

**Utility Commission Meeting
Agenda**

Tuesday, July 11, 2023, 2:00 p.m.

Meeting held electronically and in Committee Room 2
City Hall

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. <u>CALL TO ORDER AND LAND ACKNOWLEDGEMENT</u> The Chair will open the meeting and provide a land acknowledgement.	
2. <u>CHANGES TO THE AGENDA</u> Additions or deletion of items.	
3. <u>ADOPTION OF MINUTES FROM PREVIOUS MEETINGS</u>	
3.1 Minutes of June 20, 2023	3
3.2 Minutes of June 29, 2023	9
4. <u>MOTION TO GO INTO CLOSED MEETING</u> <i>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:</i> <i>(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;</i> <i>(1)(c) labour relations or other employee relations;</i> <i>(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.</i>	
5. <u>REPORTS AND PRESENTATIONS</u>	

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

5.1 **New Westminster Electric 2023 Customer Satisfaction Survey** 12

6. **CONSENT AGENDA**

6.1 **Purchases and Sales** 38

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 September 19 and November 2.

Utility Commission

MINUTES

Tuesday, June 20, 2023

Queensborough Community Centre - Royal Room

PRESENT

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

STAFF PRESENT

Ronald Au	Senior Financial Services Analyst
Leya Behra	Manager, Climate Action
Rod Carle	General Manager, Electrical Operations
Jacqueline Dairon	Chief Financial Officer / Director of Finance
Cory Hansen	Emergency Management Coordinator
Phil Kotyk	Fibre Networks Operations Manager
Katie Stobbart	Committee Clerk

1. CALL TO ORDER AND LAND ACKNOWLEDGEMENT

Lino Siracusa opened the meeting at 2:03 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 Utility Commission add item 5.1 Temporary Low-Income Energy Assistance Program to the agenda, and address item 3 after all other items.

Carried.

All Commissioners voted in favour of the motion.

3. MOTION TO MOVE INTO CLOSED MEETING

This item was deferred to the next regular Utility Commission meeting.

4. ADOPTION OF MINUTES FROM PREVIOUS MEETINGS

4.1 May 9, 2023 Minutes

MOVED and SECONDED

THAT the Minutes of the May 9, 2023 Utility Commission meeting be adopted.

Carried.

All Commissioners voted in favour of the motion.

5. REPORTS AND PRESENTATIONS

5.1 Implementation of a Temporary Low-Income Energy Assistance Program in 2023

Rod Carle, General Manager, Electrical Operations, shared the motion referred from City Council on June 12, 2023. Staff then provided the Commission with an overview of work happening in the wake of the 2022 Heat Dome for their information.

Leya Behra, Manager, Climate Action, reviewed work from the Climate Action team, including identifying ways in which Energy Save New West can be better used to deliver targeted programs to residents.

Cory Hansen, Emergency Management Coordinator, reviewed work from Emergency Management and Fire and Rescue Services, noting that they are working with non-profit agencies and residences to supply air conditioners and other cooling measures, as well as doing outreach in vulnerable buildings.

In response to questions from the Commission, Mr. Carle, Ms. Behra, and Ms. Hansen advised:

- To address potential language barriers to accessing preparedness information, staff are having the cooling information pamphlets and other preparedness materials translated;
- There are challenges reaching socially isolated or vulnerable individuals, primarily involving data sharing and respecting people's privacy;
- As demand load is still low in the summer, it is not anticipated that giving air conditioners to vulnerable people would have a major impact on electricity capacity;
- A decision-making framework is currently being developed with KPMG to allocate Climate Action funds; and
- In some buildings where it is less feasible to have air conditioning units in each home, staff and partners are working to have air conditioning in a common room for tenants to access.

The Commission had the following comments arising from discussion:

- There needs to be more effective advocacy to address landlords who are not permitting air conditioners and other cooling measures;
- There are administrative and staffing needs that should be considered;
- The biggest priority is likely seniors and isolated individuals with mobility issues;
- Allocating funding to the organizations working on these programs would relieve staff burden on the City and allows those organizations to scale up their work;
- There is an immediate need to do something this summer, but also need to consider that this will be a continuous issue as temperatures rise and to plan for that; and
- Staff need to have capacity to complete work around climate risks (not just extreme heat), whether an individual or team is responsible.

MOVED and SECONDED

THAT the Utility Commission recommends Council not implement the Council motion at this time so that staff can undertake work and permit a more completed investigation for equitable access to funding for those most in need, targeting the most vulnerable seniors living in New Westminster, and continue all of our other work with staff's current program for 2023, and to more fully understand the cost implications for

implementing this program along with identifying partners to support the program; and

THAT staff provide Council with a budget and a work plan at the June 26, 2023 Regular Council meeting, with the source of funding being the Climate Action Reserve Fund.

Carried.

All Commissioners present voted in favour of the motion.

5.1 CNW Building Code Acceleration Proposal

Leya Behra provided a presentation titled “CNW Building Code Acceleration Proposal.”

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

- Staff have engaged with developers on what is being proposed for the January 1, 2025 implementation stage, when there is the biggest and newest change;
- Planning works with builders and establishes memoranda of understanding;
- New Westminster’s recommendations are more accelerated than some communities with regards to the envelope: most governments are focused on the zero-carbon piece, while our approach has to recognize that we own the distribution system and want to ensure efficiency; and
- There is no mechanism for the City to require new builds to include air conditioning, though there is advocacy happening at many levels to ask the Province to require a standard for cooling.

The Commission had the following comments arising from discussion:

- Commissioners are in support of an accelerated timeline, and moving directly to the zero carbon step;
- Suggest the City engage on higher tiers faster and potentially scale back if the development community has challenges; and
- Recommend engaging with the Canadian Mortgage and Housing Corporation (CMHC) and BC Housing to ensure we are not putting barriers in place for affordable housing.

MOVED and SECONDED

THAT the Utility Commission endorse the following recommendations from staff to Council and endorse regional alignment on the timeline for implementation:

- **THAT** Council direct staff 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 1, 2024;
- **THAT** Council direct staff to require a Measure Only Carbon Performance for Part 3 Buildings beginning January 1, 2024;
- **THAT** Council direct staff to engage with interested parties on the proposed timeline to reach the highest steps of the Energy Step Code and Zero Carbon Step Code; and
- **THAT** Council direct staff to explore policy, regulatory and incentive options to require electric heat pumps over electric resistive baseboard in new construction.

Carried.

All Commissioners present voted in favour of the motion.

5.2 Fleet, Home, and Public EV Charging Projections

Leya Behra, Manager, Climate Action, provided a presentation titled “Fleet, Home and Public EV Charging Projections.”

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

- Current EV chargers are barely breaking even as there is more maintenance required than was anticipated; and
- The Province has changed the rules on who can apply for carbon fuel credits: the entity that pays for the electricity.

The Commission had the following comments:

- There needs to be a sustainable funding model for any EV charging program;
- There is a need to understand not just city-wide but neighbourhood-scale EV charging opportunities;
- This might be a good opportunity for the Climate Action Reserve Fund and low carbon fuel credits; and
- The private sector will also likely begin to provide EV charging, though locations they choose may be different than those identified by the City.

Procedural note: Sally Bhullar-Gill left the meeting at 3:59 p.m.

Ms. Behra will continue to report to the Utility Commission approximately twice a year on the progress of this project.

6. CONSENT AGENDA

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

6.2 Purchases and Sales

6.3 Financial Report

MOVED and SECONDED

THAT items 6.2 and 6.3 be adopted on Consent, and that item 6.1 be discussed at the next regular meeting of the Utility Commission.

Carried.

All Commissioners voted in favour of the motion.

7. NEW BUSINESS

There were no items.

8. END OF MEETING

The meeting ended at 4:06 p.m.

9. UPCOMING MEETINGS

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



Special Utility Commission Meeting

MINUTES

Thursday, June 29, 2023
Meeting Held Electronically

PRESENT

Sally Bhullar-Gill	Commissioner
Councillor Paul Minhas	Commissioner
Lino Siracusa	Commissioner
Lisa Spitale	Commissioner

REGRETS

Mayor Patrick Johnstone	Commissioner
Maya Chorobik	Commissioner

STAFF PRESENT

Ronald Au	Senior Financial Services Analyst
Rod Carle	General Manager, Electrical Operations
Brad Davie	Deputy Fire Chief
Patrick Shannon	Manager, Purchasing
Erin Williams	Fire Chief
Katie Stobbart	Committee Clerk

1. CALL TO ORDER AND LAND ACKNOWLEDGEMENT

Lino Siracusa opened the meeting at 4:00 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

There were no changes to the agenda.

3. REPORTS AND PRESENTATIONS

3.1 **City Staff's Heat Plan Response to Extreme Heat in New Westminster: Accelerated Funding for Summer 2023 - Recommendation from the Utility Commission**

Rod Carle, General Manager, Electrical Operations, reviewed the discussion from the June 20, 2023, Utility Commission meeting regarding the June 12, 2023, motion referred from Council, noting that staff presented the Commission's recommendation to Council on June 26, 2023. This item is to ensure the Commission is in support of the recommendation that went to and was referred by Council.

MOVED and SECONDED

THAT the Utility Commission endorse the accelerated Heat Plan response work plan and the \$268,000 one-time budget increase to be funded from the Climate levy, collected from electric utility bills in the Climate Action Reserve Fund, as presented at Regular Council on June 26, 2023.

Carried.

All Commissioners present voted in favour of the motion.

3.2 **Email from Lisa Spitale, CAO regarding 3 options in response to the BC Hydro portable air conditioner program**

In response to questions from the Commission, Mr. Carle advised that the Province had not contacted New Westminister Electrical Utility regarding the new plan for an air conditioner rebate, but that he reached out to the representative at BC Hydro, confirming that New Westminister residents are eligible.

Brad Davie, Deputy Fire Chief, reviewed what is being put forward by both the Province and New Westminister's Emergency Management Office, noting the following:

- The Province will provide one air conditioning unit per 634 residents, which leaves a large number of people out of the program;
- The Emergency Management Office is managing several at-risk people with one air conditioning unit (i.e. in a common area of their building)

- Overall, the Emergency Management Office's work plan proposes 21 initiatives, many of which are not part of the Province's program.

The Commission had the following comment arising from discussion:

- While the Province should be responsible for more of this work, as there are long-term impacts of downloading this cost to municipal governments, there are doubts about how much the Province will be able to accomplish for this year. Their air conditioning program has a three-year rollout, and New Westminster's Emergency Management team and partners can be quicker.

For information purposes only, Mr. Carle advised that he spoke with Maya Chorobik and Mayor Patrick Johnstone sent an email to Lisa Spitale, Chief Administrative Officer, with both Commissioners noting their support of option 3 from the Chief Administrative Officer's email.

MOVED and SECONDED

THAT the Utility Commission endorse staff recommendation (option 3) from the June 28, 2023 email from the Chief Administrative Officer to both continue with the City's accelerated heat response work plan and have City of New Westminster residents receive their air conditioners directly from BC Hydro.

Carried.

All Commissioners present voted in favour of the motion.

4. **NEW BUSINESS**

There were no items.

5. **END OF MEETING**

The meeting ended at 4:35 p.m.

6. **UPCOMING MEETINGS**

The next scheduled meeting will take place on July 11, 2023 at 2:00 p.m.

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).



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Executive Overview



➤ Overall Satisfaction with New Westminster Electric



86

of residential
customers



88

of business
customers

are **satisfied overall** with the service
they receive from New Westminster
Electric.



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



➤ Satisfaction with Ability to Manage NWE Account



80

of residential customers



84

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 Electric 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.

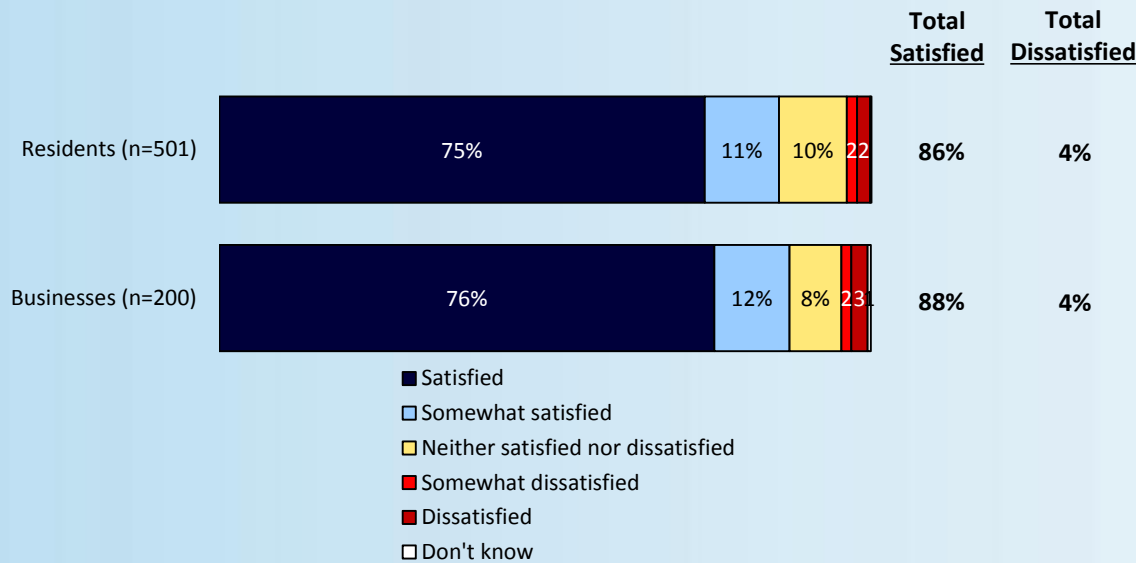
Among those who do not use the platform, the most common reasons are **prefer paper bill**, followed by **no need**.



Detailed Findings



Overall Satisfaction With Service

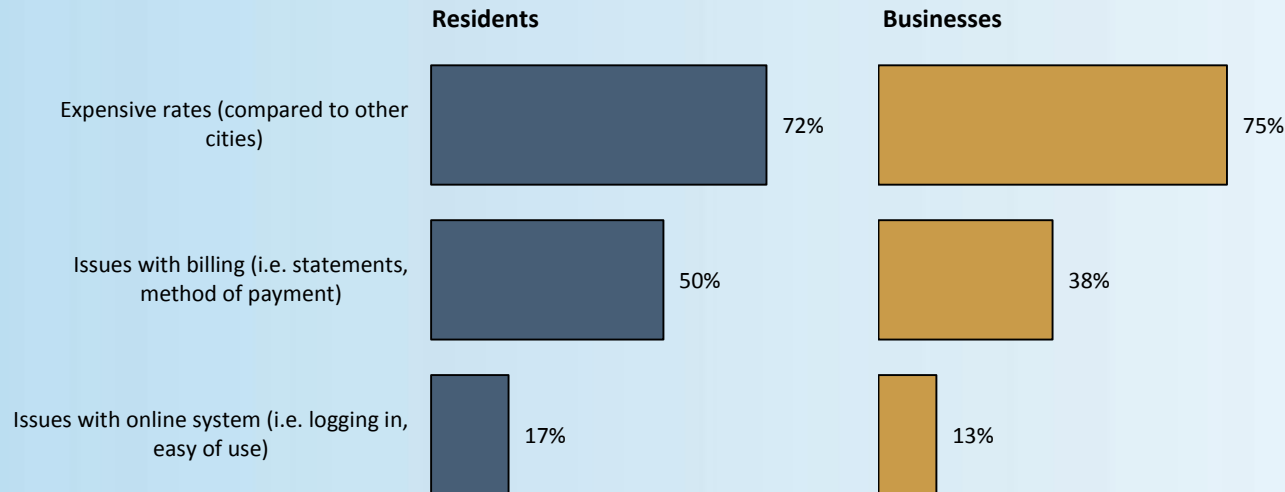


- Overall, most customers, both residential and business, are at least somewhat satisfied with the service they receive from New Westminster Electric (86% and 88% respectively, combined of somewhat satisfied and satisfied), including three-quarters who are “satisfied”.
- Among residential customers, 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



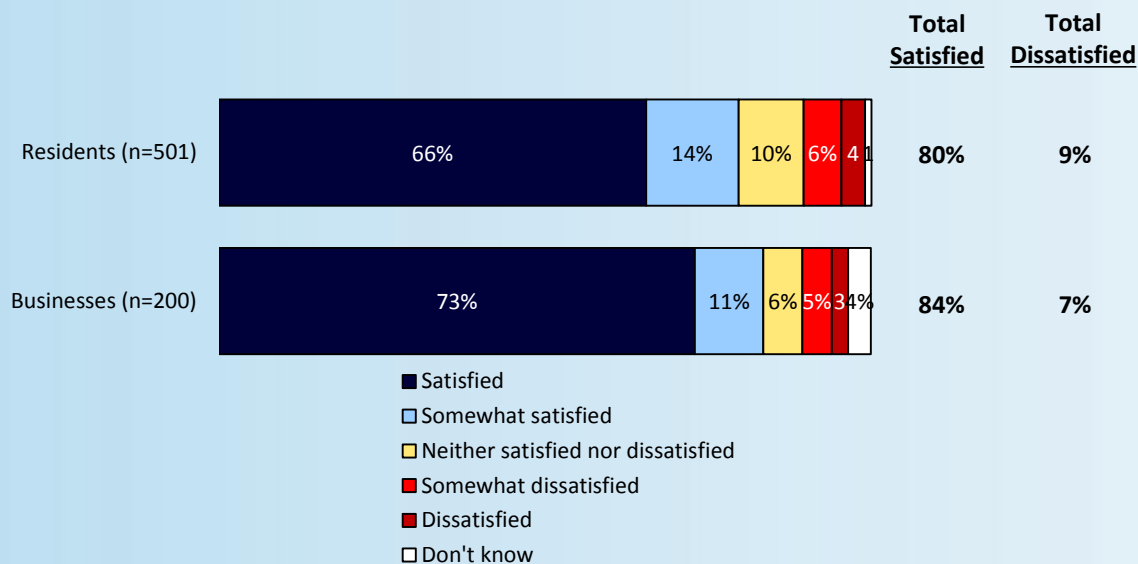
- Among the 4% of residential and business customers who reported being dissatisfied with the service they receive from NWE, “expensive rates” is the most common reason given for this rating (72% among residential and 75% among business customers), followed by “issues with billing” (50%).
- Please interpret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



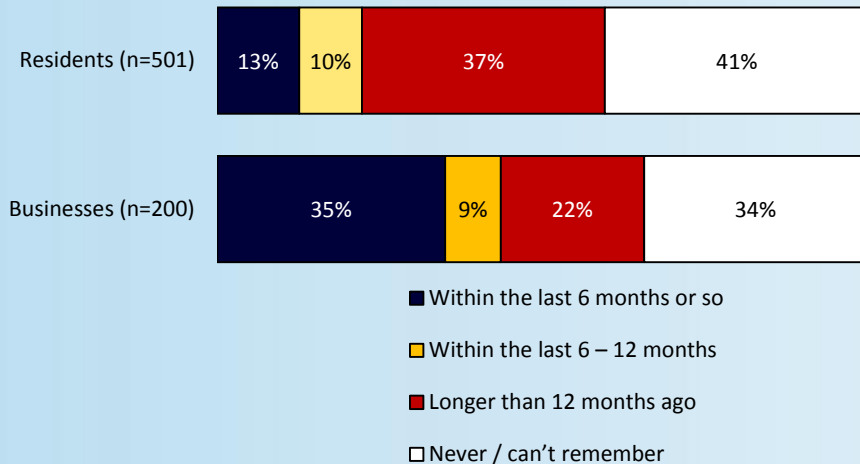
- The majority, approximately eight-in-ten in all, are at least somewhat satisfied with the ways in which they can manage their NWE account on an ongoing basis (80% and 84% overall satisfied among residents and businesses, respectively), including about two-thirds of residents and nearly three-quarters 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 24 of 39

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

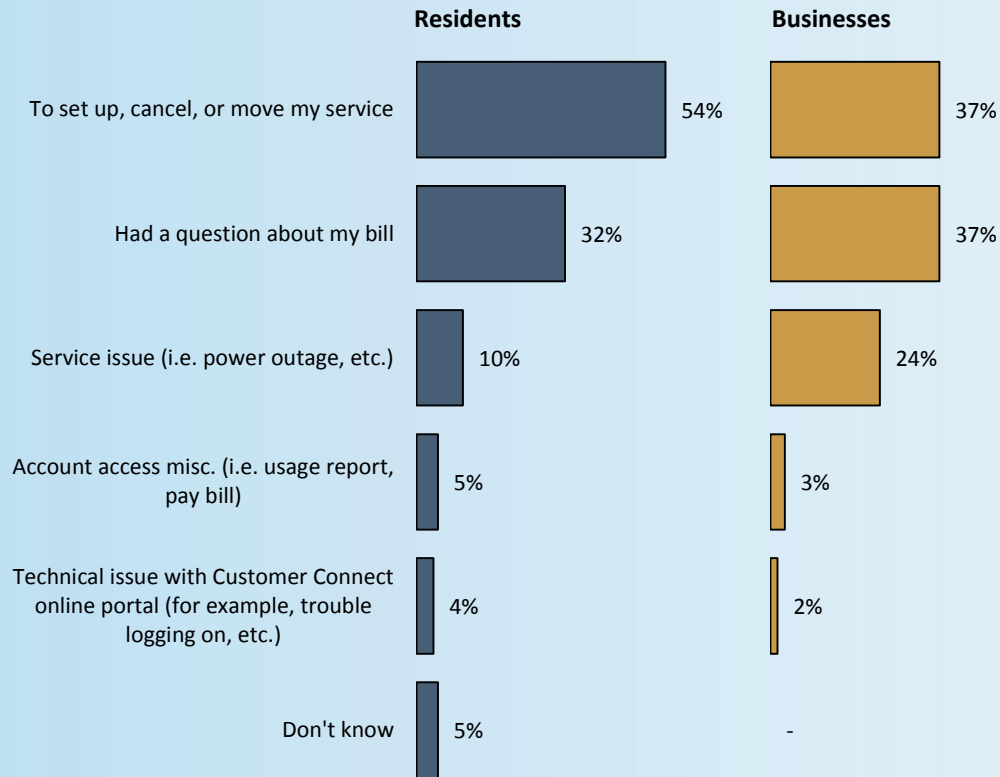


- Approximately six-in-ten residential customers have contacted NWE in the past (60%), with most having done so more than 12 months ago (37%).
- Renters are more likely than owners to have contacted NWE in the last a 6 months, as are those 18 – 64 compared with those 65+.
- About two-thirds of business 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



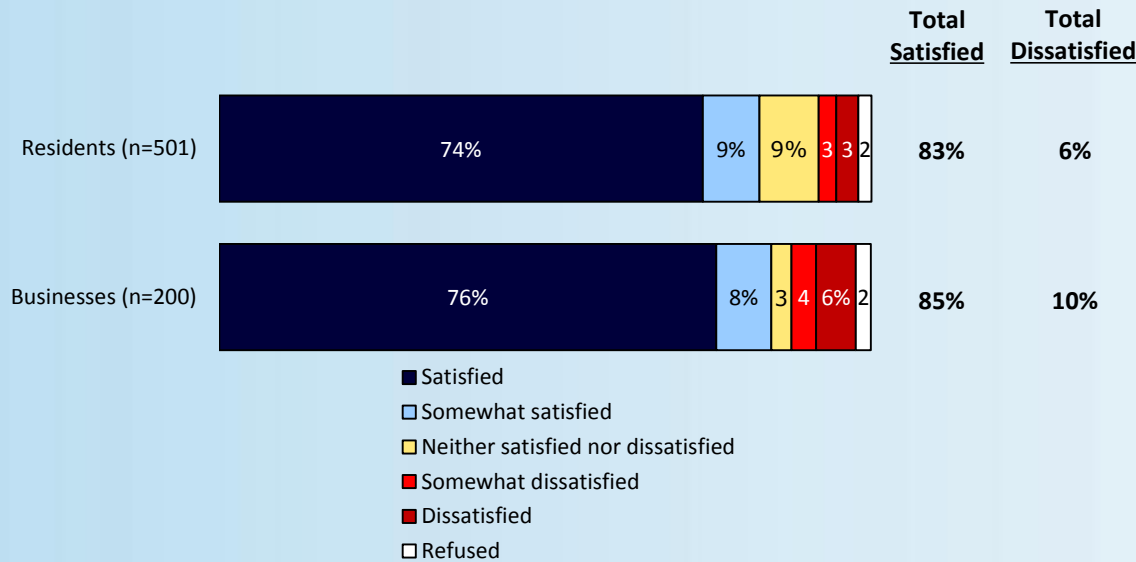
- Among residential customers who have contacted NWE in the past, the most common reason for doing so is to set up, cancel, or move service, mentioned by just over half (54%), followed by a question about my bill (32%).
- Business customers are equally likely to have contacted NWE to set up, cancel, 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

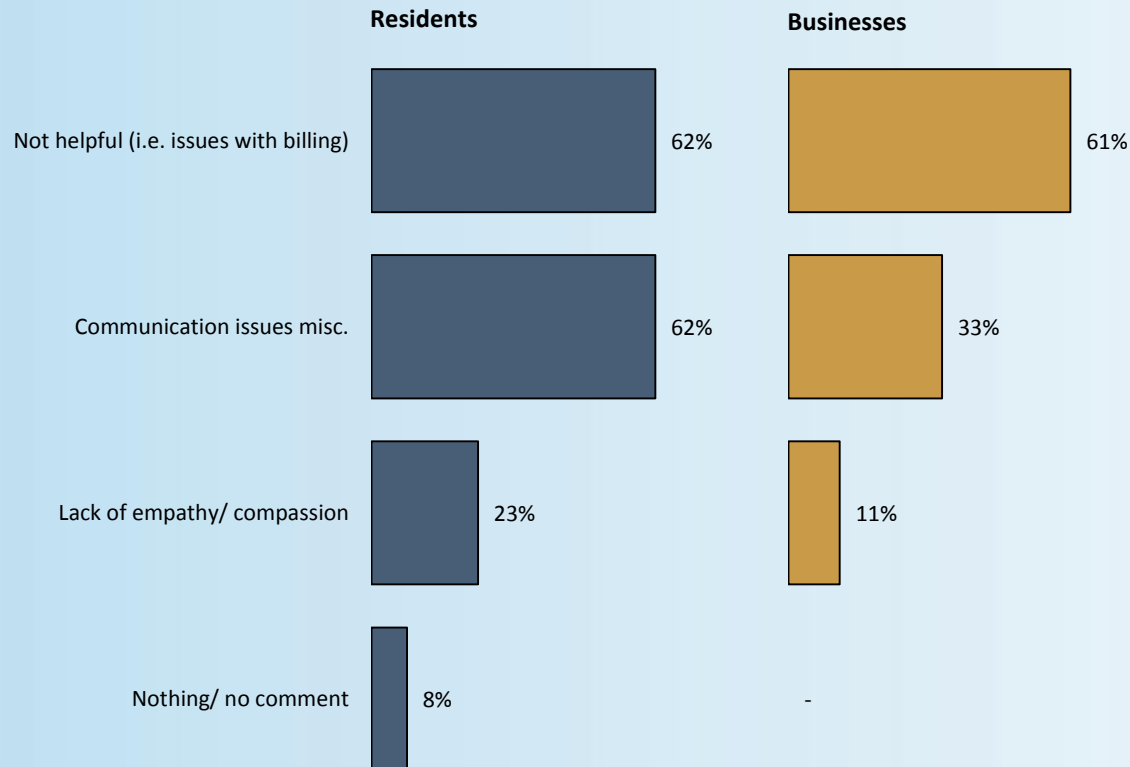


- The majority of customers, more than eight-in-ten in all, are at least somewhat satisfied with the service they received from NWE, including approximately three-quarters who are satisfied (74% and 76% among residents and business, respectively).
- Renters are somewhat more likely than owners to be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

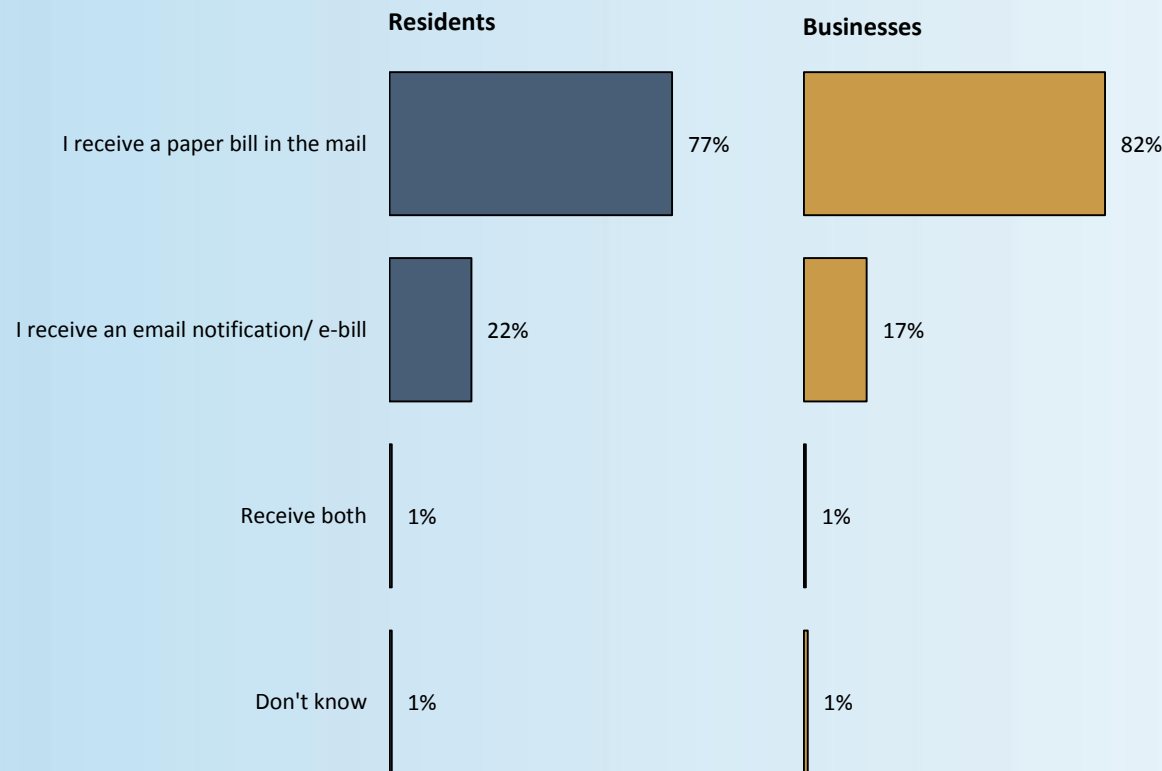
Base: Total dissatisfied with customer service Residents (n=18*), Businesses (n=13*)

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



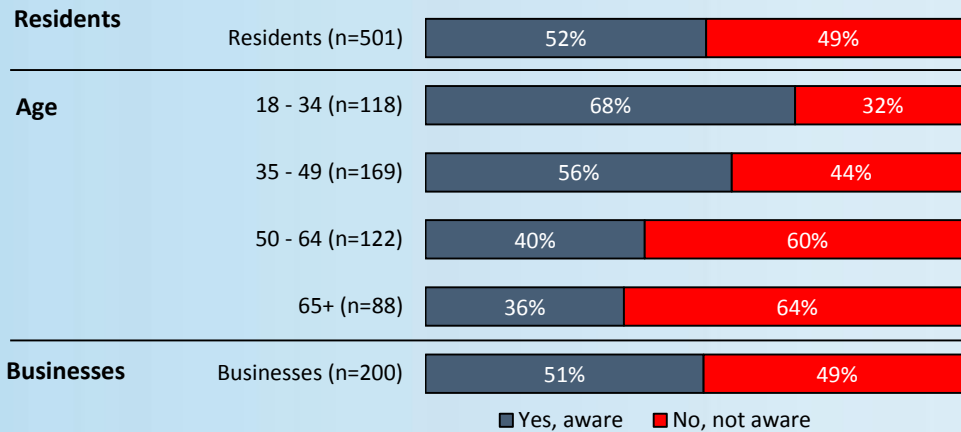
- The majority of customers receive a paper bill in the mail (77% of residents and 82% of businesses).
- Approximately one-in-five receive an e-bill, with slightly more residential customer receiving their hydro bill this way (22% vs 17% - not statistically significant).
- Residential customers 35 years 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)

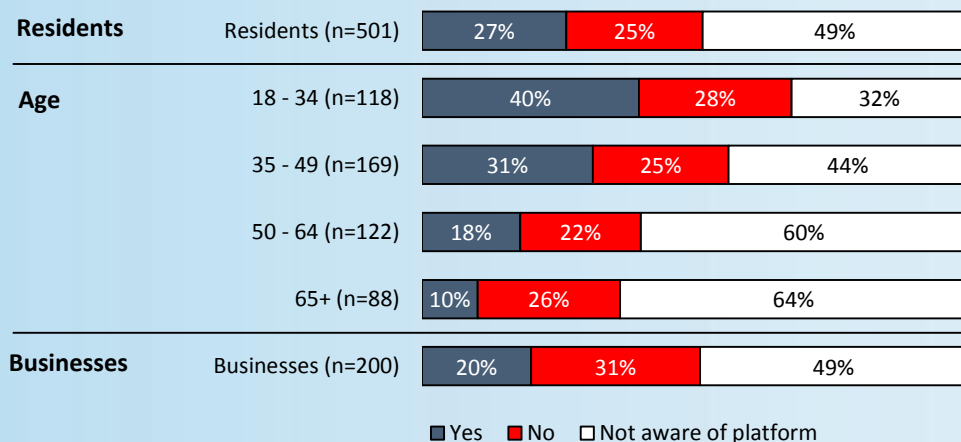
Q.6) How do you receive your electricity bill?

➤ 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

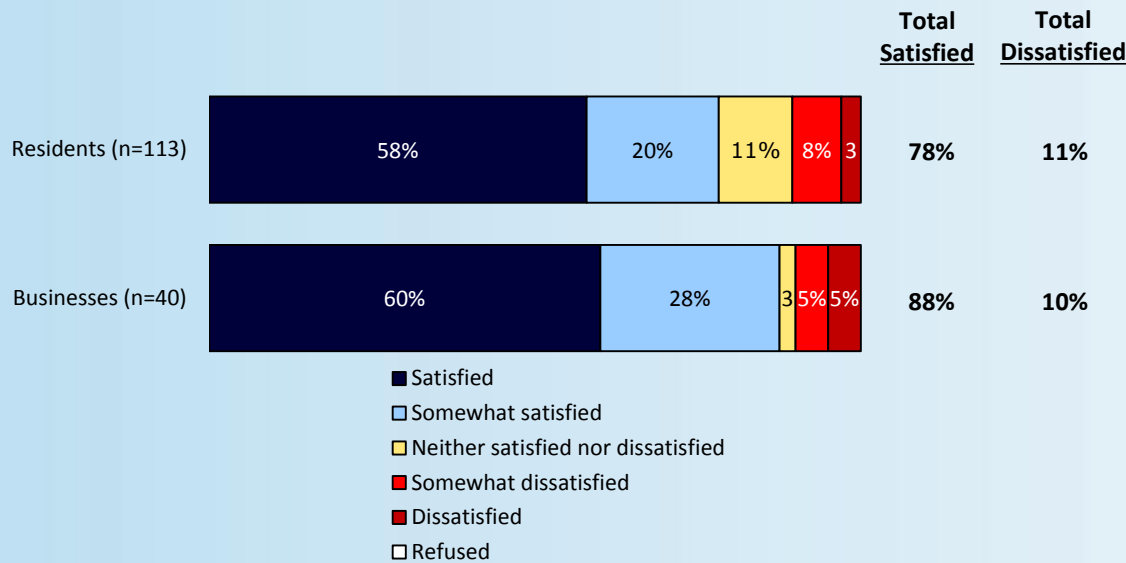
Q.6a) Are you familiar with the Customer Connect online platform where you can view your electrical account info and bills, sign up for e-billing, etc.?

Base: Total aware of Customer Connect online platform

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



➤ Satisfaction With Customer Connect Online Platform

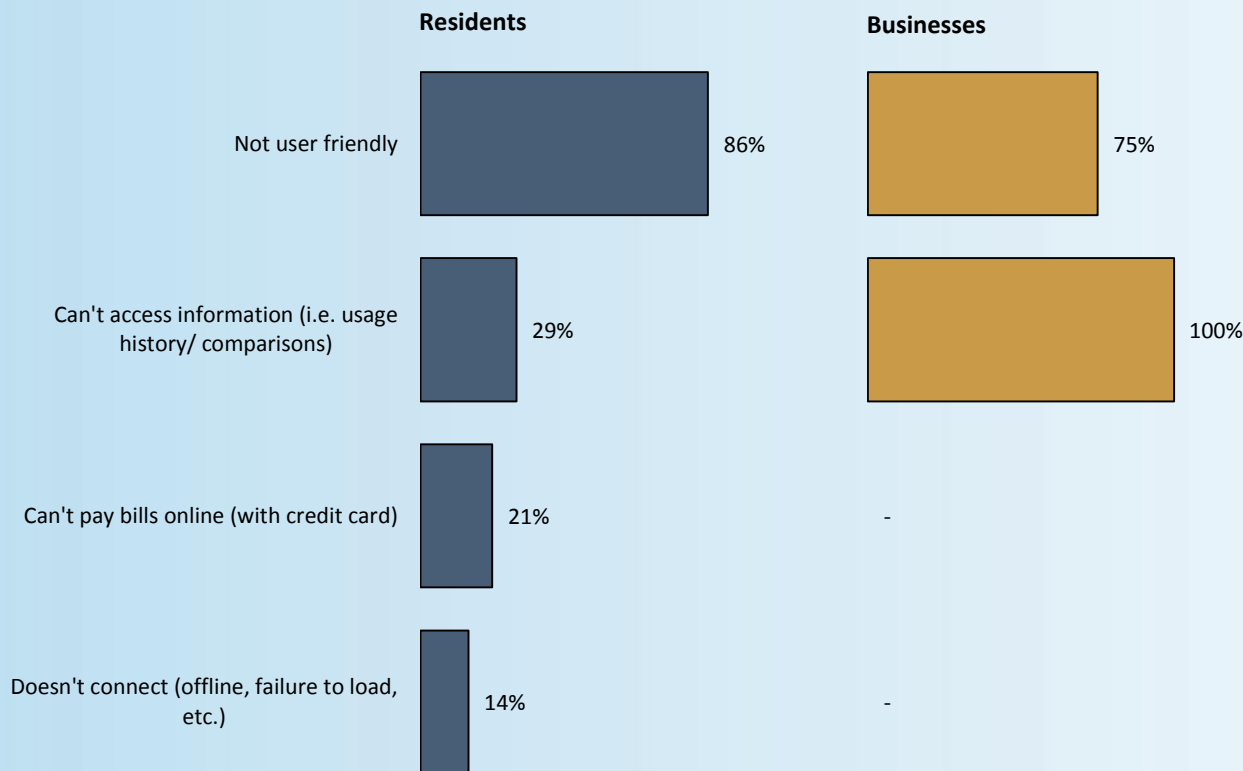


- The majority of those who use the Customer Connect Online Platform are at least somewhat satisfied with it (78% of residents and 88% of businesses), including approximately six-in-ten who are satisfied (58% of residents and 60% of businesses).
- Approximately one-in-ten are at least somewhat dissatisfied 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.

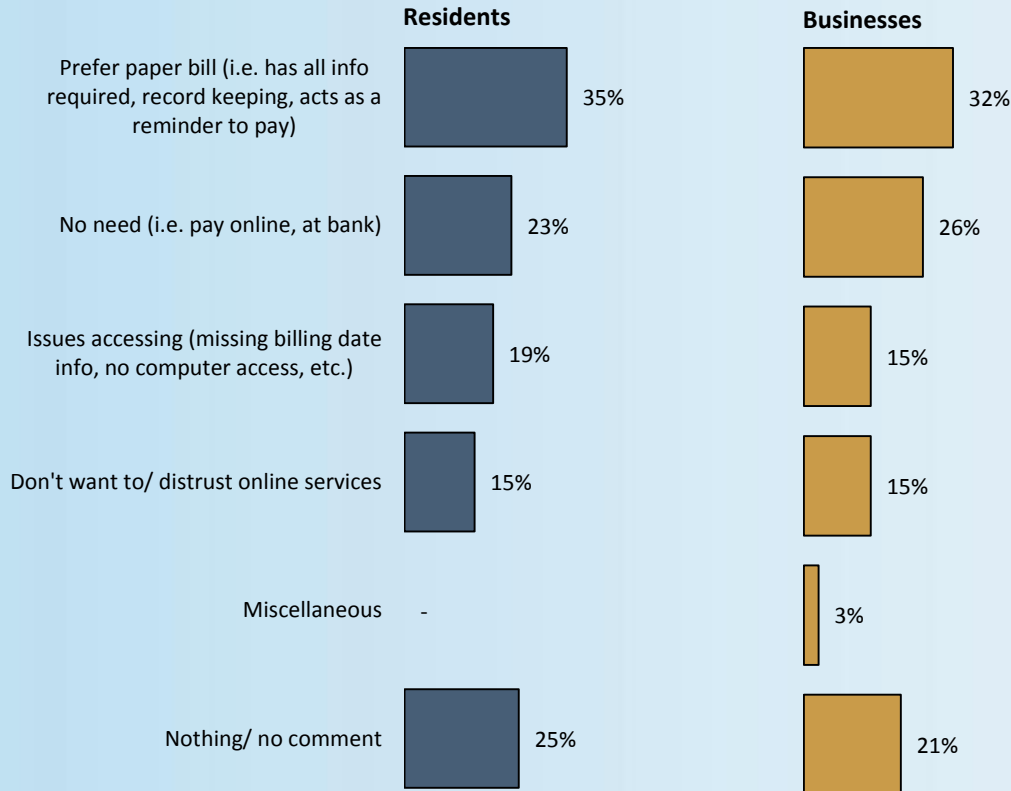
Base: Total dissatisfied with Customer Connect online platform Residents (n=14*), Businesses (n=4*)

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?



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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

**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	37,497							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	3,294,683						17,666,560
RES: ADJs	9300.3704	(851,105)	(10,321)	(6,688)	(23,141)	(330,029)	(10,727)						(1,232,011)
Commercial (COMM)	9300.3706	2,872,135	2,097,091	2,428,705	1,654,500	2,890,221	2,607,867						14,550,519
COMM: ADJs	9300.3706	(1,139,240)	(29,965)	(17,512)	(17,867)	(667,844)	(183,857)						(2,056,284)
		3,694,559	6,411,328	4,501,595	4,792,163	3,821,172	5,707,966	-	-	-	-	-	28,928,783
Monthly Accruals													
RES: Rev Prior Month Accrual	9300.3704	(1,115,922)	(1,889,079)	(1,111,314)	(1,447,944)	(1,282,829)	(1,454,836)						(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)	(1,454,836)						(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	647,974						647,974
COMM: Rec Current Month Accrual	9300.3706	1,889,079	1,111,314	1,447,944	1,282,829	1,454,836	647,974						647,974
Net Accrual Adjustment		1,546,313	(1,555,529)	673,259	(330,230)	344,014	(1,613,723)	-	-	-	-	-	(935,895)
TOTAL BILLING REVENUE EARNED	5,240,872	4,855,800	5,174,854	4,461,933	4,165,186	4,094,243							27,992,888
BC HYDRO - PURCHASE OF POWER													
Billed Demand (kVA)	9300.6805	715,810	749,546	736,537	678,999	683,686	683,596						4,248,174
Billed Energy (kWh)	9300.6805	2,337,813	2,412,714	2,000,463	2,075,739	1,792,965	1,810,482						12,430,175
Reverse Prior Month Accrual	9300.6805	(508,937)	(527,043)	(210,817)	(506,852)	(367,298)	(426,944)						(508,937)
Record Current Month Accrual	9300.6805	527,043	210,817	506,852	367,298	426,944	332,544						332,544
TOTAL PURCHASE OF POWER	3,071,728	2,846,034	3,033,035	2,615,185	2,536,297	2,399,678							16,501,955
GROSS MARGIN	2,169,144	2,009,766	2,141,819	1,846,749	1,628,889	1,694,566							11,490,932
GROSS MARGIN %	41%	41%	41%	41%	39%	41%							41%
PURCHASE OF POWER DETAILS													
Demand (kVA)													
Metered Peak Demand LLH		84,239	83,134	74,973	70,050	66,319	59,741						
Metered Peak Demand HLH		85,898	89,905	87,910	73,440	76,097	71,768						
50% Contract Demand		53,500	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	79,293						
Billing Demand		85,898	89,905	87,910	79,293	79,293	79,293						
Energy (kWh)													
Total Metered Energy		46,486,891	47,978,444	39,803,608	40,718,923	35,084,437	35,433,972						
Billing Period Energy		46,486,891	47,978,444	39,803,608	40,718,923	35,084,437	35,433,972						245,506,275
Billed Period Energy - % Change		-10%	3%	-17%	2%	-14%	1%						
Billed Demand Rate per kVA		8.3333	8.3371	8.3783	8.5632	8.6223	8.6211						
Billed Energy Rate per kWh		0.05029	0.05029	0.05026	0.05098	0.05110	0.05109						
INTERNAL ENERGY SALES													
St Lights and Traf Signals	9300.3708	24,929	24,929	24,929	24,929	24,929							149,574
Internal City Utility Charges	9300.3899	64,689	113,880	110,943	95,762	119,930	107,426						612,630
Climate Action Levy	9300.3710	126,156	218,925	153,743	163,603	152,302	194,907						1,009,637
Mean Temperature (Celsius)	5.4	4.2	7.4	8.5	19.1	16.2							
Heating + Cooling Degree Days	391.0	387.2	319.3	274.6	100.1	63.6							

GL RECONCILIATION		
RES		15,318,627
RES: Rec Current Month Accrual	647,974	
RES Subtotal		15,966,601
COMM		11,378,312
COMM: Rec Current Month Accrual	647,974	
COMM Subtotal		12,026,287
TOTAL		27,992,888
CHECK		-

