

**Utility Commission Meeting
Agenda**

Tuesday, June 20, 2023, 2:00 p.m.
Queensborough Community Centre - Royal Room

We recognize and respect that New Westminster is on the unceded and unsurrendered land of the Halkomelem speaking peoples. We acknowledge that colonialism has made invisible their histories and connections to the land. As a City, we are learning and building relationships with the people whose lands we are on.

Pages

1. **CALL TO ORDER AND LAND ACKNOWLEDGEMENT**

The Chair will open the meeting and provide a land acknowledgement.

2. **CHANGES TO THE AGENDA**

Additions or deletion of items.

3. **MOTION TO MOVE INTO CLOSED MEETING**

THAT the Utility Commission will now go into a meeting which is closed to the public in accordance with Section 90 of the Community Charter, on the basis that the subject matter for all agenda items relate to matters listed under sections:

(1)(a) personal information about an identifiable individual who holds or is being considered for a position as an officer, employee, or agent of the municipality or another person appointed by the municipality;

(1)(c) labour relations or other employee relations;

(1)(k) negotiations and related discussions respecting the proposed provision of a municipal service that are at their preliminary stages and that, in the view of the council, could reasonably be expected to harm the interests of the municipality if they were held in public.

4. **ADOPTION OF MINUTES FROM PREVIOUS MEETINGS**

4.1 **May 9, 2023 Minutes**

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5. **REPORTS AND PRESENTATIONS**

Staff and guest reports and presentations for information, discussion, and/or action

7

5.1 CNW Building Code Acceleration Proposal

Climate Action Team

5.2 Fleet, Home, and Public EV Charging Projections

Climate Action Team

6. CONSENT AGENDA

6.1 New Westminster Electric 2023 Customer Satisfaction Survey (Information Only) 23

6.2 Purchases and Sales 54

6.3 Financial Report 56

7. NEW BUSINESS

Items added to the agenda at the beginning of the meeting.

8. END OF MEETING

9. UPCOMING MEETINGS

The remaining meetings for 2023 are scheduled on July 11, September 19, and November 21.

Utility Commission

MINUTES

Tuesday, May 9, 2023

**Meeting held electronically and in Committee Room 2
City Hall**

PRESENT

Mayor Patrick Johnstone	Commissioner
Sally Bhullar-Gill	Commissioner
Maya Chorobik	Commissioner
Councillor Paul Minhas	Commissioner
Lino Siracusa	Commissioner
Lisa Spitale	Commissioner

STAFF

Ron Au	Senior Financial Services Analyst
Leya Behra	Manager, Climate Action
Rod Carle	General Manager, Electrical Operations
Phil Kotyk	Fibre Networks Operations Manager
Katie Stobbart	Committee Clerk

1. CALL TO ORDER AND LAND ACKNOWLEDGEMENT

Lino Siracusa opened the meeting at 2:01 p.m. and recognized with respect that New Westminster is on the unceded and unsurrendered land of the Halkomelem speaking peoples. He acknowledged that colonialism has made invisible their histories and connections to the land. He recognized that, as a City, we are learning and building relationships with the people whose lands we are on.

2. CHANGES TO THE AGENDA

MOVED and SECONDED

THAT the May 9, 2023 Utility Commission Agenda be adopted, addressing item 3 at the end of the open meeting.

Carried.

All Commissioners present voted in favour of the motion.

Procedural Note: Item 3 was addressed at the end of the open meeting. The minutes are recorded in numerical order.

3. MOTION TO MOVE INTO CLOSED MEETING

MOVED and SECONDED

THAT the Utility Commission will now go into a meeting which is closed to the public in accordance with Section 90 of the Community Charter, on the basis that the subject matter for all agenda items relate to matters listed under sections:

(1)(a) personal information about an identifiable individual who holds or is being considered for a position as an officer, employee, or agent of the municipality or another person appointed by the municipality;

(1)(c) labour relations or other employee relations;

(1)(k) negotiations and related discussions respecting the proposed provision of a municipal service that are at their preliminary stages and that, in the view of the council, could reasonably be expected to harm the interests of the municipality if they were held in public.

Carried.

All Commissioners present voted in favour of the motion.

4. ADOPTION OF MINUTES FROM PREVIOUS MEETINGS

4.1 Minutes of March 21, 2023

MOVED and SECONDED

THAT the Minutes of the March 21, 2023 Utility Commission meeting be adopted.

Carried.

All Commissioners present voted in favour of the motion.

5. REPORTS AND PRESENTATIONS

5.1 **BC Building Code Updates: Energy Step Code and the new Zero Carbon Step Code**

Leya Behra, Manager, Climate Action, provided a presentation titled “BC Building Code Updates and Electric Utility Considerations.”

In response to questions from the Commission, Ms. Behra advised:

- The Province has done some cost studies related to following the Zero Carbon Step Code. Property value also can increase after making the recommended changes;
- The City has an incentive program called High Performance Homes through Energy Save New West;
- There are also municipal top-ups on existing incentive programs;
- Transportation emissions are calculated based on vehicle ownership within New Westminster; and
- The municipality is also looking at who the programs are not reaching.

The Commission had the following comments:

- Increasing the cost of new builds may present challenges in terms of building affordable housing, as developers are likely to pass that increased cost onto the eventual resident; and
- Would like to explore using Energy Save New West as a way of accelerating housing starts through the strategic plan.

In response to questions from staff, the Commission advised:

- Accelerated adoption of the Zero Carbon Step Code should be considered in parallel with the Energy Step Code to support the industry in getting ahead given the relatively quick timeline;
- Concerned about the cost impact to citizens;
- There is a need to discuss how the Zero Carbon Step Code fits with the Seven Bold Steps and the City’s goals; and
- Concerned about distribution, getting the energy where it needs to go.

The Commission is supportive in principle of the accelerated adoption of the Zero Carbon Step Code in parallel with the Energy Step Code. The Commission is supportive of the delivery of municipal conservation and demand management programs through Energy Save New West.

At an upcoming meeting the new Council strategic plan will be brought before the Commission, and the Climate Action team should be brought in following that discussion so there is workplan alignment.

6. CONSENT AGENDA

6.1 Electrical Purchases & Sales Report (March 2023)

MOVED and SECONDED

THAT Item 6.1 be adopted on Consent.

Carried.

All Commissioners present voted in favour of the motion.

7. NEW BUSINESS

Items added to the agenda at the beginning of the meeting.

8. END OF MEETING

The meeting ended at 3:02 p.m.

9. UPCOMING MEETINGS

The next meeting is scheduled for June 20, 2023 at 2:00 p.m.



The Zero Carbon Step
Code: An Introduction

ZERO CARBON
STEPCODE

CNW Building Code Acceleration Proposal

Leya Behra, P.Eng, Manager of Climate Action

20-Jun-2023



NEW WESTMINSTER

Recommendation

July 10th Council Report:

- THAT staff be directed to amend Building Bylaw No 8125, 2019 to require a two-option framework for Part 9 Buildings requiring Step 5 of the Energy Step Code or Step 4 with a Strong Carbon Performance of the Zero Carbon Step Code beginning January 1st, 2024
- THAT staff be directed to require a Measure Only Carbon Performance for Part 3 Buildings beginning January 1st, 2024
- THAT staff be directed to engage with interested parties on the proposed timeline to reach the highest steps of the Energy Step Code and Zero Carbon Step Code
- THAT staff be directed to explore policy, regulatory and incentive options to require electric heat pumps over electric resistive baseboard in new construction

The Approach

- Climate Action team, in consultation with development and buildings divisions, is proposing an implementation schedule for the Energy and Zero Carbon Step Codes to reach highest level of each code.
- Benefits of the proposal
 - Long term plan will provide market certainty and support market readiness
 - Parallel adoption will reduce GHG emissions while also focusing on electricity conservation.
- Engagement will identify the needs of the builder community for each phase of implementation.
 - Climate action team will use this information to develop ongoing capacity building initiatives to improve compliance and acceptance rate.

Proposed Schedule

<i>Building Type Part 9 Residential</i>	<i>BCBC min Requirement May 1, 2023</i>	<i>New West Requirement May 1st, 2023</i>	<i>Proposed Jan 1st, 2024</i>	<i>Proposed Jan 1st, 2025</i>	<i>Proposed Jan 1st, 2027</i>	<i>Proposed Jan1st 2030</i>
<i>Single or Two Family Dwellings</i>	<i>Step 3 Opt in Zero Carbon Step Code</i>	<i>Step 3</i>	<i>Step 5 Measure OR Step 3, Strong</i>	<i>Step 5 Moderate OR Step 4 Zero Carbon</i>	<i>Step 5 Zero Carbon</i>	<i>Step 5 Zero Carbon</i>
<i>Laneway and Carriage Dwellings</i>						
<i>Townhomes and Apartment Buildings up to three floors</i>						
<i>Part 3 Multi-Family Residential</i>						
<i>Group C Residential Occupancies 6 stories or less and combustible construction</i>	<i>Step 2 Opt in Zero Carbon Step Code</i>	<i>Step 3</i>	<i>Step 3 Measure</i>	<i>Step 4 Measure OR Step 3 Strong</i>	<i>Step 4 Zero Carbon</i>	<i>Step 4 Zero Carbon</i>
<i>Group C Residential Occupancies over 6 stories or non-construction</i>						
<i>Hotels/Motels</i>						
<i>Part 3 Commercial</i>						
<i>Offices (Business and Personal Services)</i>	<i>Step 2 Opt in Zero Carbon Step Code</i>	<i>Step 2</i>	<i>Step 2 Measure</i>	<i>Step 3 Moderate</i>	<i>Step 4, Measure OR Step 3, Strong</i>	<i>Step 4 Zero Carbon</i>
<i>Other Group D and E Occupancies (Mercantile)</i>						

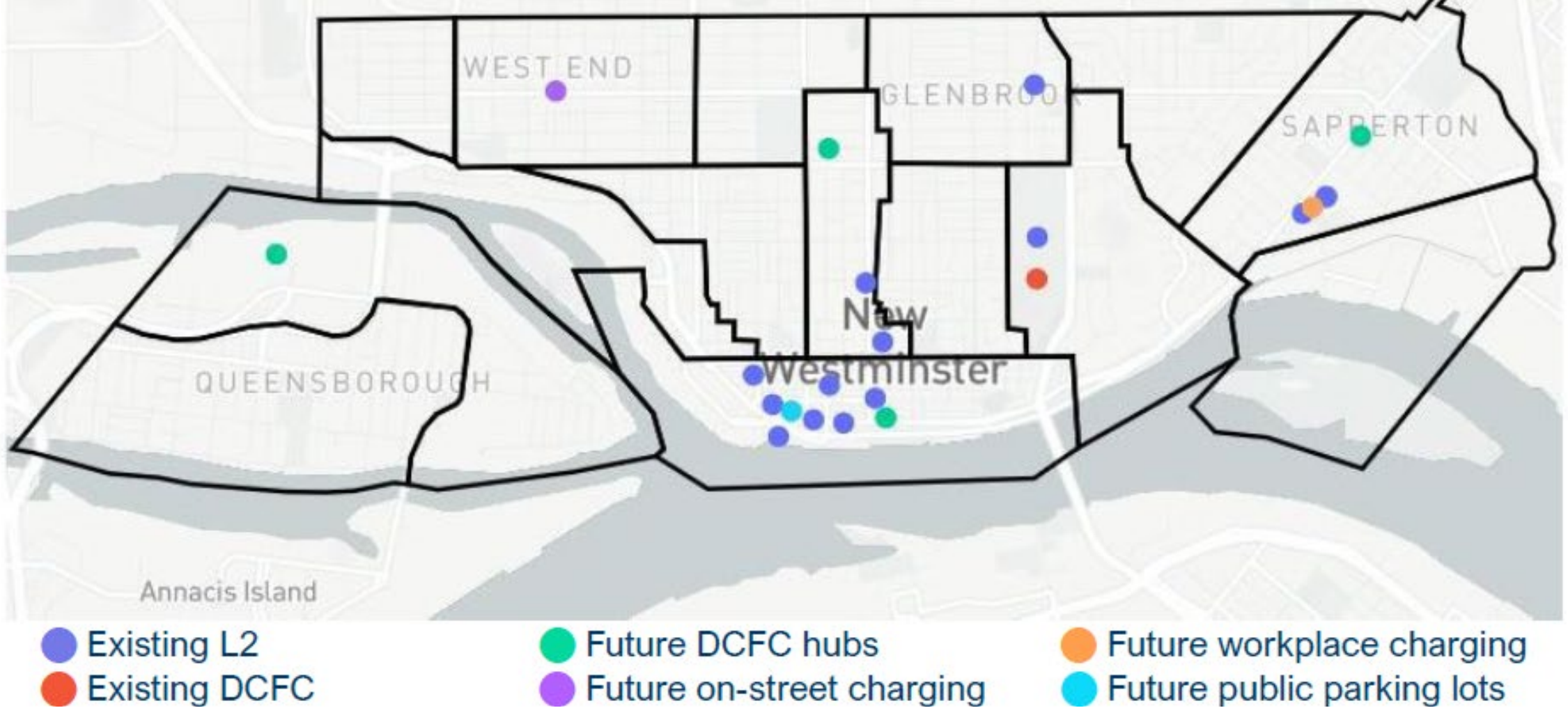
Proposed Schedule

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<i>Other Group D and E Occupancies (Mercantile)</i>						

Discussion on Recommendation

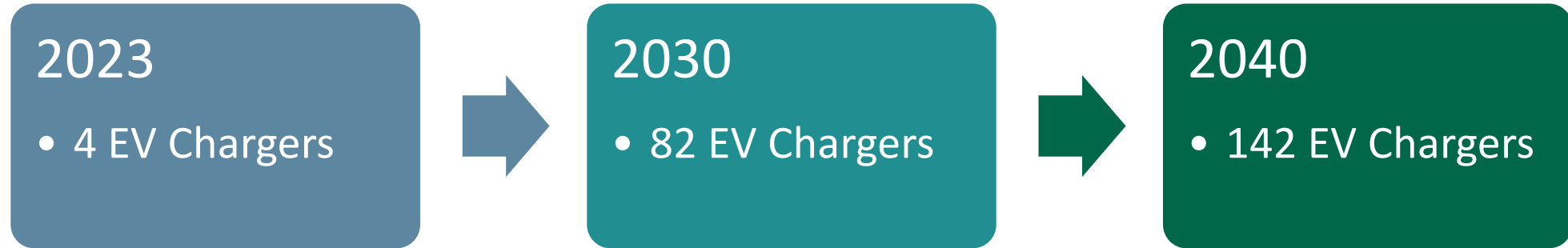
July 10th Council Report:

- THAT staff be directed to amend Building Bylaw No 8125, 2019 to require a two-option framework for Part 9 Buildings requiring Step 5 of the Energy Step Code or Step 4 with a Strong Carbon Performance of the Zero Carbon Step Code beginning January 1st, 2024
- THAT staff be directed to require a Measure Only Carbon Performance for Part 3 Buildings beginning January 1st, 2024
- THAT staff be directed to engage with interested parties on the proposed timeline to reach the highest steps of the Energy Step Code and Zero Carbon Step Code
- THAT staff be directed to explore policy, regulatory and incentive options to require electric heat pumps over electric resistive baseboard in new construction



Fleet, Home and Public EV Charging Projections

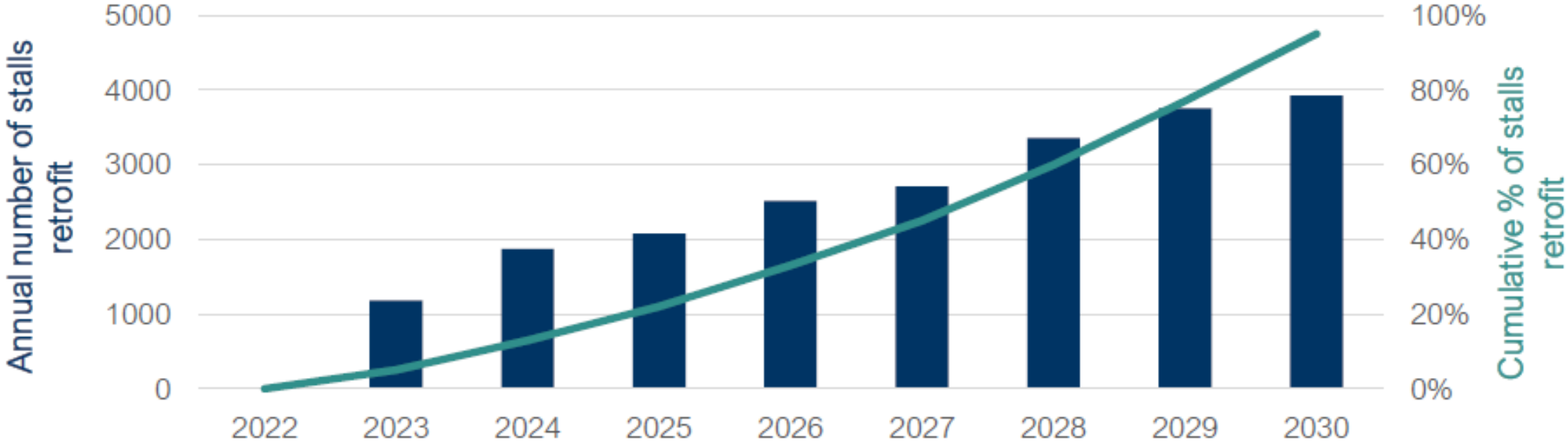
Fleet EV Charging Projections



- Civic facility challenges
 - Understanding of building capacity lacking
- Funding challenges
 - Significant cost implications if capacity limited
- Intention to hire a PM on a term basis to get this off the ground

Home EV Charging – eMobility Strategy

Figure 9 Trajectory to reach EV Ready in 95% of stalls in MURBs with annual number of stalls retrofit



Public and Workplace EV Charging – eMobility Strategy

Figure 10: Public Level 2 charging stations needed by 2030

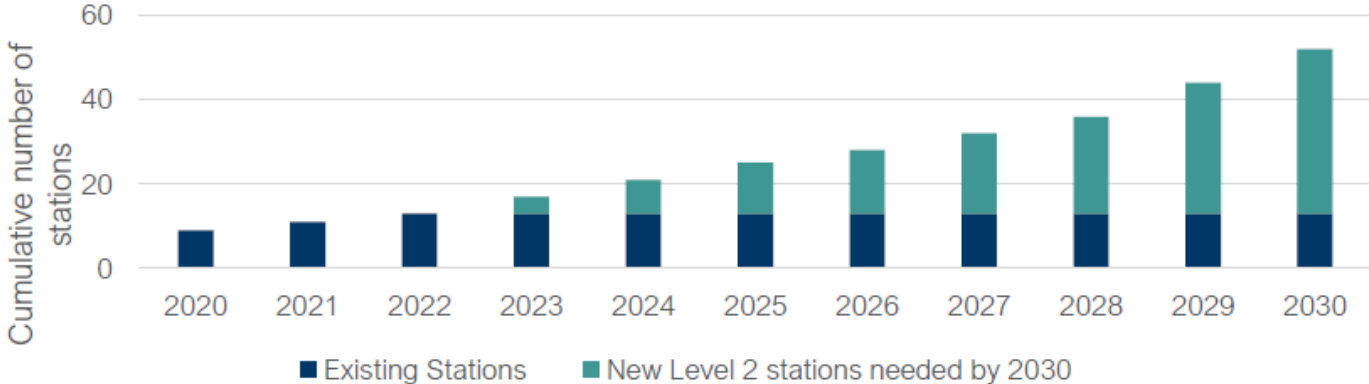
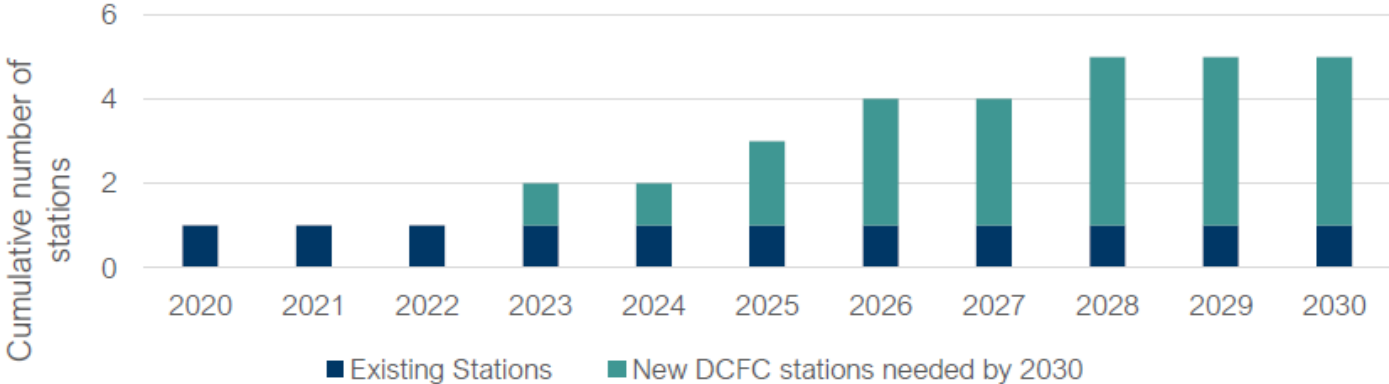


Figure 11: Public DCFC charging stations needed by 2030



Climate Action Team Next Steps

- Mapping study to identify EV infrastructure gaps
 - Collaborations with other jurisdictions
 - Metro Vancouver mapping review
 - BC Hydro collaborations / Pilot programs
 - City of Victoria (particularly aggressive public charging network plan)
- Siting Guidelines
- Shared fleet operator coordination
- Ongoing review of cost recovery models

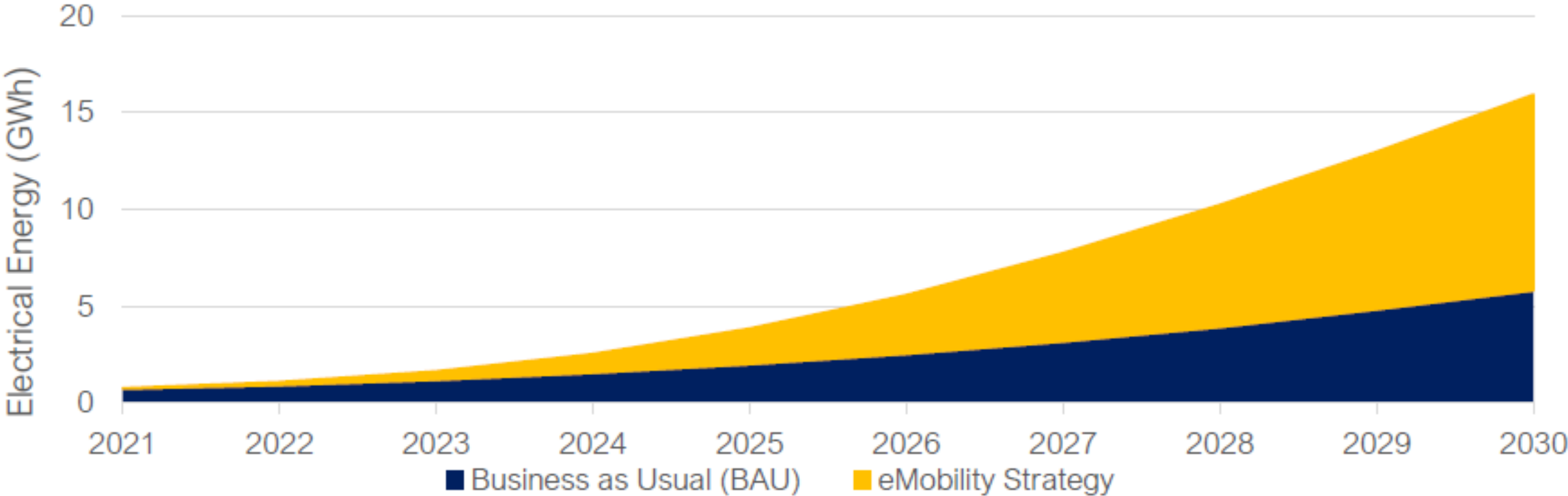
Discussion

- Does the Utility Commission envision being a champion who enables public EV charging (i.e. BC Hydro model), with planning and policy support from the Climate Action Team?
- What does the Utility Commission need from Climate Action, as it relates to EV Charging, to best support utility operations (i.e. strategy, distribution capacity, load forecasting, etc.)?

Appendix Slides – Utility Energy and Demand Impacts

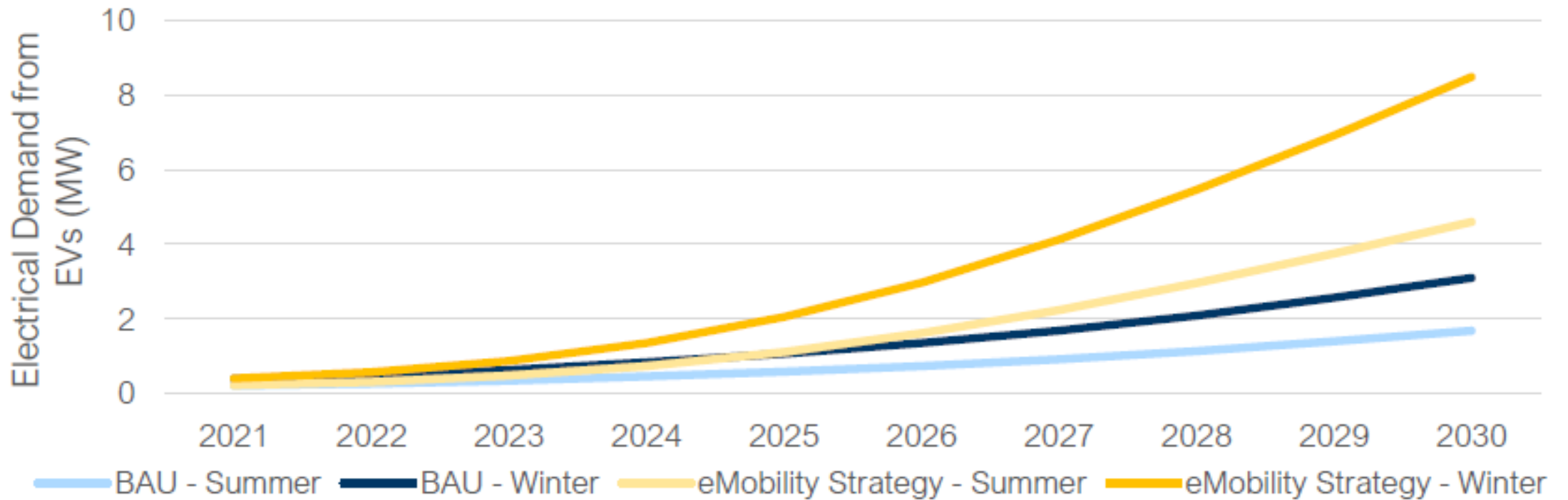
NWEU Energy Impacts - eMobility Strategy

Figure 12: Annual electrical energy consumption by EVs over time



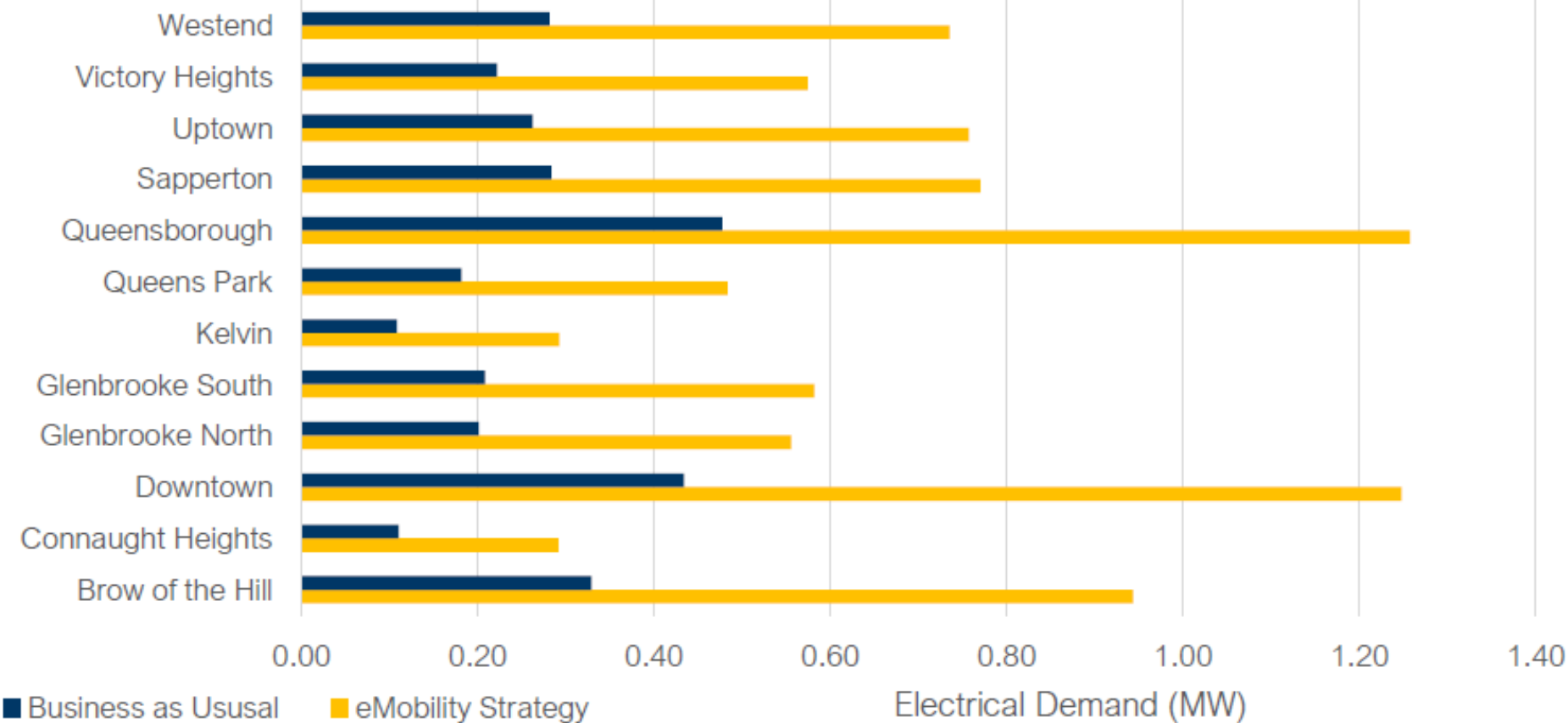
NWEU Demand Impacts – eMobility Strategy

Figure 13: Peak 2030 electricity demand (MW) from EVs in winter evenings



NWEU Neighbourhood Impacts – eMobility Strategy

Figure 14: Peak electricity demand (MW) in 2030 from EVs in winter evenings by neighbourhood



April 2023

New Westminster Electric 2023 Customer Satisfaction Survey



NEW WESTMINSTER



MUSTEL GROUP
MARKET RESEARCH

➤ Foreword

Introduction

At the request of the City of New Westminster, Mustel Group conducted a customer satisfaction survey among New Westminster Electric's (NWE) residential and business customers. The survey was designed to provide a baseline measure of satisfaction with the service received from NWE and to gauge awareness, usage, and satisfaction of its Customer Connect Online platform.

Methodology

- A total of 701 interviews were conducted by telephone: 501 with residential customers and 200 with business customers.
- The sample was drawn randomly from a customer database provided by The City of New Westminster (using a simple random sampling method).
- Households were screened to ensure no employees of the City or NWE were interviewed.
- Interviews were conducted among customers usually responsible for paying the electric bill or managing the NWE account.
- Care was taken to ensure that the customer data was protected at all stages of the research.
- The margin of error on the samples are as follows:
 - Residential n=501: +/-4.4% at the 95% confidence level
 - Business n=200: +/-6.9% at the 95% confidence level

Methodology, cont.

- Interviewing was conducted by Mustel Group staff on weekday evenings and during the day on Saturdays from March 13 to April 4, 2023.
- The questionnaire used is appended.
- Detailed computer tabulations and verbatims (responses to open ended questions) are provided under separate cover.

Residential Sample

A cross-section of New Westminster households was achieved by age, household tenure, and number of people in the household. Please see demographic profile on slide 24 comparing the final sample to population statistics (source: Statistics Canada "Household Maintainer, 2021).

Business Sample

A breakout of businesses by size and sector is provided on slide 25. As anticipated, the majority who participated are small (<50 employees).



MUSTEL GROUP
MARKET RESEARCH

Executive Overview



➤ Overall Satisfaction with New Westminster Electric



86%

of residential customers are satisfied overall with NWE.



88%

of business customers are satisfied overall with NWE.



Among the few who expressed dissatisfaction (4%), **expensive rates** is the most common reason provided.



➤ Satisfaction with Ability to Manage NWE Account



of residential customers



of business customers

are **satisfied overall** with the ways in which they can manage their NWE account on an ongoing basis.

➤ Last Contact with New Westminster Electric



60%

of residential customers have contacted NWE in the past, with most having done so more than 12 months ago.



66%

of business customers have contacted NWE in the past, with >50% having done so within the past 12 months.



The most common reasons for contacting NWE is to set up, cancel, or move service, followed by questions regarding my bill and service issues.

Business customers are more likely than residential customers to have contacted NWE regarding service issues (24% vs 10%).



➤ Satisfaction with Last Customer Service Experience



83%

of residential customers



85%

of business customers

are **satisfied overall** with their most recent customer service experience.



Among the **6%** of residential customers and **10%** of business customer who expressed dissatisfaction, the most common reasons are **staff were not helpful in resolving their issue** and **communication issues**.



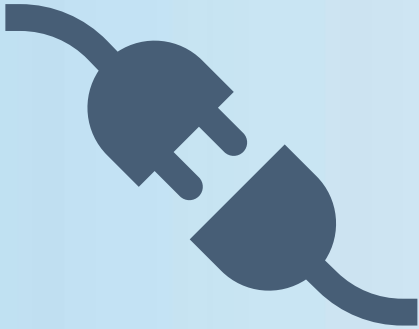
➤ How Customers Receive Their NWE Bill



The majority of New Westminster Electric customers receive a **paper bill in the mail**, including **77%** of residential customers and **82%** of business customers, with the rest receiving an email notification/e-bill.



➤ Customer Connect Platform: Usage and Satisfaction



Approximately **one-half** of all customers are **aware** of the Customer Connect platform.

27% of residential customers and **20%** of businesses **use** the Customer Connect platform.

The majority of users are **satisfied overall** with the platform, including **78%** of residential customers and **88%** of business customers.

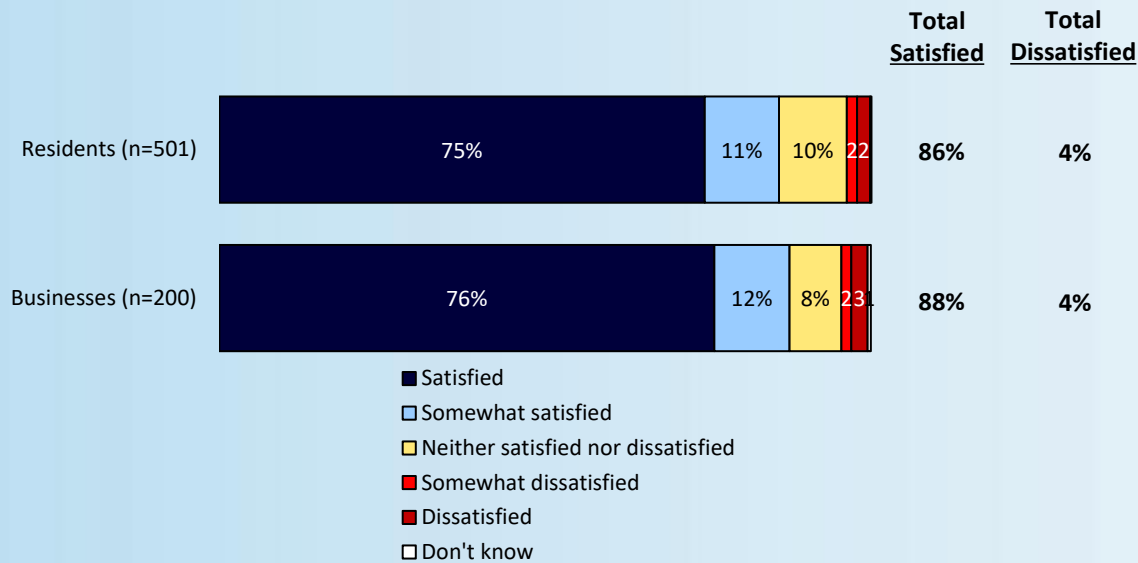
Among the few who expressed **dissatisfaction** with it, **not user friendly** and **can't access information** are the most common reasons provided.

Among those who do not use the platform, the most common reasons are **prefer paper bill**, followed by **no need**.



Detailed Findings

➤ Overall Satisfaction With Service

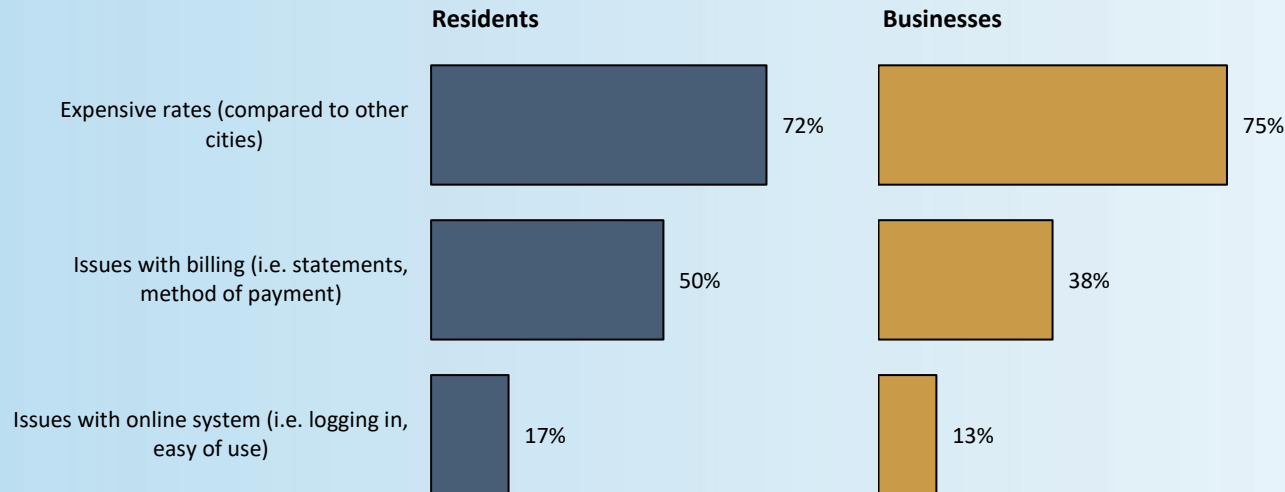


- Overall, most customers, both residential and business, are at least somewhat satisfied with the service they receive from New Westminster Electric (86% and 88% respectively, combined of somewhat satisfied and satisfied), including three-quarters who are “satisfied”.
- Among residential customers, renters reported slightly higher overall satisfaction levels compared with homeowners (90% vs 83% overall satisfied), and those who live in apartments/condos and single-detached homes are somewhat more likely than those in other housing types to report being satisfied with the service they receive (77% and 75% vs 56% satisfied).
- Satisfaction levels are highest among residents who have never contacted NWE vs those who have contacted NWE for any reason in the past (82% compared with 60 to 73%).
- Overall, fewer than one-in-twenty report being dissatisfied overall with the service they receive from NWE (4%).
- There are no significant differences in satisfaction among businesses by size or sector.

Base: Total

Q.1a) Overall, how satisfied are you with the service you receive from New Westminster Electric?

➤ Reasons For **Dissatisfaction** With Service



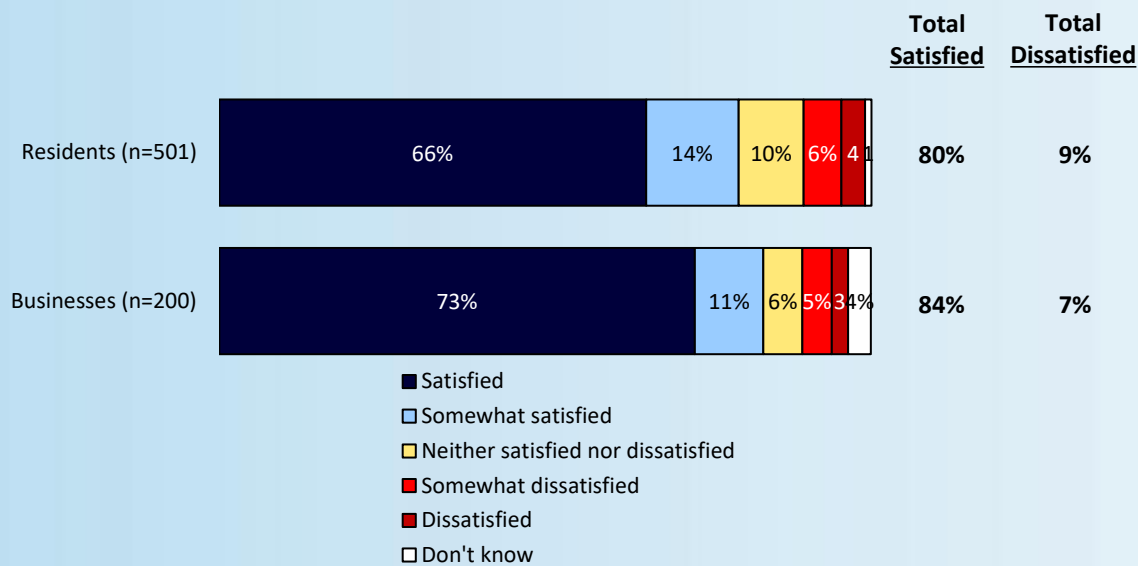
- Among the 4% of residential and business customers who reported being dissatisfied with the service they receive from NWE, “expensive rates” is the most common reason given for this rating (72% among residential and 75% among business customers), followed by “issues with billing” (50%).
- Please interpret these findings with caution due to small base sizes.

Base: Total dissatisfied with service Residents (n=18*), Businesses (n=8*)

Q.1b) Please tell us a bit about why you are [response from above] with the service you receive from New Westminster Electric.

*Caution small base size

➤ Satisfaction With Ability To Manage Account

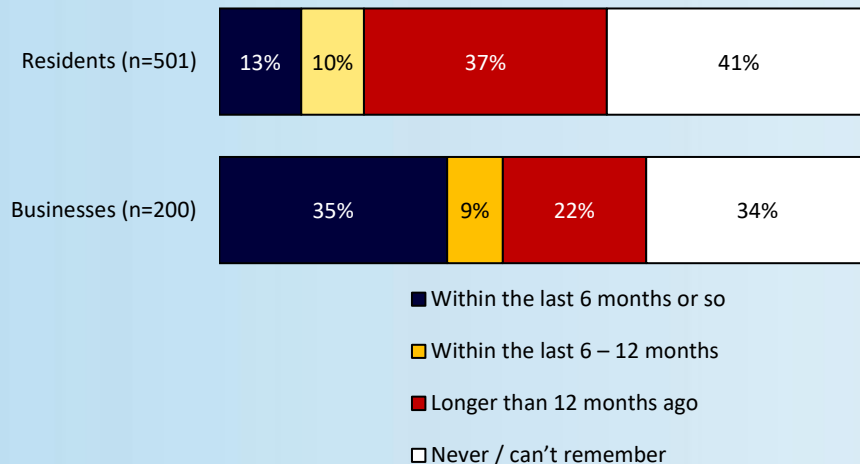


- The majority, approximately eight-in-ten in all, are at least somewhat satisfied with the ways in which they can manage their NWE account on an ongoing basis (80% and 84% overall satisfied among residents and businesses, respectively), including about two-thirds of residents and nearly three-quarters of businesses who are “satisfied” (66% and 73%).
- Residential customers 60 years of age and older are more likely than their younger counterparts to be satisfied, with those 65+ expressing the highest satisfaction (71% satisfied among those 60-64 years of age and 85% among those 65+, compared with 57% of those 18 - 49).
- Those who have never contacted NWE report the highest satisfaction levels, with 87% satisfied overall, compared with 70 to 78% among those who have contacted NWE at any point in the past.
- Among businesses, those aware of the Customer Connect platform are somewhat more likely to be satisfied overall with the ways in which they can manage their account (89% vs 78% overall satisfied, respectively), as are those have never contacted NWE and those whose last contact with was more than 12 months ago. Page 35 of 62

Base: Total

Q.2) What is your level of satisfaction with the ways in which you are able to manage your New West Electric account on an ongoing basis? For example, receiving and paying bills, accessing your electrical usage information, updating your account information, etc.

➤ Last Contact With New West Electric

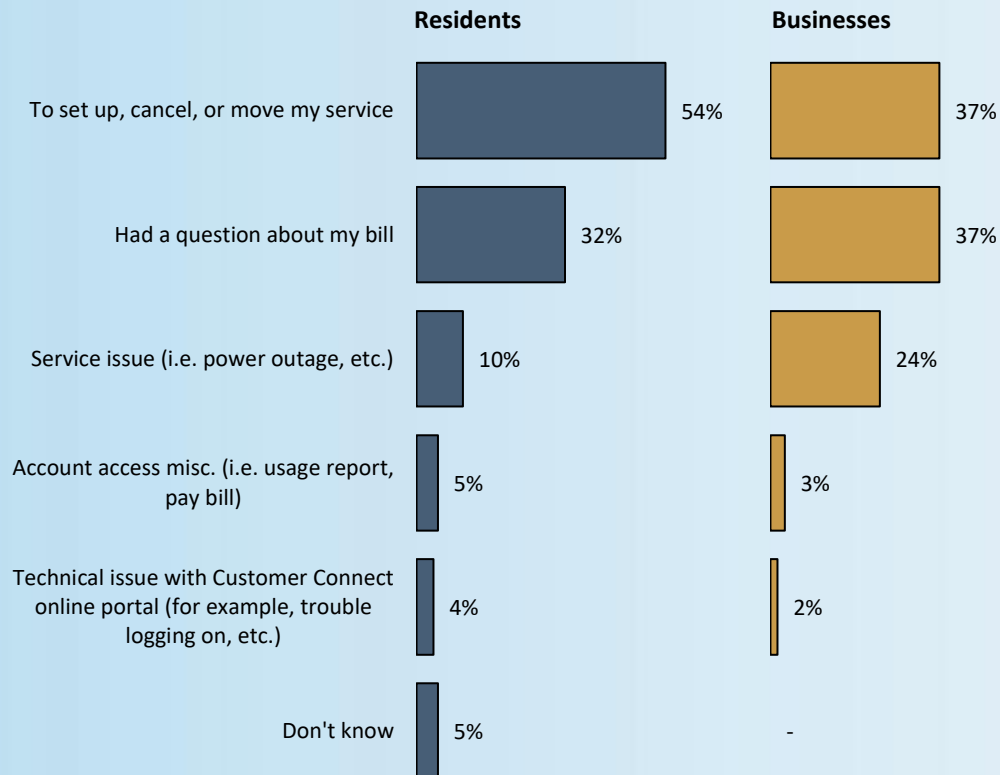


- Approximately six-in-ten residential customers have contacted NWE in the past (60%), with most having done so more than 12 months ago (37%).
- Renters are more likely than owners to have contacted NWE in the last a 6 months, as are those 18 – 64 compared with those 65+.
- About two-thirds of business customers have contacted NWE at some point in the past (66%), with the majority having done so within the past 12 months (44%), including approximately one-third who reached out in the last 6 months (35%).

Base: Total

Q.3) When was the last time you have had to contact someone at New West Electric for any reason? For example, a question about your bill; to set up, cancel, or move your service; service issues; etc.

➤ Reasons For Contacting New West Electric



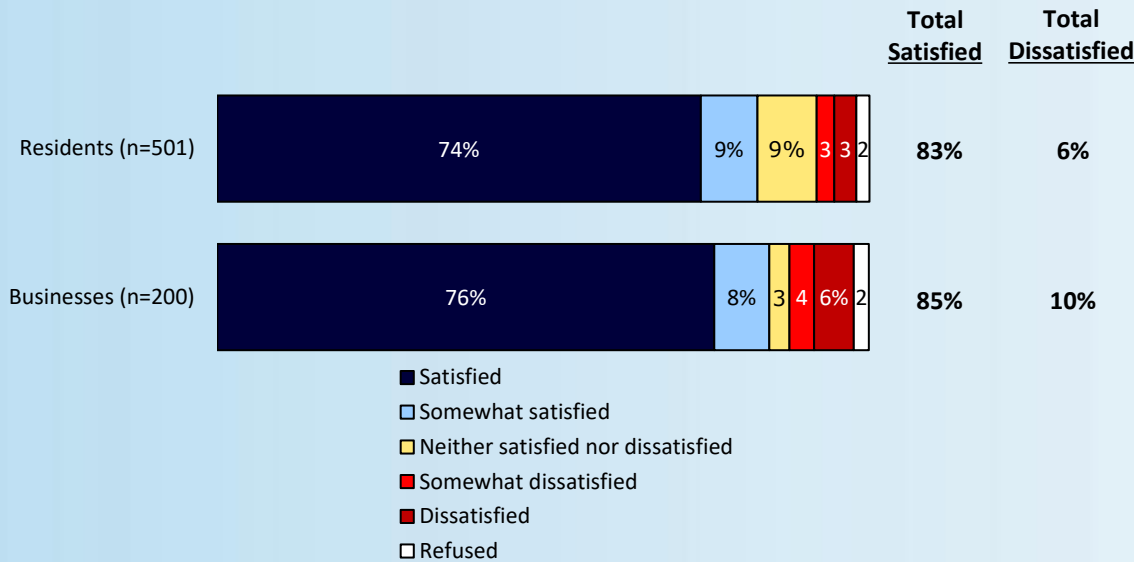
- Among residential customers who have contacted NWE in the past, the most common reason for doing so is to set up, cancel, or move service, mentioned by just over half (54%), followed by a question about my bill (32%).
- Business customers are equally likely to have contacted NWE to set up, cancel, or move service and regarding questions about their bill (37% in each) but more likely than residential customers to have contacted NWE regarding service issues (24% compared with 10%).

Base: Total contacted Residents (n=298), Businesses (n=131)

Q.4) What was the reason for the call/contact?



➤ Satisfaction With Customer Service Received

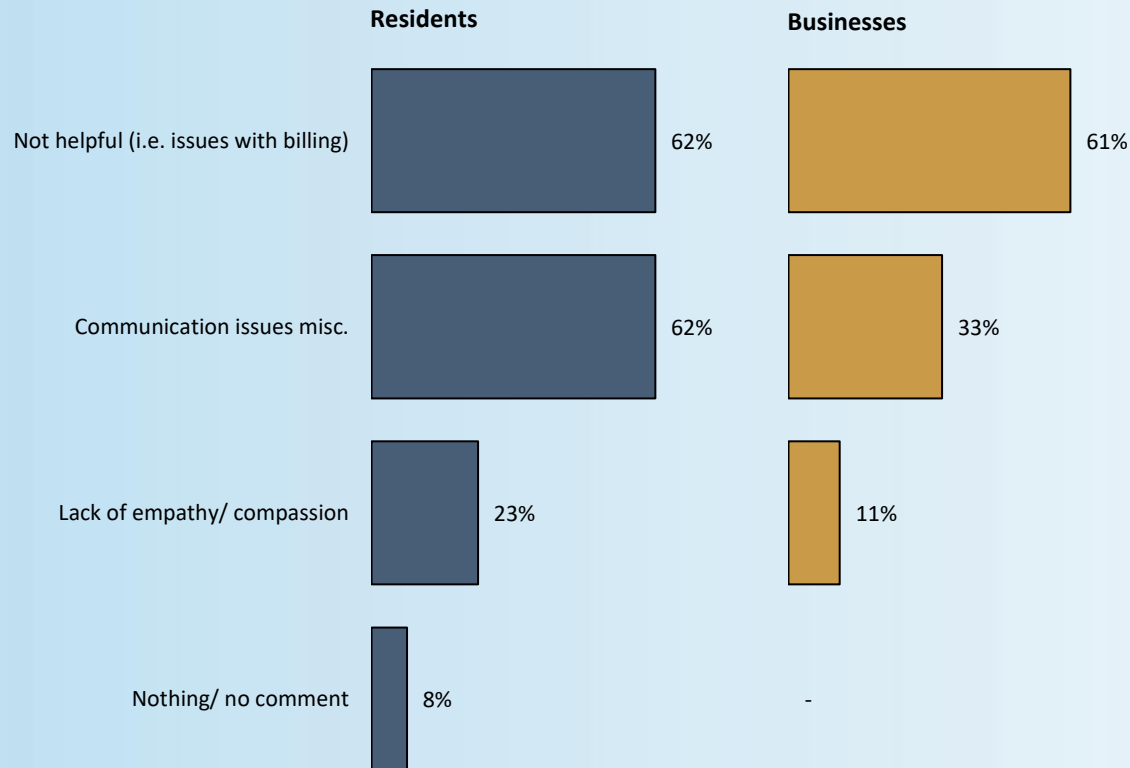


- The majority of customers, more than eight-in-ten in all, are at least somewhat satisfied with the service they received from NWE, including approximately three-quarters who are satisfied (74% and 76% among residents and business, respectively).
- Renters are somewhat more likely than owners to be satisfied overall (90% vs 78% respectively).

Base: Total

Q.5a) Thinking about that experience, what was your level of satisfaction with the customer service you received?

➤ Reasons For **Dissatisfaction** With Customer Service



- Among those dissatisfied with their customer service experience when they last contacted NWE, the most common reasons are that staff were not helpful in resolving their issue and communication issues, with the latter mentioned more often by residential customers than business ones (62% versus 33%).
- Please interpret these findings with caution due to small base sizes.

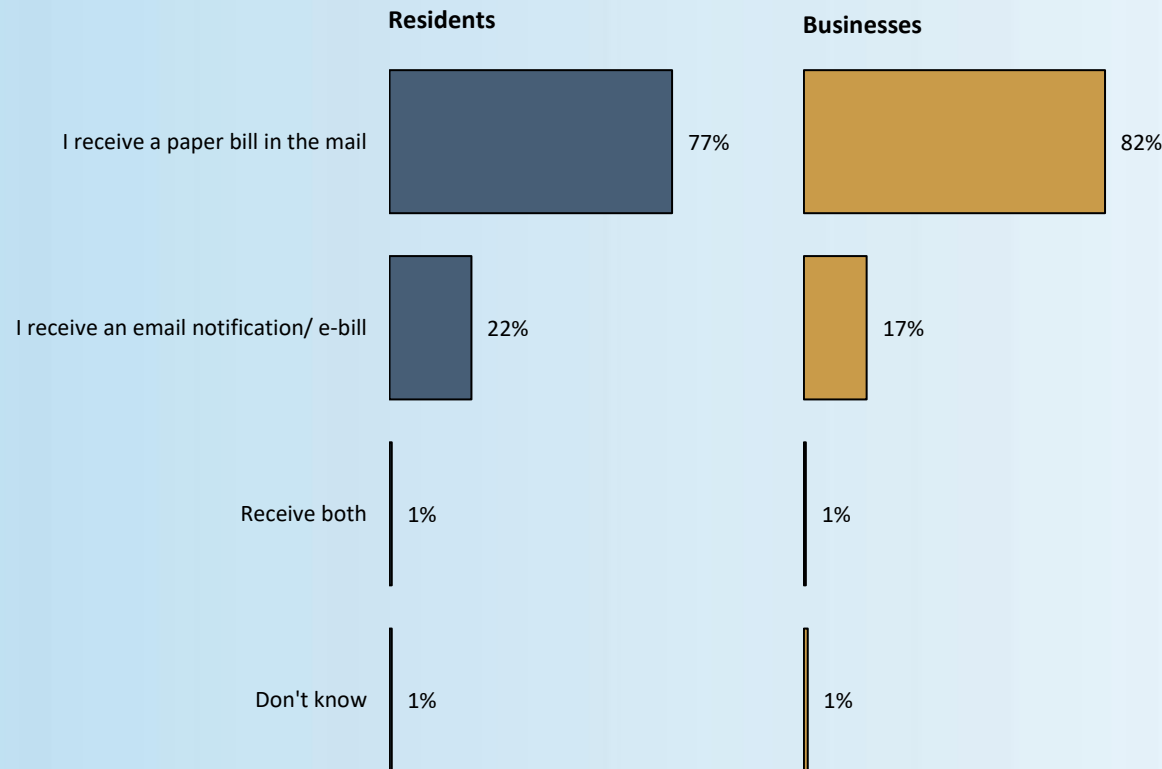
Base: Total dissatisfied with customer service Residents (n=18*), Businesses (n=13*)

Q.5b) Please tell us why you were [response from above] with the customer service you received from New Westminster Electric.

*Caution small business size



Method Of Bill Notification



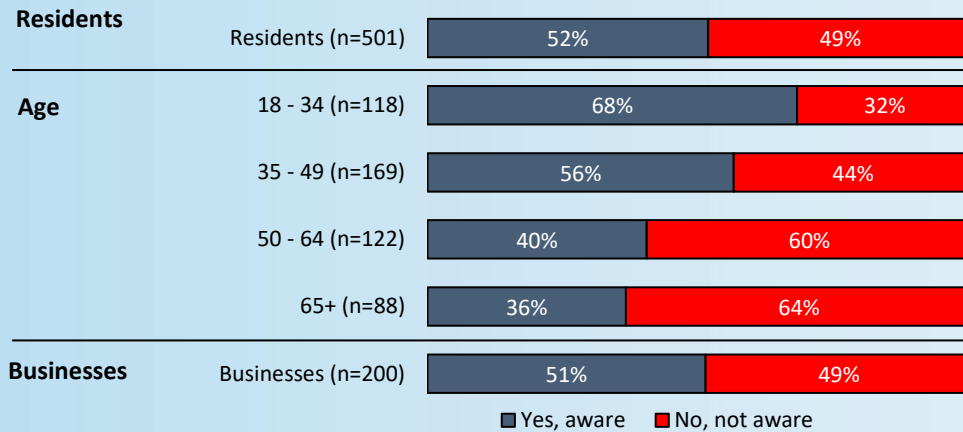
- The majority of customers receive a paper bill in the mail (77% of residents and 82% of businesses).
- Approximately one-in-five receive an e-bill, with slightly more residential customer receiving their hydro bill this way (22% vs 17% - not statistically significant).
- Residential customers 35 years of age and older are more likely than those 18-34 to receive a paper bill (77 to 84% among 35+ compared with 66% among 18-34).
- Both residential and business customers who are aware of or use the Customer Connect online platform are much more likely to receive an electronic bill vs a paper one.

Base: Total Residents (n=501), Businesses (n=200)

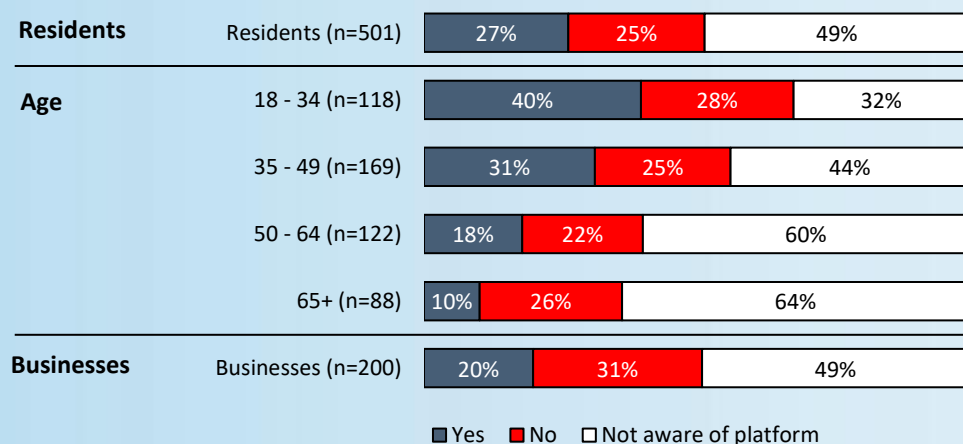
Q.6) How do you receive your electricity bill?

➤ Awareness & Usage Of Customer Connect Online Platform

Familiar with Customer Connect Online Platform



Use Customer Connect Online Platform



- Approximately one-half of all customers are aware of the Customer Connect Online Platform, (52% of residents and 51% of businesses).
- About one-quarter of residential customer use the platform (27%), compared with about one-in-five business customers (20%).
- For both residential and business customers, awareness and usage of the online platform is highest among those who currently receive their bill via an email notification.
- For residential customers, awareness of the platform is highest among those 18-34 (68%) and usage is highest among those 18-49 (40% among 18-34 and 31% among 35-49).

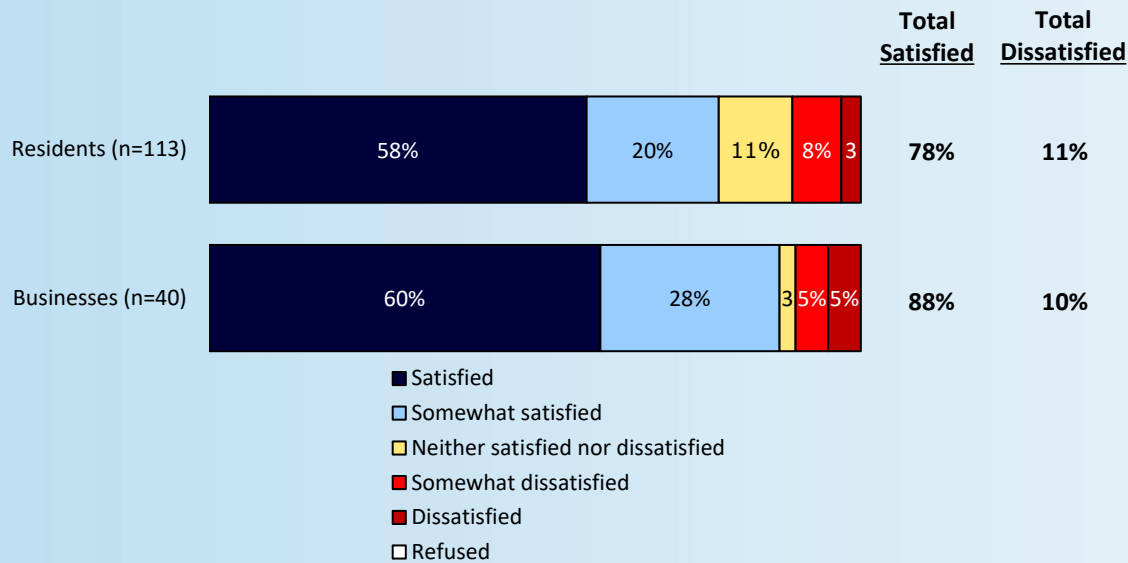
Base: Total

Q.6a) Are you familiar with the Customer Connect online platform where you can view your electrical account info and bills, sign up for e-billing, etc.?

Base: Total aware of Customer Connect online platform

Q.6b) Do you use the Customer Connect online platform?

➤ Satisfaction With Customer Connect Online Platform

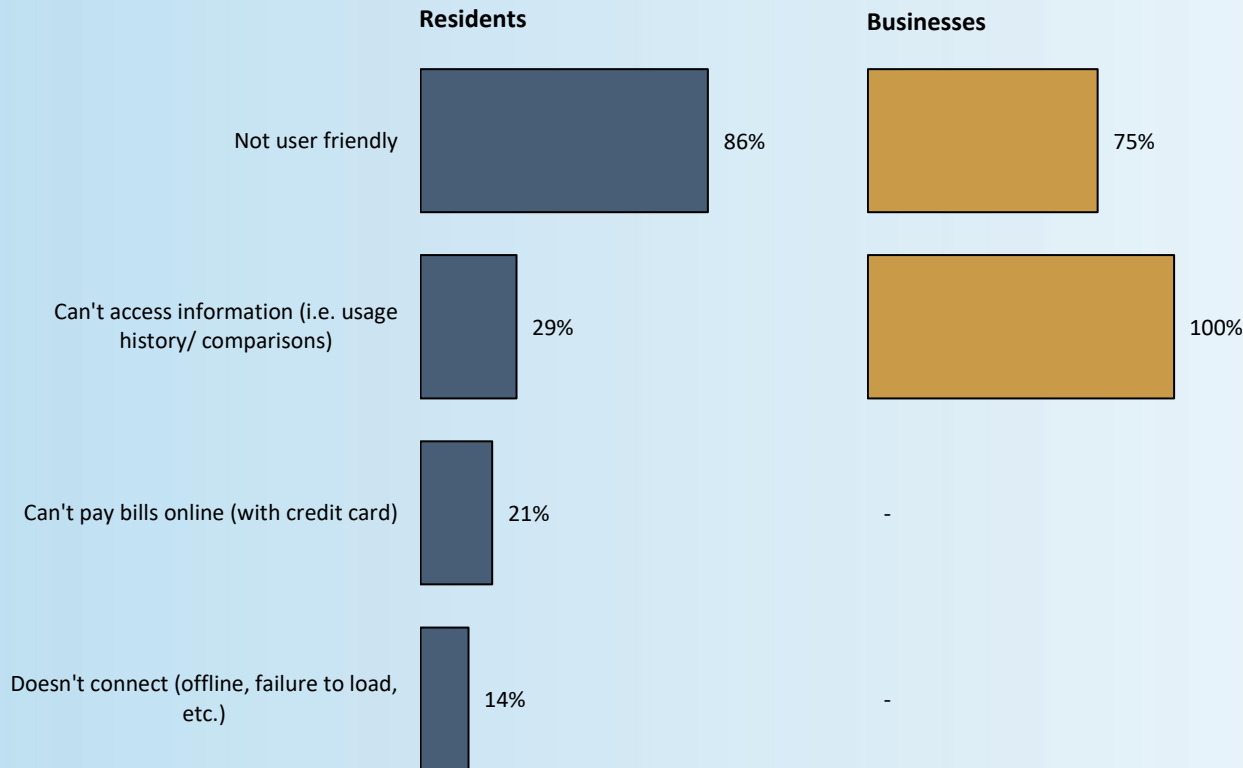


- The majority of those who use the Customer Connect Online Platform are at least somewhat satisfied with it (78% of residents and 88% of businesses), including approximately six-in-ten who are satisfied (58% of residents and 60% of businesses).
- Approximately one-in-ten are at least somewhat dissatisfied with it (11% of residents and 10% of businesses).
- For businesses, the results do not vary by size or sector.

Base: Total used Customer Connect online platform

Q.7a) How satisfied are you with the Customer Connect online platform? Prompt if needed: for example, ease of use, what you're able to do, etc..

➤ Reasons For **Dissatisfaction** With Customer Connect



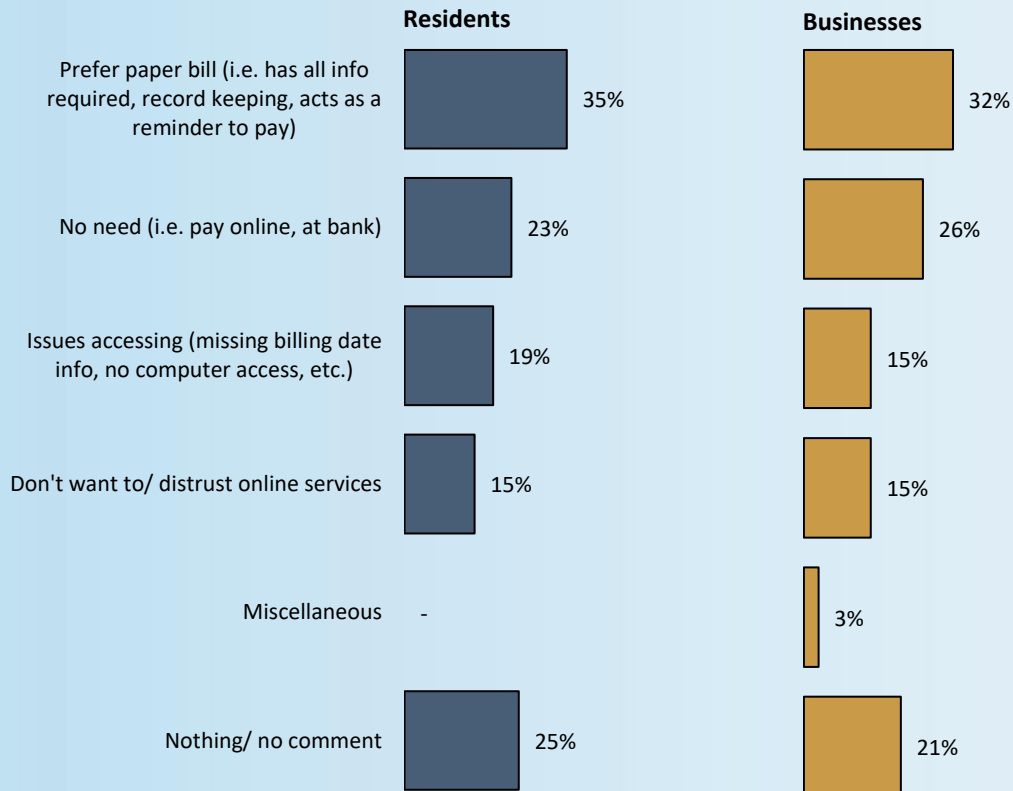
- Among the few residential customers who are dissatisfied with the platform, the most common reason for their rating is that it's not user friendly (86%).
- Among the very few business customers who expressed dissatisfaction with the platform, all noted that they couldn't access information such as usage history.
- Please interpret with caution due to small base sizes.

Base: Total dissatisfied with Customer Connect online platform Residents (n=14*), Businesses (n=4*)

Q.7b) Please tell us why you were [response from above] with the customer service you received from New Westminster Electric.

*Caution small base size

➤ Reasons For **Not Using** Customer Connect



- Among customers who do not use the Customer Connect platform, the top reason is that they “Prefer paper bill”, followed by “No need”.

Base: Total do not use Customer Connect online platform Residents (n=125), Businesses (n=62)

Q.8) Why don't you use it?



Demographics



Demographic Profile Residential

	Total (501) %	Stats ("HOUSEHOLD MAINTAINER") %
Age		
18 - 34	24	21
35 - 49	34	29
50 - 64	24	28
65 years and over	18	22
Refused	1	-
Home Tenure		
Tenant	42	45
Property owner	58	55
Refused	<1	-
Type of Residence		
Standalone (detached) home	17	-
Condo/ apartment	74	-
Townhouse	9	-
Secondary suite	<1	-
Other	1	-
Number of Household Residents	Average 2.3	-
1	32	37
2	35	34
3	15	14
4	12	10
5+	6	5
Refused	1	-

	Total (501) %
Household Composition	
Single, with no children living at home	32
Couple, with no children living at home	26
Single, with children living at home	6
Couple, with children living at home	26
Live with other relatives/extended family	5
Live with unrelated room-mates	3
Refused	2



Demographic Profile **Businesses**

	<u>Total</u> (200) %
Number of Employees	
Self-employed with no paid help	14
1 – 9	57
10 – 49	24
50+	6
50 - 99	1
100 – 499	5
500+	1
Refused	1
Sector	
Accommodation/Food Services	27
Other services	24
Retail goods	21
Professional Services (i.e. legal, engineering, architectural, etc.)	13
Natural resources, construction and/or utilities	5
Arts, entertainment and recreation	4
Manufacturing	4
Transportation & Warehousing	3
Tourism operators and venues	1
Refused	1



MUSTEL GROUP
MARKET RESEARCH

Questionnaire

March 2023: Electric Utility – Customer Satisfaction Survey

To be administered by Mustel Group via PHONE only

**Note: separate forms will be prepared for residential and business customers – same questions and flow, but will be called from separate customer lists.*

Introduction: Hello, my name is [INTERVIEWER}, I'm calling on behalf of New Westminister Electric from the Mustel Research Group, to conduct a brief customer satisfaction survey. If asked: The survey takes less than 5 minutes to complete.

Screeners: Are you or anyone in your household currently an employee at the City of New Westminister, or the New Westminister Electrical Utility?

1. No
2. Yes (**thank and end call**)

S1. Are you the person in your household/business who usually pays the electricity bill / manages the New Westminister Electric account?

1. Yes
2. No (**May I speak to the person responsible for managing the account?**)

Thank you. Please note that data collected from this survey will be presented in aggregate only and will be used to improve New Westminister Electric's customer service.

This collection of personal information is authorized under Charter and section 26(e) of the Freedom of Information and Protection of Privacy Act.

If asked:

Questions about the collection of this information may be directed to: Josh O'Neill, General Manager Mustel Group 3058 West 36th Avenue 604-742-2245

Questions concerning privacy can be directed to the City of New Westminister at: revenue@newwestcity.ca

Q1. Overall, how satisfied are you with the service you receive from New Westminister Electric?

5. Satisfied
4. Somewhat satisfied
3. Neither satisfied nor dissatisfied
2. Somewhat dissatisfied
1. Dissatisfied

If Q1=1 or 2:

Q1a. Please tell us a bit about why you are [response from above] with the service you receive from New Westminster Electric. (open response).

Q2. What is your level of satisfaction with the ways in which you are able to manage your New West Electric account on an ongoing basis? For example, receiving and paying bills, accessing your electrical usage information, updating your account information, etc.

5. Satisfied
4. Somewhat satisfied
3. Neither satisfied nor dissatisfied
2. Somewhat dissatisfied
1. Dissatisfied

Q3. When was the last time you have had to contact someone at New West Electric for any reason? For example, a question about your bill; to set up, cancel, or move your service; service issues; etc.

1. Within the last 6 months or so
2. Within the last 6 - 12 months
3. Longer than 12 months ago
4. Never / can't remember **(skip to Q6)**

Q4. What was the reason for the call/contact?

1. Had a question about my bill
2. To set up, cancel, or move my service
3. Service issue (i.e. power outage, etc.)
4. Technical issue with Customer Connect online portal (for example, trouble logging on, etc.)
5. Other (specify):

Q5. Thinking about that experience, what was your level of satisfaction with the customer service you received?

5. Satisfied
4. Somewhat satisfied
3. Neither satisfied nor dissatisfied (neutral)
2. Somewhat dissatisfied
1. Dissatisfied

If Q5a=1 or 2:

Q5b. Please tell us why you were [response from above] with the customer service you received from New Westminster Electric.

Q6. How do you receive your electricity bill? Residential bills are sent once every two months; businesses are billed monthly.

1. I receive a paper bill in the mail
2. I receive an email notification / e-bill
3. Other, please specify:

Q6a. Are you familiar with the Customer Connect online platform where you can view your electrical account info and bills, sign up for e-billing, etc.?

1. Yes, aware
2. No, not aware

If Q6a=1:

Q6b. Do you use the Customer Connect online platform?

1. Yes
2. No

If Q6b=1:

Q7. How satisfied are you with the Customer Connect online platform? Prompt if needed: for example, ease of use, what you're able to do, etc.

5. Satisfied
4. Somewhat satisfied
3. Neither satisfied nor dissatisfied
2. Somewhat dissatisfied
1. Dissatisfied

If Q7=1 or 2:

Please tell us why you are [Q7 response]. (open response)

If Q6a=1 AND Q6b=2

Q8. Why don't you use it? (open response)

Residential Demographics Questions:

A. What is your age category?

1. 18 – 34
2. 35 – 49
3. 50 – 64
4. 65 & older

B. Are you a tenant or residential property owner?

1. Tenant
2. Property owner

C. Which of the following best describes your New West home?

1. Standalone (detached) home
2. Condo / apartment
3. Townhouse
4. Secondary suite
5. Other, please specify:

D. How many people regularly reside in your household?

- 1
- 2
- 3
- 4
- 5+

E. How would you describe your household composition? Are you...

- Single, with no children living at home (PIPED IN IF 1 ABOVE)
- Couple, with no children living at home
- Single, with children living at home
- Couple, with children living at home
- Live with other relatives/extended family
- Live with unrelated room-mates
- Other _____

F. What is your postal code?

Business Demographics Questions:

A. Approximately how many employees does your business have? *(will be asked in an open-ended way and interviewer will select the appropriate category)*

- Self-employed with no paid help
- 1-9
- 10-49
- 50-99
- 100-499
- 500+

B. In what sector does your business operate? (Please select one.)

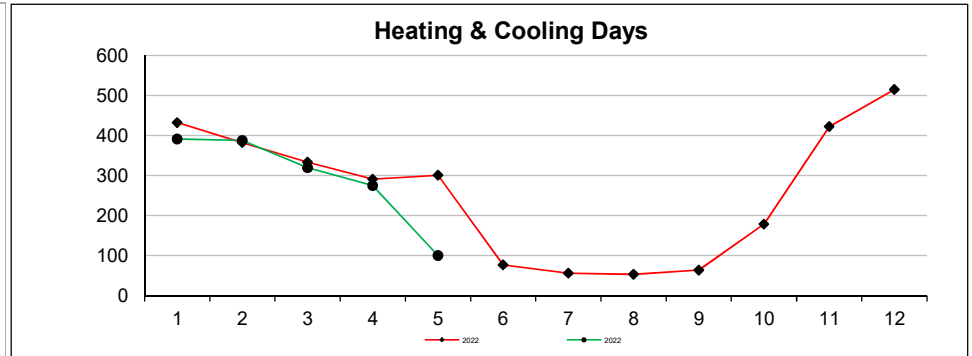
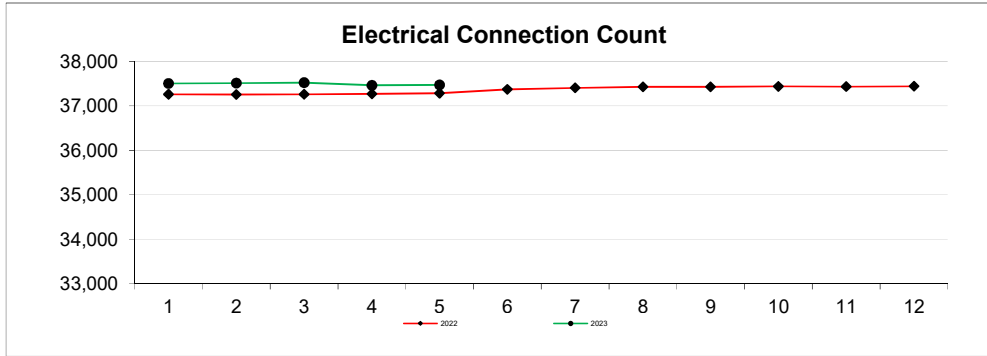
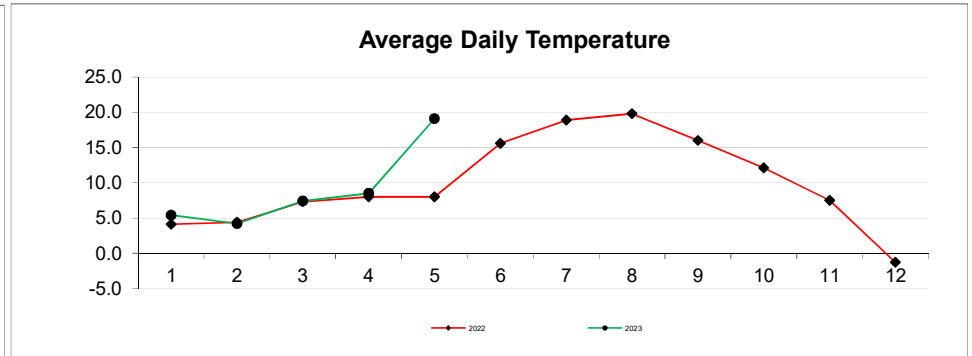
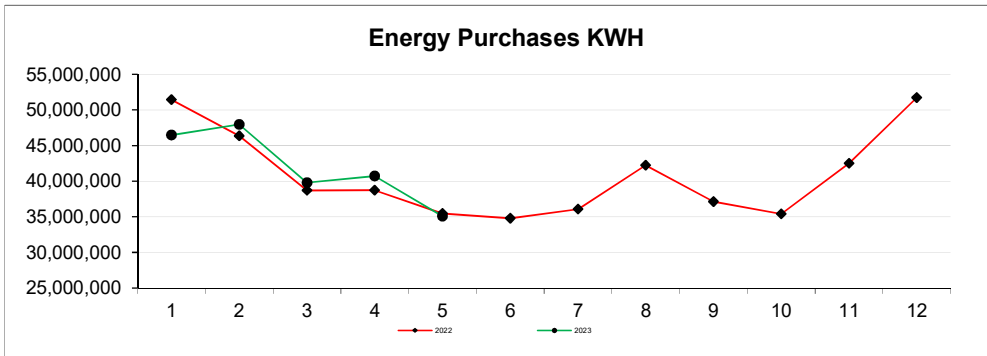
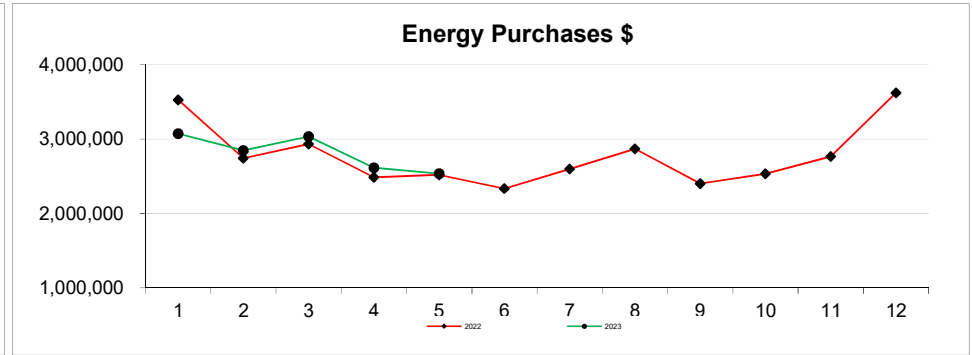
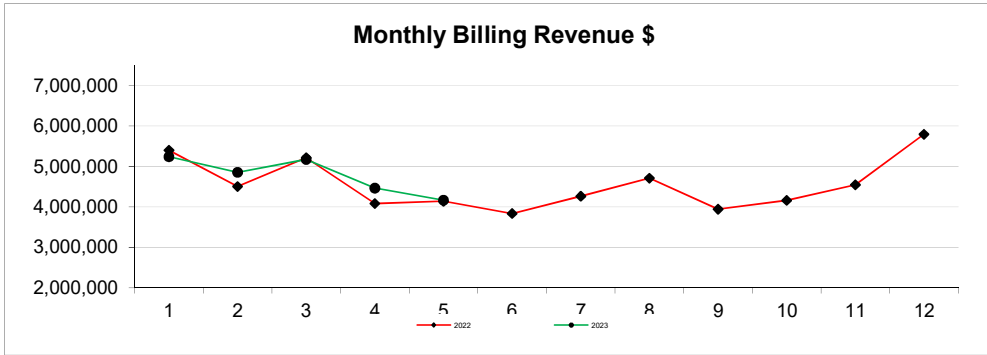
- Accommodation/Food Services
- Arts, entertainment and recreation
- Professional Services (i.e. legal, engineering, architectural, etc.)

Other Services
Advertising/Public Relations
Finance & Insurance
Manufacturing
Transportation & Warehousing
Retail goods
Natural resources, construction and/or utilities
Tourism operators and venues
Transportation
Other, please specify: _____

SUMMARY OF ELECTRICAL ENERGY PURCHASES AND SALES
2023

MONTH BILLING PERIOD	Jan 1	Feb 2	Mar 3	Apr 4	May 5	Jun 6	Jul 7	Aug 8	Sep 9	Oct 10	Nov 11	Dec 12	GRAND TOTAL
NUMBER OF CONNECTIONS	37,507	37,516	37,523	37,465	37,471								37,507
BILLING REVENUE	GL CODING												
Residential (RES)	9300.3704	2,812,770	4,354,524	2,097,090	3,178,670	1,928,823							14,371,877
RES: ADJs	9300.3704	(851,105)	(10,321)	(6,688)	(23,141)	(330,029)							(1,221,284)
Commercial (COMM)	9300.3706	2,872,135	2,097,091	2,428,705	1,654,500	2,890,221							11,942,652
COMM: ADJs	9300.3706	(1,139,240)	(29,965)	(17,512)	(17,867)	(667,844)							(1,872,428)
		3,694,559	6,411,328	4,501,595	4,792,163	3,821,172	-	-	-	-	-	-	23,220,817
Monthly Accruals													
RES: Rev Prior Month Accrual	9300.3704	(1,115,922)	(1,889,079)	(1,111,314)	(1,447,944)	(1,282,829)							(1,115,922)
COMM: Rev Prior Month Accrual	9300.3706	(1,115,922)	(1,889,079)	(1,111,314)	(1,447,944)	(1,282,829)							(1,115,922)
RES: Rec Current Month Accrual	9300.3704	1,889,079	1,111,314	1,447,944	1,282,829	1,454,836							1,454,836
COMM: Rec Current Month Accrual	9300.3706	1,889,079	1,111,314	1,447,944	1,282,829	1,454,836							1,454,836
Net Accrual Adjustment		1,546,313	(1,555,529)	673,259	(330,230)	344,014	-	-	-	-	-	-	677,828
TOTAL BILLING REVENUE EARNED		5,240,872	4,855,800	5,174,854	4,461,933	4,165,186							23,898,645
BC HYDRO - PURCHASE OF POWER													
Billed Demand (kVA)	9300.6805	715,810	749,546	736,537	678,999	683,686							3,564,578
Billed Energy (kWh)	9300.6805	2,337,813	2,412,714	2,000,463	2,075,739	1,792,588							10,619,316
Reverse Prior Month Accrual	9300.6805	(508,937)	(527,043)	(210,817)	(506,852)	(367,298)							(508,937)
Record Current Month Accrual	9300.6805	527,043	210,817	506,852	367,298	426,944							426,944
TOTAL PURCHASE OF POWER		3,071,728	2,846,034	3,033,035	2,615,185	2,535,919							14,101,900
GROSS MARGIN		2,169,144	2,009,766	2,141,819	1,846,749	1,629,266							9,796,744
GROSS MARGIN %		41%	41%	41%	41%	39%							41%
PURCHASE OF POWER DETAILS													
Demand (kVA)													
Metered Peak Demand LLH		84,239	83,134	74,973	70,050	66,319							
Metered Peak Demand HLH		85,898	89,905	87,910	73,440	76,097							
50% Contract Demand		53,500	53,500	53,500	53,500	53,500							
75% of Previous High Demand		79,782	79,782	79,293	79,293	79,293							
Billing Demand		85,898	89,905	87,910	79,293	79,293							
Energy (kWh)													
Total Metered Energy		46,486,891	47,978,444	39,803,608	40,718,923	35,084,437							
Billing Period Energy		46,486,891	47,978,444	39,803,608	40,718,923	35,084,437							210,072,303
Billed Period Energy - % Change		-10%	3%	-17%	2%	-14%							
Billed Demand Rate per kVA		8.3333	8.3371	8.3783	8.5632	8.6223							
Billed Energy Rate per kWh		0.05029	0.05029	0.05026	0.05098	0.05109							
INTERNAL ENERGY SALES													
St Lights and Traf Signals	9300.3708	24,250	24,250	24,250	24,250	24,250							121,250
Internal City Utility Charges	9300.3899	64,689	113,880	110,943	95,762	119,930							505,204
Climate Action Levy	9300.3710	126,156	218,925	153,743	163,603	152,302							814,730
Mean Temperature (Celsius)		5.4	4.2	7.4	8.5	19.1							
Heating + Cooling Degree Days		391.0	387.2	319.3	274.6	100.1							

GL RECONCILIATION		
RES		12,034,671
RES: Rec Current Month Accrual		1,454,836
RES Subtotal		13,489,507
COMM		8,954,302
COMM: Rec Current Month Accrual		1,454,836
COMM Subtotal		10,409,138
TOTAL		23,898,644
CHECK		(0)





NEW WESTMINSTER

New Westminster Electric Utility Commission

Financial Report for the period ended May 31, 2023

June 20, 2023

Electric Utility – Operating Budget

The Electric Utility provides electrical distribution services to residential and commercial customers in New Westminster. Electricity is purchased from BC Hydro and resold by the Electric Utility to its customers. Revenues generated through the sale of electricity are used to operate and maintain the electrical distribution system.

The 2023 Total Revenue Budget (excluding climate levy and non-operating contributions) of \$58.14M is primarily comprised of utility revenue generated from billing residential and commercial customers. Year to date \$24.0M, or 41%, of the utility revenue target has been generated, which is \$0.88 M behind 2023 expectations. Y/Y variance of \$0.58 M is mainly due to 2.8% annual rate increase.

The 2023 Expenditure Budget of \$44.58M is largely comprised of purchase of power from BC Hydro and similar to the utility revenue, purchase of power is behind target by \$0.44 M. Y/Y purchase of power variance of \$0.10 M is largely flat to 2022.

In summary, the annual Net Operating Budgets planned surplus to cover city-wide capital works and debt financing fees is ahead of target by \$0.19 M due to lower purchases.

**CORPORATION OF THE CITY OF NEW WESTMINSTER
PRELIMINARY STATEMENT OF OPERATIONS - ELECTRIC UTILITY
YTD PERIOD ENDING MAY 31, 2023**

<i>(in millions)</i>	2023 Budget	2023 YTD Budget	2023 YTD Actuals	Budget Variance	2022 YTD Actuals	Y/Y Variance
REVENUE						
Utility Revenue	\$ 57.82	\$ 24.86	\$ 24.05	\$ (0.81)	\$ 23.43	\$ 0.62
Sales of Service	0.05	0.02	(0.05)	(0.07)	(0.00)	(0.05)
Contributions	-	-	0	0.00	0	0
Other Revenue	0.27	0.11	0.11	0.00	0.10	0.01
TOTAL REVENUE[†]	\$ 58.14	\$ 24.99	\$ 24.11	\$ (0.88)	\$ 23.53	\$ 0.58
EXPENSES						
Utility Purchases & Levies	\$ 33.82	\$ 14.54	\$ 14.10	\$ 0.44	\$ 14.20	\$ 0.10
Salaries, Benefits & Training	3.62	1.53	1.21	0.32	1.15	(0.06)
Contracted Services	1.42	0.59	0.48	0.11	0.45	(0.03)
Supplies & Materials	0.48	0.20	0.40	(0.20)	0.12	(0.27)
Interest & Bank Charges	1.70	0.85	0.88	-	0.34	(0.54)
Amortization	3.54	1.45	1.18	-	1.42	0.24
TOTAL EXPENSES	\$ 44.58	\$ 19.16	\$ 18.25	\$ 0.67	\$ 17.69	\$ (0.56)
NET	\$ 13.55	\$ 5.83	\$ 5.86	\$ (0.19)	\$ 5.84	\$ 0.01

Electric Utility – Capital Budget

The QB Substation is energized with only minor deficiencies remaining to be complete. The capital plan estimated the total project value of \$30.0M; however, the project was well managed and will close below \$28M. The project was fully debt financed.

The Advanced Meter Project team is in the midst of detailed planning in advance of implementation. Implementation workstreams have been created and are underway. The team has also kicked-off the Meter Data Management (MDM) software implementation. The MDM is a critical software program that collects metering data and connects the new meters to the City’s existing NorthStar Billing system. Meter configuration is also nearly complete with a pilot program scheduled to rollout early 2024.

Another major project in the Approved Capital Plan is the District Energy Project. Although the 5 Year Capital Plan has an estimated \$46M (reduce from \$52M during this year’s capital planning process) for this project, the full-size and expenditure for the project is projected to be \$112.1M and is subject to the receipt of agreements around grant funding and agreements with FHA & Sapperton Green development. Without additional grants/support the project is not financially viable and therefore no budget increase will be established until such funding has been secured. Staff are exploring moving forward with the initial portion of detailed design (30%) for the FHA portion of the system to get more accurate cost estimates and move negotiations with FHA forward.

Finally, significant planning and strategic work is advancing with the Climate Action team around EV infrastructure and transition to Electrical fleet for the Electrical Utility fleet and equipment.

Description	Multi-Year Approved Budget	2023 Annual Spend Target	2023TD Actual Expenses	Variance
Substation Upgrades	\$ 11.66	\$ 9.86	\$ 2.38	\$ 7.48
Advanced Meters Infrastructure	15.95	14.05	0.55	13.50
Electrical New Services	13.11	5.56	1.33	4.23
Sapperton District Energy Syst	46.34	2.34	0.02	2.32
Electrical Vehicles	1.27	0.56	-	0.56
QB Substation Land Acquisition				-
Distribution Planning	1.97	0.75	-	0.75
Electric Vehicle Infrastructur	1.50	0.50	-	0.50
Electrical Utility Equipment	0.02	0.01	-	0.01
EV Chargers				-
Electrical Capital	\$ 91.81	\$ 33.62	\$ 4.28	\$ 29.34

BridgeNet – Operating Budget

BridgeNet was launched in 2016 as part of the City’s Intelligent City initiative to provide New Westminster residents and businesses greater access to reliable, affordable high-speed internet services and relies on its partner Internet Service Providers (ISPs) to sell internet and broadband services to multi-dwelling unit residents, businesses and institutions.

The first few years were focussed on building the infrastructure and as we reach substantial completion for the build out, staff are working on the next phase of the project to advance the connections to reach the intelligent City goals and revenue targets required for full cost recovery.

For 2023, or Year 7 of the Business Plan, we have collected \$0.08M, or 36% of our utility revenue target. This is ahead of 2022.

The Expenditure Budget of \$1.13 M is largely related staff time, debt financing and amortization of the new infrastructure. Although the planned expenditures are on track per what was budgeted, the current revenues are unable to cover the cost to maintain the new system. Staff has obtained a Business Manager that will work on achieving revenue goals, prospect for leased line revenue with large carriers, developing the ISP partner ecosystem, and revising the original business plan strategy as necessary. Staff are also working on developing short-term and long-term performance targets for BridgeNet which will form objectives for the resource.

**CORPORATION OF THE CITY OF NEW WESTMINSTER
PRELIMINARY STATEMENT OF OPERATIONS - BRIDGENET
YTD PERIOD ENDING MAY 31, 2023**

<i>(in millions)</i>	2023 Budget	2023 YTD Budget	2023 YTD Actuals	Budget Variance	2022 YTD Actuals	Y/Y Variance
REVENUE						
Utility Revenue	\$ 0.19	\$ 0.08	\$ 0.07	\$ (0.01)	\$ 0.04	\$ 0.02
Other Revenue	0.02	0.01	0.01	-	0.01	-
TOTAL REVENUE	\$ 0.21	\$ 0.09	\$ 0.08	\$ (0.01)	\$ 0.05	\$ 0.02
EXPENSES						
Salaries, Benefits & Training	\$ 0.20	\$ 0.08	\$ 0.07	\$ 0.02	\$ 0.07	\$ (0.00)
Contracted Services	0.08	0.03	-	0.01	0	(0.02)
Supplies & Materials	0.05	0.02	0	0.02	0	-
Interest & Bank Charges	0.20	0.08	0.10	-	0.07	(0.03)
Amortization	0.60	0.24	0.20	-	0.20	0.00
TOTAL EXPENSES	\$ 1.13	\$ 0.47	\$ 0.37	\$ 0.05	\$ 0.34	\$ (0.05)
NET	\$ (0.91)	\$ (0.37)	\$ (0.29)	\$ 0.03	\$ (0.29)	\$ (0.03)

BridgeNet – Capital Budget

Total capital spent to date is \$9.5M, which includes the \$0.08 spent to date. The table below represents the current 2023 Approved Capital Budget and primarily includes major investment for installation on the remaining Phase 3 for the BridgeNet dark fibre network.

Description	Multi-Year Approved Budget	2023 Annual Spend Target	2023TD Actual Expenses	Variance
Total BridgeNet Fund	\$ 2.85	\$ 0.76	\$ 0.08	\$ 0.68

APPENDIX 1

Electrical Purchases & Sales Report (EDMS Doc# 836632)

SUMMARY OF ELECTRICAL ENERGY PURCHASES AND SALES 2023

MONTH BILLING PERIOD	Jan 1	Feb 2	Mar 3	Apr 4	May 5	GRAND TOTAL
NUMBER OF CONNECTIONS	37,507	37,516	37,523	37,465	37,471	375,007
BILLING REVENUE						
Residential (RES)	2,812,770	4,354,524	2,097,090	3,178,670	1,928,823	14,371,877
RES: ADJs	(851,105)	(10,321)	(6,688)	(23,141)	(330,029)	(1,221,284)
Commercial (COMM)	2,872,135	2,097,091	2,428,705	1,654,500	2,890,221	11,942,652
COMM: ADJs	(1,139,240)	(29,965)	(17,512)	(17,867)	(667,844)	(1,872,428)
	3,694,559	6,411,328	4,501,595	4,792,163	3,821,172	23,220,817
Monthly Accruals						
RES: Rev Prior Month Accrual	(1,115,922)	(1,889,079)	(1,111,314)	(1,447,944)	(1,282,829)	(1,115,922)
COMM: Rev Prior Month Accrual	(1,115,922)	(1,889,079)	(1,111,314)	(1,447,944)	(1,282,829)	(1,115,922)
RES: Rec Current Month Accrual	1,889,079	1,111,314	1,447,944	1,282,829	1,454,836	1,454,836
COMM: Rec Current Month Accrual	1,889,079	1,111,314	1,447,944	1,282,829	1,454,836	1,454,836
Net Accrual Adjustment	1,546,313	(1,555,529)	673,259	(330,230)	344,014	677,828
TOTAL BILLING REVENUE EARNED	5,240,872	4,855,800	5,174,854	4,461,933	4,165,186	23,898,645
BC HYDRO - PURCHASE OF POWER						
Billed Demand (kVA)	715,810	749,546	736,537	678,999	683,686	3,564,578
Billed Energy (kWh)	2,337,813	2,412,714	2,000,463	2,075,739	1,792,588	10,619,316
Reverse Prior Month Accrual	(508,937)	(527,043)	(210,817)	(506,852)	(367,298)	(508,937)
Record Current Month Accrual	527,043	210,817	506,852	367,298	426,944	426,944
TOTAL PURCHASE OF POWER	3,071,728	2,846,034	3,033,035	2,615,185	2,535,919	14,101,900
GROSS MARGIN	2,169,144	2,009,766	2,141,819	1,846,749	1,629,266	9,796,744
GROSS MARGIN %	41%	41%	41%	41%	39%	41%
PURCHASE OF POWER DETAILS						
Demand (kVA)						
Metered Peak Demand LLH	84,239	83,134	74,973	70,050	66,319	
Metered Peak Demand HLH	85,898	89,905	87,910	73,440	76,097	
50% Contract Demand	53,500	53,500	53,500	53,500	53,500	
75% of Previous High Demand	79,782	79,782	79,293	79,293	79,293	
Billing Demand	85,898	89,905	87,910	79,293	79,293	
Energy (kWh)						
Total Metered Energy	46,486,891	47,978,444	39,803,608	40,718,923	35,084,437	
Billing Period Energy	46,486,891	47,978,444	39,803,608	40,718,923	35,084,437	210,072,303
Billed Period Energy - % Change	-10%	3%	-17%	2%	-14%	
Billed Demand Rate per kVA	8.3333	8.3371	8.3783	8.5632	8.6223	
Billed Energy Rate per kWh	0.05029	0.05029	0.05026	0.05098	0.05109	
INTERNAL ENERGY SALES						
St Lights and Traf Signals	24,250	24,250	24,250	24,250	24,250	121,250
Internal City Utility Charges	64,689	113,880	110,943	95,762	119,930	505,204
Climate Action Levy	126,156	218,925	153,743	163,603	152,302	814,730
Mean Temperature (Celsius)	5.4	4.2	7.4	8.5	19.1	
Heating + Cooling Degree Days	391.0	387.2	319.3	274.6	100.1	

