



**Diane Roy**  
Director, Regulatory Affairs - Gas  
**FortisBC Energy Inc.**

16705 Fraser Highway  
Surrey, B.C. V4N 0E8  
Tel: (604) 576-7349  
Cell: (604) 908-2790  
Fax: (604) 576-7074  
Email: [diane.roy@fortisbc.com](mailto:diane.roy@fortisbc.com)  
[www.fortisbc.com](http://www.fortisbc.com)

Regulatory Affairs Correspondence  
Email: [gas.regulatory.affairs@fortisbc.com](mailto:gas.regulatory.affairs@fortisbc.com)

August 19, 2011

BC Sustainable Energy Association  
5-4217 Glanford Avenue  
Victoria, BC  
V8Z 4B9

Attention: Thomas Hackney, Director

Dear Mr. Hackney:

**Re: FortisBC Energy Utilities<sup>1</sup> ("FEU") 2012 and 2013 Revenue Requirements and Natural Gas Rates Application**  
**Response to the BC Sustainable Energy Association ("BCSEA") Information Request ("IR") No. 2**

---

On May 4, 2011, the FEU filed the Application as referenced above. In accordance with Commission Order No. G-129-11 issuing the amended Regulatory Timetable, the FEU respectfully submit the attached response to BCSEA IR No. 2.

If there are any questions regarding the attached, please contact the undersigned.

Yours very truly,

**on behalf of the FORTISBC ENERGY UTILITIES**

***Original signed:***

Diane Roy

Attachment

cc (e-mail only): Alanna Gillis, Acting Commission Secretary  
Registered Parties

---

<sup>1</sup> Comprised of FortisBC Energy Inc. ("FEI"), FortisBC Energy Inc. Fort Nelson Service Area ("Fort Nelson"), FortisBC Energy (Whistler) Inc. ("FEW"), and FortisBC Energy (Vancouver Island) Inc. ("FEVI")



FortisBC Energy Utilities (comprised of FortisBC Energy Inc., FortisBC Energy (Vancouver Island) Inc.) (FEVI), FortisBC Energy (Whistler) Inc. (FEW), and FortisBC Energy Inc. Fort Nelson Service Area (Fort Nelson) 2012-2013 Revenue Requirements and Natural Gas Rates Application	Submission Date: August 19, 2011
Response to B.C. Sustainable Energy Association and Sierra Club of British Columbia ("BCSEA") Information Request ("IR") No. 2	Page 1

## 24.0 Topic: Customer numbers

### Reference: Exhibit B-1, p.10

"The FEU collectively form the largest natural gas distribution utility in BC, providing sales and transportation services to approximately 950,000 customers in more than 140 communities throughout the Province."

24.1 Please provide a table(s) showing natural gas customer numbers for the FEU utilities and total, for residential, commercial and industrial customer classes and total, and for 2011, 2012 and 2013. Please specify the year. The purpose is to be able to determine EEC spending per customer for comparison with other utilities.

### Response:

Please see Table 1 below which contains the forecast year-end number of customers for the FEU.

Also, refer to the response to BCUC IR 1.192.4 for a comparison of the FEU's spending per customer to that of other utilities.

An important aspect that must be considered in addition to the comparative statistics on EEC spending is the legislative, policy and regulatory environment in which any utility operates. BC is unique among the compared jurisdictions in the extent of the energy efficiency and GHG reduction targets it has set, as well as the policy direction given to utilities with regard to such activities as pursuing cost effective EEC and encouraging innovative technologies.



FortisBC Energy Utilities (comprised of FortisBC Energy Inc., FortisBC Energy (Vancouver Island) Inc.) (FEVI), FortisBC Energy (Whistler) Inc. (FEW), and FortisBC Energy Inc. Fort Nelson Service Area (Fort Nelson) 2012-2013 Revenue Requirements and Natural Gas Rates Application	Submission Date: August 19, 2011
Response to B.C. Sustainable Energy Association and Sierra Club of British Columbia ("BCSEA") Information Request ("IR") No. 2	Page 2

**Table 1 – Forecast Year-End Number of Customers for the FEU**

Region Group	Rate Group	2011	2012	2013
Fort Nelson	Residential	1,949	1,960	1,973
	Commercial	460	471	482
	Industrial	2	2	2
<b>Fort Nelson Total</b>		<b>2,411</b>	<b>2,433</b>	<b>2,457</b>
Mainland	Residential	766,724	773,231	780,005
	Commercial	82,465	82,614	82,763
	Industrial	970	970	970
<b>Mainland Total</b>		<b>850,159</b>	<b>856,815</b>	<b>863,738</b>
Vancouver Island	Residential	92,998	95,460	98,023
	Commercial	9,560	9,655	9,750
	Industrial	4	4	4
<b>Vancouver Island Total</b>		<b>102,562</b>	<b>105,119</b>	<b>107,777</b>
Whistler	Residential	2,275	2,289	2,303
	Commercial	335	340	345
<b>Whistler Total</b>		<b>2,610</b>	<b>2,629</b>	<b>2,648</b>
<b>Grand Total</b>		<b>957,742</b>	<b>966,996</b>	<b>976,620</b>