Signature]	[Signature]	250-498-3086	OLIVER BC
Louis	[Signature]	250 499 2969	Oliver BC
Joe	[Signature]	250 498 0635	Oliver
Francisco	Pachero		
Tom	GUERRERO	778 822 1246	Osoyoos B.C.
Maria	COELHO	4	Osoyoos B.C.
Francisco Stog		OK STREET 5838	Oliver B.C.
DM Cystrick	D.M. Cystrick	10488 006 Vedette	Osoyoos
Stan Dystick	Stan Dystick	11 11	Osoyoos
ALAN BIEKEN	[Signature]	8317 66th Ave	Osoyoos
C. BLEIKEN	[Signature]	101A VEDETTE DR	Osoyoos
U. BLEIKEN	Uta Bleiken	"	"
MARIA STEL	Mona Stibel	BOX 563	Osoyoos
MARTINA BEGG	Martina Begg	5041 Vedette Dr	Osoyoos

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Printed Name	Signature	Address	City/Town
Norma Buck	<i>N. Buck</i>	16410 - 89 St	Oliver, B.C.
MARTIN UMSTADT	<i>M. Umstadt</i>	7611 - 85 ST	Oliver, B.C.
LEN. NADZAR	<i>L. Nadzar</i>	8616 9P St.	Oliver, B.C.
GERI PEWARCHUK	<i>G. Pewarchuk</i>	16958 Old Richter Pass Rd.	Oliver, B.C.
DAN PEWARCHUK	<i>D. Pewarchuk</i>	16958 Old Richter Pass Rd.	Oliver, B.C.
BHUPINDER GILL	<i>B. Gill</i>	9100 - 168 AVE	Oliver, B.C.
Jagjit S. Gill	<i>J. S. Gill</i>	9405 - 168 AVE	Oliver, B.C.
Gurbir Gill	<i>G. Gill</i>	9100 - 168 AVE	Oliver, B.C.
DANIEL MYRAN	<i>D. Myran</i>	9100 168 AVE	Oliver, B.C.
JOE BROWN	<i>J. Brown</i>	9100 168 AVE	Oliver, B.C.
JACK TAYLOR	<i>J. Taylor</i>	-2340 McKenny Rd.	Oliver, B.C.
Richard Linn	<i>R. Linn</i>	940 250 Hudson St.	Oliver, B.C.
Aimee Grice	<i>A. Grice</i>	721 Earle Crescent	Oliver, B.C.
Peggy Brunette	<i>P. Brunette</i>	42 6833 Meadows Dr	Oliver, B.C.
Allison Hargy	<i>A. Hargy</i>	3550 Hwy 97.	Vaseux Lake BC
Ron Evans	<i>R. Evans</i>	#4 6583 Lakeside Dr	Oliver BC
Carol Cummins	<i>C. Cummins</i>	47-8487 Hwy 97	Oliver BC

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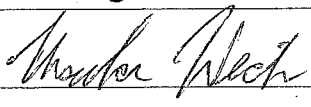
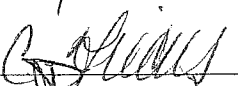


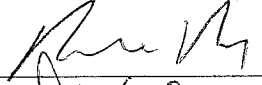

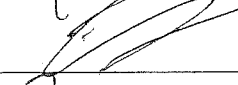
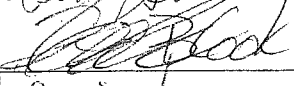
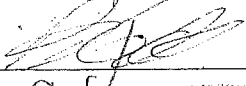
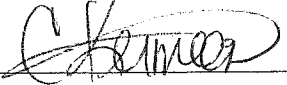
Printed Name	Signature	Address	City/Town
BOB BYER	Bob Byer	5867 OKANAGAN	OLIVER
Jim McEwen	[Signature]	7944 97	Oliver
John Hoffman	[Signature]	224 Circle Drive	Oliver BC
Mavis Freeman	Mavis Freeman	6526 Tucelnuit	OLIVER B.C.
J. Hensbergen	Joyce Hensbergen	45-6601 Tucelnuit	Oliver BC
G. PHILLIPSON	[Signature]	7052 TUCELNUIT	OLIVER BC
B. WRIGHT	[Signature]	8598 Hwy 97 #63	OLIVER BC
Diana Epple	Diana Epple	5823 Sawmill rd	Oliver BC
INDERJIT SINGH	[Signature]	105 Parkhill Road	oliver B-C
Gail Roberts	Gail Roberts	88-146 Williamses.	Oliver BC
TOM PEARSON	[Signature]	7090-TUCENNUIT DR	" "
Edith DAHM	E. Dahm	6601 Tucelnuit Dr	" "
A. Sellar	A.O.B 1045	Oliver BC	" "
C.M. NEMES	[Signature]	1248 Green lake Road	" "
J. PECKINPAUGH	[Signature]	OLIVER	" "
D. DIXON	[Signature]	35-6601 Tucelnuit Dr.	Oliver BC
		Box 1246-5867 OKANAGAN	OLIVER BC

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Printed Name	Signature	Address	City/Town
Ursula Wick		PO Box 965 Oliver	Oliver, BC.
Joey Schweitzer	JOEY SCHWEITZER	1888 Willowbrook Rd	Oliver BC
Cheryl Friars		2-7156 Merganser Pl.	Oliver, B.C.
LEON BEAUDOUIN		5077 MAIN	OLIVER BC
Clayton Turner		6020 Harmony	OLIVER BC
Ralph Bursig		6526 Tweeduit. Dr.	Oliver BC
Dennis KREKLAW		317 SHRIKE HILL Rd.	OLIVER B.C.
Yvonne James	Yvonne James	Box 85 Oliver, BC	Oliver, BC.
Marlene Eyre	Marlene Eyre	Box 213 OK Falls	OK Falls, BC
Carl Trankler			OK Falls, BC
Brittani Matthews	BM	PO Box 404	Oliver BC.
Gloria Lacasse	Gloria Lacasse	262 Redwing Pl	Oliver B.C.
Wendy Street	Wendy Street	7332 Tweeduit DR	OLIVER BC.
		3412 Pacific Rd	West Kelowna
Connie Kernen		581 School Ave	Oliver BC

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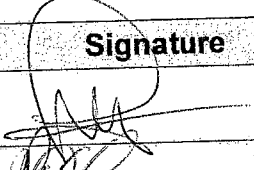



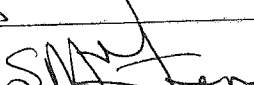

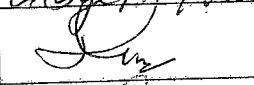


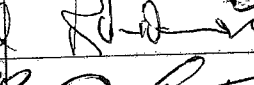
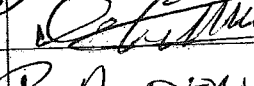
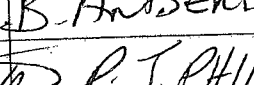
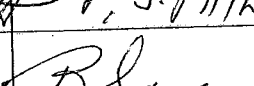
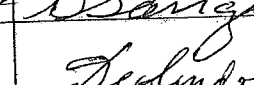
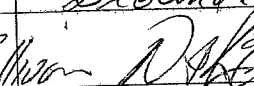


Printed Name	Signature	Address	City/Town
Lena Thompson	<i>L Thompson</i>	P.O. Box 1225	Osoyoos, BC
FRANK BERG	<i>[Signature]</i>	150 BRITLY PL	Osoyoos, BC
H. Merit	<i>[Signature]</i>	34 Solana Key	Osoyoos
DENIS POTTER	<i>[Signature]</i>	4206 39TH ST	Osoyoos V4H 1V6
Georgina Wright	<i>Georgina Wright</i>	2663 Radio Tower Rd	Oliver, BC
Janice Weckner	<i>Janilleme</i>	8604 Gala Cr.	Osoyoos B.C
James St. Louis	<i>[Signature]</i>	9407 Spartan Dr	Osoyoos, BC
Sonia Lopez	<i>[Signature]</i>	#5 PRINCETON BC RRI-SIO-C06	PRINCETON
BROCK MERIT	<i>[Signature]</i>	8511-70 AVE	Osoyoos.
MIKE WALTON	<i>[Signature]</i>	8711-92nd AVE	Osoyoos
F. LAUNIER	<i>[Signature]</i>	48408 84TH ST	Osoyoos
CRAIG JOHNSON	<i>[Signature]</i>	12 Willow Cms	Osoyoos.
VALORIE PAOLERA	<i>Paolera</i>	6211 35TH ST	Osoyoos
Robert Bedard	<i>ROBERT BEDARD</i>	1 WILDFLOWER CRT	Osoyoos
VAUGHN DENIS	<i>[Signature]</i>		
MA Bachynski	<i>Angelina Bach</i>		

Petition to FORTIS BC, BC UTILITIES COMMISSION, PREMIER OF BRITISH COLUMBIA and MINISTER OF ENERGY to cancel and review increases imposed by FORTIS BC causing excessive financial hardship for the citizens of British Columbia

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Printed Name	Signature	Address	City/Town
DONNA FERGUSON		118 MAQUIRE ROAD	0505005 BC
RUDY FERGUSON		118 MAQUIRE ROAD	0505005 BC
Em Pratt		17417-87 ST	0505005
Jim French		8704 Jubilee	0505005 BC
SHEILA FRENCH			
SHEILA FRENCH		8704-JUBILEE	0505005 BC
Faye McKinnon		24-9400-115 St	0505005
IAN LEGGE		8505 Kingfisher Dr	0505005 BC
Sharon Legge		8505 Kingfisher Dr	0505005 BC
William Desrosiers		9104 74th	0505005 BC
Van Doukervogel		132-Deerfoot Rd.	0505005
DAVID GUTZKE		107-7805 SPANISH	0505005 BC
B. ANDERSON		8901 COHEN	0505005
P. J. PHILPOTT		4210 FAIRWINDS	0505005
B. SARRAZIN		925-13th AVE	0505005 MIDWAY
D. CHAVEZ		13408 87 ST	0505005
Manoj Kumar Bhatnagar		7024 87 ST	0505005

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Printed Name	Signature	Address	City/Town
W YAHNKE	<i>W Yahnke</i>	376 AVE	OLIVER
JUNE D MOON	<i>June D. Moon</i>	16418-89 th ST 0504005	0504005, B.C.
ALEX D MOON	<i>Alex D. Moon</i>	16418-89 ST	0504005 B.C.
Vera Hilario	<i>Vera Hilario</i>	14807-89 th	Osoyoos BC
M Thibault	<i>Mellina Thibault</i>	-14803 97 th	Osoyoos, BC
June Harrington	<i>June Harrington</i>	9508 Hummingbird Lane	Osoyoos, B.C.
Joe Hilario	<i>Joe Hilario</i>	14807 89 th	Osoyoos B.C.
Norma Nichol	<i>Norma Nichol</i>	8-9707 87 th ST	Osoyoos BC
Brad Barska	<i>Brad Barska</i>	6406 Nighthawk Dr	0507005 B.C.
SCOTT NICHOL	<i>Scott Nichol</i>	8311 78 th AVE Osoyoos	Osoyoos BC
BENNY CABANADA	<i>Benny Cabanada</i>	8708-72 nd AVE	0504005, B.C.
JANALIE CARR	<i>Janalie Carr</i>	299 PEARCE RD	KEREMEOS, BC
Leona O'Donnell	<i>Leona O'Donnell</i>	1002 45 th ST.	Osoyoos BC
PERLA F. CABANADA	<i>Perla F. Cabanada</i>	8708-72 nd Aven.	Osoyoos, B.C.
Sherry Weron	<i>Sherry Weron</i>	7915 McCallum View Dr. E	Grand Forks BC
CHRISTINE Poirier	<i>Christine Poirier</i>	RR2 S120 B.C.14	Rock Creek
Tara Byron	<i>Tara Byron</i>	205-9307 62 nd AVE	Osoyoos
SEAN BRADY	<i>Sean Brady</i>	1816 MILARD CT W	KEREMEOS -

Petition to: FORTIS BC, BRITISH COLUMBIA UTILITIES COMMISSION, the PREMIER OF BRITISH COLUMBIA and the MINISTER OF ENERGY AND RESOURCES.

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MUST HAVE AREA CODE

Printed Name	Signature	Address	City/Town
C HENSHAW	C Henshaw	#8 1292 Hwy 3A VOX-1N4	KEREMEOS BC
V. NITISAPON	V. Nitipon	512 7TH AVE.	KEREMEOS, BC.
H. DESJARDINS	H. Desjardins	Keremeos	VOX 1N6
Bonnie McNamee	B. McNamee	↓	
Donna Presbury	Donna Presbury	OK Falls	VOH 1R3
		OK Falls	MCH 1NR3
JOHN BORK	John Bork	KEREMEOS.	VOX-1N3
Steve Bork	Steve Bork	TH	
Gayla Brigley	Gayla Brigley	Keremeos	VOX 1N4
Ed Pilikatski	Ed Pilikatski	"	VOX 1N1
GERRY SHAWKS	G. Shawks	PRINCE TON	VOX 1N10
J. IMMERZEL	J. IMMERZEL	"	" "
LEIRANI KERM	Leirani Kerm	Keremeos, BC.	VOX 1N1
A. PEHKONEN	A. Pehkonen	1475 MAIN ST.	KEREMEOS VOX 1N6
RON SHONK	R. Shonk	30-1292 Hwy 3A	KEREMEOS VOX 1N6
Erin Harbeck	Erin Harbeck	1528 Main St. N.	Keremeos/O/1A6
Phyllis Straub	P. Straub	13-1514 Hwy 3A	Keremeos VOX 1N6


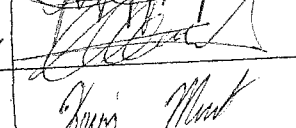
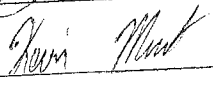
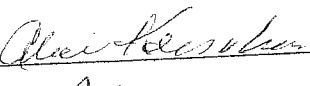
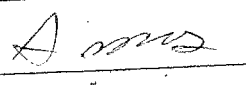

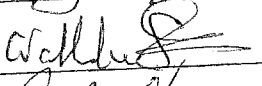
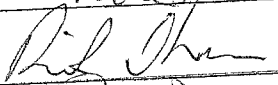
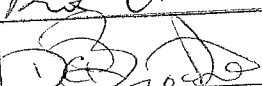
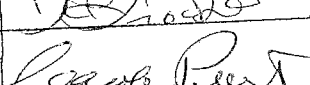
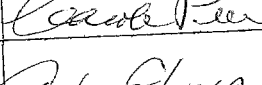



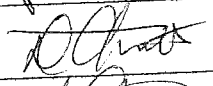
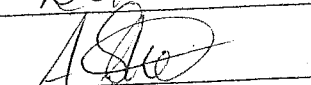
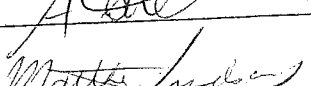
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Printed Name	Signature	Address	City/Town
LESLEY PUNT	<i>[Signature]</i>	315 Spruce Ave,	Kaleden BC
Vicki Kryzanowski	<i>[Signature]</i>	202 Van Horn St	Penticton
David Caswell	<i>[Signature]</i>	339.8 River Rd. Keremeos	Kelowna
Roxanne Zeiler	<i>[Signature]</i>	1615 Duchess Dr	Penticton
Sharon Middle	<i>[Signature]</i>	144 Brunswick St	Penticton
Debra Cosens	<i>[Signature]</i>	356 Adamson Dr	Penticton
Anna GIESBRECHT	<i>[Signature]</i>	397 Penticton Ave	Penticton
GAIL MCCUNE	<i>[Signature]</i>	103-3948 FINCH	Pent.
Tom Hornish	<i>[Signature]</i>	1185 Smethurst Rd.	Naramata
DALE FEAR	<i>[Signature]</i>	219 - SWIMBROOK DR.	OK FALLS
WENDY SCHWEIZER	<i>[Signature]</i>	148 KIRKPATRICK AVE	PENTICTON B.C.
Susan Leeder	<i>[Signature]</i>	151-1675 Penticton Ave	Penticton B.C.
Olita Bowden	<i>[Signature]</i>	151-1675 Penticton Ave	Penticton B.C.
Sioel Moriera	<i>[Signature]</i>	134 Big Horn Tr.	OK Falls BC
Susan Lychak	<i>[Signature]</i>	997 Heritage Blvd	OK Falls
Ing Lychak	<i>[Signature]</i>	" "	" "
IRENE HAICK	<i>[Signature]</i>	503-250 MARINA WAY	PENTICTON

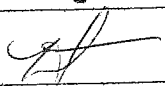
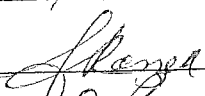
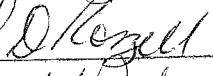
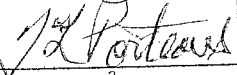
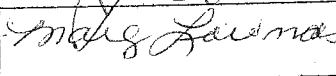
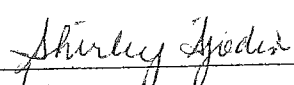
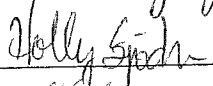

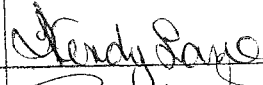
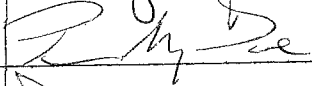
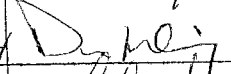
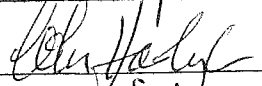

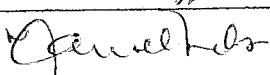
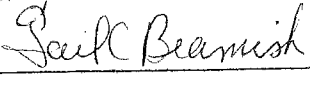
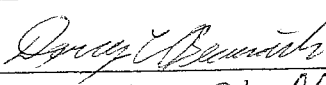

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Printed Name	Signature	Address	City/Town
RODHAMIRCHY		158 BRACEWELL DR	PENTICTON, B.C.
ALANNA MACMURRAY		158 BRACEWELL DR	PENT. BC.
Kevin Martin		533 Waterford Ave	Penticton, B.C.
A. KERAHADI		1027 Sympson Ave	Penticton
A. MAZULESCU		134 BIG HORN	OK FALLS
T. SNYDER		176 Big Horn Tr	OK Falls.
N. SNYDER		176 Big Horn trail	OK - Falls
RICHARD THOM		2515 Johnson St.	Summerland.
DOUG BROOKES		486 Alder ST	PENTICTON
Carole Punt		93 Van Horn St	Penticton, BC
Judy Elona		542 Redwing DR	Penticton.
Ed Elona		542 Redwing DR	Penticton
JOHN LEWALL		746 Revelstoke Av.	Penticton
DAWN ANNETT		2250 BASKIN ST	"
Amanda Stewart		1470 Main Street	Olalla.
Matt Lindsay		#1 - 1138 Maple St.	Okanagan Falls
Margaret Annett		#21- 2250 Baskin St.	Penticton

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MERLE DIOT		2845 Arden Rd	Naramata BC
Jane Roszell		910 3 mile Rd	Penticton BC
Dennis Roszell		910 3 mile Rd.	Penticton BC
J.L. PORTER		3545 3 RD ST	NARAMATA B.C.
M LOUNDES		513 AVISOP DR. WEST BENCH	PENTICTON BC
Shirley Sjodin		1346 Main St. Okanagan Falls	OK Falls, B.C.
Holly Sjodin		286 Green Ave West	Penticton BC
HARRY DeRosier		9096 Mayne Place	Summitland BC
Wendy Lane		283 One Quail Place	OK Falls BC.
RAUDY DOZ		283 ONE QUAIL PL.	OK Falls BC
DAREN MCWHINERY		140 Ponderosa Pl.	Penticton B.C.
COLIN HALLINGTON		332 Heritage Blvd	OK Falls
Lorraine Stephenson		280 Fairview	Pent.
CARROLL NELSON		4451 Belmont Ave.	Vancouver BC.
GAIL BEAMISH		RIVA Ridge Bldg #34	Penticton BC.
DOUG BEAMISH		RIVA Ridge #34	Penticton BC.
ANN PHILLIPS		2482 GAMMON RD. - NARAMATA	NARAMATA.

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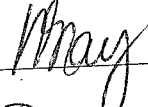
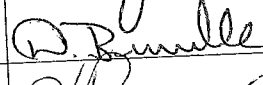
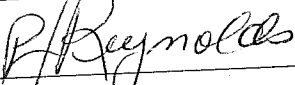
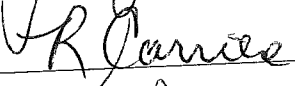

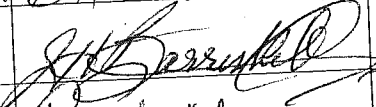
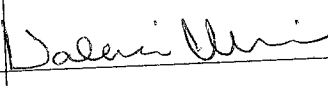


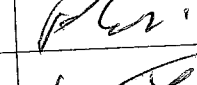
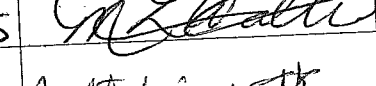
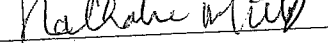
Printed Name	Signature	Address	City/Town
DAN MATA		1221 CENTENNIAL CRSS	KERANNA
C. Barton	C. Barton	5803 Fiddlers Fl	OLIVER
R. Tilstra	R. Tilstra	2424 Fairview	Oliver BC
CHRISTINA KRAL	CHRISTINA KRAL	4242 HWY 97	OLIVER B.C.
Ruth Kippelberg	Ruth Kippelberg	5691 Dogwood Ave	Oliver, BC
James W. Anderson	James W. Anderson	22 6446 Meadows Dr.	Oliver, BC
Doris Anderson	Doris Anderson	22 6446 Meadows Dr.	Oliver, B.C.
Allan Patton	Allan Patton	318 LUPINE LAKE	Oliver BC.
CHRIS BLAZICEVIC	CHRIS BLAZICEVIC	811 FAIRVIEW	OLIVER B.C.
MARTY CIEPINSKI	MARTY CIEPINSKI	#16-5050 13th Ave	O.K. Falls BC
DAVE VEACH	DAVE VEACH	17-340 MCKINNEY RD.	OLIVER BC.
Bernice Belmes	B. Belmes	6831 Lakeside Dr.	Oliver, B.C.
Merrilyn Jess	Merrilyn Jess	6184 St. Martins Pl.	Oliver B.C.

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Printed Name	Signature	Address	City/Town
CARIS S. SMITH		5571 PRIMROSE LN	OLIVER
NANCY GRAY			OLIVER
Debbie Brundelle		6601 Tue-El-Nuit Dr	OLIVER
JUNE REYNOLDS		156 CARR CRES.	OLIVER
Ray Carrière		6766 Lakeside Dr.	Oliver
Karen Amos		6283 Main St	Oliver
Colaine Ingram	C. INGRAM	684 MERLOT	Oliver
Heidi Leung	B. LEVERETT	6643 LAKESIDE	OLIVER
E. Brundelle	E. Brundelle	65-6601 Tue El Nut	Oliver
John Barriskill		65-6601 Tue El Nut	OLIVER
Renate Ackermann	Renate Ackermann	7523 Crest-A-Way Rd	Oliver
Valerie Wren		6619 Hillside St.	Oliver
Deb MANTEN		6944 CHARDONWAY PLACE	OLIVER
G.E. HERON		661 EARLE CRES.	"
P. SMITH		650 MCKINNEY RD	"
M.L. WALTERS		5815 TULAMEN ST	Oliver
M. Malt		3-6633 Park Dr.	Oliver

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Printed Name	Signature	Address	City/Town
CHRISTINE KAZI	[Signature]	7272 97 th Hwy	OLIVER B.C.
Karen Nelson	[Signature]	6263 Kootenay St	Oliver, BC
Monica Nemes	[Signature]	1248 Greenlake Rd	Oliver BC.
Dorothy Hoffmann	[Signature]	6778 Inceprint	Oliver
Sandra Badtke	[Signature]	563 Samuel Rd	Oliver
Jan Wheeler	[Signature]	841 BRING AVE	OLIVER.
W. Fenchuk	[Signature]	8916 Jubilee Dr	Oliver
E.O. Smith	[Signature]	P.O. Box 6820 Oliver	OLIVER BC.
Sharon Zabat	[Signature]	108-6012 Kootenaysl	OLIVER B.C.
Susan deCosta	[Signature]	4934 97 Hwy, OLIVER	OLIVER BC.
LOUISE BARBER	[Signature]	152-71 DGEVIEW RD	OLIVER B.C.
KATHLEEN FARRELL	[Signature]	64 8487 Hwy 97	OLIVER, BC
MARGARET JOOSTINHO	[Signature]	Hwy-97	OLIVER B.C.
Daniel Knudsen	[Signature]	1051 Macintosh Rd	Oliver B.C.
Melissa Fowler	[Signature]	6507 Bellevue Dr	Oliver, BC
J. Schweitzer	[Signature]	1888 Willowbrook Rd	Oliver, BC
L. G. Reed	[Signature]	1084 TVEBUDV DR	OLIVER BC

Petition to FORTIS BC, BC UTILITIES COMMISSION, PREMIER OF BRITISH COLUMBIA and MINISTER OF ENERGY to cancel and review increases imposed by FORTIS BC causing excessive financial hardship for the citizens of British Columbia.

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Printed Name	Signature	Address	City/Town
HELGA ASTON	<i>Helga Aston</i>	5852 Fairview Pl.	Oliver
FERN REABEN	<i>Fern Reaben</i>	AIRPORT VILLAGE	OLIVER
PAMELA ARMSTRONG	<i>Pamela Armstrong</i>	170 Buchanan Dr	"
LENA CROSSING	<i>Lena Crossland</i>	2-9877 Inver AT	Oliver
<i>Thelma Barber</i>	<i>THELMA BARBER</i>	2-6778 Juddmont	Oliver
<i>Olga Miller</i>	<i>Olga Miller</i>	#6-5862 Airport Rd	Oliver
MARILYN MARCEL	<i>Marilyn Marcel</i>	7162 ISLAND RD.	OLIVER,
Georgina Forsyth	<i>Georgina Forsyth</i>	7080 Meadows Dr. #1	Oliver
Erene Covey	<i>Erene Covey</i>	832 McKinney Rd	Oliver
Karen Meskis	<i>Karen Meskis</i>	5957 Okanagan	Oliver
ZITA WITCHEL	<i>Zita Witchel</i>	5944 Nicola	Oliver
Ron Shulhan	<i>Ron Shulhan</i>	6623 Mountainview Dr	Oliver
Corie North	<i>Corie North</i>	6012 Kootenay	Oliver
SANDRA HUGHES	<i>Sandra Hughes</i>	1-6462 PARK DR.	OLIVER
SANDY JONES	<i>Sandy Jones</i>	15-6601 Tweedit St	OLIVER
ANNE MULLEN	<i>Anne Mullen</i>	152 WILLOWS PLAZA	OLIVER
KAREN KENNEDY	<i>Karen Kennedy</i>	6654 OXBOW CRES	OLIVER.

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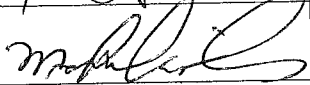
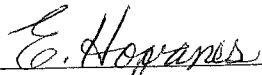

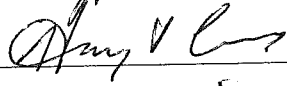
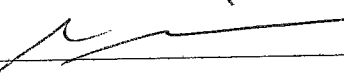
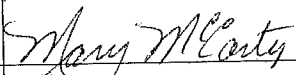


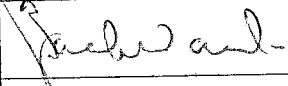



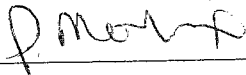
Printed Name	Signature	Address	City/Town
VAL CROWHURST	Val Crowhurst	6646 OXBOW CRTS	OLIVER BC
MARYANNOR	M. Phillips	5769 MAIN ST	OLIVER BC
NICOLE MARTINEAU	Nicole Martineau	380 McKinney Rd	Oliver BC
Merrilyn Jess	Merrilyn Jess	6184 St Martins Pl.	Oliver B.C.
Yoon Services	Yoon Services	350 McKinney Rd	Oliver BC
710 Monwell	H. Monwell	6446 Meadows Pk	Oliver BC
Julie Neut	Julie Neut	4594 Highway 97	Oliver B.C.
PAUL CHARTIER	P. Chartier	3563 TULANEEN ST	OLIVER BC
GEORGE BOYCHUK	George Boychuk	6400 Mountainview Rd	Oliver BC
HELEN OVERMAN	Helen Overman	720 COLUMBIA PL	Oliver B.C.
Kathie Poirier	K. Poirier	7126 Island Rd	Oliver BC
George Leclair	George Leclair	337 McKinney Rd	Oliver BC
Charles			
CHARLES STEWART	Charles Stewart	323 - 650 MCKINNEY RD	OLIVER BC
DIANNE SPENCER	D. Spencer	6444 KOTENAY ST	OLIVER BC
Mildred Bothé		125 8487 97 Hwy	OLIVE BC
Ed Bothé		125 8487 97 Hwy	OLIVER BC

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Printed Name	Signature	Address	City/Town
JACK AGOSTINI		8531 KOOTENAY	OLIVER
CHERYL ENDREY		6453 WINTER PARK DR	OLIVER
Melissa MacMakin		6753 Meadows Drive	OLIVER
S DANIELS		30 WILLOW CROS	OLIVER
E. HOVANES		7561 Hwy 97	OLIVER
MARLY LIMA		8-6583 LAKESEDE DR	OLIVER
Harry Cummins		47-8487 Hwy 97	Oliver
R. Robertson		6231- Kootenay St	Oliver
MARY MCCARTY		60 6601 Incelmuita	Oliver
Evelyn Partridge		1-5841 Columbia St	Oliver
XVONNE Gaud		120 McHanna Rd.	Oliver
JACK WARD		238 #9 ROAD	OLIVER BC
HEATHER AUBIN		1001 PINE RIDGE DR.	OLIVER BC
CLIFTON MARRIOTT		6526 TUCKER MOUNT DR	OLIVER B.C
OLIVIA RINDLEY		2501 RADIO TOWER	OLIVER B.C.
Patricia Polymaux		461 Douglas Ave	Penticton

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Printed Name	Signature	Address	City/Town
Cheryl Quintal	[Signature]	2587 100th	BC
Penny Quintal	[Signature]
Susan Griffith	Susan Griffith	218 Redwing Pl	B.C.
Leila Freeman	Leila Freeman	Osoyoos	BC
Sarah Tolman	[Signature]	Oliver	BC
Sam Wilson	Sam Wilson	Oliver	BC
Arvis Clifford	Arvis Clifford	OLIVER	OLIVER. B.C.
Joan Petersen	Joan Petersen	#49. 6778 Oliver. Tweedmill Dr.	Oliver B.C.
Sharon Jesse	Sharon Jesse	Oliver bc.	Oliver BC
Louise Daoust	Louise Daoust	Oliver BC	Oliver
Ron Papil	Ron Papil	7284 Tweedmill Dr. LAKEVIEW	Oliver
D. WATSON	[Signature]	Oliver	OLIVER
Constance Kunz	Constance Kunz	4350 Hwy 97	Oliver BC
Ivelise Oliver	Ivelise Oliver	P.O. Box 562 6138 - Spanton Street	OLIVER B.C.
Pat Smallwood	Pat Smallwood	200 Willows Pl	Oliver, BC

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Printed Name	Signature	Address	City/Town
Kelly Estabrook	K Estabrook	Box 106	Oliver BC
Barb Estabrook	B Estabrook	Box 106	Oliver BC
Lisa Kunz	L Kunz	6522 Lakeside Drive	Oliver BC.
Lyndee Churnoff	L Churnoff	6423 Badger	Oliver BC
Jason Vala	Jason Vala	Box 1234 Oliver	Oliver BC
Sofia Corguiera	S Corguiera	4815 Reggrass Rd	Oliver BC
Robyn McCraig	R McCraig	Box 426, Oliver	Oliver BC
Adam Pitts	A Pitts	Box 426,	Oliver, BC
Sean Hough	S Hough	4335 REG GRASS	Oliver BC
Theresa Johnston	T Johnston	Box 1959	Oliver BC.
Susan Dyck	S Dyck	5987-Dividend St.	Oliver BC.
Rebecca Elliott	R Elliott	6548 Kootenay St.	Oliver BC
Christina Coughlin	C Coughlin	6548 KOOTENAY ST	Oliver
Jim Searles	J Searles	33538 Foxglove St	Oliver
Courtney Thompson	C Thompson	264 Redwing	Oliver, BC.
Theresa Daniel	T Daniel		Oliver
Kelly Daniel	K Daniel		N.S.

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Printed Name	Signature	Address	City/Town
Brent Ross	<i>Brent Ross</i>	905 Eagle Place	Osoyoos
ANDREW BENEDICK	<i>A. Benedick</i>	5-6526 TUCELNUT DR.	OLIVER.
V.M. FORRESTER	<i>V.M. Forrester</i>	6015 Cooper Kootney	Oliver
S. SURVY	<i>S. Survy</i>	6601 Tucelnut Dr	Oliver
H. LEAL	<i>H. Leal</i>	4152 HWY 97	OLIVER
MARGARET SCHWARTZ	<i>M. Schwartz</i>	792 Greenlake Rd	OLIVER.
FIONA LOCHRIE	<i>Fiona Lochrie</i>	5986 DIVIDEND ST.	OLIVER BC.
CINDY STEWART	<i>C. Stewart</i>	5899 OKANAGAN ST	Oliver, BC.
Dennis Stewart	<i>Dennis Stewart</i>	5899 Okanagan St	Oliver, B.C.
GAIL EVANS	<i>Gail E.</i>	#13 5457 HWY 97	OLIVER, B.C.
K. BRIDGER	<i>K. Bridger</i>	#2-6280 Okanagan St.	Oliver, BC.
A. NYESTE	<i>A. Nyeste</i>	4-250 Thorp Rd	Oliver B.C.
Margaret Lead	<i>M. Lead</i>	27-666 Park Dr.	Oliver B.C.
Bill Eggert	<i>Bill Eggert</i>	959 Cellar Rd	Oliver B.C.
SHERI REICH	<i>S. Reich</i>	Box 41	" "

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Printed Name	Signature	Address	City/Town
Arlin Baptiste	<i>Arlin Baptiste</i>	1064 McKinney Rd	Oliver B.C.
Albert Louie Jr	<i>Albert Louie Jr</i>	5816 Wk Mip Rd	Oliver B.C.
Alfred Louie	<i>Alfred Louie</i>	Box 202 Oliver	Oliver BC
Shirley Alex	<i>Shirley Alex</i>	6090 Sandpoint Drive	Oliver, B.C.
TED BAPTISTE	<i>Ted Baptiste</i>	5982 HARMONY CRES	OLIVER B.C.
Kelsey Louie	<i>Kelsey Louie</i>	1066 Pinebridge Dr.	Oliver B.C.
Corrie Louie	<i>Corrie Louie</i>	1081 MCKINNEY RD	OLIVER BC.
Kathy FALKS	<i>Kathy Falks</i>	6701 Sandpoint Dr.	Oliver BC.
Jackie Stelka	<i>Jackie Stelka</i>	234 Manuels Canyon	Oliver BC
Paul George	<i>Paul George</i>	3781 Wk Mip Road	OLIVER BC
Wayne Bent	<i>Wayne Bent</i>	6091 Harmony Cr.	Oliver
Waylon Bent	<i>Waylon Bent</i>	6091 Harmony Cr	Oliver
Joseph Louie	<i>Joseph Louie</i>	5911 Harmony Cr	Oliver B.C.
Jeremy Baptiste	<i>Jeremy Baptiste</i>	6017 Harmony Cr	Oliver B.C.
Joey McPhail	<i>Joey McPhail</i>	5902 Harmony Cr	Oliver
Paylene Baptiste	<i>Paylene Baptiste</i>	5960083601	Oliver BC.

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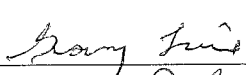
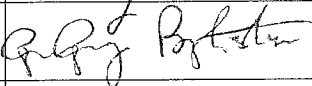
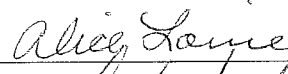
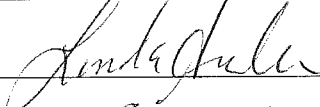


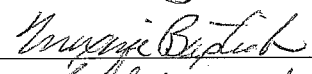
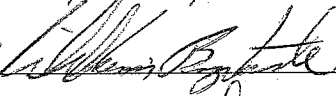

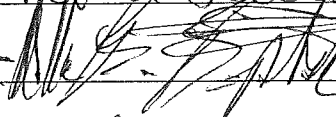
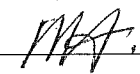
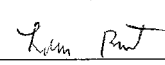
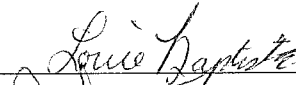

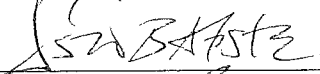

Printed Name	Signature	Address	City/Town
PAT ALLEN	Pat Allen	Box 41 ^{OLIVER BC} VOHITO	Oliver B.C.
Jane Stelka	JANE STELKA	Box 165 Oliver BC	VOH ITO
Loretta MAKOTOFF	Loretta Makoff	5960 Harmony crescent	OLIVER, BC VOH-IT8
ROSE MAKOTOFF	Rose Makoff	5960 Harmony Crest	OLIVER, B.C. VOH IT8
MOSES BAPTISTE	Moses	7139 N. KINNEY VICTORIA	OLIVER, BC VOH IT2
Marie Stelka	Marie Stelka	6309 Black Sage Rd	Oliver BC VOH-ITO
AARON STELKA	A. Stelka	2831 McKINNEY Rd	OLIVER BC VOH IT8
MOSES ALEX	Moses Alex	139 PINE RIDGE	OLIVER BC VOH IT8
Thomas Alex	Thomas Alex	2276 McKINNEY Rd	Oliver BC VOH ITO
Sammy Jo Laie	Sammy Jo Laie	137 Harmony Cres P.O. Box 22 Oliver BC	VOHITO Oliver
Lori Jensen	Lori Jensen	5985 Harmony Cr	Oliver
ANDY BAPTISTE	Andy Baptiste	1001 Pineridge	Oliver
Lloyd Baptiste	Lloyd Baptiste	1071 Pineridge dr. Oliver B.C.	
Alice Hall	Alice Hall	6074 Sandpoint drive	Oliver
RICHARD BAPTISTE	Richard Baptiste	2631 RADIO TOWER ROAD	Oliver
Russell Baptiste	Russell Baptiste	6030 Harmony Cr Oliver B.C	VOH IT8 Oliver

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Printed Name	Signature	Address	City/Town
GARY LOUIE		5438 SANDPOINT DR	Oliver BC
PERCY BAPTISTE			Oliver B.C.
ALICE LOUIE		5938 SANDPOINT DR	OLIVER, BC.
Linda Anderson		5905 Sandpoint	Oliver BC.
Scott Jensen		239 Arrowhead Rd.	Oliver BC
Coral Curley		5918 HARMONY CRES.	Oliver BC
Maxine Baptiste		5962 Harmony Cres	Oliver BC
Lillian Baptiste		OLIVER BC	OLIVER BC
Verna L		4884 McKINNEY RD Oliver BC	Oliver BC
Allen Baptiste		Box 1465 V0H 1H0	Oliver BC
MARLENE OLSEK		5952 Harmony Cres.	Oliver BC.
LYLYS BENT		6091 Harmony Crest P.O. Box 1465 V0H 1H0	Oliver B.C.
LOUIE BAPTISTE		1305 McKINNEY Rd.	Oliver B.C.
Beverly Louie		1	Oliver BC
Jason Baptiste		6015 Harmony cres	oliver BC
K. Gallagher		6015 Harmony cres	Oliver BC

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Printed Name	Signature	Address	City/Town
Nathan Halse McGinnis	N.M.	RR #3 S-24 C-39 VOH 170	Oliver
Tyler Louie	G Louie	5922 Harmony Cres VOH 1T8	Oliver
KEAL HALE	K Hale	2490 RADIO TOWER RD OLIVER VOH-1T1	OLIVER
SHERI SELKIA	S.A. Selkia	"	"
Tom Gabriel	Tom Gabriel	2276 McKinney Road	Oliver
Lane Stelkia	Lane Stelkia	2490 RADIO TOWER RD	
Celina Alex	Celina Alex	6090 Sandpoint Drive VOH 1T8	Oliver
D Alex	D Alex	6090 Sandpoint drive VOH 1T8	
Ashley McGinnis	Ashley McGinnis	5922 Harmony Crescent VOH 1T8	Oliver
ERICA LOUIE	Erica Louie	29 Arrowhead Rd	Oliver BC
D BRK		1498 McKinney Rd OLIVER	
Jody Louie	Jody Louie	P.O. Box 22 Oliver	Oliver B.C.
Sophie Louie	Sophie Louie	Box 22 OLIVER BC	
FRED BAPTISTE	Fred Baptiste	Box 22	OLIVER BC
HELEN GALLAGHER	Helen Gallagher	Box 228 OLIVER B.C. VOH 1T8	OLIVER BC VOH 1T8
Charlene Baptiste	Ch Lou Baptiste	1041 Pineridge Dr.	OLIVER BC