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August 4, 2022

Residential Consumer Intervener Association  
c/o Midgard Consulting Inc.  
Suite 828 – 1130 W Pender Street  
Vancouver, B.C V6E 4A4

Attention: Mr. Peter Helland, Director

Dear Mr. Helland:

**Re: FortisBC Energy Inc. (FEI)**  
**Project No. 1599211**

**Application for a Certificate of Public Convenience and Necessity (CPCN) for Approval of the Advanced Metering Infrastructure (AMI) Project (Application)**  
**Response to the Residential Consumer Intervener Association (RCIA) Information Request (IR) No. 3 on Rebuttal Evidence**

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On May 5, 2021, FEI filed the Application referenced above. In accordance with the regulatory timetable as amended in British Columbia Utilities Commission Order G-206-22 for the review of the Application, FEI respectfully submits the attached response to RCIA IR No. 3 on Rebuttal Evidence.

For convenience and efficiency, FEI has occasionally provided an internet address for referenced reports instead of attaching lengthy documents to its IR responses. FEI intends for the referenced documents to form part of its IR responses and the evidentiary record in this proceeding.

If further information is required, please contact the undersigned.

Sincerely,

**FORTISBC ENERGY INC.**

***Original signed:***

Diane Roy

Attachments

cc (email only): Commission Secretary  
Registered Parties

FortisBC Energy Inc. (FEI or the Company) Application for a Certificate of Public Convenience and Necessity (CPCN) for Approval of the Advanced Metering Infrastructure (AMI) Project (Application)	Submission Date: August 4, 2022
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1 **58. Reference: Exhibit B-26, FEI Rebuttal Evidence, p. 8; Exhibit B-1, Application,**  
2 **pp. 1, 82; Exhibit C7-12-1, CORE Evidence, Appendix A, p. 1**  
3 **Customer Self-Reads**

4 In response to Q6 in the Rebuttal Evidence, FEI states:

5 *“FEI notes a manual process for handling customer-submitted meter readings is*  
6 *currently in place. Customers can either phone FEI’s customer contact centre with*  
7 *a reading or send their reading in via their online account, which can be accessed*  
8 *through the FortisBC web site. With either method, an FEI employee will enter the*  
9 *readings into the system. This process is intended only for ad-hoc readings*  
10 *supplied by customers due to estimated reading concerns, or the verification of a*  
11 *reading originally obtained by a meter reader. **It is not intended to handle the***  
12 ***large volume of regular meter readings performed by meter readers, and***  
13 ***there is no system in place to automatically enter customer- supplied meter***  
14 ***readings into the billing system.”** [emphasis added]*

15 On page 82 of the Application, FEI states:

16 *“Requirements from the Define phase are translated into final designs for the build*  
17 *and testing of all technical components of the AMI Solution including changes to*  
18 *FEI systems required for integration.”*

19 On page 1 of the Application, FEI states:

20 *“Additionally, FEI customers will have the ability to access their hourly consumption*  
21 *information through FEI’s secure and private online customer portal, and to be*  
22 *notified of gas flow anomalies for use by FEI and the customer to help identify*  
23 *potential gas leaks, faulty appliances or appliances/equipment mistakenly left on.”*

24 At page 1 of Appendix A of CORE’s evidence, Mr. Karow states:

25 *“CORE is concerned that while FEI provides that customers can opt-out of using*  
26 *the AMI Meters, they do not have the same ability to “opt-out” of the general and*  
27 *pervasive electropollution that will be created as a consequence of the AMI*  
28 *Project.”*

29 58.1 Please explain whether the customer online account system can be integrated with  
30 the billing system so that customer meter reads are automatically inputted into the  
31 billing system.

32 58.1.1. If the system cannot be integrated, explain why not, considering the  
33 online account system will be integrated with the billing system as part of  
34 the AMI system implementation in order to show customers their hourly  
35 consumption information and inform them of gas flow anomalies.



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**Response:**

The customer online account system is already integrated with the billing system. When provided, customer meter readings are used to support the calculation of the estimated energy usage within the billing system when an actual verified meter read is not present.

Please also refer to the responses to RCIA IR1 13.3 and 23.3 which describe, respectively, why customer-provided meter reads do not address the challenges identified in Section 3 of the Application and why customer-provided meter reads are not an equal substitute for advanced meter reading data collection.<sup>1</sup>

58.2 Confirm whether “phone FEI’s customer contact centre with a reading” means customers telling an FEI customer service person their meter reading or whether the customer enters their meter reading through an automated telephone system.

58.2.1. If the latter, confirm whether this automated telephone system can be integrated with the billing system so that customer meter reads are automatically inputted into the billing system. If not, explain why not.

**Response:**

FEI customers can enter their manual meter reads via an automated phone system, through the online customer portal, or by speaking with FEI and having an FEI customer service employee enter the information on behalf of the customer. Please also refer to the response to RCIA IR3 58.1.

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<sup>1</sup> Exhibit B-13.