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January 16, 2014

Via Email
Original via Mail

Canadian Office and Professional Employees Union Local 378
c/o Jim Quail, Barrister & Solicitor
2nd Floor, 4595 Canada Way
Burnaby, B.C. V5G 1J9

Attention: Mr. Jim Quail

Dear Mr. Quail

Re: FortisBC Energy Inc. (FEI) and FortisBC Inc. (FBC) (collectively the Companies)
Applications for Approval of a Multi-Year Performance Based Ratemaking Plan
for 2014 through 2018 (the Applications)
Information Request (IR) No. 1 to the Canadian Office and Professional
Employees' Union Local 378 (COPE)

In accordance with the British Columbia Utilities Commission (BCUC or the Commission) Orders G-218-13 and G-219-13 in the above noted proceedings, the Companies respectfully submit the attached IR No. 1 to COPE on the Evidence of Ms. Barbara Alexander (FEI Exhibit C2-10 and FBC Exhibit C4-9).

If further information is required, please contact the undersigned.

Sincerely,

FORTISBC ENERGY INC. and
FORTISBC INC.

Original signed by: Diane Roy

For: Diane Roy and Dennis Swanson

Attachments

cc (email only): Commission Secretary
Registered Parties

FortisBC Energy Inc. (FEI) and FortisBC Inc. (FBC) (collectively the Companies) Applications for Approval of a Multi-Year Performance Based Ratemaking Plan for 2014 through 2018 (the Applications)	Submission Date: January 16, 2014
FEI-FBC Information Request (IR) No. 1 to the Canadian Office and Professional Employees' Union, Local 378 (COPE) on the Evidence of Ms. Barbara Alexander (FEI Exhibit C2-10 and FBC Exhibit C4-9)	Page 1

1 **1.0 Reference: Exhibit C4-9, Customer Satisfaction Index, Page 24-25**

2 Ms. Alexander rejects the use of customer satisfaction index (which includes a number
3 of customer service components) and recommends using a Recent Call Center
4 Transaction to measure Customer Satisfaction.

5 1.1 Does Ms. Alexander believe that contact centre interaction is the only type of
6 customer interaction?

7 1.1.1 If no, then please explain why you believe that call centre interaction is
8 the only reasonable measure of customer satisfaction.

9

10 **2.0 Reference: Exhibit C4-9, Telephone Service Factor, Page 27-28**

11 Ms. Alexander proposes that Telephone Service Factor (non-emergency calls) for both
12 FEI and FBC be changed to 80% of calls answered within 30 seconds.

13 2.1 Does Ms. Alexander agree that her proposal to increase the TSF all else equal,
14 will require higher staffing levels, resulting in higher cost for the company?

15 2.2 In Ms. Alexander's view, on relative terms, is faster service more important to
16 customers or keeping low rates? Please explain your answer.

17 Ms. Alexander recommends that the best practice standard of answering 80% of calls
18 within 30 seconds be required for calls from both FEI and FBC customers.

19 2.3 Please provide the source (or sources) that Ms. Alexander relies upon to
20 conclude that it is best practice standard to answer 80% of calls within 30
21 seconds.

22

23 **3.0 Reference: Exhibit C4-9, SAIDI and SAIFI, Page 31**

24 *"I recommend that the benchmark performance standard for SAIFI be established at*
25 *1.64 (expressed as events), a significant improvement compared to the 2004-2012*
26 *average of 2.24."*

27 3.1 What factors has Ms. Alexander considered in determining the proposed
28 benchmark of 1.64 (expressed as events)? Please identify and explain how each
29 of the factors have been incorporated including the sources.



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1 **4.0 Reference: Exhibit C4-9, Kept Appointments, Page 34**

2 *“My proposed \$25 customer compensation credit is typical of U.S. jurisdictional utilities,*
3 *but I defer to the Commission for a reasonable compensation amount for Canadian*
4 *customers.”*

5 4.1 Please provide a list of Canadian gas and or electric utilities where a customer
6 compensation credit for missed appointments is provided?

7 **5.0 Reference: Exhibit C4-9, Customer Compensation, Page 38**

8 *“As a result, I propose to attach \$50,000 for each percentage point of deterioration in*
9 *performance for any of the SQI metrics for FBC and \$250,000 for each percentage point*
10 *of deterioration for any of the SQI metrics for FEI.”*

11 5.1 Please provide the supporting calculations and/or evidence for the recommended
12 penalties of \$50,000 and \$250,000 for each of FBC and FEI respectively.

13

14 **6.0 Reference: Exhibit C4-9, Incentive Payments, Page 41**

15 *“The standards reflect appropriate and reasonable expectations, the costs for which*
16 *are also reflected in the Company’s revenue requirement embedded in the PBR*
17 *plan.”*

18 6.1 Please explain on what basis Ms. Alexander concludes that the costs for
19 improvement of service quality are reflected in the Company’s revenue
20 requirement under the PBR Plan.

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