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July 25, 2024

Patrick Wruck  
Commission Secretary and Manager  
Regulatory Services  
British Columbia Utilities Commission  
Suite 410, 900 Howe Street  
Vancouver, BC V6Z 2N3

Dear Patrick Wruck:

**RE: British Columbia Utilities Commission (BCUC or Commission)  
British Columbia Hydro and Power Authority (BC Hydro)  
Fiscal 2025 First Quarter (Q1 F2025)  
Summary Report of Customer Complaints and Consecutive Estimates**

BC Hydro writes to submit its Q1 F2025 Summary Report of Customer Complaints and Consecutive Estimates. For this reporting, BC Hydro has limited the commentary on data provided in the tables to that which provides insight or clarification on increases, decreases, anomalies, or trends.

## Customer Complaints

**Table 1 Total Complaints Volume from All Sources and BCUC**

	Q1 F2024	Q2 F2024	Q3 F2024	Q4 F2024	Q1 F2025
Total Complaints*	115	113	85	105	88
BCUC	21	16	7	15	18

\*Total Complaints include complaints received through the BCUC

Increased customer connections continue to be a source of Design complaints with 19 and complaints about the Contact Centre increased to six in Q1 F2025 due to the implementation of new technology causing longer call wait times while systems are being stabilized. Credit, Billing, and Payment complaints decreased back to historical volume in Q1.

**Table 2 Response Time to Customer Complaints**

	Q1 F2024	Q2 F2024	Q3 F2024	Q4 F2024	Q1 F2025
Average Response Time (Days)	3	3	4	3	4

The majority of complaints were investigated and responded to within five business days. Most complex investigations involving multiple departments were investigated and responded to within ten business days.

**Table 3 Complaints by Source**

	All Sources									
	Q1 F2024		Q2 F2024		Q3 F2024		Q4 F2024		Q1 F2025	
BC Hydro	43	37%	50	45%	40	47%	55	52%	35	40%
BCUC	21	18%	16	14%	7	8%	15	14%	18	21%
Better Business Bureau	4	3%	5	4%	9	11%	6	6%	7	8%
Government*	47	42%	42	37%	29	34%	29	28%	28	31%
Media and Other	0	0%	0	0%	0	0%	0	0%	0	0%
<b>Total</b>	<b>115</b>	<b>100%</b>	<b>113</b>	<b>100%</b>	<b>85</b>	<b>100%</b>	<b>105</b>	<b>100%</b>	<b>88</b>	<b>100%</b>
*Government represents Office of the Minister, MLA, and Ombudsperson										

Of the 28 complaints received through Government in Q1 F2025, 18 were from the Office of the Minister, nine were from MLA offices, and one was from the Ombudsperson's office.

**Table 4 Complaints by Category – All Sources**

	All Sources									
	Q1 F2024		Q2 F2024		Q3 F2024		Q4 F2024		Q1 F2025	
Credit	26	23%	14	12%	11	13%	11	10%	10	12%
Billing and Payments	18	16%	16	14%	11	13%	28	27%	16	18%
Customer Crisis Fund	2	2%	2	2%	1	1%	1	1%	1	1%
SMI	4	3%	0	0%	1	1%	0	0%	1	1%
Non-Customer Service	56	48%	61	54%	48	57%	52	50%	45	51%
Other	9	8%	20	18%	13	15%	13	12%	15	17%
<b>Total</b>	<b>115</b>	<b>100%</b>	<b>113</b>	<b>100%</b>	<b>85</b>	<b>100%</b>	<b>105</b>	<b>100%</b>	<b>88</b>	<b>100%</b>

**Table 5 Complaints by Category – BCUC**

	BCUC									
	Q1 F2024		Q2 F2024		Q3 F2024		Q4 F2024		Q1 F2025	
Credit	10	48%	2	13%	2	29%	6	40%	6	33%
Billing and Payments	6	29%	4	25%	0	0%	4	27%	5	28%
Customer Crisis Fund	0	0%	0	0%	0	0%	0	0%	0	0%
SMI	0	0%	0	0%	1	14%	0	0%	0	0%
Non-Customer Service	5	23%	9	56%	3	43%	5	33%	4	22%
Other	0	0%	1	6%	1	14%	0	0%	3	17%
<b>Total</b>	<b>21</b>	<b>100%</b>	<b>16</b>	<b>100%</b>	<b>7</b>	<b>100%</b>	<b>15</b>	<b>100%</b>	<b>18</b>	<b>100%</b>

Of the Non-Customer Service category complaints, 19 were related to Design, and there were six each for Power Smart Programs, driven by the free air conditioner program, and Contact Centre complaints, due to wait times and treatment by an agent at the Contact Centre. The remaining complaints in this category were for Field (five), Properties (three), Vegetation (two), Claims (one), and EV (one).

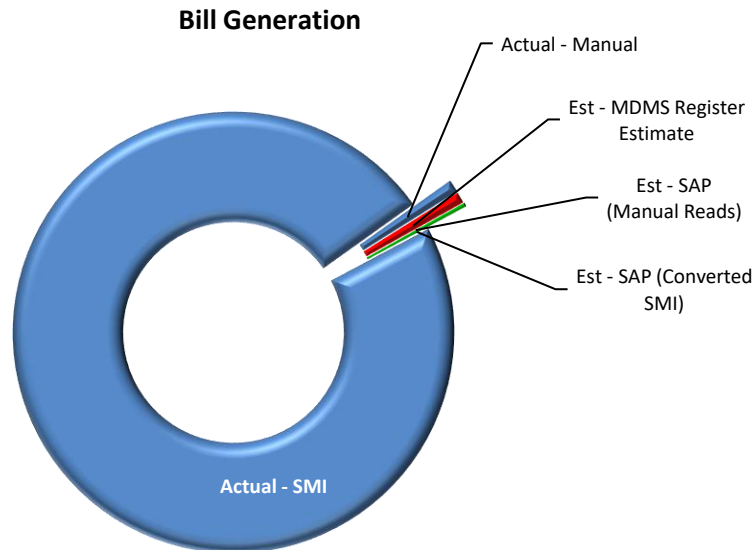
Of the 15 complaints under the Other category, eight were due to Rates, five were due to Forced Outages, and two were regarding Reliability.

### Consecutive Estimates

In Q1 F2025, the number of Consecutive Estimates increased to 7,582 compared to 7,323 in the previous quarter. For June 2024, 98.9% of bills were issued based on actual reads.

Figure 1 below identifies the sources of meter reads (converted and manual reads) that received actual versus estimates for June 2024.

**Figure 1 Sources of Meter Reads for Invoices Issued, June 2024**



Bill Issued Using:	June 2024		
	Volume	%	%
Actual – SMI	1,331,325	97.9	98.9
Actual – Manual	12,671	0.9	
Estimate – Register Estimate	11,102	0.8	1.1
Est – SAP (Manual Reads)	677	0.0	
Est – SAP (Converted SMI)	3,813	0.3	
<b>Total</b>	<b>1,359,588</b>	<b>100</b>	<b>100.0</b>

Note: Total does not reconcile to other tables and figures because:

- Results include all estimates, not just consecutive estimates (i.e., reflects accounts with only one estimate); and
- This view includes bills issued, while the data for other charts is based on the reading of meter registers. In some cases, multiple meter registers are read but a single bill is issued (e.g., a poly-phase meter with scheduled reads for kWh, kW, and kVARh).

## Assessment of Meter Reading Performance

In June 2024, 7,582 scheduled meter readings were unable to be obtained for a second billing period in a row. Therefore, the associated accounts required consumption estimates to ensure timely delivery of bills to customers.

**Table 6 Consecutive Estimates by Meter Reading Category – Q4 F2024**

	March 2024	June 2024
Accounts with Automated Reads – last read SAP Estimate	2,515	2,412
Accounts with Automated Reads – last read Register Estimate	1,326	1,699
Accounts with Manual Reads – last read SAP Estimate	3,482	3,471
Total	7,323	7,582

**Table 7 Causes of Missed Reads by Number of Estimates**

Consecutive Estimates by Reason	2-3 estimates		4-5 estimates		6+ estimates		Grand Total	
	Meters	(%)	Meters	(%)	Meters	(%)	Meters	(%)
<b>Low / No Customer Impact</b>								
Vacant	309	8	235	23	1,254	46	1,798	23
Disconnected	60	1	42	4	247	9	349	4
Customer-side Power Outage	42	1	139	15	837	31	1,018	13
<b>Subtotal</b>	<b>411</b>	<b>10</b>	<b>416</b>	<b>42</b>	<b>2,338</b>	<b>85</b>	<b>3,165</b>	<b>41</b>
<b>Estimated Automated Reads</b>								
Intermittent Comms – ISAIM	1,164	29	11	1	2	0	1,177	15
Intermittent Comms – SAP	928	24	80	9	113	4	1,121	15
<b>Subtotal</b>	<b>2,092</b>	<b>53</b>	<b>91</b>	<b>10</b>	<b>115</b>	<b>4</b>	<b>2,298</b>	<b>30</b>
<b>Estimated Manual Reads</b>								
Customer Access	130	3	87	9	132	5	349	4
Other	495	14	210	22	84	3	789	11
Recently unconverted								
<b>Subtotal</b>	<b>625</b>	<b>17</b>	<b>297</b>	<b>31</b>	<b>216</b>	<b>8</b>	<b>1,138</b>	<b>15</b>
<b>Meter Replacement</b>	<b>738</b>	<b>19</b>	<b>173</b>	<b>17</b>	<b>70</b>	<b>3</b>	<b>981</b>	<b>13</b>
<b>Grand Total</b>	<b>3,866</b>	<b>100</b>	<b>977</b>	<b>100</b>	<b>2,739</b>	<b>100</b>	<b>7,582</b>	<b>100</b>

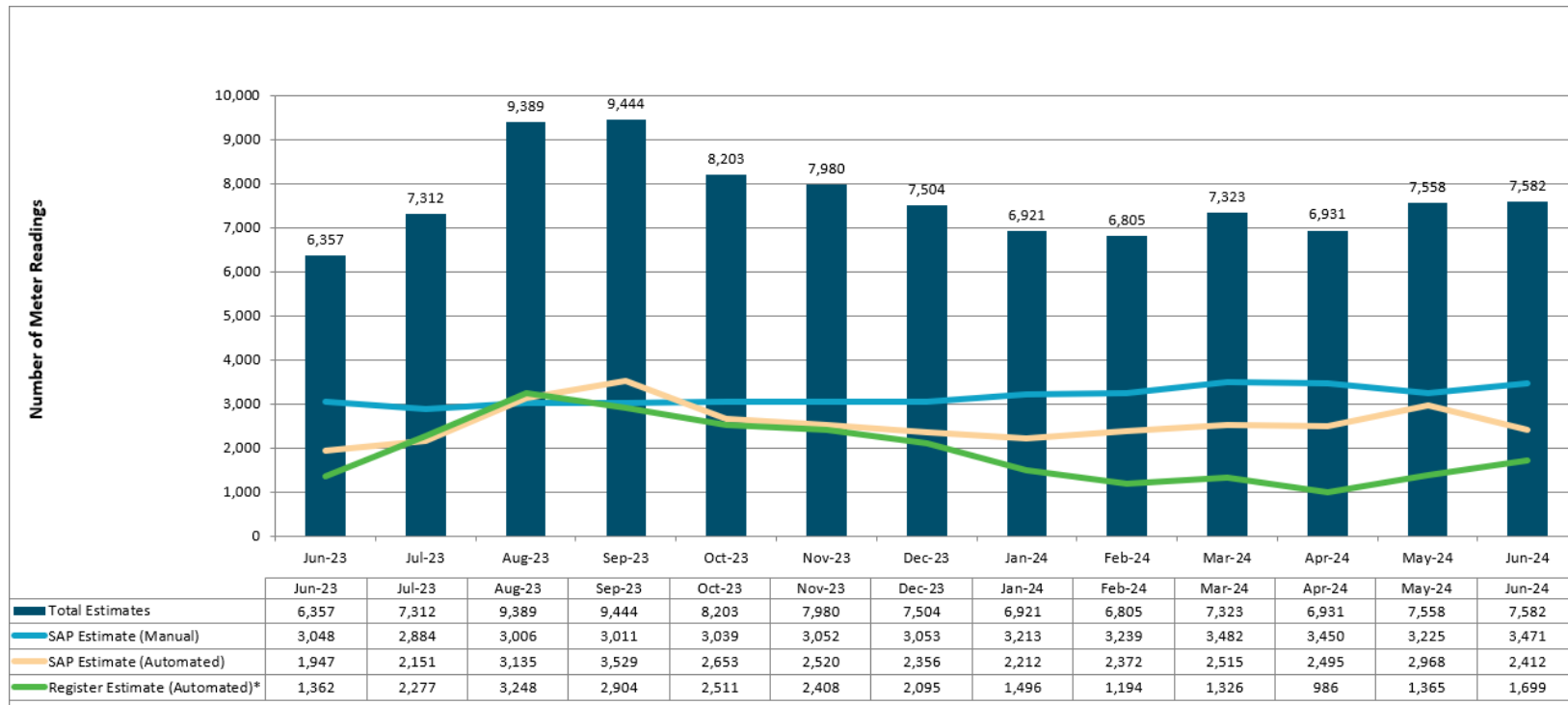
[Table 7](#) above summarizes the causes of all missed meter reads that resulted in bills issued based on consecutive estimates in Q1 F2025, including automated and manually read meters.

BC Hydro assesses that 41% of the estimated meter reads had low or no customer impact. This category includes accounts that are vacant (23%), services with the line side breakers turned off (13%), and disconnected services (4%). The meter replacement category accounts for 13% of consecutive estimates. The majority of meters pending replacement have failed and require replacement for an actual read to be obtained. Intermittent communications of automated meters accounted for a further 30% of estimated reads, divided between MDMS estimates (15%) and SAP estimates (15%).

Of the 15% of consecutive estimates relating to manually read meters, the majority are the result of the inability to access meters due to inclement weather conditions (included in the Other category, 11%). Customer Access issues such as locked gates and key issues account for 4% of consecutive estimates.

For those meters with six or more consecutive estimates, the most significant causes are vacant accounts (46%) and customer-side power outages (31%). These two categories, along with disconnected meters (9%), comprise 85% of accounts with six or more consecutive estimates and do not impact customer billing.

**Figure 2 Meter Readings Requiring Two or More Consecutive Estimates, June 2023 to June 2024 Converted and Non-Converted Meters**



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For further information, please contact Alicia Henderson by email at [bchydroregulatorygroup@bchydro.com](mailto:bchydroregulatorygroup@bchydro.com).

Yours sincerely,



(for) Chris Sandve  
Chief Regulatory Officer

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