

October 29, 2010

Via Email
Original via mail

Ms. Erica M. Hamilton
Commission Secretary
BC Utilities Commission
Sixth Floor, 900 Howe Street, Box 250
Vancouver, BC V6Z 2N3

Dear Ms. Hamilton:

Re: *FortisBC 2010 Annual Review, 2011 Revenue Requirements and Negotiated Settlement Process - Project No. 3698570*

FortisBC provides the following errata to its Preliminary 2011 Revenue Requirements Application. Replacement pages are attached.

- 1 Preliminary 2011 Revenue Requirements Application, Tab 5 Load and Customer Forecast, Page 8, Line 11**
“Forestry” should be removed from the sentence.

- 2 Preliminary 2011 Revenue Requirements Application, Tab 8 2010 Performance Standards, Page 3**
The Forecast result of “1.81” for System Average Interruption Frequency Index should read “1.50”.

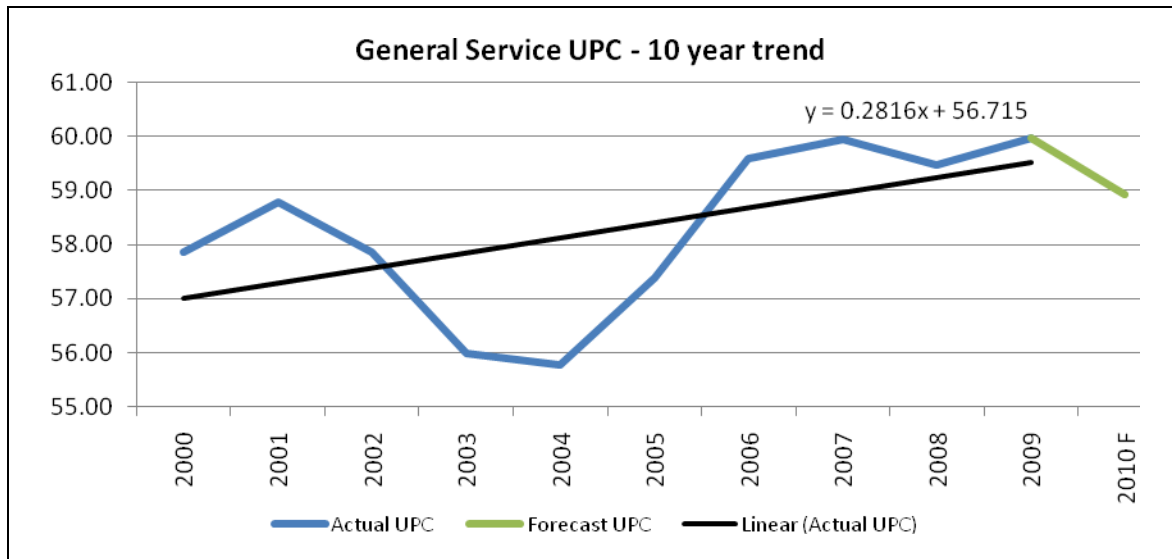
Sincerely,



Dennis Swanson
Director, Regulatory Affairs

1

Figure 5.2.2: General Service Use per Customer



2 **5.2.3 Industrial Class**

3 Industrial load is affected by the level of economic activity, exports, commodity
 4 prices and other factors. Forestry, pulp and sundry comprise over one-third of
 5 FortisBC industrial customers. Other customers include large educational
 6 institutions, agriculture, construction, manufacturing and mining. FortisBC
 7 determines industrial load requirements through a combination of surveys,
 8 discussions with companies and historical growth patterns. Many FortisBC
 9 industrial customers who have reduced operations over the past two years
 10 expect some recovery in 2010 and 2011. The Conference Board of Canada
 11 Summer 2010 British Columbia GDP forecast calls for 2.6 percent growth for
 12 2011.

13 The total projected industrial load for 2011 is 269 GWh, an almost 8.3 percent
 14 increase from the current 2010 industrial load forecasts.

- 1 FortisBC's target and forecast results for the 2010 Performance Standards are as
2 follows:

2010 Performance Standard Results

Performance Standard	Target	Forecast	Result
All Injury Frequency Rate	1.92	2.00	x
Injury Severity Rate	17.53 ⁽¹⁾	12.88	✓
Vehicle Incident Rate	1.44	2.03	x
System Average Interruption Duration Index	2.50	2.53	x
System Average Interruption Frequency Index	2.18	1.50	✓
Generator Forced Outage Rate	0.35%	0.14%	✓
Billing Accuracy – percentage of bills rejected by system	0.072%	0.050%	✓
Meters Read as Scheduled	97%	98%	✓
Contact Center – percentage of calls answered within 30 seconds	70%	70%	✓
Emergency Response Time – percentage of calls responded to within 2 hours	85%	94%	✓
Residential Service Connections – percentage connected within 6 working days	85%	94%	✓
Residential Extensions – percentage quoted within 35 working days	94%	98%	✓
Residential Extensions – percentage connected within 30 working days	92%	99%	✓

✓ = target met

x = target not met

(1) Target as per the 2010 Negotiated Settlement Agreement, Commission Order No. G-162-09.

- 3 Descriptions of each Performance Standard and the 2010 forecast results follow. Final
4 results to September 30, 2010 will be provided in the Annual Review materials to be
5 filed on or before November 1, 2010.
- 6 In addition to the preceding, FortisBC will present the results of its Customer Survey for
7 informational purposes. The Customer Satisfaction Index is a directional metric only.
8 Also, for informational purposes only, FortisBC calculates its two System Reliability
9 targets (System Average Interruption Duration Index and System Average Interruption
10 Frequency Index (“SAIFI”)) before normalizing for Major Event Days.