



July 2, 2015

Hon. Bill Bennett
Minister of Energy and Mines, and Responsible for Core Review
100C Cranbrook Street North
Cranbrook, B.C. V1C 3P9

Dear Minister Bennett,

On behalf of the Canadian Home Builders' Association of BC (CHBA BC), I would like to take this opportunity to commend the British Columbia Hydro and Power Authority for their recent efforts and progress in addressing concerns brought forward by our members.

In September 2014, during our association's provincial meetings, members throughout the province expressed concern of facing unnecessary delays and challenges as a result of BC Hydro's connection wait times and lack of accessible communication channels. We are pleased to report that in bringing these concerns forward to BC Hydro's Distribution Design and Customer Connect Manager, Charlotte Mitha and her team, we were met with a positive, accountable, and cooperative dialogue.

In the months following, BC Hydro consulted our association as they focused on improving the performance and efficiency of their connection programs. Initially, this engagement with our association focused on the Customer Build Program, which impacted our members in the Lower Mainland and Vancouver Island regions. BC Hydro's responsive efforts resulted in critical changes to the service our members experienced in the Customer Build Program. These positive changes are highlighted in a recent letter sent to BC Hydro by one of our member companies, Platinum Group, which is attached for your reference.

The positive impact these improvements have on the residential construction industry demonstrates BC Hydro's focus on building positive, open relationships with industry to increase efficiency in their service. Furthermore, this experience over the past year indicates to us that BC Hydro is cost-conscious in their approach to industry. Reducing barriers and delays during development projects helps to stem the rising costs associated with housing in British Columbia and effectively fosters economic development.

We applaud the mandate direction and strategic objectives you have provided to BC Hydro in your Letter of Expectations, and are pleased to see BC Hydro's efforts to achieve these objectives as they play a critical role in building and connecting B.C. communities.

Sincerely,

Simon Howse
President

Neil Moody
Chief Executive Officer

C.c. Ron Rapp, Chair, CHBA BC Government Relations Committee
Bob de Wit, CEO Greater Vancouver Home Builders' Association
Greg Reimer, Executive Vice-President, Transmission, Distribution & Customer Service