

March 11, 2022

Ms. Deana Lemke, Executive Secretary
Yukon Utilities Board
Via email

Dear Ms. Lemke:

**Re: Whitehorse Condominium Corporation 275 – Billing Complaint
AEY-YEC Response**

Attached please find ATCO Electric Yukon and Yukon Energy Corporation's response to YUB's letter dated March 1, 2022.

If you have any questions, please contact us at the email addresses listed below.

Yours truly,



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1. ATCO Electric Yukon (AEY) and Yukon Energy Corporation (YEC) (collectively, the Utilities), received the Yukon Utilities Board's (YUB) March 1, 2022 letter requesting a response to Whitehorse Condominium Corporation 275's (Customer) complaint (Complaint).
2. The Complaint centres around billing on the 2160 General Service rate schedule. The Complaint states the rate schedule is unfair for its multiple dwelling residential building when it compares billing under residential rates, and proposes a new rate that would make the monthly bill more comparable to the residential rate on a pro-rated basis.

Terms and Conditions

3. The Utilities have reviewed the Complaint and submit that service to the Customer complies with the approved rate schedules and Terms and Conditions of Service.
4. The Complaint correctly identifies Section 4.13 of AEY's Terms and Conditions of Service as being directly relevant to the building's electrical service:

4.13 Multiple Dwellings

Each individual unit within a Multiple Dwelling will be served as a separate Point of Service and billed individually on the applicable residential rate. The Company and a Customer may agree that one bill will be issued covering all individual units in a Multiple Dwelling and, in such case, the applicable general service (non-residential) rate will apply to the Service.

5. The Complaint implies that one bill was required because of the rooftop solar array. The Utilities agree the building is issued a single bill using data from a single bidirectional meter, however ATCO submits that one bill is not required to enable the rooftop solar array. In ATCO's view, the solar array is irrelevant to whether the building receives one bill or not. Participation in the Micro-generation Program only requires a bi-directional meter for the PV circuit, not one bill for the entire building. Rather, the single bill issued relates to and is consistent with Section 4.13 of the Terms and Conditions.

Initial Connection by Developer

6. More relevant to the metering configuration is the request from the developer at the time a building is constructed. As described in Section 4.13 of Terms and Conditions, the default metering configuration for these buildings is to have each unit metered and billed individually on the applicable residential rate. The Utilities submit it is unusual for a development to request a single bill, and standard practice is to advise against this meter configuration. However, developers retain the option to do so. (Generally, multiple residential buildings that pursue a single meter are assisted living buildings with a common kitchen and single client (like a government). In fact, there are only two multiple residential buildings served by AEY with a single bill, where the other building fits the more standard profile.)
7. At the time this building was developed, there was explicit and clear communication from the developer to AEY staff that the building was to have: 1) a single meter; and 2) service would be provided under the 2160 rate schedule.¹ The election of this service configuration is important because it impacts developer costs at the time of construction, and ongoing billing costs which are borne by the residents.
8. Two obvious costs that are affected by the election of service configuration at the time of the original extension: 1) metering and wiring configurations within the building; and 2) the approved Maximum Company Investment applicable to the Customer's service extension shown in Schedule B of the Terms and Conditions of Service. The Maximum Company Investment differs significantly between a Multiple Dwelling unit (\$725 per unit) and a General Service extension (\$690 per kW). To clarify, the available investment for a building similar to this – that is, a 20-unit building with an average invested load of 7kW per unit is approximately \$14,500 for individually metered residential units or \$100,000 for a single general service meter.
9. Given the above information, the developer can analyse the options available – i.e. what its development costs could be and what ongoing rate costs could be

¹ Emails are available for YUB's review on a confidential basis, upon request.

under the standard Multiple Dwelling service configuration (where each unit is separately metered) or a General Service configuration. In this instance, the developer elected the latter option.

10. The above is important background for the situation presented in the Complaint because decisions made at the time of development by the developer are difficult to undo. For example, the Utilities do not oppose transitioning the building to a standard Multiple Dwelling configuration where each unit is separately billed. However, to achieve fairness with other ratepayers and developments and to ensure standards are adhered to, this transition has two costly expenses that must be borne by the complainant: 1) the building must have metering for each unit that complies with Measurement Canada standards and regulations; and 2) the Customer must refund any excess investment received from AEY that was applied to its original construction costs because of the election to receive service under the 2160 rate schedule.
11. The Utilities understand the Customer is unwilling to pursue an option to convert the building to a standard Multiple Dwelling configuration with metering that complies with Measurement Canada standards. Alternatively, the Complaint proposes solutions that do not comply with Terms & Conditions and, in the Utilities' view, should be dismissed for the following reasons.

Discussion of Customer's Proposed Options

12. First, the Complaint requests an investigation into a billing treatment that would put this building on par with other residential customers. As mentioned above, the Utilities do not oppose treating this building similarly to other Multiple Dwellings buildings, however: 1) each unit must have a meter that complies with Measurement Canada standards; and 2) the condo corporation must refund any excess investment that was received at the time of construction. This treatment ensures fairness between this building and similar developments in the Yukon, and will help avoid a precedent where developers elect one rate schedule to receive higher investment from the Utilities and then tenants/owners desire a complex rate switch after-the-fact.

13. Second, the Complaint requests the Board create a new Multi-Unit Residential Building rate classification, so the Customer is billed “on par with other residential customers”. The Utilities submit this option is not consistent with existing rates and Terms and Conditions approved in Board Order 2011-05, and, to ensure fairness to all customer groups, this option cannot be reviewed in isolation. Furthermore, the Utilities oppose this option because:
- Investment differences between the General Service rate and Residential rate still must be trued up.
 - Sub-metering – metering installed behind the utility meter which is not owned by the utility –does not always comply with Measurement Canada standards, which can lead to inaccurate billing and cause more customer complaints. (The Utilities understand the Customer has installed a sub-metering system that does not comply with Measurement Canada standards; therefore, the existing sub-metering system cannot be used by the Utilities for billing.)
 - Utilities will no longer be able to administer government and non-government rates for mixed used residential buildings – i.e. either all tenant bills are credited with government benefits or none are – regardless of the rate classification of the individual tenants.
 - Currently, this is the only customer with this issue the Utilities are aware of. As a principle, rates are designed on an average basis for relatively homogenous customer groups – rates should not be designed for specific retail customers. Dedicated, customer-specific rates are impractical and will increase administrative costs.
14. In consideration of the above, the Utilities advise that rates paid by the Customer align with the approved rates and Terms and Conditions of Service and are appropriate considering the existing metering configuration which stems from the developer’s decisions made at the time of construction.