



**bcuc**  
British Columbia  
Utilities Commission

**Patrick Wruck**  
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April 7, 2020

Sent via email/eFile

<b>FORTISBC COVID-19 CUSTOMER RECOVERY FUND</b>
<b>DEFERRAL ACCOUNT                      EXHIBIT A-3</b>

Mr. Doug Slater  
Director, Regulatory Affairs  
FortisBC  
16705 Fraser Highway  
Surrey, BC V4N 0E8  
gas.regulatory.affairs@fortisbc.com  
electricity.regulatory.affairs@fortisbc.com

**Re: FortisBC Energy Inc. and FortisBC Inc. – Application for Approval of COVID-19 Customer Recovery Fund Deferral Account – British Columbia Utilities Commission Order G-80-20**

Dear Mr. Slater:

Further to your April 3, 2020 filing of the Application for Approval of COVID-19 Customer Recovery Fund Deferral Account, enclosed please find British Columbia Utilities Commission Order G-80-20.

Sincerely,

*Original signed by:*

Patrick Wruck  
Commission Secretary

/ad



**ORDER NUMBER**  
**G-80-20**

IN THE MATTER OF  
the *Utilities Commission Act*, RSBC 1996, Chapter 473

and

FortisBC Inc.  
Application for Approval of  
COVID-19 Customer Recovery Fund Deferral Account

**BEFORE:**

D. M. Morton, Panel Chair  
A. K. Fung, QC, Commissioner  
T. A. Loski, Commissioner  
R. I. Mason, Commissioner

on April 7, 2020

**ORDER**

**WHEREAS:**

- A. On April 3, 2020, FortisBC Inc. (FBC) and FortisBC Energy Inc. (FEI) (collectively FortisBC), filed an application with the British Columbia Utilities Commission (BCUC) for approval, pursuant to sections 59 to 61 and 91 of the *Utilities Commission Act*, of the following for each of FBC and FEI (Application):
- (i) The discretion to offer a three-month bill payment deferral to residential customers, and to small commercial customers served under FEI Rate Schedules 2, 2B, 2U and 2X and FBC Rate Schedules 20 and certain Rate Schedule 22 customers that meet the Rate Schedule 20 size restriction, who have been directly impacted financially as a result of the COVID-19 pandemic;
  - (ii) The discretion to offer bill relief in the form of bill credits for three months, starting April 1, 2020 through to July 1, 2020, to small commercial customers served under FEI Rate Schedules 2, 2B, 2U and 2X and FBC Rate Schedule 20 that have been ordered to temporarily close their businesses to comply with public health orders due to the COVID-19 pandemic; and
  - (iii) Establishment of a rate base deferral account for the COVID-19 Customer Recovery Fund to record (a) any unrecovered revenue resulting from customers being unable to pay their bills due to the COVID-19 pandemic, which will be tracked separately by rate schedule, (b) any bill payment deferrals provided to customers due to the COVID-19 pandemic and subsequent payments of those deferred amounts; and (c) any bill credits provided to customers due to the COVID-19 pandemic.
- B. FortisBC states that the Application was filed in response to the growing impact of the global COVID-19 pandemic in British Columbia and the State of Emergency declared in the province;

- C. On April 6, 2020, the BCUC issued information requests (IRs) to FortisBC, received responses by FortisBC, and held a web-based Streamlined Review Process to review the Application; and
- D. The BCUC reviewed the Application and FortisBC's responses to the BCUC IRs and finds that interim approval is warranted. The BCUC also considers that establishing a public hearing process and a regulatory timetable is warranted.

**NOW THEREFORE** pursuant to sections 59 to 61 and 91 of the *Utilities Commission Act*, the BCUC orders as follows:

1. FBC is granted interim approval to:
  - (i) offer a three-month bill payment deferral starting April 1, 2020 to residential customers and small commercial customers served under Rate Schedule 20 and certain Rate Schedule 22 customers that meet the Rate Schedule 20 size restriction, who have been directly impacted financially as a result of the COVID-19 pandemic.
  - (ii) offer bill relief in the form of bill credits for three months, commencing April 1, 2020 through to July 1, 2020, to small commercial customers served under FBC Rate Schedule 20 and certain Rate Schedule 22 customers that meet the Rate Schedule 22 size restrictions, that have closed their businesses due to the COVID-19 pandemic.
  - (iii) establish a rate base deferral account for the FBC COVID-19 Customer Recovery Fund to record and track separately by rate schedule (a) any unrecovered revenue resulting from customers being unable to pay their bills due to the COVID-19 pandemic, (b) any bill payment deferrals provided to customers due to the COVID-19 pandemic and subsequent payments of those deferred amounts; and (c) any bill credits provided to customers due to the COVID-19 pandemic.
2. These approvals are provided on an interim and refundable basis, effective the date of this Order.
3. FBC is directed to refund/recover the difference between the interim approvals and permanent approvals, as determined by the BCUC following its final determinations on the review of this Application.
4. FortisBC must provide notice of the Application and a copy of this order, electronically where possible, to all registered interveners in the FortisBC Multi-Year Rate Plan Application for 2020 to 2024 and the FBC 2017 Cost of Service Analysis and Rate Design Application.
5. A public hearing process is established, as set out in the regulatory timetable attached as Appendix A to this order.

**DATED** at the City of Vancouver, in the Province of British Columbia, this                    7th                    day of April 2020.

BY ORDER

*Original signed by:*

D. M. Morton  
Commissioner

FortisBC Inc.  
Application for Approval of  
COVID-19 Customer Recovery Fund Deferral Account

**Regulatory Timetable**

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Action	Date (2020)
Intervener Registration	Thursday, April 23
Interveners to advise BCUC of their intent, if any, to submit written Information Requests on this Application to FBC	Thursday, April 23
Further process	To be determined