



Reference:

Explanation:

Request:

- 1.1 NOW, (AFTER the fact?), we, who are deemed to be merely customers/recipients/users of water, from the privately owned supply of a for-profit, out-of-province corporation, are NOW required - nay, invited to dissuade/affirm, (depending our intent), the government office of the Deputy Comptroller of "Water Rights", who has already "APPROVED" the application of EPCOR, without consultation with residents, business and industry PRIOR to approving?

Response:

- 1.1 The regulatory process to determine final rates is currently underway and the Comptroller of Water Rights has not issued a decision on the final rates for 2015-2017. The rates currently in place for 2015 were approved on an interim refundable basis and any differences between interim and final rates will be reflected on customers' bills.



Reference:

Explanation:

Request:

- 2.1 WHY would not the "Utility", in an attempt to establish moral, legal, user community and economic support for future development, upgrading water quality, reliability & security of safety measures, to mitigate effectively, accidental &/or intentional quality of water supplied, consider it prudent, to gain wisdom by gathering much counsel, from, us, the end users, for whom this system exists, in the first instance, PRIOR to concluding what they wish/need to apply for?

Response:

- 2.1 The regulatory process established by the BC Comptroller of Water Rights allows for input from customers and registered interveners on the proposed water rates. EWW also consulted with the French Creek Community Advisory Panel on December 10, 2014, prior to filing the Application. EWW also conducts customer satisfaction surveys as indicated in paragraph 12 of the Application.



Reference:

Explanation:

Request:

- 3.1 Why assume that: people all have access to the Internet? that users are all mobile and equally capable of, or willing to pay the cost of (special transport, etc.) to get themselves to attending at the EPCOR office? Doesn't that effectively guarantee a limited/restricted number or portion of our community to be FULLY informed? Only those most vocal, vital and mobile will be heard

Response:

- 3.1 If a customer does not have access to the Internet and cannot physically reach the EWW office, EWW can arrange to have paper copies of the application delivered to that customer's residence. EWW cannot do this for each customer as the costs, which would be borne by all ratepayers, would become prohibitive.



Reference:

Explanation:

Request:

- 4.1 Please, when references are made to documents such "Order 2048", or "Water Tariff No. 3", significant to decisions customers are asked to contemplate, make a note, for future reference, if you would: please, is it possible, as a matter of course, to enclose or attach items referenced, (at least the pertinent portions). Would be most helpful for us newbies to the area, and others, to place your (cryptic?) references into an understandable context

Response:

- 4.1 Order 2408, issued on January 12, 2015 from the BC Comptroller of Water Rights established the written hearing procedure for EWW's 2015-2017 Revenue Requirement and Rates Application. Order 2408 also includes approval of the interim and refundable rates effective January 1, 2015. Water Tariff No. 4 includes the terms and conditions of water services provided by EWW and the proposed rates for 2015-2017.

Order 2408 is attached as CN-EWW-4.1-Attachment1, and can be viewed on EWW's website at: <http://www.epcor.com/outreach/Pages/french-creek-rates.aspx>. Water Tariff No. 4 is available to be viewed at: <http://www.epcor.com/water/Pages/rates-french-creek.aspx>.

Order No. 2408

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PROVINCE OF BRITISH COLUMBIA
OFFICE OF THE DEPUTY COMPTROLLER OF WATER RIGHTS

IN THE MATTER OF the *Water Utility Act* and
the *Utilities Commission Act*

and

IN THE MATTER OF

an Application by

EPCOR Water (West) Inc.

**For Approval of 2015-2017 Revenue Requirements and Rates Application and
Interim Tariff Rate Adjustments
Effective January 1, 2015**

ORDER

Dated this 12th day of January, 2015

BEFORE:

Pieter J. Bekker, Deputy Comptroller of Water Rights
PO Box 9340 STN PROV GOV'T, Victoria, BC V8W 9M1

File: 0321094

WHEREAS:

1. On December 19, 2014 EPCOR Water (West) Inc. ("EWW" or "the Utility") filed a Revenue Requirements and Rates Application with detailed support ("the Application") to adjust rates January 1, 2015, January 1, 2016 and January 1, 2017 with a request that the proposed 2015 rates be approved on an interim, refundable basis effective January 1, 2015. The Application also proposes minor amendments to the Utility's Water Tariff.
2. The request for the 2015 proposed rates to be approved on an interim, refundable basis effective January 1, 2015 is reasonable to allow sufficient time for a hearing process leading to a final Order with Reasons for Decision.

NOW THEREFORE, the Deputy Comptroller Orders as follows:

1. Approval of the Utility's request for Interim, refundable water rates effective January 1, 2015 based on the proposed 2015 rates.
2. The establishment of a Written Hearing Process for the review of the Application according to the Regulatory Timetable that is attached as Appendix A to this Order.
3. EWW shall mail a Notice of the Application, and Notice of Written Hearing Process attached as Appendix B to this Order, to all customers on or around January 22, 2015 allowing until February 23, 2015 for the Utility's customers to submit comments to the Secretary to the Comptroller of Water Rights (Secretary).
4. Persons wishing to participate as Interveners, as described in Appendix B, should register with the Secretary by February 11, 2015.

Dated at the City of Victoria, in the Province of British Columbia, this 12th day of January, 2015.



Pieter J. Bekker
Deputy Comptroller of Water Rights

Attachments

APPENDIX A
 To Order 2408
 Page 1 of 1

**An Application by EPCOR Water (West) Inc. (“EWW”)
 for Approval of 2015-2017 Revenue Requirements and Water Rate Increases
 Effective January 1, 2015, January 1, 2016 and January 1, 2017**

REGULATORY TIMETABLE

<u>ACTION</u>	<u>DUE DATE</u>
Notices to be mailed from EWW to all its customers	January 22, 2015
Intervener Registrations	February 11, 2015
Comptroller Information Request (IR) No. 1	February 11, 2015
Intervener IR No. 1	February 18, 2015
Customers’ submissions deadline per Notice	February 23, 2015
EWW Response to Comptroller and Intervener IR No. 1 and any other questions from customers’ submissions	March 9, 2015
EWW Final Submission	March 16, 2015
Intervener Final Submission	March 23, 2015
EWW Reply Submission	March 27, 2015

Note: If another round of Information Requests is required, the Deputy Comptroller will issue another Order/Revised Regulatory Timetable during this hearing process.

PROVINCE OF BRITISH COLUMBIA

OFFICE OF THE DEPUTY COMPTROLLER OF WATER RIGHTS

IN THE MATTER OF the *Water Utility Act* and

the *Utilities Commission Act*

and

IN THE MATTER OF

an Application by

EPCOR Water (West) Inc.

**For Approval of 2015-2017 Revenue Requirements and Rates Application for
French Creek and Interim Tariff Rate Adjustments
Effective January 1, 2015**

NOTICE OF WRITTEN HEARING PROCESS

THE APPLICATION

On December 19, 2014 EPCOR Water (West) Inc. (“EWW” or “the Utility”) filed with the Comptroller of Water Rights a Revenue Requirements and Rates Application with detailed supporting documentation (“the Application”) to adjust water rates January 1, 2015, January 1, 2016 and January 1, 2017 and with a request that the proposed 2015 rates be approved on an interim, refundable basis effective January 1, 2015. The Utility also proposes minor amendments to its Water Tariff.

On January 12, 2015, by Order No. 2408 the Deputy Comptroller approved the Utility’s request for interim, refundable water rates effective January 1, 2015 based on the proposed 2015 rates and has established a Written Hearing Process for the review of the Application.

THE REGULATORY PROCESS

Order 2408, Appendix A, establishes a Regulatory Timetable for the review of the Application by way of a written hearing process. The Order and detailed Regulatory Timetable can be reviewed on EWW’s website as noted in its Notice to be mailed to all customers by January 22,

APPENDIX B
To Order 2408
Page 2 of 2

2015 along with a copy of this Notice. Note that customers have until February 23, 2015 to submit comments (or questions of the Utility) on the Application to the Secretary to the Comptroller of Water Rights (the Secretary).

REGISTERING TO PARTICIPATE

Persons wishing to actively participate in this proceeding should register as Interveners in writing with the Secretary by February 11, 2015. An email address should be provided if available. Interveners' Information Requests of the Utility are due February 18, 2015.

PUBLIC INSPECTION OF DOCUMENTS

This Application and supporting material will be made available for inspection by the Utility on its website and local office in Parksville as noted in its Notice to be mailed to all customers.

All submissions and/or correspondence received from active participants or the general public relating to the Application is to be placed on the Utility's website.

FURTHER INFORMATION

For further information, please contact me or the Utility directly.



Rick Couroux

Secretary to the Comptroller of Water Rights, Water Utility Act

Telephone: 250-387-6355

Email: Rick.Couroux@gov.bc.ca

Facsimile: 250-953-5124

PO Box 9340 Stn Prov Govt

Victoria BC V8W 9M1

WATER UTILITY ACT
INTERIM WATER TARIFF NO. 4
RATES AND TERMS AND CONDITIONS
For
WATER SERVICE
Near
PARKSVILLE, BRITISH COLUMBIA
By
EPCOR WATER (WEST) INC.
10-D 1343 Alberni Highway
Parksville, British Columbia
V9P 2B9

Contact Person(s)


Gary Martens, Service Manager
EPCOR Water (West) Inc.

This Tariff is available for public inspection between the hours of
8:30 am and 4:30 pm on business days at:

#10-D 1343 Alberni Highway
Pine Tree Centre
Parksville, British Columbia

Accepted for Filing by the
Comptroller of Water Rights

Effective: January 1, 2015


Secretary to the Comptroller

Copies of this Tariff may be purchased at the above address at a cost of \$9.50 per copy or may be
viewed online at no charge at www.epcor.com/frenchcreek



Reference:

Explanation:

Request:

5.1 Please define standpipe.

Response:

5.1 A standpipe is an external freestanding pipe to provide running water in areas with no other water supply.



Reference:

Explanation:

Request:

- 6.1 What are rate riders, how are they set and why are they added to the monthly and/or annual rates?

Response:

- 6.1 A rate rider is a charge or credit, separate from the water consumption charges, and is used to refund or charge for outstanding balances in the deferral accounts. Deferral accounts are used to record the difference between forecast and actual revenues or costs which are difficult to forecast, volatile and outside of EWW's control. EWW has four deferral accounts which have been approved by the Comptroller including: consumption volumes, property tax, interest and hearing costs. Using deferral accounts ensures that costs which are outside of EWW's direct control are neither over nor under-recovered.



Reference:

Explanation:

Request:

- 7.1 What is currently being done (steps and procedure in the process) to assure residents receive healthy drinking water at their hookup and taps??

Response:

- 7.1 Please refer to paragraph 36 of the Application for a summary of EWW's water quality assurance program (sited below for convenience).

Water Quality Assurance Program:

- water quality testing of turbidity, pH and temperature and groundwater sampling and water quality testing (increased frequency and additional parameters beyond regulatory minimums). EWW conducts approximately 6,500 tests per year. The results of EWW's water quality testing are summarized in EWW's annual performance reports, available on its website. Water quality assurance audits are conducted annually by EWW's parent company EWSI.
- annual reporting of water quality and system upgrades to Vancouver Island Health Authority ("VIHA") to comply with provincial regulations in an open and transparent process with results reported to customers in an annual performance report posted on EWW's website.
- optimization of uni-directional flushing ("UDF") processes to achieve ongoing improvements in water quality.



Reference:

Explanation:

Request:

- 8.1 What is being contemplated, re: future equipment, methods to be applied, to enhance water quality and safety? Would ultra-violet treatment be on the agenda?

Response:

- 8.1 EWW's operating plans for 2015-2017 are explained in detail in section 2.2 of the Application and capital plans for 2015-2017 are explained in detail in Section 3.2 of the Application. Greater detail is included in the Master Plan provided in Appendix D. At this point, EPCOR is not proposing ultra-violet treatment.



Reference:

Explanation:

Request:

- 9.1 What will be (and what is being) removed, (or added), to water we will drink from our taps?

Response:

- 9.1 Chlorine is currently being added to remove iron and manganese from the water at the Drew Road Water Treatment plant.



Reference:

Explanation:

Request:

10.1 Currently we have an unpleasant experience with each fill-up of a clear glass of water. (Water TASTES GREAT). When we set it down, with water left in it, it takes but a few minutes for whitish semi-suspended sediment to settle at the bottom, resembling suspended soap particles - which I presume are more likely suspended calcium, or similar, minerals. Can you, EPCOR, clare-ify that for me?

Response:

10.1 Normally, EWW does not see any white sediment in the water in the distribution system but when white deposits are seen after boiling or making ice cubes, it may be calcium. Since this is an isolated incident within the distribution system, EWW requests that the customer provide the particulars to the EWW operating staff through the customer care process by contacting customer service at 250-951-2460 or at frenchcreek@epcor.com. This will allow the operations staff to investigate the matter thoroughly and respond back to the customer directly.



Reference:

Explanation:

Request:

11.1 What is the current purification process? Any particular sizes of particulate filters being used?

Response:

11.1 Greensand filtration is used at the Drew Road water treatment plant followed by chlorination. Church Road receives chlorination only. The Drew Road greensand filters have a nominal pore size of 0.34 mm with a uniformity coefficient of 1.59.



Reference:

Explanation:

Request:

12.1 Please send me the link, whereby residents can access ALL information, plans and changes being faced &/or contemplated, in order to stay abreast of what is occurring. To that end, also send direct mail, to all who request it, and continue to publish timely notices of any issues, current or future being contemplated.

Response:

12.1 As indicated in its notice of Application mailed out to all of EWW's customers in January 2015, all the information pertaining to this Application can be obtained at www.epcor.com/frenchcreek. Click on the Water tab and select "2015-2017 Rate Application".