



Table 7 indicates the number of disconnection orders issued as compared to the overall number of residential customers.

Table 7: Disconnections for Non-Payment

	F2012	F2013	F2014	F2015	F2016
Residential Accounts	1,671,412	1,689,050	1,709,071	1,727,945	1,751,296
Number of Disconnection Orders	18,381	11,987	25,362	38,781	36,827
Percentage of Accounts Receiving Disconnection Orders	1.1	0.7	1.5	2.3	2.1
Number of Disconnections Completed	6,376	4,995	20,940	32,564	30,283
Percentage of Accounts Disconnected	0.4	0.3	1.2	1.9	1.7

In addition, BC Hydro notes that nearly all customers that are disconnected for non-payment in F2015 were eventually able to re-establish service. As set out in the Workshop 9A consideration memo (Exhibit B-1, Appendix C-3B, page 361 of 609) in F2015:

- 54.5 per cent of accounts were reconnected the same day;
- 84.7 per cent were reconnected within 7 days;
- 91.6 per cent were reconnected within 21 days;
- 96.6 per cent were reconnected within 60 days, and
- 99.0 per cent were reconnected within 133 days.

Although it is difficult to draw sound conclusions from the above statistics, the general assessment is that nearly all customers are ultimately able to pay their outstanding balances, even if their arrears reached the point that their service was disconnected. As such, the costs of Dunning notifications and service disconnection appear to be warranted.

Conclusions