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Regulatory Affairs Correspondence

Email: electricity.regulatory.affairs@fortisbc.com

August 30, 2013

<u>Via Email</u> 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: British Columbia Utilities Commission (BCUC or the Commission) Order C-7-13

(CPCN Order)

FortisBC Inc. (FortisBC) Radio-Off AMI Meter Option Application

In accordance with the Commission's CPCN Order and FortisBC's July 31, 2013 letter, FortisBC hereby files its Radio-Off AMI Meter Option Application based on the principles set out by the Commission in subparagraphs 1(a) to (c) of the CPCN Order.

If further information is required, please contact the undersigned.

Sincerely,

FORTISBC INC.

Original signed:

Dennis Swanson

cc (e-mail only): FBC AMI CPCN Application Interveners

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INTRODUCTION

- 2 On July 23, 2013, the British Columbia Utilities Commission issued Order C-7-13 on the
- 3 Application of FortisBC Inc. (FortisBC or the Company) for a Certificate of Public Convenience
- 4 and Necessity (CPCN) for the Advanced Metering Infrastructure (AMI) Project. The
- 5 Commission granted a CPCN subject to the condition that FortisBC confirm in writing by August
- 1, 2013 that it would file an application for an opt-out provision by November 1, 2013 based on
- 7 the following principles:
 - 1. Customers may choose to opt-out of accepting a wireless transmitting meter.
 - 2. Customers who choose to opt-out will be provided with an AMI meter that has the wireless transmit functions disabled. Transmit functions on these meters will remain disabled until the individual chooses to opt back in to the AMI program; in the event that the customer moves to a new property, the opt-out choice will move with the customer.
 - 3. The incremental cost of opting-out of the AMI program will be borne by the individual choosing to opt-out.
 - (collectively, the Commission Radio-Off Principles)
- On July 31, 2013, FortisBC confirmed in writing that it would file the stipulated application. This filing constitutes that application.
- 18 The Commission requirement for an opt-out provision was based on the risk of project delay
- due to customer opposition to the AMI Project. Correspondingly, the Company submits that the
- 20 Application should be expeditiously reviewed in order to preserve the AMI Project
- 21 implementation schedule. FortisBC proposes the following regulatory schedule for review of the
- 22 Application.

ACTION	DATE (2013)	
Application Filed	Friday, August 30	
Commission and Intervener Information Request No. 1 to FortisBC	Thursday, September 12	
FortisBC Response to Information Request No. 1	Thursday, September 26	
FortisBC Final Submission	Thursday, October 3	
Intervener Final Submissions	Thursday, October 10	
FortisBC Reply Submission	Thursday, October 17	

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24 A Draft Order approving FortisBC's Radio-Off AMI Meter Option Application is included as

25 Appendix A. An electronic version of Appendix A is also attached for convenience.



APPLICATION

- 2 The Commission Radio-Off Principles are important and were the basis on which the Company
- 3 decided to proceed with the AMI Project despite the existence of an opt-out option, which it had
- 4 earlier opposed. The considerations that influenced the Company's decision include the
- 5 following:

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- The fact that, pursuant to the second of the Commission Radio-Off Principles, customers wishing to "opt-out" will receive a radio-off AMI meter means that the Company and customers will receive the same data that they would through the RF LAN, but less frequently.
- The third of the Commission Radio-Off Principles ensures that those customers who accept a standard AMI meter will not be subsidizing those customers who choose the radio-off option.
- 13 The implementation of AMI will mark a significant change in how the Company serves its
- customers, providing numerous immediate and future benefits as recognized in the Commission
- Decision of July 23, 2013. The opportunity for improved control over the cost of electricity, both
- by customers and by the Company, is a fundamental driver behind the AMI Project.
- 17 In order to implement the Commission Radio-Off Principles set out in Order C-7-13, FortisBC
- proposes that the following detailed criteria and processes be applied.

19 1.1 Who Can Choose a Radio-off AMI Meter?

- 20 Paragraph 1(a) of Order C-7-13 stipulates: "Customers may choose to opt-out of accepting a
- 21 wireless transmission meter." This section of the Application clarifies the criteria for identifying
- 22 those persons eligible to participate in FortisBC's Radio-Off Option in accordance with Order C-
- 23 7-13.
- 24 A customer for the purpose of the Radio-Off Option is a FortisBC account holder scheduled by
- 25 FortisBC to receive an AMI meter.
- 26 Given that the Radio-Off Option applies only to the AMI implementation, FBC customers that
- 27 are not scheduled by FortisBC to receive an AMI meter will not be eligible for the Radio-Off
- 28 Option. These ineligible customers include large power customers currently billed using the
- 29 MV-90 system, lighting customers and other non-metered customers.

1.2 How Do Customers Choose the Radio-off AMI Meter?

- 31 Again, paragraph 1(a) of Order C-7-13 stipulates: "Customers may choose to opt-out of
- 32 accepting a wireless transmission meter." This section of the Application sets out the process
- 33 for customers to communicate that choice to participate in the Radio-Off Option to the
- 34 Company.

FORTISBC INC.

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RADIO-OFF AMI METER OPTION



- A customer who wishes to participate in the Radio-Off Option and accept a radio-off AMI meter must communicate that choice to the Company by one of the following means:
 - By completing and signing an application form, in the form set out as Appendix "B" to this Application (the FBC Radio-Off Option Form) and delivering it to the Company by one of the following means:
 - (a) delivering a hard copy of the completed and signed FBC Radio-Off Option Form to:

FortisBC Electric Advanced Metering
Box 130,
1290 Esplanade,
Trail BC V1R 4L4

- (b) submitting a completed and signed FBC Radio-Off Option Form by fax to **866-540-6732**; or
- (c) emailing a completed and signed FBC Radio-Off Option Form to fbcami@fortisbc.com.
- A customer may obtain a copy of the FBC Radio-Off Option Form either online at FortisBC.com, or by calling FortisBC's electric Contact Centre at 1-866-436-7847 to have one mailed to them.
- 17 No other forms or modes of communication constitute a valid means of communicating a
- customer's choice to participate in FortisBC's Radio-Off Option. To elaborate, only submission
- by one of the means specified above of a FBC Radio-Off Option Form, completed and signed
- 20 by the account holder, will serve to enroll the customer in the Company's Radio-Off Option.
- 21 Other forms of notification, such as, for example and without limitation, mass petitions, form
- letters, forms other than the FBC Radio-Off Option Form, emails, phone calls, or area-wide
- 23 declarations will not be accepted.
- 24 Customers are not required to provide a reason for selecting the radio-off option.
- 25 FortisBC will ensure that radio-off AMI meters are installed at every customer premise for which
- 26 it has received a completed and signed FBC Radio-Off Option Form from the account holder for
- 27 that premise. Customers who have completed, signed and submitted the Radio-Off Option
- Form in the manner set out in this Application are referred to in the remainder of this Application
- 29 as Radio-Off Customers.
- 30 The initial fee described below will be included in the first bill that the Radio-Off Customer
- 31 receives after installation of the radio-off AMI meter. Ongoing charges for manually reading the
- radio-off AMI meter will be included in each subsequent bill.



1 1.3 How Will Customers Be Notified of the Radio-off Option?

- 2 Customer communications from FortisBC will include a notice that concerned customers can go
- 3 to the FortisBC website or call the electric Contact Centre for more information or to discuss
- 4 their concerns. Customers will be made aware of the options available if their concerns cannot
- 5 be addressed, including the Radio-Off Option if an AMI meter is scheduled by FortisBC to be
- 6 installed at the premises associated with their account.
- 7 Thirty days prior to scheduled deployment of AMI meters to a particular region, the Company
- 8 will mail a notice of pending AMI meter installation to all customers of the region. Included in
- 9 that notice will be a general information kit regarding AMI, as well as a reminder that if they have
- any concerns regarding the installation they need to contact FortisBC. The notice will clearly
- indicate that customers can select the Radio-Off Option, set out the means by which that choice
- must be communicated to FortisBC, and provide the fee schedule associated with that option.

1.4 How Will Data Be Collected from the Radio-Off Meters?

- 14 Subparagraph 1(b) of Order C-7-13 stipulates: "Customers who choose to opt-out will be
- 15 provided with an AMI meter that has the wireless transmit functions disabled. Transmit
- 16 functions on these meters will remain disabled until the individual chooses to opt back in to the
- 17 AMI program..." This section of the Application addresses how the data from the radio-off AMI
- 18 meter will be collected.

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- 19 Since a radio-off AMI meter will have its transmitting functions disabled, consumption and
- 20 operational data must be retrieved by FortisBC directly from the meter. The data will be
- 21 securely retrieved by FortisBC personnel using a handheld device that will download the
- information through the optical port on the AMI meter.
- 23 Meter readings and operational data will be downloaded at the period prescribed in the rate
- 24 schedule under which the Radio-Off Customer receives electrical service.

25 1.5 How Does the Radio-Off Option Affect Service to Radio-Off Customers?

- 26 For Radio-Off Customers, the radio-off AMI meters that the Company will install will provide
- 27 interval consumption and event data.
- While the deployment of radio-off AMI meters will protect the availability of some benefits that
- 29 would not be available through the use of non-AMI meters, the decision of a customer to choose
- 30 a radio-off AMI meter will still result in certain benefits being unavailable to the individual Radio-
- 31 Off Customer:

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- Radio-Off Customers will not receive their detailed consumption information on a near real-time basis;
- Radio-Off Customers will not have the benefit of remote outage detection and power quality monitoring;

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- Radio-Off Customers will not have the ability to participate in certain future innovative rates (for example, critical peak pricing and pre-pay rates) requiring reading of interval data more frequently than the manual download process allows;
- Radio-Off Customers will not have support for a Home Area Network (HAN) and associated in-home displays (IHDs), given that this requires wireless transmission from the AMI meter.
- FortisBC will endeavor to clearly communicate these limitations to customers in its notification to customers (referenced above) prior to deployment of AMI meters in their region.

1.6 What Is the Incremental Cost that Will be Charged to Radio-Off Customers?

- Subparagraph 1(c) of Order C-7-13 stipulates: "The incremental cost of opting-out of the AMI
- program will be borne by the individuals choosing to opt-out".
- 13 The incremental cost to be charged to Radio-Off Customers will be comprised of the following:
 - A per-premise setup fee of \$110 that recovers additional administrative and infrastructure costs associated with installation of a radio-off AMI meter.
 - A per-read fee of \$22 that recovers the cost of manually downloading the consumption and operational data from a radio-off meter
 - The per-premise setup fee of \$110 includes an estimate the following costs, which are required to reconfigure the AMI meter and to provide additional communication infrastructure to accommodate a Radio-Off Customer:
 - Approximately two hours per meter in administrative work required for manual meter configuration within the AMI system; and
 - Additional RF range extenders required to maintain the overall meter-to-range extender ratio in order to fill in network "gaps" created by the radio-off meters and preserve the integrity of the RF mesh.
- The following table summarizes the inputs to the per-premise setup fee:

Per-premise setup fee:				
	units	rate	total per cust	tomer
Contact Centre	1	\$51.41	\$51.41	
Metering Analyst	1	\$57.14	\$57.14	
Capital related (add'l RE's)	2	\$707.00	\$2.12	
Total			\$ 110.67	
Proposed Per-premise setup fee:			\$110.00	



- The per-read fee of \$22 bimonthly is based on 0.5% of customers choosing the radio-off AMI 1
- meter option, and covers all incremental vehicle and labour costs incurred for the ongoing 2
- manual download process. 3
- The underlying assumptions used to calculate the per-premise and per-read fees are: 4

Radio-Off Option Participation Rate

- FortisBC bases the per-read fee on a Radio-Off Option participation rate of 0.5%, based 6 on the experience of similar programs in the U.S. (there are very few similar programs in 7 8 Canada, and those that exist are nascent). From the November 2012 issue of Power
- 9 Grid International:
- In practice, the number of customers who opt out of smart meters fewer than 1 percent 10 - confirms that most customers support having a smart meter or at least do not oppose 11 12 it.
- Customers in Maine, the state with the highest level of press coverage regarding the 13 issue, are most active, with some 1.4 percent of customers opting out (about 8,000 14 customers of the 600,000 total). Here are some others reported recently: 15
- 16 Avista Corp: zero percent
- Florida Power & Light Co.: 0.3 percent 17
- Lafayette Utilities System: 0.4 percent 18
- Pacific Gas & Electric Co.: 0.5 percent 19
- Portland Gas & Electric Co.: 0.0005 percent 20
- San Diego Gas & Electric Co.: 0.05 percent 21
- The average of these, including Maine, is 0.4 percent about 1 in 250 customers. 22

23 **Travel Time:**

- This input captures the travel time between reads and the travel time to the meter reading location. It is assumed that the reads are equally distributed over the Company's service territory which provides an estimate of the average distance between reads. Given an average travel speed between reads, this produces an average travel time for each read.
- Read Time:
- 30 The average time read required to download interval data manually from the AMI meter 31 is estimated to be approximately 3 minutes.

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RADIO-OFF AMI METER OPTION



1 The following table summarizes the inputs to the per-read fee:

Ongoing Costs (per read):			
Number of customers (2016)	1	38,900	
Radio-off option rate		0.50%	
forecast Radio-off customers		695	
Read time		3	min
Travel time		13	min
Total time per read		16	min
Cost per minute calculation:			
Labour	\$	0.99	
Vehicle	\$	0.40	
Total	\$	1.39	
Cost per read	\$	22.81	
Proposed Cost per read		\$22.00	

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As was noted in the AMI CPCN application, and as will be finalized during the Define/Design stage of the AMI Project, the Company has considered that up to one percent of customers may not have an economic Wide Area Network (**WAN**) solution available to them, resulting in the installation of radio-off AMI meters that have to be serviced via a continuation of manual meter reading to those specific locations. Providing manual meter reading as a WAN solution in these cases involves certain costs that were built into the AMI Project proposal and financial analysis. The radio-off fees proposed herein as applicable to the Radio-Off Option are designed to cover only those costs that are incremental to the costs already considered for the WAN-related manual meter reading.

In addition to the above fees, FortisBC may apply a False Site Visit Charge as specified in Schedule 80 of the Tariff in cases where the Company attends a customer property at the request of the customer, but is unable to install a radio-off AMI meter because the customer refuses access to their property or creates conditions that prevent the Company from installing a radio-off AMI meter.

1.7 FINANCIAL TREATMENT AND ADJUSTMENT MECHANISM

- The revenue received from radio-off fees would be forecast and recorded as "Other Income" similar to other tariff fees. These revenues would be offset by increased O&M costs. The net result would be a forecast zero rate impact.
- 22 FortisBC will monitor both actual numbers of Radio-Off Customers and actual manual meter
- 23 reading costs. The Company will recommend fee revisions during the next Cost of Service/Rate
- 24 Design Application if appropriate.



- 1 Again, as was noted in the AMI CPCN application, and as will be finalized during the
- 2 Define/Design stage of the AMI Project, the Company has considered that up to one percent of
- 3 customers may not have an economic WAN solution available to them, resulting in the
- 4 installation of radio-off AMI meters that have to be serviced via a continuation of manual meter
- 5 reading. It is not proposed that these customers be subject to the radio-off AMI meter costs
- 6 noted above as:

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- By definition, these customers are being served by manual meter reading as a last option only due to technical or economic drivers limiting the extension of the RF mesh to their premise; and
- As technological or economic conditions warrant, the Company will convert the
 meters to standard radio-on AMI meters (the meters' radio will be turned on) and
 consumption and event data will be transmitted to FortisBC via a fixed
 communications network. As meters are converted, manual meter reading to those
 locations will be eliminated.

1.8 What Happens When a Radio-Off Customer Chooses a Standard AMI Meter (Radio-on)?

- 17 Paragraph 1(b) of Order C-7-13 stipulates: "Customers who choose to opt-out will be provided
- with an AMI meter that has the wireless transmit functions disabled. Transmit functions on
- 19 these meters will remain disabled until the individual chooses to opt back in to the AMI
- 20 **program**..." (emphasis added). This section of the Application addresses the process by which
- an individual eligible to do so communicates to the Company his or her choice to opt back in to
- the AMI program.
- 23 A Radio-Off Customer may decide to revert to the standard radio-on AMI meter option at any
- time by calling the FortisBC electric Contact Centre at 1-866-436-7847 or emailing FortisBC at
- 25 fbcami@fortisbc.com and advising of his or her decision.
- 26 Once the Company receives notice of the customer's decision to stop participating in the
- 27 Company's Radio-Off Option, FortisBC will dispatch a meter technician to complete a final
- 28 manual meter read, and to enable the AMI meter's radio. The customer will incur one final per-
- 29 read fee.

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1.9 What Happens When A Radio-Off Customer Moves from the Property?

- 31 Again, paragraph 1(b) of Order C-7-13 stipulates: "Customers who choose to opt-out will be
- 32 provided with an AMI meter that has the wireless transmit functions disabled. Transmit
- 33 functions on these meters will remain disabled until the individual chooses to opt back in to the
- 34 AMI program; in the event that the customer moves from the property, the opt-out choice will
- 35 move with the customer". This section of the Application addresses what happens when a
- 36 Radio-Off Customer moves.

FORTISBC INC.

RADIO-OFF AMI METER OPTION



- 1 There are two elements to consider in this regard: (a) what happens at the Radio-Off
- 2 Customer's new premises; (b) what happens at the Radio-Off Customer's former premises, at
- 3 which a radio-off meter had earlier been installed?
- 4 Ongoing post-AMI deployment, it will be FortisBC's standard operating procedure that, when a
- 5 Radio-Off Customer moves, they will be asked to confirm their choice for a radio-off meter at
- 6 their new premises (if in FortisBC service territory), and if confirmed, to submit a signed FBC
- 7 Radio-Off Option form specific to the new premises. Customers will pay a fee for the final read
- 8 at the old premises, and the applicable per-premise setup and per-read radio-off fees for the
- 9 new premises. The fee at the new residence will be the per-premise setup fee noted above,
- 10 \$110. These fees relate to the cost of manually turning off the radio at the new premises,
- 11 configuring the system to accept manual reads at the new premise, ensuring that the RF-mesh
- 12 network continues to operate around the new radio-off location, and manually turning on the
- 13 radio at the old premises.
- 14 Because the radio-off choice moves with the customer, it no longer applies to that customer's
- former premises. FortisBC will turn the wireless transmission "on" at that premises unless the
- 16 new, incoming customer at the premise also elects to choose a radio-off AMI meter, and
- 17 completes, signs, and submits the FBC Radio-Off Option Form in the manner outlined above.

18 **1.10 Tariff Changes**

- 19 In order to accommodate the Radio-Off Option, FortisBC's existing Electric Tariff has been
- 20 updated to include a Radio-Off Option Rate Schedule that sets out the terms applicable to the
- 21 Radio-off Customer's decision to choose a radio-off AMI meter to be installed at their premises,
- as well as detail on the fees to be charged to recover the costs associated with that choice. The
- 23 new Rate Schedule 82 and associated changes to FortisBC's Electric Tariff Terms and
- 24 Conditions have been included in this Application as Appendix "C".

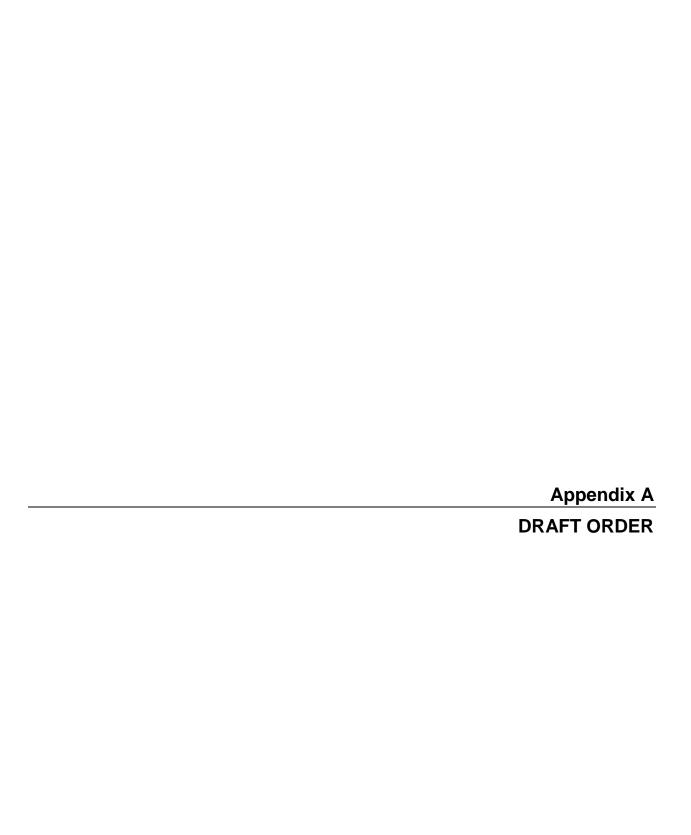
25 **1.11 OTHER**

26 For those customers that still wish to have a standard radio-on AMI meter, but have concerns

- 27 related to the wireless communication capabilities of the meter, for completeness FortisBC
- 28 notes that there remains the option of relocating the meter base to a location mutually
- 29 acceptable to the customer and the Company, with the customer responsible for all costs
- 30 related to the relocation.

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¹ As stated in Section 8.5 of FortisBC's Application for a CPCN for the AMI Project (Exhibit B-1)





BRITISH COLUMBIA
UTILITIES COMMISSION

ORDER

NUMBER G-XX-13

TELEPHONE: (604) 660-4700 BC TOLL FREE: 1-800-663-1385 FACSIMILE: (604) 660-1102

SIXTH FLOOR, 900 HOWE STREET, BOX 250 VANCOUVER, BC V6Z 2N3 CANADA web site: http://www.bcuc.com

DRAFT ORDER

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

and

An Application by FortisBC Inc. for Approval of Radio-Off AMI Meter Option

BEFORE:

XXXX XX, 2013

ORDER

WHEREAS:

- A. On July 26, 2012, FortisBC Inc. (FortisBC) applied (the Application) to the Commission pursuant to sections 45, 46, and 56 of the *Utilities Commission Act* (the Act), for the review and approval of the Advanced Metering Infrastructure (AMI) Project Application including approval of a revised depreciation rate for the meters proposed to be installed as part of the Project;
- B. On July 23, 2013, the Commission granted a CPCN Order C-7-13 (the Decision) for the AMI Project subject to the condition that FortisBC confirm in writing that it will file an application for an opt-out provision by November 1, 2013 based on principles set out in the Decision;
- C. On July 31, 2013, FortisBC confirmed in writing that it would file an application for an opt-out provision.
- D. On August 30, 2013, FortisBC filed an application for a Radio-Off AMI Meter Option (the Application) based on principles set out by the Commission Panel in the Decision;
- E. The Application sets out the fees and process for customers that choose to select the Radio-Off AMI Meter Option.

BRITISH COLUMBIA
UTILITIES COMMISSION

ORDER

NUMBER G-XX-13

NOW THEREFORE the Commission approves as follows:

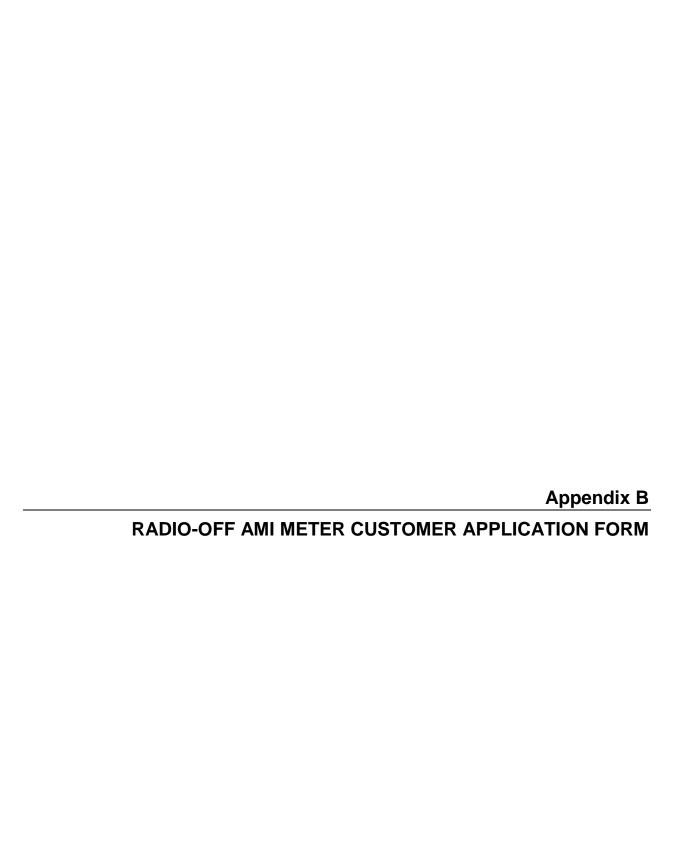
1. The Application including the fees and process for the Radio-Off AMI Meter Option as filed.

DATED at the City of Vancouver, in the Province of British Columbia, this XX day of <month> 2013.

BY ORDER

Original signed by:

XXXXXXX Chair



Account	Holder Name:	
Service A	Address(es):	
Account	Numbers:	
Date:		
	(Account Holder)	am selecting a radio-off AMI meter to be installed
/		understand the following to be conditions of this choice:

- I will be provided with an AMI meter that has the wireless transmit functions disabled and that transmit functions on that meter will remain disabled until I request to have the transmit function enabled or move to another location.
 In the event that I move to another location I will also have the choice of a radio-off AMI meter at the new address. However, a new Radio-Off Form is required for the new location.
- 2. There are fees associated with this radio-off choice that have been approved by the BC Utilities Commission which will be billed on my electric bill. The fees that have been approved by the BC Utilities Commission are set out in paragraph 3 below. Failure to pay these charges will be subject to normal collections procedures and may result in service disconnection.
- 3. I agree to pay the following fees on my electric bill. I understand that these charges are subject to review and adjustment by the BC Utilities Commission.

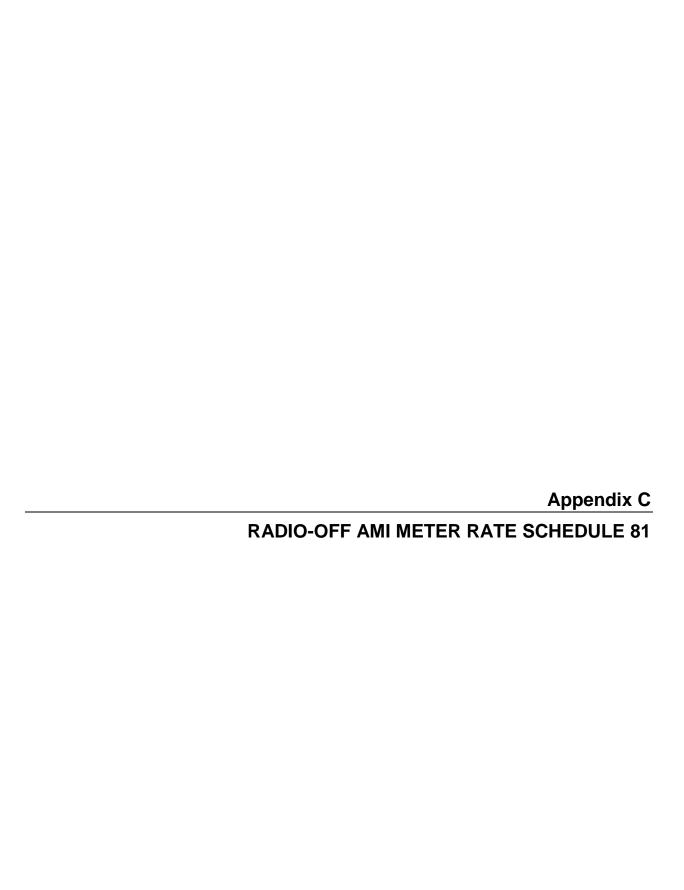
Radio-Off Rates

Per-Premise Setup Fee	\$110.00
Per-Read Fee	\$22.00

4. Access to the meter(s) must be provided as prescribed in the FortisBC Electric Tariff. This access is necessary to download meter readings and operational data that is used to support billing and preserve the financial benefits of the AMI Project for other customers. I understand that my refusal to allow meter access is a violation of the Terms of Service and may result in service disconnection.

FortisBC Inc. Radio-Off AMI Meter Customer Application

I accept that certain rates and programs may not be available to me as a result of my choice of a radio-off meter.		
Signature:	Date:	
Please return this completed and signed f	form by either mail, fax, or scanned to email to:	
FortisBC Electric Advanced Metering, Box	130, 1290 Esplanade, Trail BC V1R 4L4	
Fax #: 866-540-6732		
Email address: fbcami@fortisbc.com		



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IssuedFORTISBC INC.	Accepted for filing BRITISH COLUMBIA UTILITIES COMMISSION
By: Dennis Swanson Director, Regulatory Affairs	By:Commission Secretary
EFFECTIVE (applicable to consumption on and	l after)

RATE SCHEDULES

<u>APPLICABLE:</u> To a Customer with a Company-installed meter with integrated wireless transmit

functions enabled, or a Customer scheduled by the Company to receive a meter with

integrated wireless transmit functions enabled.

DEF	INI	Γ IO	NS:

Radio-Off

<u>Customer</u>: Customers that have a Radio-Off Meter installed at their Customer Premises.

Radio-Off Meter: A meter with integrated wireless transmit functions disabled.

CHARGE FOR

OPTION: Radio-Off Customers will be charged the following by FortisBC for the Radio-Off

Meter option:

Per-Premise Setup Fee	\$110.00
Per-Read Fee	\$22.00

Issued FORTISBC INC.	Accepted for filing	
By: Dennis Swanson Director, Regulatory Affairs	By:Commission Secretary	
EFFECTIVE (applicable to consumption on and after)		

SCHEDULE 81 - RADIO-OFF ADVANCED METER OPTION cont'd

RADIO-OFF ADVANCED METER OPTION DETAILS

TERMS AND CONDITIONS:

- 1. Radio-Off Customers that have applied to the Company for a Radio-Off Meter will be provided with a meter that has the integrated wireless transmit functions disabled.
- 2. If the Company attends a Customer's Premises at the request of a Customer but, on attending, is unable to install a Radio-Off Meter because the Customer refuses access or because the facilities required to be provided by the Customer are found to be deficient, the False Site Visit Charge set out in Schedule 80 may be charged.
- 3. Radio-Off Customers must pay the charges as set out in this Schedule. Failure to pay these charges will be subject to standard collection procedures and may result in service disconnection. The Per-premise set up fee will be charged on the first bill after the AMI meter's radio is disabled, and the per-read fees will be charged on every subsequent bill.
- 4. Access to the Radio-Off Meter(s) must be provided on the basis specified in the Terms and Conditions.
- 5. If a Radio-Off Customer elects to stop using the Radio-Off Meter option, the Company will obtain a final manual meter read prior to enabling the wireless transmit functions of the meter. The Radio-Off Customer will incur one final Per-Read fee for this service.

IssuedFORTISBC INC.	Accepted for filing BRITISH COLUMBIA UTILITIES COMMISSION
By: Dennis Swanson Director, Regulatory Affairs	By: Commission Secretary
EFFECTIVE (applicable to consumption	on and after)