



ORDER NUMBER
G-216-22

IN THE MATTER OF
the *Utilities Commission Act*, RSBC 1996, Chapter 473

and

Wyse Meter Solutions Inc.
Investigation into Status as a Public Utility

BEFORE:

B. A. Magnan, Panel Chair
E. B. Lockhart, Commissioner
A. Pape-Salmon, Commissioner

on August 3, 2022

ORDER

WHEREAS:

- A. By email on October 6, 2021, a complaint was filed with the British Columbia Utilities Commission (BCUC) concerning, amongst other things, whether Wyse Meter Solutions Inc. (Wyse) was operating as a public utility at multiple premises in British Columbia (BC) (Complaint);
- B. On July 6, 2022, by Letter L-29-22, the BCUC suspended the Complaint and another four additional unresolved complaints against Wyse and determined that a public hearing to investigate Wyse's status as a public utility is warranted;
- C. By Order G-203-22 dated July 22, 2022, the BCUC established a regulatory timetable to conduct the review of Wyse Meter Solutions Inc.'s status as a public utility which provided, among other items, that Wyse provide Public Notice of the proceeding to all of the premises in BC it provides service, individual sub-metered customers located in BC, and to all affected or potentially affected parties;
- D. On August 3, 2022, by letter, Wyse requested an extension of one week to the August 8, 2022 date for providing Public Notice, and to the August 10 date for providing to BCUC a list of all parties notified.
- E. The BCUC has considered Wyse's request and determines that an amendment to the regulatory timetable for providing Public Notice is warranted.

NOW THEREFORE the BCUC establishes an amended regulatory timetable as set out in Appendix A to this order.

DATED at the City of Vancouver, in the Province of British Columbia, this 3rd day of August 2022.

BY ORDER

Original signed by:

B. A. Magnan
Commissioner

Attachment

Wyse Meter Solutions Inc.
Investigation into Status as a Public Utility

REGULATORY TIMETABLE

Action	Date (2022)
BCUC Information Request (IR) No.1 to Wyse	Thursday, August 11
Wyse to provide Public Notice	Monday, August 15
Wyse to provide to BCUC a list of all parties notified	Wednesday, August 17
Intervener Registration	Thursday, August 25
Intervener IR No. 1	Thursday, September 1
Wyse responses to BCUC and Intervener IR No. 1	Thursday, September 8
Deadline to submit letters of comment	Tuesday, September 13
Wyse Response to letters of comment	Tuesday, September 20
Further Process	To be determined



ORDER NUMBER
G-203-22

IN THE MATTER OF
the *Utilities Commission Act*, RSBC 1996, Chapter 473

and

Wyse Meter Solutions Inc.
Investigation into Status as a Public Utility

BEFORE:

B. A. Magnan, Panel Chair
E. B. Lockhart, Commissioner
A. Pape-Salmon, Commissioner

on July 22, 2022

ORDER

WHEREAS:

- A. On October 6, 2021, a complaint was filed by email with the British Columbia Utilities Commission (BCUC) concerning, amongst other things, whether Wyse Meter Solutions Inc. (Wyse) was operating as a public utility at multiple premises in British Columbia (BC) (Complaint);
- B. Wyse provides submetering services to building owners in BC that include the installation of electricity consumption meters in individual units, meter data collection, billing, and the collection of payments from the unit holders;
- C. On October 7, 2021, by email, the BCUC contacted Wyse regarding the Complaint and issued Information Requests (IR), to which Wyse provided a written response via email on October 29, 2021;
- D. On November 9, 2021, the BCUC provided Wyse's response to BCUC IRs to the complainant;
- E. Between November 8, 2021 and June 6, 2022, five additional complaints were filed with the BCUC concerning Wyse's billing practices at multiple premises in BC. One of these complaints was subsequently closed by the BCUC when the complainant notified the BCUC by email that the matter had been resolved by Wyse;
- F. The BCUC contacted Wyse by email regarding the four additional unresolved complaints and requested Wyse provide a written response to each complainant;
- G. On July 6, 2022, by Letter L-29-22, the BCUC suspended the Complaint and the four additional unresolved complaints;
- H. The BCUC determines that a public hearing to investigate Wyse's status as a public utility is warranted.

NOW THEREFORE the BCUC orders as follows:

1. A hearing to review the status of Wyse as a public utility is hereby established in accordance with the regulatory timetable attached as Appendix A to this order.
2. Wyse is directed to provide a copy of this order and the public notice by email and in printed form, attached as Appendix B to this order, to all of the premises in BC it provides service, individual sub-metered customers located in BC, and to all affected or potentially affected parties, electronically where possible, by no later than August 8, 2022.
3. Wyse is directed to provide notice of this order and the public notice in a clearly visible location on the homepage of its website, on or before Monday, August 8, 2022.
4. Wyse is directed to publish the public notice attached as Appendix B to this order, on all of its current social media platforms, on or before Monday, August 8, 2022.
5. Wyse is directed to provide to the BCUC, by Wednesday, August 10, 2022, a list of all parties notified of the investigation, as directed in Directive 2 of this order.
6. Parties who wish to actively participate in the proceeding are to register with the BCUC by completing a Request to Intervene Form, available on the BCUC's website at <https://www.bcuc.com/Forms/RequestToIntervene> , and submitted by email to commission.secretary@bcuc.com by the date established in the regulatory timetable and in accordance with the BCUC's Rules of Practice and Procedure attached to Order G-178-22.
7. Wyse customers and stakeholders are invited to submit letters of comment relating to Wyse's service or status as a public utility. Letters of comment must be received by the BCUC by the deadline date included in the proceeding's regulatory timetable, unless the BCUC directs otherwise. Letters of comment must be in the Letter of Comment Form available on the BCUC's website at <https://www.bcuc.com/Forms/LetterOfComment>, and submitted by email to commission.secretary@bcuc.com.

DATED at the City of Vancouver, in the Province of British Columbia, this 22nd day of July 2022.

BY ORDER

Original signed by:

B. A. Magnan
Commissioner

Attachment

Wyse Meter Solutions Inc.
Investigation into Status as a Public Utility

REGULATORY TIMETABLE

Action	Date (2022)
Wyse to provide Public Notice	Monday, August 8
Wyse to provide to BCUC a list of all parties notified	Wednesday, August 10
BCUC Information Request (IR) No.1 to Wyse	Thursday, August 11
Intervener Registration	Thursday, August 18
Intervener IR No. 1	Thursday, August 25
Wyse responses to BCUC and Intervener IR No. 1	Thursday, September 1
Deadline to submit letters of comment	Tuesday, September 6
Wyse Response to letters of comment	Tuesday, September 13
Further Process	To be determined



We want to hear from you

INVESTIGATION INTO WYSE METER SOLUTIONS

The British Columbia Utilities Commission (BCUC) has launched an investigation into Wyse Meter Solutions' (Wyse) status as a public utility. Wyse provides submetering services to building owners in BC that include the installation of electricity consumption meters in individual units, meter data collection, billing, and the collection of payments from the unit holders.

Between September 2021 and June 2022, the BCUC received several complaints from Wyse customers about billing and other matters. Following its review of the complaints as well as response submissions from Wyse, the BCUC initiated an open and transparent public hearing to determine whether Wyse is operating as a public utility.

HOW TO PARTICIPATE

- **Submit a letter of comment**
- **Register as an interested party**
- **Request intervener status**


IMPORTANT DATES

1. **Thursday, August 18, 2022** – Deadline to register as an intervener with the BCUC
2. **Thursday, August 25, 2022** – Deadline to submit Information Requests
3. **Tuesday, September 6, 2022** – Deadline to submit Letters of Comment


For more information about the Application, please visit the [Proceeding Webpage](#) on bcuc.com under "Our Work – Proceedings". To learn more about getting involved, please visit our website at www.bcuc.com/get-involved or contact us at the information below.

GET MORE INFORMATION


Wyse Meter Solutions

 7077 Keele St., Suite 201
Concord, ON L4K 0B6


 E: sales@wysemeter.com

 P: 1.800.672.1134

British Columbia Utilities Commission

 Suite 410, 900 Howe Street
Vancouver, BC Canada V6Z 2N3

 E: Commission.Secretary@bcuc.com

 P: 604.660.4700