



bcuc
British Columbia
Utilities Commission

We want to hear from you

INVESTIGATION INTO THE SAFETY AND RELIABILITY OF HEMLOCK UTILITY SERVICES

The British Columbia Utilities Commission (BCUC) is conducting a hearing to fully assess the safety and reliability of Hemlock Utility Services Ltd.'s (Hemlock) electrical distribution system and system assets, as well as its customer service-related issues.

This hearing is the result of an application Hemlock filed with the BCUC on December 14, 2020, where it requested approval to revise Section 19 (Liability of the Company re: Service) of its Electric Tariff Terms and Conditions (2020 Application). In the 2020 Application, Hemlock sought approval to include additional liability provisions relating to its supply of electricity to customers.

By Order G-153-21 and the accompanying Reasons for Decision, the BCUC approved, among other things, the proposed additions to the liability provisions of Hemlock's Electric Tariff. Further, the BCUC recommended that it initiate a separate proceeding to investigate the operational concerns identified through the initial review of the 2020 Application.

HOW TO PARTICIPATE

- **Submit a letter of comment**
- **Register as an interested party**
- **Request intervener status**

IMPORTANT DATES

1. **Tuesday, August 17, 2021** – Hemlock to provide Public Notice on its website
2. **Thursday, September 16, 2021** – Hemlock response to BCUC and Intervener Information Requests
3. **Tuesday, October 4, 2021** – Letters of Comment Deadline

For more information on getting involved, please visit our website (www.bcuc.com/get-involved) or contact us at the information below.

GET MORE INFORMATION

Hemlock Utility Services Ltd.



#200 – 8399 200 Street
Langley, BC V2Y 3C2



E: aroy@berezan.ca



P: 604-882-0808

British Columbia Utilities Commission



Suite 410, 900 Howe Street
Vancouver, BC Canada V6Z 2N3



E: Commission.Secretary@bcuc.com



P: 604.660.4700