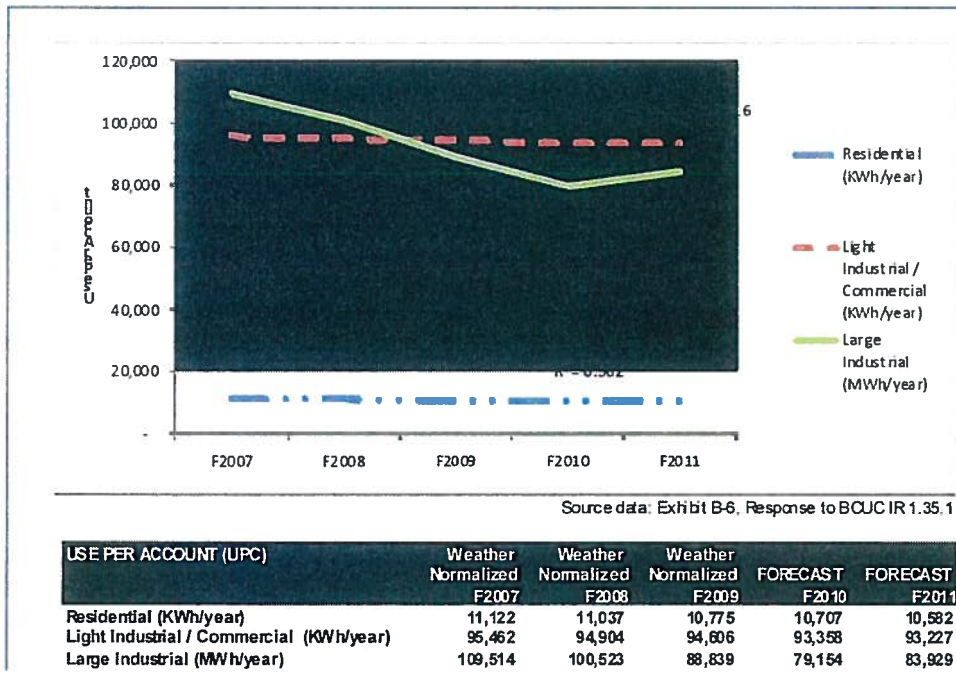


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British Columbia Hydro & Power Authority Fiscal 2011 Revenue Requirement Application	Exhibit: B-11

355.0 Reference: Exhibit B-6, BCUC 1.35.1
Use Per Customer (UPC)

2.355.1 Please confirm whether the following graph accurately reflects historical and forecasted UPC for the period F2007 to F2011. If not, please provide a corrected, updated graph and table.



RESPONSE:

Confirmed. Note that the above historical and forecast data is on a billed sales basis.

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616.0 Reference: Exhibit B-11, BCUC 2.354.1.1
Sales Forecast

3.616.1 In response to BCUC 2.354.1.1 BC Hydro has provided a table that restates demand-side management in terms of the incremental conservation of energy. Reference line 11 indicates that for the period F2003 to F2009 residential and commercial accounts have not seen a reduction in their average use per customer (KWh per account /year). Please comment on the effectiveness of BC Hydro's residential and commercial DSM programs over this period. Are any new DSM strategies planned for F2011 to reduce use per account? If "yes", please describe those changes.

RESPONSE:

The actual use per account does not, in and of itself, indicate the effectiveness of DSM initiatives. For example, a dropping level of average customer energy consumption during an economic downturn (with business production and hours being scaled back) would not be evidence of a successful DSM program.

BC Hydro assesses the effectiveness of DSM initiatives by comparing estimated savings to a baseline of consumption in the absence of DSM. BC Hydro's DSM reporting and evaluation activities have confirmed that BC Hydro's DSM initiatives have produced electricity savings relative to baselines. This confirms that in the absence of BC Hydro's DSM initiatives, use per account would have been higher than indicated in the response to BCUC IR 2.354.1.1.

BC Hydro does not plan to change its DSM strategy for F2011 based on the average energy use per customer from F2003 to F2009.