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May 5, 2020

British Columbia Utilities Commission
Suite 410, 900 Howe Street
Vancouver, B.C.
V6Z 2N3

Attention: Mr. Patrick Wruck, Commission Secretary and Manager, Regulatory Support

Dear Mr. Wruck:

Re: British Columbia Hydro and Power Authority (BC Hydro) and FortisBC Energy Inc. and FortisBC Inc. (FortisBC)
Evacuation Relief Tariff Amendment Applications (Applications)
FortisBC Response to the British Columbia Utilities Commission (BCUC) Information Request (IR) No. 2

In accordance with BCUC Order G-68-20 further establishing the Regulatory Timetable for the review of the above noted Applications, FortisBC respectfully submits the attached response to BCUC-FortisBC IR No. 2.

If further information is required, please contact the undersigned.

Sincerely,

on behalf of FORTISBC

Original signed:

Doug Slater

Attachments

cc (email only): Registered Parties

British Columbia Hydro and Power Authority (BC Hydro), FortisBC Energy Inc. (FEI) and FortisBC Inc. (FBC) Evacuation Relief Tariff Amendment Applications (Applications)	Submission Date: May 5, 2020
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5.0 Reference: Application for Approval of Tariff Charges for Customers Under Evacuation Orders

Exhibit B2-1, Part 1, p. 2; Exhibit B2-3, BCUC IR 1.2

FortisBC Energy Inc. General Terms and Conditions and FortisBC Inc. Terms and Conditions

On page 2 of the Application, FortisBC Energy Inc. (FEI) and FortisBC Inc. (FBC), collectively FortisBC, state:

FortisBC is seeking tariff changes to the FEI GT&Cs [General Terms and Conditions] and the FBC T&Cs [Terms and Conditions] in order to allow the Companies to provide relief to Evacuee Customers. The tariff changes would allow the Companies to provide a credit on the bill for Evacuee Customers, or to not charge Evacuee Customers, for the applicable charges for the Evacuation Period.

In response to British Columbia Utilities Commission (BCUC) Information Request (IR) 1.2, FortisBC states:

In consideration of the potential impact to all customers of larger revenue shortfalls, the use of energy for process load and the likelihood of more readily available contingencies to Industrial customers, such as business interruption insurance, FortisBC has not included Industrial customers in the eligibility for evacuation relief.

5.1 Please explain whether the relief to be provided under the amendments to FEI's GT&Cs and FBC's T&Cs amounts to an insurance product. If not, please clarify how it differs.

Response:

The relief provided under the tariff amendments proposed does not amount to an insurance product. An insurance product provides a guarantee of compensation or indemnification for a specified loss, damage, illness, or otherwise, and is given by a third party to its policyholder in return for payment of a premium.

FortisBC's proposed Evacuation Relief does not provide customers with a guarantee of compensation or indemnification for any damages, losses, or other expenses that they incur or may incur related to an Evacuation Order. Instead, the proposed Evacuation Relief is intended to allow FortisBC to adjust the applicable charges on an Evacuee Customer's bill. The premise for the adjustments is based, as discussed in the response to BCUC IR1 2.7, on the fact that for the Evacuation Period, the Evacuee Customer receives no benefit from their energy service.

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1 The effect of the proposed Evacuation Relief is to allow FortisBC to not bill for charges that
2 would otherwise be applicable to a customer or to provide a credit for applicable charges
3 already billed during the Evacuation Period.

4 Further, FortisBC is not collecting a “premium” as would be done for an insurance product, but
5 rather customers pay FortisBC for the provision of gas or electricity service.

6
7
8
9 5.2 Please comment on the risk that customers may avoid obtaining insurance given
10 the knowledge that FortisBC will provide certain relief to customers subject to
11 Evacuation Orders, thus forcing FortisBC to act as the insurer in lieu of insurance
12 agencies.

13
14 **Response:**

15 As discussed in the response to BCUC-FortisBC IR2 5.1, FortisBC’s proposed Evacuation
16 Relief is not an insurance product. As such, in FortisBC’s view there is minimal risk that
17 customers might avoid obtaining their own appropriate insurance coverage based on the
18 incidental bill relief proposed in the Application. Additionally, the nature and breadth of
19 situations and losses covered by insurance, such as business interruption insurance, would be
20 very different than what is addressed in this Application. As a result, it is unlikely that a
21 customer would consider the proposed tariff amendments to be a substitute for insurance.
22 Further, the proposed Evacuation Relief does not put FortisBC in the position of acting as an
23 insurer.

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**6.0 Reference: Application for Approval of Tariff Charges for Customers Under
Evacuation Orders**

Exhibit B2-3, BCUC IR 2.3

Tariff Changes – Terms and Conditions Amendments

In response to BCUC IR 2.3, FortisBC states:

FortisBC notes that in BC Hydro's application (Exhibit B1-1), BC Hydro proposed that it be provided with discretion on whether or not a waiver is provided under two different circumstances:

- 1) if an Evacuation Order is less than five consecutive days in duration; and
- 2) if an Evacuation Order ended more than two years before the date BC Hydro receives a request from a customer subject to an Evacuation Order or otherwise becomes aware of an Evacuation Order.

While FortisBC did not initially apply for such discretion in its Application (Exhibit B2-1), the discretion sought by BC Hydro is reasonable, as it would provide the flexibility to work with customers and take into consideration individual circumstances as well as provide for the dynamic nature of Evacuation Order boundaries, which may shift from day to day. As a result, FortisBC is amending its proposed tariff changes to include language similar to what BC Hydro has proposed with respect to also providing FortisBC the discretion to grant the evacuation relief to customers if their individual circumstances warrant.

6.1 Please highlight any significant differences in the level and type of evacuation relief provided by FortisBC and BC Hydro, including differences in the customer types offered relief.

Response:

This response also addresses BCUC IR2 6.2.

In general, the intent of the evacuation relief proposed by the utilities is consistent, as it would provide that an Evacuee Customer who is under an Evacuation Order for an Evacuation Period would either not be charged or would receive credit for the applicable rate schedule charges that would otherwise have applied.

FortisBC has reviewed and compared its proposed evacuation relief with that of BC Hydro and agrees that further harmonization of the proposed amendments to FEI's GT&Cs and FBC's T&Cs with BC Hydro's proposed amendments to its Electric Tariff Terms and Conditions is possible, reasonable and appropriate. To that end, FortisBC has provided revised proposed tariff changes in Attachment 6.1, which reflect harmonization and consistency with BC Hydro's

British Columbia Hydro and Power Authority (BC Hydro), FortisBC Energy Inc. (FEI) and FortisBC Inc. (FBC) Evacuation Relief Tariff Amendment Applications (Applications)	Submission Date: May 5, 2020
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proposed tariff changes, where reasonable and appropriate to do so. FortisBC's revised proposed tariff changes in Attachment 6.1 addresses the following:

- Adjustments to FBC's rate schedules eligible for evacuation relief (Evacuee Customers) to more closely align with BC Hydro as follows:
 - Remove RS 21, 22A and 23A (Commercial Service) from eligible Evacuee Customers and replace with the discretion for FBC to grant evacuation relief to RS 21, 22A and 23A customers if for service to specific customers, consistent with BC Hydro;
 - Add the discretion for FBC to grant evacuation relief to RS 50 (Lighting) customers if service is for private outdoor lighting, consistent with BC Hydro;
 - Remove RS 95 (Net Metering) from eligible Evacuee Customers as net metering customers are served from an underlying base rate schedule for both FBC and BC Hydro and eligibility for evacuation relief will be determined by the base rate schedule, consistent with BC Hydro;
- Amend defined terms, consistent with BC Hydro; and
- Adopt similar tariff language, consist with BC Hydro, where reasonable and appropriate.

FortisBC believes that the principal objective to harmonizing evacuation relief is to ensure FortisBC and BC Hydro offer and administer the relief in substantially the same manner to substantially similar customers. It is important to note that, because each utility is unique, each with its own tariff, history, rate design, and rate structures, complete harmonization is not possible nor practical. As a result, in addition to their uniqueness, there are inherent differences in rate schedules between the utilities given their difference in size, number of customers served, and in the case of FEI, the type of energy served.

The table below compares BC Hydro's proposed evacuation relief tariff changes with the revised proposed tariff changes in Attachment 6.1 for FEI and FBC. As the table shows, the most recent versions of both FortisBC and BC Hydro's proposed evacuation relief offerings are consistent in the level and type of relief provided as well as the eligibility requirements and type of customers offered the relief.

Category	BC Hydro	FBC	FEI	Substantive Differences
Customer Types	Residential	Residential	Residential	None
	Small Commercial	Small Commercial	Small Commercial	None
	Commercial (discretion) ¹	Commercial (discretion) ¹	Large Commercial	Substantially similar. FEI reasonable to include Large Commercial because of customer types end-use (heating, hot water, cooking)

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Category	BC Hydro	FBC	FEI	Substantive Differences
	Irrigation	Irrigation	n/a	None
	Private Outdoor Lighting	Lighting (discretion) ²	n/a	None
Evacuation Order	Issued, appropriate authority, remain away from premise	Issued, appropriate authority, remain away from premise		None
Evacuation Period	May refuse to waive if less than 5 consecutive days or ended more than 2 years before request	5 or more consecutive days, may provide relief if less than 5 consecutive days or ended more than 2 years before request		None
Evacuee Customer	RS 1101, 1121, 1105, 1107, 1127, 1148, 1151, 1161, 1234, 1205, 1300, 1301, 1310, 1311, 1401 Discretion: RS 1500, 1501, 1510, 1511, 1200, 1201,1210, 1211, 1255, 1256, 1265, 1266, 1600, 1601, 1610, 1611	RS 1, 2A, 3A, 20, 60, 61 Discretion: RS 21, 22A, 23A, 50	RS 1, 1U, 1X, 1B, 2, 2U, 2X, 2B, 3, 3U, 3X, 3B, 23	Substantially similar as noted under customer types
Dwelling Destroyed during Evacuation Period	Waiver of outstanding charges from last bill to date destroyed, service connection charge to restore service	Account closed earliest of date destroyed or date of Evacuation Order, may waive applicable fees such as application, reconnection, or reactivation charges		None
Interest on Credits / Waived Charges	Interest not paid on amounts credited to Evacuee Customer Accounts			None

1 Notes:

2 ¹ Discretion to grant evacuation relief for other commercial rate schedules when service to nursing
3 homes, boarding houses, rooming houses, common area of multiple occupancy buildings, or mobile
4 home parks or similar establishments.

5 ² Discretion to grant evacuation relief for lighting customers when service to private lighting customers.

6 While it is not important for FortisBC to duplicate the specific words and tariff language
7 proposed by BC Hydro, for example in BC Hydro's section 5.8 Evacuation Relief, the underlying

British Columbia Hydro and Power Authority (BC Hydro), FortisBC Energy Inc. (FEI) and FortisBC Inc. (FBC) Evacuation Relief Tariff Amendment Applications (Applications)	Submission Date: May 5, 2020
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principles of the evacuation relief eligibility, how it would be applied, and how it would be administered is the same, including the discretion to grant relief in certain cases.

As a result, FortisBC confirms that its revised proposed evacuation relief as provided in Attachment 6.1 is harmonized and consistent with that proposed by BC Hydro, to the degree that is reasonable and appropriate given the unique histories, differences, and complexities of each utility.

6.2 Where there are differences in the evacuation relief provided by FortisBC and BC Hydro, please discuss if FortisBC would be willing to harmonize its proposed amendments to FEI's GT&Cs and FBC's T&Cs with BC Hydro's proposed amendments to the Electric Tariff Terms and Condition. If so, please indicate the required changes, if any. If not, please explain why not.

Response:

Please refer to the response to BCUC-FortisBC IR2 6.1.

Attachment 6.1

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Customer	Means a Person who is being provided Service or who has filed an application for Service with FortisBC that has been approved by FortisBC.
Customer Charge	Means a fixed charge required to be paid by a Customer for Service as specified in the applicable Rate Schedule.
Customer Portion of Costs (CPC)	Means the Extension Cost less the FortisBC Contribution towards the Extension.
Day	Means any period of 24 consecutive Hours beginning and ending at 7:00 a.m. Pacific Standard Time or as otherwise specified in the applicable Service Agreement.
Demand	The rate of delivery of Electricity measured in kilowatts (kW), kilovolt-amperes (kVA), or horsepower (hp) over a given period of time.
Drop Service	The portion of an overhead Service connection extending not more than 30 metres onto the Customer's property and not requiring any intermediate support on the Customer's property.
Electricity	Means both electric Demand and electric Energy or either, as the context requires.
Energy	Electric consumption measured in kilowatt hours (kWh).
<u>Evacuation Order</u>	<u>An order issued by a local authority, provincial government, federal government, or First Nations band council during a State of Emergency, which requires Evacuee Customers to remain away from their Premises until the Evacuation Order is lifted by the issuing authority.</u>
<u>Evacuation Period</u>	<u>The period during which an Evacuee Customer is under an Evacuation Order.</u>
<u>Evacuee Customer</u>	<u>A Customer who receives Service under the following Rate Schedules, as amended and filed with the British Columbia Utilities Commission from time to time, and who is under an Evacuation Order:</u>

1. Residential Service (Rate Schedules 1, 2A, and 3A);
2. Small Commercial Service (Rate Schedule 20);
3. Irrigation and Drainage Service (Rate Schedules 60 and 61); and
4. Commercial Service (Rate Schedules 21, 22A and 23A) and Lighting Service (Rate Schedule 50) in limited circumstances, as described in Section 19.

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Extension	Means an addition to, or extension of, FortisBC's distribution system including an addition or extension on public or private property.
Extension Cost	Means FortisBC's estimated cost of constructing an Extension including the cost of labour, material and construction equipment. Extensions Cost includes the cost of connecting the Extension to FortisBC's distribution system, inspection costs, survey costs, and permit costs. If, in FortisBC's opinion, upgrades to FortisBC's distribution system would be beneficial for Service to other Customers, the extra cost of this reinforcement is excluded from the Extension Cost.
Financing Agreement	An agreement under which FortisBC provides financing to a Customer for improving the energy efficiency of a Premises, or a part of a Premises.
<u>First Nations</u>	<u>Means those First Nations that have attained self-government status pursuant to self-government agreements entered into with the Government of Canada and validly enacted self-government legislation in Canada</u>
FortisBC	Means FortisBC Inc., a body corporate incorporated pursuant to the laws of the Province of British Columbia under number 0778288.
FortisBC Contribution	Means FortisBC's financial contribution towards the Extension Cost as specified in Section 16 (Extensions).
FortisBC System	Means the Electricity transmission and distribution system owned and operated by FortisBC, as such system is expanded, reduced or modified from time to time.
Hour	Means any consecutive 60 minute period.
Landlord	Means a Person who, being the owner of real property, or the agent of that owner, who has leased or rented the property to a Tenant.
Load Factor	The percentage determined by dividing the Customer's average Demand over a specific time period by the Customer's maximum Demand during that period.
Loan	The principal amount of financing provided by FortisBC to a Customer, plus interest charged by FortisBC on the amount of financing and any applicable fees and late payment charges.
Meter Set	Means an assembly of FortisBC owned metering, including any ancillary equipment.

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Month or Monthly	Means a period of time, for billing purposes, of 27 to 34 consecutive Days. For greater clarity, the term "one month" (unless a calendar month is specified) as used herein and in the Rate Schedules, normally means the time elapsed between the meter reading date of one calendar month and that of the next. The term "two-month period" or bimonthly as used herein and in the Rate Schedules, normally means the time elapsed between the meter reading date of one calendar month and the second following calendar month.
Person	Means a natural person, partnership, corporation, society, unincorporated entity or body politic.
Power Factor	The percentage determined by dividing the Customer's Demand measured in kilowatts by the same Demand measured in kilovolt-amperes.
Point of Delivery	The first point of connection of FortisBC's facilities to the Customer's conductors or equipment at a location designated by or satisfactory to FortisBC, without regard to the location of FortisBC's metering equipment.
Premises	A dwelling, a building, or machinery together with the surrounding land.
Radio-off AMI Meter	An Advanced (or AMI) Meter with integrated wireless transmit functions disabled.
Radio-off Customer	Customers that have a Radio-off AMI Meter installed at their Customer Premises.
Rate Schedule	Means a schedule attached to and forming part of these General Terms and Conditions, which sets out the charges for Service and certain other related terms and conditions for a class of Service.
Residential Premises	Means a Premises used for residential and housekeeping requirements, including: <ul style="list-style-type: none">(a) single family dwelling, including any outbuildings supplied through the same meter;(b) single or individually metered single-family townhouse, rowhouse, condominium, duplex or apartment, carriage house, farm building, or manufactured home;(c) at FortisBC's discretion, any other types of living quarters.

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Residential Service	Except as provided for in Section 6.3.1 (Partial Commercial Use) and Section 6.3.2 (Other Use), means Service for use at a Residential Premises, including a Residential Premises where a portion is used to carry on a business.
Rider	Means an additional charge or credit attached to a rate.
Service	Means the provision of Electricity or other service by FortisBC.
Service Agreement	Means an agreement between FortisBC and a Customer for the provision of Service.
<u>State of Emergency</u>	<u>A state of emergency declared by a local authority, provincial government, federal government, or First Nations band council, pursuant to a statutory authority.</u>
Suspension	The physical interruption of the supply of Electricity to the Premises independent of whether or not the Service is terminated.
Temporary Service	Means the provision of Service for what FortisBC determines will be a limited period of time.
Tenant	Means a Person who has the temporary use and occupation of real property owned by another Person.
Transformer	Includes transformers, cutouts, lightning arrestors and associated equipment, and the labour to install.
Transmission Voltage	A nominal potential greater than 35,000 volts measured phase to phase.
Termination	The cessation of FortisBC's ongoing responsibility with respect to the supply of Service to the Premises independent of whether or not the Service is suspended.
Primary Voltage	A nominal potential of 750 to 35,000 volts measured phase to phase.
Secondary Voltage	A nominal potential of 750 volts or less measured phase to phase.
Year	Means a period of 12 consecutive Months totalling at least 365 Days.

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8. BILLING

8.1 Basis for Billing

Subject to Section 19 (Evacuation Relief), FortisBC will bill the Customer in accordance with the Customer's Service Agreement, the Rate Schedule under which the Customer is provided Service, and the fees and charges contained in Section 17 (Standard Charges Schedule).

The Customer will pay for Electricity in accordance with these General Terms and Conditions and the Customer's applicable Rate Schedule, as amended from time to time and accepted for filing by the British Columbia Utilities Commission. If it is found that the Customer has been overcharged, the appropriate refund will be with interest as calculated in Section 8.8 (Payment of Interest).

8.2 Payment of Accounts

Bills for electric Service are due and payable when rendered. Payments may be made to FortisBC's collection office, electronically or to authorized collectors.

8.2.1 Customer Selected Bill Date

Customers will be permitted to select a bill date under the following conditions:

- (a) The Customer is served with a meter with the integrated wireless transmit functions enabled and the meter is not currently manually read; and
- (b) The Customer's account is not in arrears.

FortisBC will render bills to the Customer on or as close to the Customer selected bill date as possible. FortisBC, at its sole discretion, may refuse a Customer request to change a bill date.

8.2.2 Late Payments

A Customer's account, including the account under a Financing Agreement, not paid by the due date printed on the bill will be in arrears. Late payment charges may be applied to overdue accounts at the rate specified on the bill and as set out on the applicable Rate Schedule.

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19. EVACUATION RELIEF

19.1 Applicability

If a Customer is under an Evacuation Order for a period of five or more consecutive days, then the Company may provide credit to an Evacuee Customer, or not charge the Evacuee Customer, for the Rate Schedule charges that are or would otherwise have been applicable during the Evacuation Period.

The Company also may, in its discretion, provide credit to an Evacuee Customer, or not charge the Evacuee Customer, for the Rate Schedule charges that are or would otherwise have been applicable during the Evacuation Period, if:

- (a) The Evacuation Period is for a period of less than five consecutive days;
- (b) An Evacuation Order has ended more than two years before the date the Company receives a request from an Evacuee Customer or otherwise becomes aware of the Evacuation Order;
- (c) A Customer being served under Commercial Service (Rate Schedules 21, 22A, and 23A) is under an Evacuation Order and Service is to a nursing home, boarding house, rooming house, common area of multiple occupancy building, mobile home park, or similar establishment; or
- (d) A Customer being served under Lighting Service (Rate Schedule 50), is under an Evacuation Order and Service is to private outdoor lighting.

When evacuation relief is granted, if shown on an Evacuee Customer's bill in the form of a credit to the Evacuee Customer's account, interest will not be paid on any amounts credited to the Evacuee Customer's account under this section in any circumstance.

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FORTISBC ENERGY INC. GENERAL TERMS AND CONDITIONS
DEFINITIONS

<i>Delivery Point</i>	Means the outlet of the Meter Set unless otherwise specified in the applicable Service Agreement.
<i>Delivery Pressure</i>	Means the pressure of the Gas at the Delivery Point.
<i><u>Evacuation Order</u></i>	<u>An order issued by a local authority, provincial government, federal government, or First Nations band council during a State of Emergency, which requires Evacuee Customers remain away from their Premises until the Evacuation Order is lifted by the issuing authority.</u>
<i><u>Evacuation Period</u></i>	<u>The period during which an Evacuee Customer is under an Evacuation Order.</u>
<i><u>Evacuee Customer</u></i>	<u>A Customer who receives Service under the following Rate Schedules, as amended and filed with the British Columbia Utilities Commission from time to time, and who is under an Evacuation Order:</u> <u>1. Residential Service (Rate Schedules 1, 1U, 1X, and 1B);</u> <u>2. Small Commercial Service (Rate Schedules 2, 2U, 2X, and 2B); and</u> <u>3. Large Commercial Service (Rate Schedules 3, 3U, 3X, and 3B) and Large Commercial Transportation Service (Rate Schedule 23).</u>
<i>Financing Agreement</i>	Means an agreement under which FortisBC Energy provides financing to a Customer for improving the energy efficiency of a Premises, or a part of a Premises.
<i>First Nations</i>	Means those First Nations that have attained self-government status pursuant to self-government agreements entered into with the Government of Canada and validly enacted self-government legislation in Canada.
<i>FortisBC Energy</i>	Means FortisBC Energy Inc., a body corporate incorporated pursuant to the laws of the Province of British Columbia under number 0778288.
<i>FortisBC Energy System</i>	Means the Gas transmission and distribution system owned and operated by FortisBC Energy, as such system is expanded, reduced or modified from time to time.

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FORTISBC ENERGY INC. GENERAL TERMS AND CONDITIONS
DEFINITIONS

Franchise Fees	Has the same meaning as Municipal Operating Fees.
Gas	Means natural gas (including any added odorant), propane and Biomethane.
Gas Service	Means the delivery of Gas through a Meter Set.
General Terms and Conditions	Means these general terms and conditions of FortisBC Energy from time to time approved by the British Columbia Utilities Commission.
Gigajoule	Means a measure of energy equal to one billion joules.
Heat Content	Means the quantity of energy per unit volume of Gas measured under standardized conditions and expressed in megajoules per cubic metre (MJ/m ³).
Hour	Means any consecutive 60 minute period.
Landlord	Means a Person who, being the owner of real property, or the agent of that owner, who has leased or rented the property to a Tenant.
LNG	Means liquefied natural gas (LNG).
LNG Service	Means LNG fueling and fuel storage and dispensing service as set out in Section 12B.1 (CNG Service and LNG Service).
Loan	Means the principal amount of financing provided by FortisBC Energy to a Customer, plus interest charged by FortisBC Energy on the amount of financing and any applicable fees and late payment charges.
Long Term Biomethane Contract	A long term contract entered into between FortisBC Energy and a Customer for Biomethane Service, filed as a tariff supplement, for a term of no less than five Years and no greater than ten Years, and for a commitment to purchase no less than 60,000 Gigajoules in aggregate over the term of the contract.
Main	Means pipe(s) used to carry Gas for general or collective use for the purposes of distribution.

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FORTISBC ENERGY INC. GENERAL TERMS AND CONDITIONS
DEFINITIONS

Main Extension	Means an extension of one of FortisBC Energy's mains with low, distribution, intermediate or transmission pressures, and includes tapping of transmission pipelines, installing any required pressure regulating facilities and upgrading of existing Mains or pressure regulating facilities on private property.
Marketer	Means a Person who has entered into an agreement to supply a Customer under Commodity Unbundling Service.
Meter Set	Means an assembly of FortisBC Energy owned metering, including any ancillary equipment and piping.
Month or Monthly	Means a period of time, for billing purposes, of 27 to 34 consecutive Days.
Municipal Operating Fees	<p>Means the monies payable by FortisBC Energy to municipalities and First Nations</p> <p>(a) for the use of the streets and other property to construct and operate the utility business of FortisBC Energy within municipalities and First Nations lands (formerly, reserves within the <i>Indian Act</i>),</p> <p>(b) relating to the revenues received by FortisBC Energy for Gas consumed within municipalities and First Nations lands (formerly, reserves within the <i>Indian Act</i>), or</p> <p>(c) relating, where applicable, to the value of Gas transported by FortisBC Energy through municipalities and First Nations lands (formerly, reserves within the <i>Indian Act</i>).</p>
Other Service	Means the provision of Service other than Gas Service including, but not limited to rental of equipment, natural gas vehicle fuel compression, alterations and repairs, merchandise purchases, and financing.
Other Service Charges	Means charges for rental, natural gas vehicle fuel compression service, damages, alterations and repairs, financing, insurance and merchandise purchases, and late payment charges, Municipal Operating Fees, Provincial Sales Tax, Goods and Services Tax or other taxes related to these charges.

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FORTISBC ENERGY INC. GENERAL TERMS AND CONDITIONS
DEFINITIONS

Person	Means a natural person, partnership, corporation, society, unincorporated entity or body politic.
Premises	Means a building, a separate unit of a building, or machinery together with the surrounding land.
Profitability Index	Means the revenue to cost ratio comparing the revenues expected from: a Main Extension, a connection to a Customer of Rate Schedule 3 or a Customer of a Rate Schedule numbered higher than Rate Schedule 3, or a connection to a Service Header (including Vertical Subdivisions), to the expected costs over a period of time of 40 Years.
Rate Schedule	Means a schedule attached to and forming part of these General Terms and Conditions, which sets out the charges for Service and certain other related terms and conditions for a class of Service.
Residential Premises	Means the Premises of a single Customer, whether single family dwelling, separately metered single-family townhouse, rowhouse, condominium, duplex or apartment, or single-metered apartment blocks with four or less apartments.
Residential Service	Means firm Gas Service provided to a Residential Premises.
Rider	Means an additional charge or credit attached to a rate.
Seasonal Service	Means firm Gas Service provided to a Customer during the period commencing April 1 st and ending November 1 st .
Service	Means the provision of Gas Service or other service by FortisBC Energy.
Service Agreement	Means an agreement between FortisBC Energy and a Customer for the provision of Service.
Service Area	Has the meaning set out at the end of the Definitions in these General Terms and Conditions.
Service Header	Means a Gas distribution pipeline located on private property connecting three or more Service Lines or Meter Sets to a Main.

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FORTISBC ENERGY INC. GENERAL TERMS AND CONDITIONS
DEFINITIONS

Service Line	Means that portion of FortisBC Energy's gas distribution system extending from a Main or a Service Header to the inlet of the Meter Set. In case of a Vertical Subdivision, or multi-family housing complex, the Service Line may include the piping from the outlet of the Meter Set to the Customer's individual Premises, but not within the Customer's individual Premises.
Service Line Cost Allowance	Means the service line cost allowance as set out in the Standard Charges Schedule.
Service Related Charges	Means service related charges including, but are not limited to, application charges, Municipal Operating Fees, and late payment charges, plus Provincial Sales Tax, Goods and Service Tax, or other taxes related to these charges.
Standard Charges Schedule	Means the schedule attached to and forming part of the General Terms and Conditions which lists the various charges relating to Service provided by FortisBC Energy as approved from time to time by the British Columbia Utilities Commission.
<u>State of Emergency</u>	<u>A state of emergency declared by a local authority, provincial government, federal government, or First Nations band council, pursuant to a statutory authority.</u>
Storage and Transport Charge	Means the storage and transport charge defined in the Table of Charges of the applicable Rate Schedules.
System Extension Fund Pilot	Means the fund available from FortisBC Energy, for the period beginning January 1, 2017 and ending December 31, 2020, to provide assistance to eligible new Customers who are required to pay a contribution in aid of construction in order for a system extension to proceed as set forth in these General Terms and Conditions.
Temporary Service	Means the provision of Service for what FortisBC Energy determines will be a limited period of time.
Tenant	Means a Person who has the temporary use and occupation of real property owned by another Person.

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FORTISBC ENERGY INC. GENERAL TERMS AND CONDITIONS
DEFINITIONS

Unauthorized Transportation Service	Means any transportation service utilized in excess of the curtailed quantity specified in any notice to interrupt or curtail transportation service.
Vertical Subdivision	Means a multi-storey building that has individually metered units and a common Service Header connecting banks of meters, typically located on each floor.
Year	Means a period of 12 consecutive Months totalling at least 365 Days.
10³m³	Means 1,000 cubic metres.

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16. Billing

16.1 Basis for Billing

Subject to Section 17 (Evacuation Relief), FortisBC Energy will bill the Customer in accordance with the Customer's Service Agreement, the Rate Schedule under which the Customer is provided Service, and the fees and charges contained in the General Terms and Conditions.

The Customer's payment due under the Financing Agreement under the On-Bill Financing Pilot Program, if any, will be billed by FortisBC Inc., will be shown on the Customer's bill for electricity services, and should be treated and paid as part of the Customer's bill for electricity services.

16.2 Meter Measurement

FortisBC Energy will measure the quantity of Gas delivered to a Customer using a Meter Set and the starting point for measuring delivered quantities during each billing period will be the finishing point of the preceding billing period.

16.3 Multiple Meters

Gas Service to each Meter Set will be billed separately for Customers who have more than one Meter Set on their Premises.

16.4 Estimates

For billing purposes, FortisBC Energy may estimate the Customer's meter readings if, for any reason, FortisBC Energy does not obtain a meter reading.

16.5 Estimated Final Reading

If a Service Agreement is terminated under Section 8.1 (Termination by Customer), FortisBC Energy may estimate the final meter reading for final billing.

16.6 Incorrect Register

If any Meter Set has failed to measure the delivered quantity of Gas correctly, FortisBC Energy may estimate the meter reading for billing purposes, subject to Section 19 (Back-Billing).

16.7 Bills Issued

FortisBC Energy may bill a Customer as often as FortisBC Energy considers necessary but generally will bill on a Monthly basis.

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17. Evacuation Relief

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17.1 Applicability

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If a Customer is under an Evacuation Order for a period of five or more consecutive days, then FortisBC Energy may provide credit to an Evacuee Customer, or not charge the Evacuee Customer, for the Rate Schedule charges that are or would otherwise have been applicable during the Evacuation Period.

If a Customer is under an Evacuation Order for a period of less than five consecutive days, or if an Evacuation Order has ended more than two years before the date FortisBC Energy receives a request from an Evacuee Customer or otherwise becomes aware of the Evacuation Order, then FortisBC Energy may, in its discretion, provide credit to an Evacuee Customer, or not charge the Evacuee Customer, for the Rate Schedule charges that are or would otherwise have been applicable during the Evacuation Period.

When evacuation relief is granted, if shown on an Evacuee Customer's bill in the form of a credit to the Evacuee Customer's account, interest will not be paid on any amounts credited to the Evacuee Customer's account under this section in any circumstance.

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