

Residential Electrical Utility Questionnaire

SURVEY RESPONSE REPORT

09 May 2016 - 30 September 2024

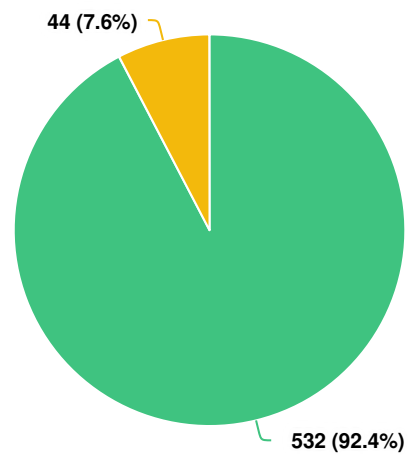
PROJECT NAME:

Electrical Utility Questionnaire



SURVEY QUESTIONS

Q1 | Are you aware that the City of Penticton operates its own electric utility, responsible for providing electrical services t...

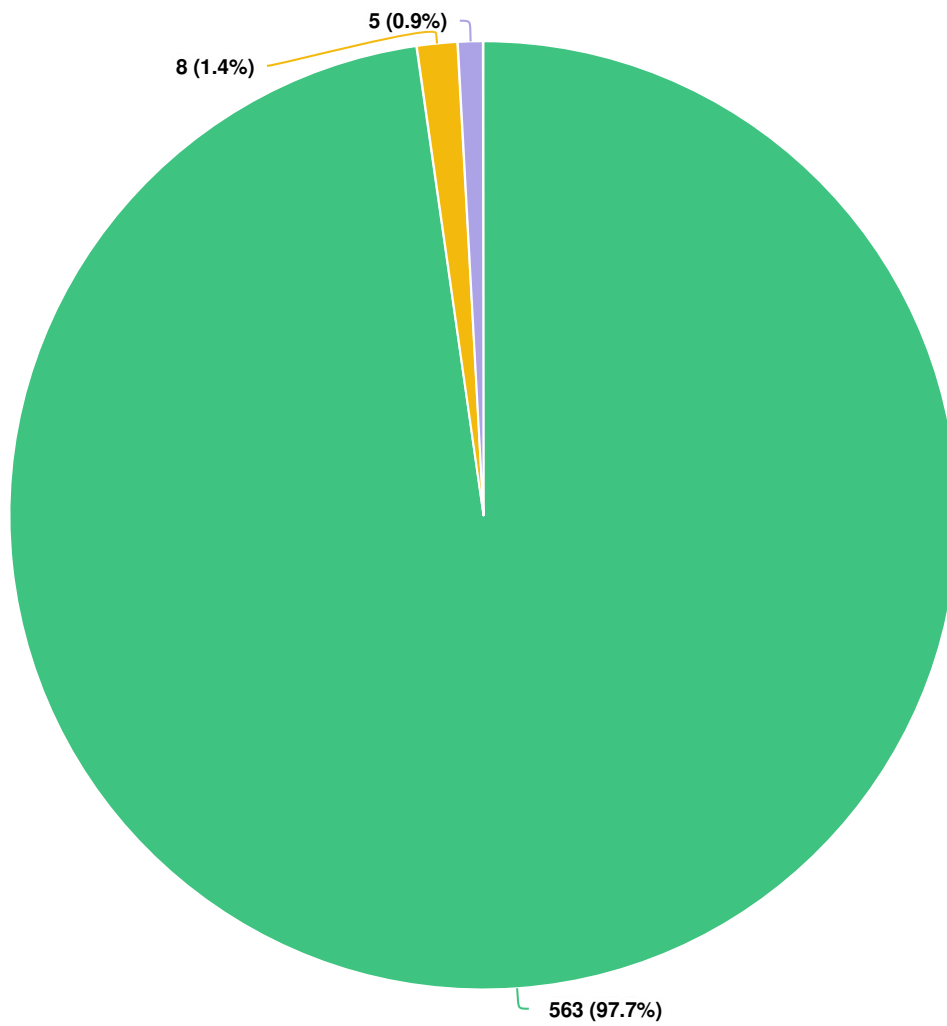


Question options

- Yes
- No

Optional question (576 response(s), 1 skipped)
Question type: Radio Button Question

Q2 Are you currently an electric utility customer in Penticton?

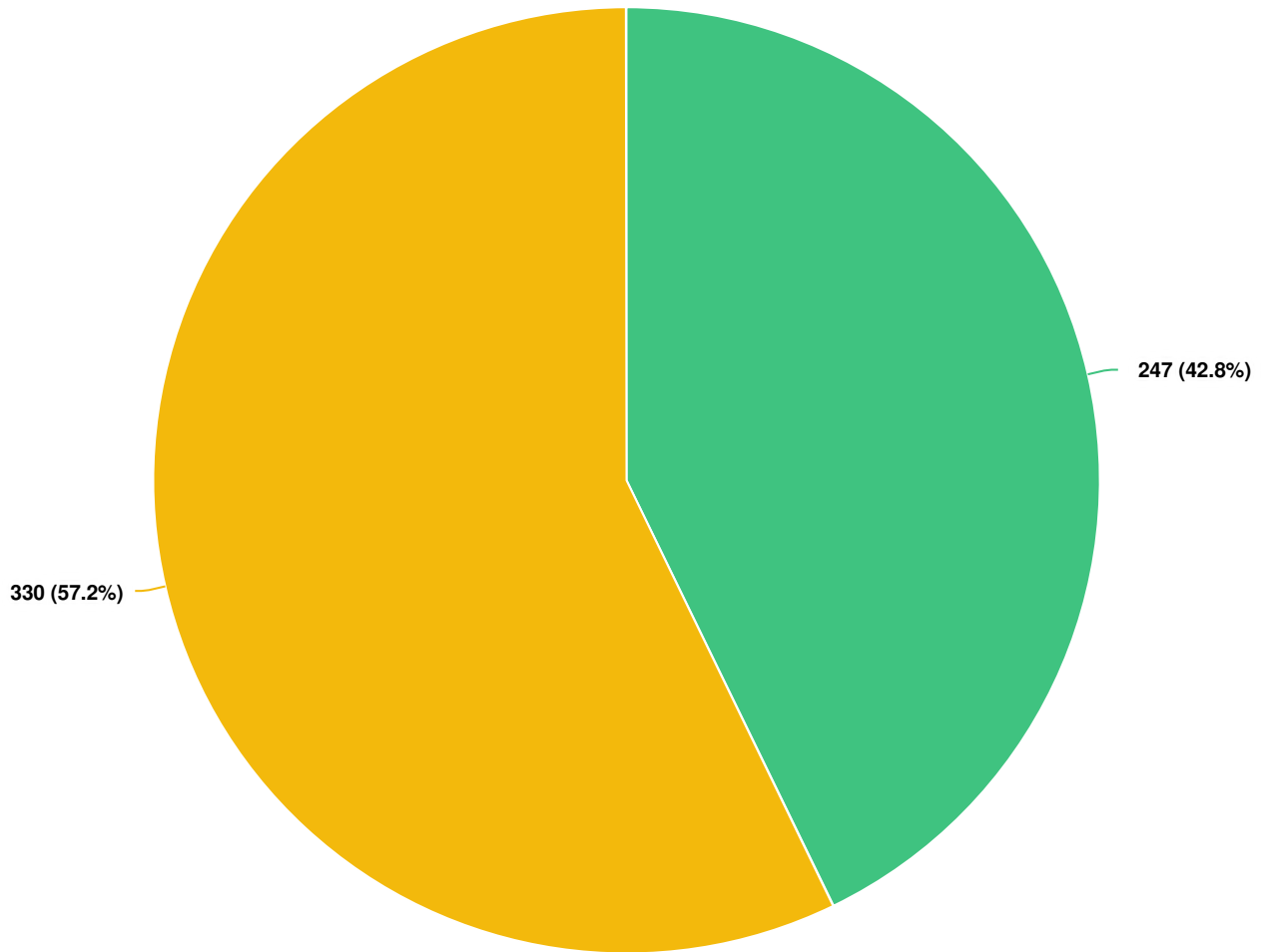


Question options

- Yes
- No
- Unsure

Optional question (576 response(s), 1 skipped)
Question type: Radio Button Question

Q3 | In the past year, have you experienced an electrical outage?

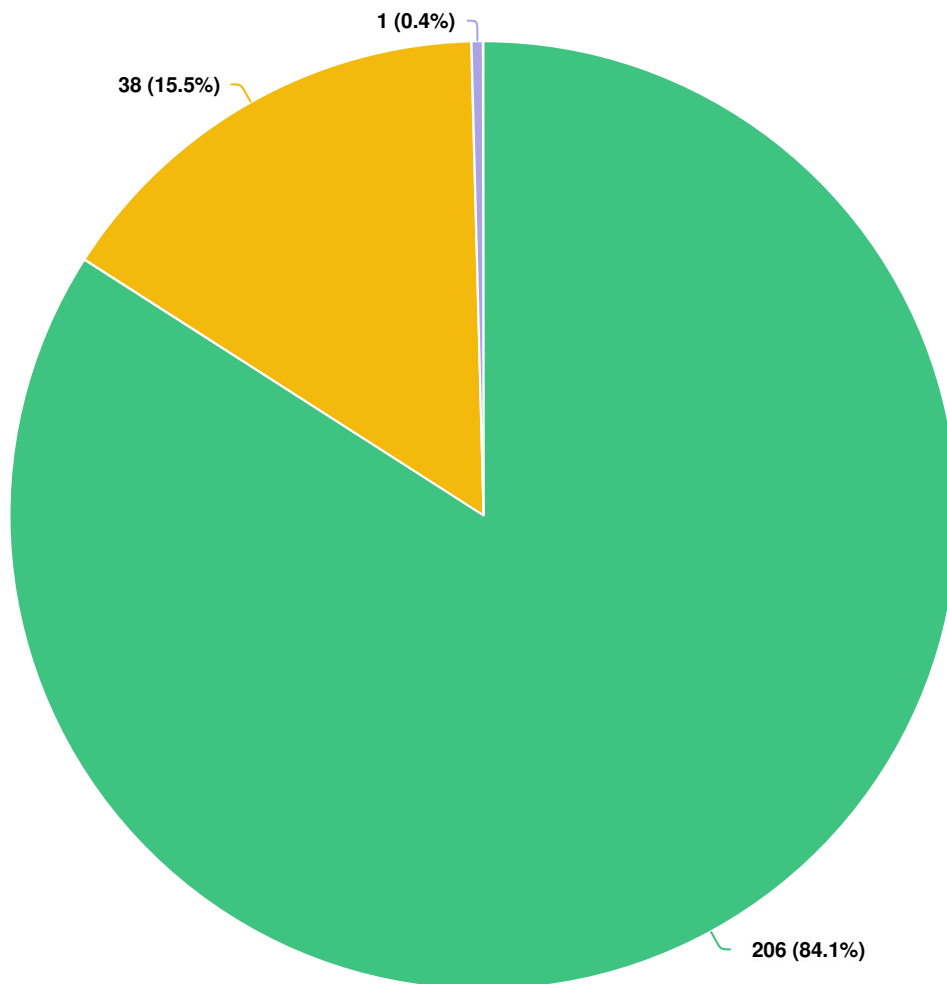


Question options

- Yes
- No

*Optional question (577 response(s), 0 skipped)
Question type: Radio Button Question*

Q4 How many times have you experienced an outage this year?

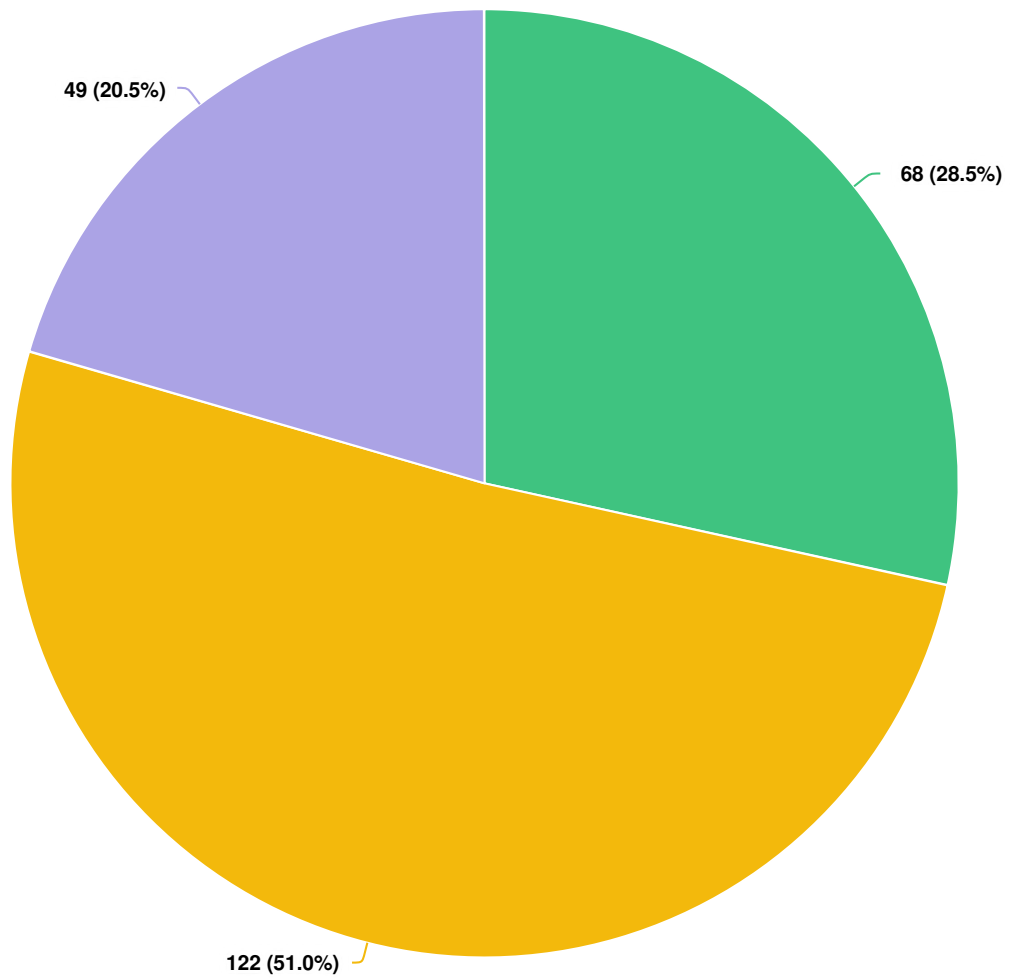


Question options

- 1-2 times
- 3-5 times
- More than 5 times

Optional question (245 response(s), 332 skipped)
Question type: Radio Button Question

Q5 | Approximately how long did your outage last?



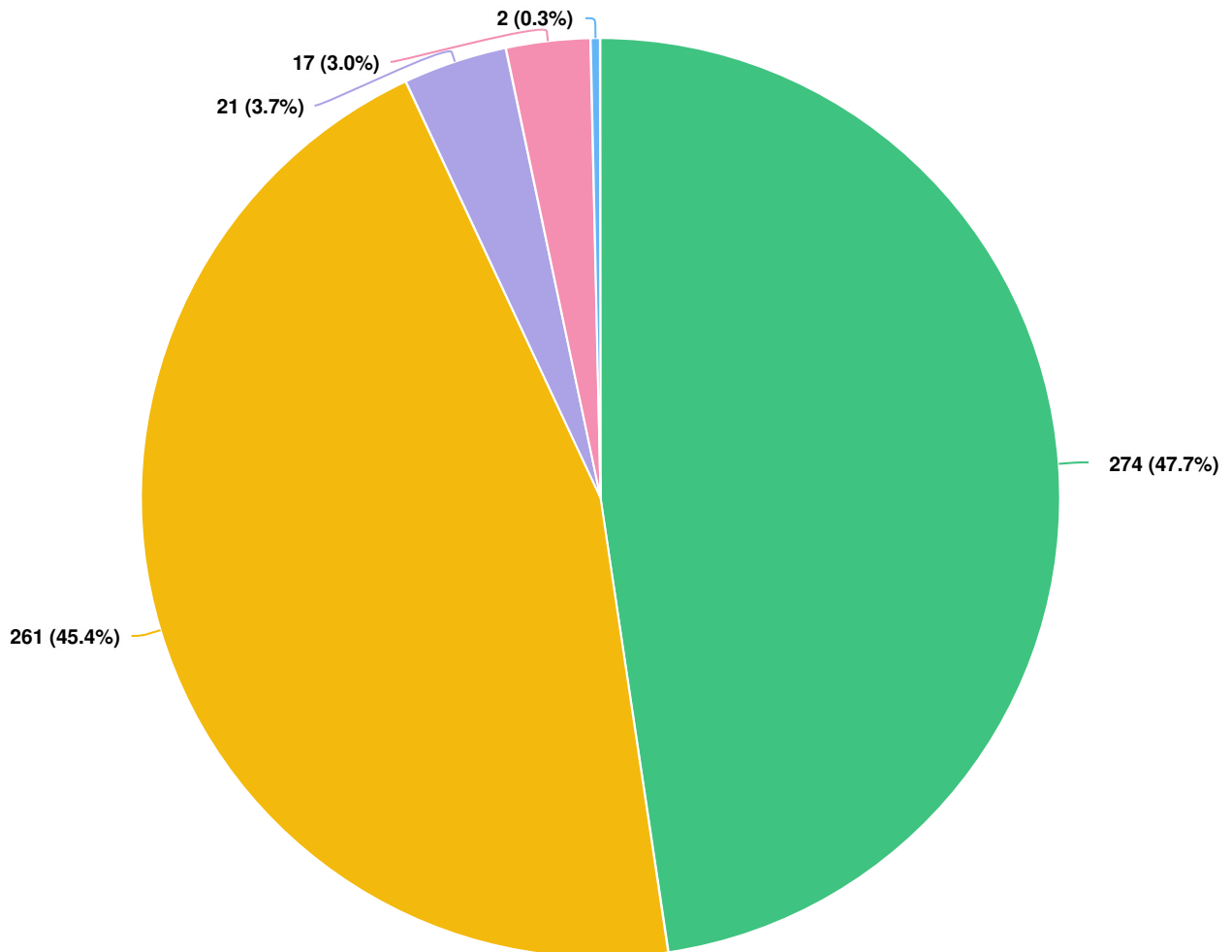
Question options

- Less than 15 minutes
- 15 minutes to an hour
- More than an hour

Optional question (239 response(s), 338 skipped)

Question type: Radio Button Question

Q6 How satisfied are you with your electrical service? For example, related to service outages and general reliability



Question options

- Very satisfied
- Satisfied
- Not sure/Don't know
- Unsatisfied
- Very unsatisfied

Optional question (575 response(s), 2 skipped)
Question type: Radio Button Question

Q7 | Tell us more: What do you like or dislike about your electrical service?

Anonymous
9/11/2024 10:59 AM
Should have lower rates for cutting back in high demand times!

Anonymous
9/11/2024 11:02 AM
Any outage bothers me as I live by myself .

Anonymous
9/11/2024 11:05 AM
Seems fairly straightforward

Anonymous
9/11/2024 11:05 AM
Concern about future electrical capacity for ev charger and/
replacement of furnace with a heat pump.

Anonymous
9/11/2024 11:05 AM
Cost

Anonymous
9/11/2024 11:05 AM
The up-time on our electrical service is extraordinary.

Anonymous
9/11/2024 11:08 AM
It is there when I need it.

Anonymous
9/11/2024 11:11 AM
It's fine. The outage the other day was surprising but we coped and
power was re-established faster than expected.

Anonymous
9/11/2024 11:12 AM
The fact city sends out disconnection notices the day bill is due

Anonymous
9/11/2024 11:13 AM
Hope the price doesn't increase .

Anonymous
9/11/2024 11:15 AM
Cost to upgrade from 100 amp to 200 amp.

Anonymous
9/11/2024 11:15 AM
Generally reliable

Anonymous
It sends to work just fine. Reliable.

9/11/2024 11:19 AM

Anonymous

9/11/2024 11:25 AM

The only problem we've had with electrical service is when we had a renter and they left the Penticton area, leaving us with \$2,000 worth of utility bills. They could not be charged because they were not still in the Penticton area so the city just put that money on our taxes. That was not nice!

Anonymous

9/11/2024 11:27 AM

Continuously raising rates

Anonymous

9/11/2024 11:29 AM

Too expensive

Anonymous

9/11/2024 11:47 AM

As long as it is reliable and that customers can get information regarding outages easily, we are happy!

Anonymous

9/11/2024 12:18 PM

no explanation for the power spikes usage

Anonymous

9/11/2024 12:19 PM

No unreasonable issues. Reliable.

Anonymous

9/11/2024 12:20 PM

I dislike that \$ in the electrical surplus funds go to fund things other than electrical items

Anonymous

9/11/2024 12:26 PM

I push a button to make my coffee, and coffee gets made. This happens via electricity. Thank you sparky sparks for helping make my zoom zoom juice so I don't murder people.

Anonymous

9/11/2024 12:27 PM

Never had any outages so that's great. But I do not like the tiered billing system.

Anonymous

9/11/2024 12:35 PM

Lights turn on so all good

Anonymous

9/11/2024 12:43 PM

We should be encouraged and rebated to upgrade electric panels to 200amps to get solar installations in every home to reduce costs to the city and increase resiliency. I'm in a mobile home park and can't upgrade my system.

Anonymous

9/11/2024 12:43 PM

We upgraded our electrical system in 2022 to 200 amp service with underground connection to the City's utility network. The cost to connect and service provided by the City was FANTASTIC!!

Anonymous

9/11/2024 01:01 PM

Expensive.

Anonymous

9/11/2024 01:12 PM

The cost for basic charge and pricing per gigawatt used is much higher than FortisBC or BCHydro

Anonymous

9/11/2024 01:14 PM

The outages, the \$\$\$\$ cost, the extra fees that are added on all seem to be for pretty much the same thing, just funny titles on them like a money grab.

Anonymous

9/11/2024 01:18 PM

It has been reliable with no outages.

Anonymous

9/11/2024 01:25 PM

It is always available.

Anonymous

9/11/2024 01:42 PM

Some things are out of my control, primarily the weather. With the heat domes on the rise, I use my AC much more than usual. With extreme colds, I turn the heat up beyond my usual 22 winter temperature.

Anonymous

9/11/2024 03:16 PM

Reliable and better price than when I lived in the lower mainland

Anonymous

9/11/2024 03:35 PM

Price, I seem to recall in some City budget presentations that electrical revenue was syphoned away from the electrical utility for other purposes. The City should not be allowed to make a profit on the Electrical Utility- any profits should be returned to customers in the form of lower electrical rates.

Anonymous

9/11/2024 03:49 PM

How my bill can be so expensive when I shut and unplug everything? It's never the same each month. Does nothing to help very low income seniors.

Anonymous

The cost

9/11/2024 03:54 PM

Anonymous

Cost is to high

9/11/2024 03:56 PM

Anonymous

Expensive Not able to set up online City office closed on weekends

9/11/2024 04:11 PM

Anonymous

I like that it's part of my monthly city billing & not another company.

9/11/2024 04:24 PM

Anonymous

Very reliable.

9/11/2024 04:36 PM

Anonymous

It seems affordable.

9/11/2024 04:47 PM

Anonymous

Expensive

9/11/2024 04:51 PM

Anonymous

That you take my money from the electrical reserve fund for bike lanes the raise our rates up.

9/11/2024 05:07 PM

Anonymous

So far it has been all it needs to be - constant, no outages and not too expensive - so far!

9/11/2024 05:23 PM

Anonymous

Dislike we lose power and don't get reimbursed for time lost. Would say if a full hour or more would result in a rebate.

9/11/2024 05:54 PM

Anonymous

Too expensive

9/11/2024 06:03 PM

Anonymous

It is reliable

9/11/2024 06:38 PM

Anonymous

Too expensive. No peak or off hours usage bonuses.

9/11/2024 07:32 PM

Anonymous

Overhead power lines

9/11/2024 07:34 PM

Anonymous

9/11/2024 07:53 PM

Dislike the high Rates and are different every month.

Anonymous

9/11/2024 07:56 PM

I would like city grants to install solar panels!!

Anonymous

9/11/2024 08:36 PM

Happy with the cost of my electricity.

Anonymous

9/11/2024 08:53 PM

Way too expensive and it keeps going up in comparison to my pension and all that i do to try and keep my bill as low as possible.

Anonymous

9/11/2024 09:07 PM

The improvements made over the last decade or so have been great. We used to experience outages frequently during wind storms and snow storms but that's a thing of the past now. Very happy with the utility.

Anonymous

9/11/2024 09:39 PM

TOO EXPENSIVE

Anonymous

9/11/2024 10:55 PM

I often wonder if I'm paying more than I would if I bought my electricity from BC hydro

Anonymous

9/11/2024 10:55 PM

The rates - not the amount used.

Anonymous

9/11/2024 11:32 PM

I'm neutral

Anonymous

9/12/2024 06:01 AM

Cost is relatively high.

Anonymous

9/12/2024 06:29 AM

Cost., the bill is amalgamated with other services.

Anonymous

9/12/2024 06:45 AM

I haven't experienced any problems. The service has been very reliable and the cost is reasonable.

Anonymous

9/12/2024 07:11 AM

I'm used to being in a on peak and off peak and rate of charge scale for usage. I find it hard to grasp that my connection fee is around 1/4 to 1/2 my bill done on the slow months

Anonymous

9/12/2024 07:21 AM

We have no concerns with the electrical service we use.

Anonymous

9/12/2024 09:01 AM

The base service fee is very high and sometimes more than my consumption. I would like to have option to set up green energy solutions at home and sell it back to the grid.

Anonymous

9/12/2024 09:13 AM

As a senior my bills are getting a bit high and I am the only person in my house .

Anonymous

9/12/2024 09:20 AM

I like that the City is in control of our electricity for cost and reliability.

Anonymous

9/12/2024 09:35 AM

Cost.

Anonymous

9/12/2024 09:49 AM

N/A

Anonymous

9/12/2024 09:52 AM

I do not have enough information to determine just how efficient the city utility actually is. I would like to see an economic study comparing Fortis, BC Hydro and others in operating costs based on fundamental capital investments etc.. Casual observing on the street suggests no lack of new and modern equipment.

Anonymous

9/12/2024 12:13 PM

We are 100% reliant on electricity (no fossil fuels to the house) for all our energy requirements, as well as water supply since our water is pumped uphill to our house

Anonymous

9/12/2024 02:18 PM

Power outages are more common in Penticotn in my experience

Anonymous

9/12/2024 02:21 PM

hate the high cost

Anonymous

Reliable, but expensive.

9/12/2024 02:26 PM

Anonymous

9/12/2024 02:27 PM

Having the city council have access to excess utility funds for projects is totally outside of their responsibility. If there is excess, either customers are being charged too much and should be returned or it should be put into electrical infrastructure NOT City projects

Anonymous

9/12/2024 02:29 PM

too expensive

Anonymous

9/12/2024 02:43 PM

The cost

Anonymous

9/12/2024 03:12 PM

-

Anonymous

9/12/2024 03:14 PM

We have yet to have any issues. Should we have a power outage it is back on in very short time.

Anonymous

9/12/2024 03:32 PM

Plain and simple invoicing always on time, constant power and limited outages in our area.

Anonymous

9/12/2024 03:38 PM

That the city has OVER CHARGED US all these years because they said it needed a surplus for maintenance and up grades and just recently used the surplus to fund other projects in the city. Please send us back those over charged funds. This year is the highest utility bill i have had in the last 45 years as a home owner

Anonymous

9/12/2024 03:52 PM

I think the rate per kw hr is OK, but the \$20 membership fee is just TAXATION.

Anonymous

9/12/2024 04:11 PM

only been here 2 months, so keenly interested in how the service is in winter

Anonymous

9/12/2024 04:22 PM

Cost is a bit high. All profits raised by the electrical bill should be directed for infrastructure purposes only.

Anonymous

9/12/2024 04:28 PM

Consistent and rarely with interruption

Anonymous
9/12/2024 04:29 PM
It's expensive, living in a bachelor and still paying \$60 for one month

Anonymous
9/12/2024 04:45 PM
I like having wiring underground

Anonymous
9/12/2024 05:01 PM
We haven't went without power which has been nice!

Anonymous
9/12/2024 05:41 PM
Everywhere I have lived I dealt with fortis directly. This is a money grab for Penticton to not allow us to have fortis and Penticton being the middle man

Anonymous
9/12/2024 06:27 PM
It's always on. It is not very expensive, but I have gas heat. Otherwise hydro is too expensive to heat a home with.

Anonymous
9/12/2024 06:42 PM
Always on for a reasonable price.

Anonymous
9/12/2024 07:13 PM
We pay rates twice as high as our neighbours in the regional district. Having a municipal run utility is inefficient and amounts to another form of taxation for residents.

Anonymous
9/12/2024 07:20 PM
I'd like to have a smart meter that allows me to purchase power at low rates at night to reduce my power bill and to help balance the city's load. I'd also like to install a large solar system that would allow me to bank power during the summer on the grid and use that money to purchase power during the winter to heat my house.

Anonymous
9/12/2024 07:27 PM
Rates are high compared to BC Hydro.

Anonymous
9/12/2024 07:45 PM
Penticton electrical cost are higher than the BC Hydro rates.

Anonymous
9/12/2024 08:19 PM
Like because there have been no issues. I don't think about our electricity which means there are no problems with service

Anonymous
All good.

9/12/2024 09:13 PM

Anonymous

Power is good, kind of pricey glad I heat with NG

9/12/2024 09:19 PM

Anonymous

Its seems it's always reliable

9/12/2024 09:21 PM

Anonymous

It's reliable at my house! Simple as that.

9/12/2024 09:28 PM

Anonymous

dislike the cost

9/12/2024 09:41 PM

Anonymous

Costs are way too high

9/12/2024 09:59 PM

Anonymous

Wish we had smart meters for realtime usage monitoring to pinpoint peak usage times and monitor/reduce personal use

9/12/2024 10:30 PM

Anonymous

The cost.

9/12/2024 10:56 PM

Anonymous

Cost to much it's a fucking joke

9/13/2024 05:04 AM

Anonymous

I dislike that there is no tiered system for off peak hours usage. It would be a benefit to provide a tiered schedule for usage and provide a discount for off peak hours use. This would encourage lower consumption and incentivize consumers.

9/13/2024 05:06 AM

Anonymous

Expensive

9/13/2024 05:40 AM

Anonymous

Bills should be based on usage only and not a basic charge of almost \$20 + usage. The outrageous profit the city makes should be refunded to customers and not used for a bike lane etc when bike owners don't even have to support it with the purchase of annual bike licenses

9/13/2024 05:56 AM

Anonymous

The loss of the prompt payment discount.

9/13/2024 06:55 AM

Anonymous

Underground cables more reliable

9/13/2024 07:25 AM

Anonymous

Reliable, yes, but very expensive

9/13/2024 07:39 AM

Anonymous

Like - it's constantly working with no fluctuations in level.

9/13/2024 07:40 AM

Anonymous

I think our electric bills are too high. I would rather be billed directly from BC Hydro

9/13/2024 07:58 AM

Anonymous

I have no complaints.

9/13/2024 08:15 AM

Anonymous

I am very disgusted with the amount we are charged for electricity, water, sewer etc. City hall has no right to keep dipping and taking from peoples pockets when ever they feel like it. They all have children and grandchildren and are setting their future for financial disaster. Shame on them all.

9/13/2024 09:31 AM

Anonymous

Unable to access rebates from BC Hydro for solar installation. If the City is worried about losing the middle man profit they get from selling electricity they could pay solar generators the wholesale price they pay Fortis (for excess power generated) and remarket it at retail rates. Every roof in a mostly sunny location should be covered in solar panels if we are truly concerned about the supply of electricity

9/13/2024 09:33 AM

Anonymous

Smart Meters

9/13/2024 11:15 AM

Anonymous

Satisfied

9/13/2024 01:11 PM

Anonymous

It is clearly a cash cow for the City budget. Cost of electricity should be passed on at cost plus admin and maintenance. If it is a taxpayer owned utility, it should be non profit.

9/13/2024 05:12 PM

Anonymous

Much too expensive now with absolutely no transparency from

9/13/2024 11:11 PM

Penticton city council as to where all the generated revenues are going.

Anonymous

9/14/2024 08:36 AM

Service seems to be fine, I worry about escalating costs!

Anonymous

9/14/2024 08:48 AM

Like:: KEEP City electrical utility Owned by City !!! Don't Sell ! Use surplus to reduce cost for customers !!

Anonymous

9/14/2024 03:07 PM

cost

Anonymous

9/14/2024 03:23 PM

All good!

Anonymous

9/14/2024 04:03 PM

Expensive

Anonymous

9/14/2024 05:28 PM

cost to high

Anonymous

9/15/2024 09:50 AM

Cost. Overcharging to put money into non-electrical projects.

Anonymous

9/15/2024 12:01 PM

The cost is absurd

Anonymous

9/15/2024 05:59 PM

Dont like that we have LED street lights. They are too bright.

Anonymous

9/15/2024 06:46 PM

It could be more affordable. Senior speaking.

Anonymous

9/16/2024 02:47 PM

High cost

Anonymous

9/17/2024 11:34 AM

A large scale outage about three years back resulted in a power surge that wrecked our sound system. Other than that, all good.

Anonymous

i dislike the outrageous jumps in my bill from month to month - we

9/17/2024 12:50 PM

have done several home improvements to be more energy efficient yet our bill still increases

Anonymous

9/17/2024 02:10 PM

After living in Ont for over 40 years. the service in Penticton is fantastic ,thank you.

Anonymous

9/17/2024 02:11 PM

No issues

Anonymous

9/17/2024 04:16 PM

I wish I had an EV charger in my condo parking space.

Anonymous

9/17/2024 04:19 PM

Like that it is in the hands of the city.

Anonymous

9/17/2024 04:20 PM

expense

Anonymous

9/17/2024 04:22 PM

Expensive while being unreliable

Anonymous

9/17/2024 04:23 PM

Everything cool - keep up the good work

Anonymous

9/17/2024 04:25 PM

Heard there was to be a large increase in the future. Worrisome as a senior pensioner.

Anonymous

9/17/2024 04:25 PM

Usually reliable.

Anonymous

9/17/2024 04:29 PM

cost

Anonymous

9/17/2024 04:29 PM

Having Penticton as the Electrical supplier creates some barriers - the home A/C plan for seniors by the government is one example. Also - what is the cities profit from being the supplier? Would it be cheaper to the end user if the city wasn't involved???

Anonymous

9/17/2024 04:31 PM

Being on disability I find it very expensive no matter how we try to save on usage.

Anonymous

9/17/2024 04:31 PM

We produce electricity via solar panels that is credited to our account.
The sell and buy rate is fair.

Anonymous

9/17/2024 04:32 PM

As long as the computer turns on, I'm good.

Anonymous

9/17/2024 04:32 PM

No overhead wires in most of wiltse. Safer and better looking.

Anonymous

9/17/2024 04:35 PM

Prices.

Anonymous

9/17/2024 04:36 PM

The electrical system seems pretty reliable.

Anonymous

9/17/2024 04:45 PM

Does the city buy electricity from Fortis, if so what percentage is it increased?

Anonymous

9/17/2024 04:48 PM

I'm still not sure why the City justifies such a huge uplift against the wholesale purchase prices of electricity. If the City continuously has a substantial and increasing surplus (read excess profit) then why are customers in effect being taxed extra just to run a surplus to be spent opaquely on vanity projects without due oversight?

Anonymous

9/17/2024 04:48 PM

It's a necessity

Anonymous

9/17/2024 04:49 PM

It's expensive

Anonymous

9/17/2024 04:50 PM

Expensive

Anonymous

9/17/2024 04:51 PM

I'm happy with the current service

Anonymous

9/17/2024 04:53 PM

Thanks for the quick response when power goes out.

Anonymous

9/17/2024 04:57 PM

We appreciate the way the municipal government works with household solar producers, like us, with net metering.

Anonymous

9/17/2024 05:00 PM

I am not impacted by outages in any meaningful way.

Anonymous

9/17/2024 05:04 PM

Would like the City to sell the system to Fortis and use the money to pay for infrastructure and low income housing. Right now the big winners are big box retailers who have their rates subsidized!

Anonymous

9/17/2024 05:09 PM

Invisible

Anonymous

9/17/2024 05:10 PM

No outages. I can count on it. Wish it wouldn't cost as much.

Anonymous

9/17/2024 05:16 PM

It works. I wish there was an equal payment plan like fortis and bc hydro do. It helps when planning bills.

Anonymous

9/17/2024 05:23 PM

Would like to be able to track my usage online... like BC Hydro provides to their customers with their smart meters.

Anonymous

9/17/2024 05:25 PM

Cost is exceedingly high

Anonymous

9/17/2024 05:25 PM

When power outages occur, I would appreciate more up to date information telling me when it will be restored.

Anonymous

9/17/2024 05:28 PM

All our wiring is underground in Sendero Canyon which is excellent..

Anonymous

9/17/2024 05:34 PM

Service is fine, costs are to high

Anonymous

9/17/2024 05:39 PM

Net metering is a help for us as we have a solar array. It would be helpful to receive a higher return for electricity we generate during peak demand hours.

Anonymous

You charge way to much for our service. It's unfair that small rural

9/17/2024 05:40 PM

communities pay more than lower mainland areas just because there are less of us. It should cost the coastal residents more as they live in a high usage area. I have solar panels and I still pay more here than I did on the coast. My home was also bigger there and I had two kids using electronics all the time. Sad really.

Anonymous

9/17/2024 05:46 PM

I have only noticed one small outage in the past 7 years - very reliable.

Anonymous

9/17/2024 05:52 PM

Reliable service

Anonymous

9/17/2024 05:56 PM

Fine as it is!

Anonymous

9/17/2024 06:08 PM

No complaints re service, just cost

Anonymous

9/17/2024 06:08 PM

I like that it is dependable

Anonymous

9/17/2024 06:10 PM

Instead of giving (loaning money) to pay for bike lanes from the electric surplus the city should invest in solar power to produce its own electricity to sell to the public. The city talks about future demand on the electric grid and they have money sitting there so step up and invest!!!

Anonymous

9/17/2024 06:16 PM

Utilities have always dealt with peak demands. You cannot hope they will go away. What they have not done is use developing technologies to meet those demands. Conservation and efficiencies are worthwhile pursuits and need to continue. We must use the more than capable assets that currently exist to provide for seasonal and daily surges and peaks. Charging extra for peak use has been an utter failure in Ontario and California. Lets not go down that tired old path here.

Anonymous

9/17/2024 06:18 PM

It's been pretty good no outages. Sometimes my bill can get high but I'm learning to shut appliances off when not in use and unplug as it still draws power.

Anonymous

9/17/2024 06:27 PM

No problems noted so far.

Anonymous

9/17/2024 06:35 PM

N/a

Anonymous

9/17/2024 06:39 PM

Incentives for heat pumps and solar tankless water systems

Anonymous

9/17/2024 06:41 PM

The service is pretty good, but it seems expensive now due to the increases in the last few years.

Anonymous

9/17/2024 06:43 PM

It costs too much.

Anonymous

9/17/2024 06:46 PM

The cost is WAY too high. How can the city justify a surplus while over charging their residents?

Anonymous

9/17/2024 06:57 PM

Cost, of course LOL

Anonymous

9/17/2024 07:08 PM

Too expensive

Anonymous

9/17/2024 07:15 PM

We've been residents (homeowners) for 4 decade, what we voted for was an electric provider (the city) was a net negative system, but it didn't work, I see the city make 2- to 2.5 million per year yet I've seen no credits on my bill over the past 3 decades, what's that about?

Anonymous

9/17/2024 07:31 PM

service is very reliable

Anonymous

9/17/2024 07:36 PM

Can you tell me.....years and years ago, instead of raising taxes, the city decided to increase the cost of the electricity to its residents. Are we still being charged more then we should???

Anonymous

9/17/2024 07:51 PM

I recently moved to an apartment and out of a 2 story townhouse. My bills at the apartment are approximately \$90 per month more than they were at the townhouse.

Anonymous

9/17/2024 08:04 PM

I'm REALLY upset by the huge increase in charges.

Anonymous

9/17/2024 08:16 PM

the over use of polls rather than underground in residential areas.

Anonymous

9/17/2024 08:17 PM

It's fine though I've experienced more outages since moving to Penticton than when I lived in other cities. It's still an acceptable level but not spectacular.

Anonymous

9/17/2024 08:59 PM

I don't like that the high electricity rates produce surplus revenue that is then sipped off and used to pay for projects unrelated to the electrical utility.

Anonymous

9/17/2024 09:03 PM

I'm proud that our city is one of the few communities in the province that operate our own electrical utilities.

Anonymous

9/17/2024 09:03 PM

So far no need to even think about it. It's seems to be satisfactory.

Anonymous

9/17/2024 09:05 PM

Its expensive.

Anonymous

9/17/2024 09:29 PM

It,s consistent few black out.

Anonymous

9/17/2024 10:02 PM

Cost

Anonymous

9/17/2024 10:23 PM

reliable, competitively priced, locally owned

Anonymous

9/17/2024 10:23 PM

Super reliable so much so I don't think about it.

Anonymous

9/17/2024 10:32 PM

The city crews respond quickly as possible.

Anonymous

9/18/2024 12:54 AM

Have had no issues

Anonymous

9/18/2024 06:02 AM

It's too expensive

Anonymous

9/18/2024 06:44 AM

You've been overcharging the citizens of Penticton on the electrical service and then you took the money and you invested in another areas and now you want more money for more investments by charging more for electricity that's inappropriate what you should've done is pay people back for their overcharged rates it's hard to trust people that take things and then use them for other things and say they need more

Anonymous

9/18/2024 06:53 AM

Need lower cost & sell back FULL solar

Anonymous

9/18/2024 07:06 AM

toooooo expensive and cost goes up faster than my income - i am retired

Anonymous

9/18/2024 07:07 AM

I find the service is very expensive.

Anonymous

9/18/2024 07:09 AM

Electrical service is great where we are located - Ridgedale ave, however, it is VERY expensive compared to other cities in the area.

Anonymous

9/18/2024 07:35 AM

My electrical hook up wire comes down to low into my back yard

Anonymous

9/18/2024 07:58 AM

The cost!!!

Anonymous

9/18/2024 08:00 AM

Cost is a bit high but that's probably because I use a lot.

Anonymous

9/18/2024 08:04 AM

The bill needs a redesign. Two specifics: The comparison chart of historical usage is virtually impossible to read or gain any useful insight from. Please consider some simpler design that is way easier to read. Larger type on general, especially for the amount to pay.

Anonymous

9/18/2024 08:11 AM

I don't like that while BC Hydro and Fortis have programs that would be useful to us such as a lower rate in early hours to encourage EV charging then and Penticton has absolutely nothing.

Anonymous

High cost to run my heat pump. I switch to gas in the winter (lower

9/18/2024 08:13 AM

cost to run), but I'm forced to use my heat pump for air conditioning in the summer.

Anonymous

9/18/2024 08:20 AM

we don't get any notice if there is power shut down

Anonymous

9/18/2024 08:21 AM

Not in favour of city owned electric services. Large amounts of money put into reserve funds. Then the elected officials borrow from it for projects not related to electricity. The money in reserve funds is tax payers money, not to be used on silly not thought out projects.

Anonymous

9/18/2024 08:29 AM

Nothing. It's ok.

Anonymous

9/18/2024 08:30 AM

The cost

Anonymous

9/18/2024 08:41 AM

As a resident of Penticton since my birth here in 1955, I like the electrical services here. What I do not like is the "fee" imposed on those customers that pay their utility bill on line. It keeps increasing and no reason for the price hike is given, at least to my knowledge.

Anonymous

9/18/2024 08:48 AM

The price is too high. As far as I know you can not sell your electricity back to the grid

Anonymous

9/18/2024 08:52 AM

Not sure if its the city or Fortis but whoever is reading the meter keeps trespassing through the back yard when access is from the front.

Anonymous

9/18/2024 09:00 AM

City's electrical system reliability, rates and operating costs seem to have remained competitive in comparison to other BC cities/regions.

Anonymous

9/18/2024 09:38 AM

I personally wish that Penticton didn't have to supply its electricity via Fortis BC. I wish also that the City could diversify its own electrical generation via wind, solar, possibly geothermal.

Anonymous

9/18/2024 09:45 AM

In a word; reliable. I haven't experienced glitches or flickering-like episodes. Any outages over the years have been repaired expertly and efficiently.

Anonymous

9/18/2024 10:18 AM

We have had no issues. Service has been good.

Anonymous

9/18/2024 10:43 AM

I rarely have outages

Anonymous

9/18/2024 10:47 AM

Lights always come on when needed

Anonymous

9/18/2024 11:07 AM

I think it wonderful.

Anonymous

9/18/2024 11:13 AM

Electrical rate is not low and basic charge is very high, so any opportunity to reduce the monthly charges would be appreciated.

Anonymous

9/18/2024 11:27 AM

I live on the outskirts on Naramata Bench. Sometimes the overhead lines are affected by trees and brush. Outages are noted quickly and are fixed as quickly as possible. So all as OK as it can be.

Anonymous

9/18/2024 11:52 AM

Stable, continuity of service. Quick repairs when an outage occurs.

Anonymous

9/18/2024 11:59 AM

Using the electrical reserves for other city projects. Using it as a loan

Anonymous

9/18/2024 12:06 PM

Owned by the people, not by a big corporation.

Anonymous

9/18/2024 01:24 PM

The utility should be operated as a non profit instead of a cash cow like it presently is. The slush fund this utility generates is really taxation under a different name.

Anonymous

9/18/2024 02:14 PM

Expensive

Anonymous

9/18/2024 02:15 PM

It usually works.

Anonymous

9/18/2024 02:17 PM

It always comes back on again.

Anonymous

9/18/2024 02:36 PM

I like the electrical service we have. It is always available when I need it.

Anonymous

9/18/2024 02:40 PM

Limited service if I want a level 2 ev charger there is not enough service to our street. The cost is over\$10,000 for a transformer to my street at my cost.Electricity is also very expensive. Why do we have civic electricity instead of straight from Fortis ie skip the middleman?

Anonymous

9/18/2024 03:14 PM

The prices!

Anonymous

9/18/2024 03:16 PM

I dislike overhead wires

Anonymous

9/18/2024 03:19 PM

Very expensive. But quire reliable.

Anonymous

9/18/2024 03:44 PM

Before moving to Penticton in 2021 was serviced by BC Hydro. Although moving from a house to a town house have noticed a large \$\$ increase in our bill. Why are our rates so much higher than Hydro? I'm sure there is a story of why we manage our own electricity, but is this the best way to go moving forward?

Anonymous

9/18/2024 04:57 PM

Too expensive

Anonymous

9/18/2024 05:29 PM

I like the updates you can get if there is an outage telling what it is and how long it is expected to take to fix. Good communication.

Anonymous

9/18/2024 05:37 PM

HAVE BEEN USING SINCE THE EARLY 80'S WITH VERY FEW PROBS EVER

Anonymous

9/18/2024 06:02 PM

Great service. No complains.

Anonymous

9/18/2024 11:14 PM

I have no choice but to use Penticton electrical, so don't have much to say about the service. Prices are getting quite unaffordable.

Anonymous

9/19/2024 07:53 AM

I like the fact that it is operated by the city

Anonymous

9/19/2024 08:14 AM

Astronomical cost increase!

Anonymous

9/19/2024 08:14 AM

Electrical service in Penticton is satisfactory in the area in Penticton where I live.

Anonymous

9/19/2024 11:12 AM

Dislike the rates.

Anonymous

9/19/2024 01:09 PM

nothing

Anonymous

9/19/2024 01:33 PM

It's consistent

Anonymous

9/19/2024 02:01 PM

I love that it's Penticton owned and our house is pretty affordable because we have a heat pump which is decently affordable

Anonymous

9/19/2024 03:12 PM

Cost

Anonymous

9/19/2024 03:26 PM

Far too costly as my electrical bill averaged monthly payments has tripled within 5 years even though I've purchased energy efficient appliances and usage has been relatively the same on average. That's the reason for the \$ 20 million slush fund in the department and please do not refer to it as a DIVIDEND. Some of my neighbors have actually disconnected their heat pumps do to the cost of running them !

Anonymous

9/19/2024 03:43 PM

Just the price....

Anonymous

9/19/2024 05:01 PM

cost

Anonymous

9/19/2024 05:07 PM

Nothing really to say.

Anonymous

9/19/2024 07:31 PM

The power is always on.

Anonymous

9/19/2024 07:39 PM

Reliable, easy to deal with the City, like having a local service.

Anonymous

9/19/2024 08:32 PM

Seems to work.

Anonymous

9/20/2024 08:11 AM

Price has increased dramatically compared to natural gas. I have no choice as my older house has no gas service.

Anonymous

9/20/2024 12:10 PM

The city continues to increase rates. It is being used as a revenue source and is too expensive. We should look at other providers.

Anonymous

9/20/2024 12:14 PM

We have never lived in a city with so few power outages, though cost is always a concern. I'd like to see how our rates compare to BC Hydro rates and what overage in labour costs (if any) is borne by the City and our taxation

Anonymous

9/20/2024 03:22 PM

Any profits stay in Penticton

Anonymous

9/21/2024 02:11 PM

It is important that we own our electrical service and can control our own increases as needed.

Anonymous

9/21/2024 03:45 PM

It appears to be equal to any other electrical service I have used over the years.

Anonymous

9/21/2024 07:10 PM

Dislike surcharges and upcharges

Anonymous

9/21/2024 08:11 PM

Solid and dependable service

Anonymous

9/22/2024 10:14 AM

Too expensive

Anonymous

9/22/2024 01:12 PM

The one time we had a power outage it was due to a bird in the transformer. It was fixed and we had power again within 30 minutes.

That is good service

Anonymous

9/22/2024 06:45 PM

Moving fees added up to quite a bit

Anonymous

9/23/2024 10:08 AM

I would like it to be cheaper of course

Anonymous

9/23/2024 12:05 PM

Good currently.

Anonymous

9/23/2024 12:50 PM

Just want it to keep working in my house.

Anonymous

9/23/2024 01:42 PM

Too many outages - expensive

Anonymous

9/23/2024 01:51 PM

Too expensive .

Anonymous

9/24/2024 12:22 PM

Have not experienced a power outage so that is fantastic

Anonymous

9/24/2024 05:36 PM

COST

Anonymous

9/25/2024 10:43 AM

Billing is confusing. Trying to compare a month vs. PY is difficult since the dates don't match (i.e. Aug 2025 vs. Aug 2024, etc.) I was a Fortis utility customer in Squamish and Fortis's billing is so much easier to read and compare when trying to execute tactics to reduce usage.

Anonymous

9/25/2024 11:08 AM

I flip a switch and it's there.

Anonymous

9/25/2024 11:15 AM

I like the local service, because local workers are available to handle local concerns and/or outages. I dislike the difficulties with introducing new methods of generating electricity on every residential property. For example, I would like to install solar panels, a small bladeless wind turbine, and collection batteries. Yet there does not appear to be any coordination between the electrical grid and companies providing these services.

Anonymous

9/25/2024 05:04 PM

Electricity is too expensive and all the extra taxes add up to more than the electricity itself.

Anonymous

9/26/2024 08:06 AM

the price is out of line compared with some northern communities i know of. I hear that the service is difficult to deal with when wanting to add solar power to homes and add extra power to the grid. Is this true?

Anonymous

9/26/2024 10:02 AM

Long outage no explanation why

Anonymous

9/26/2024 12:27 PM

Price seems to be high.

Anonymous

9/26/2024 03:01 PM

Reliable, outages resolved quickly

Anonymous

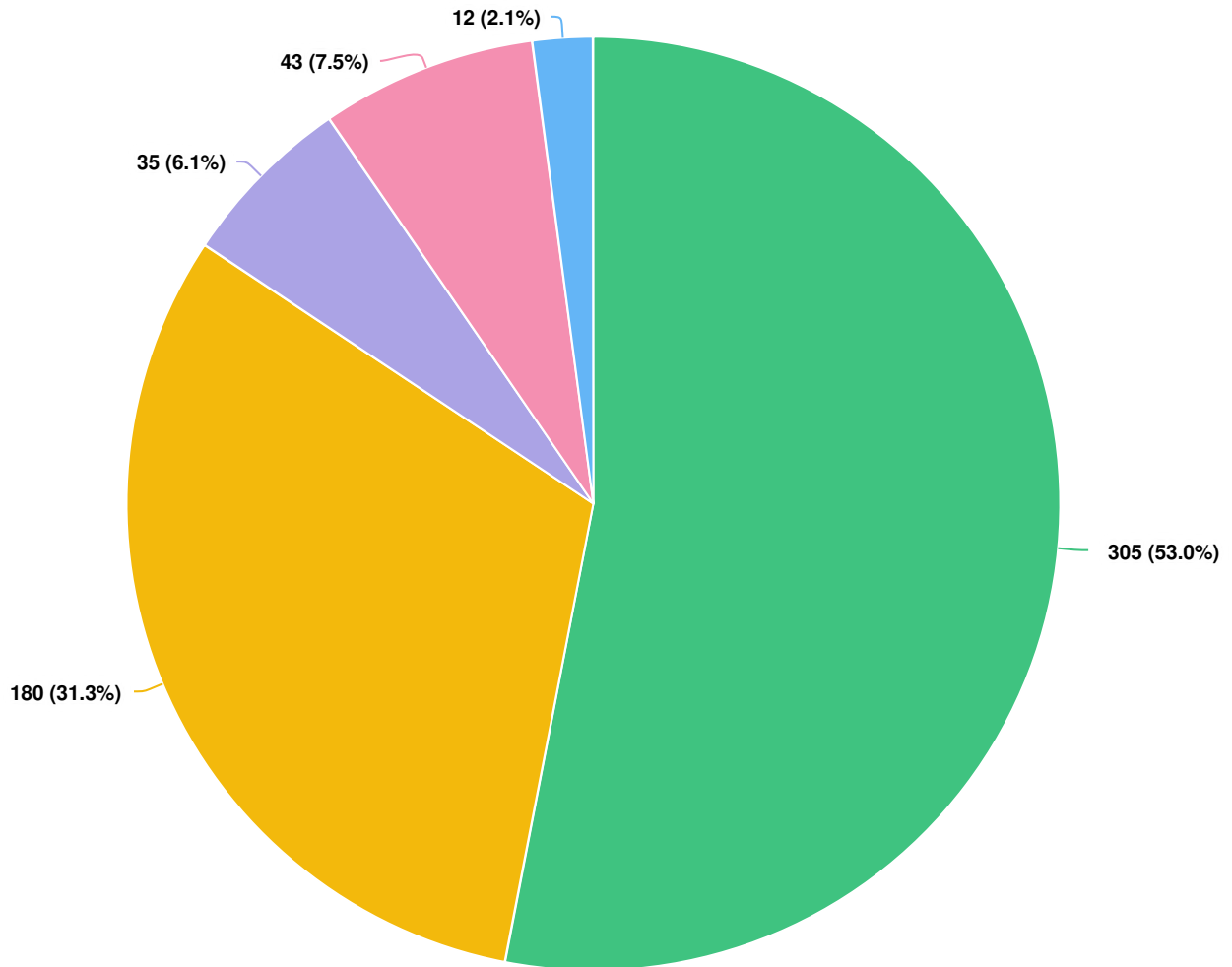
9/30/2024 09:49 AM

Because I live in a Strat, the city supply is backed up by generators, so all is good

Optional question (289 response(s), 288 skipped)

Question type: Essay Question

Q8 How motivated are you to take steps to reduce your electrical bill?

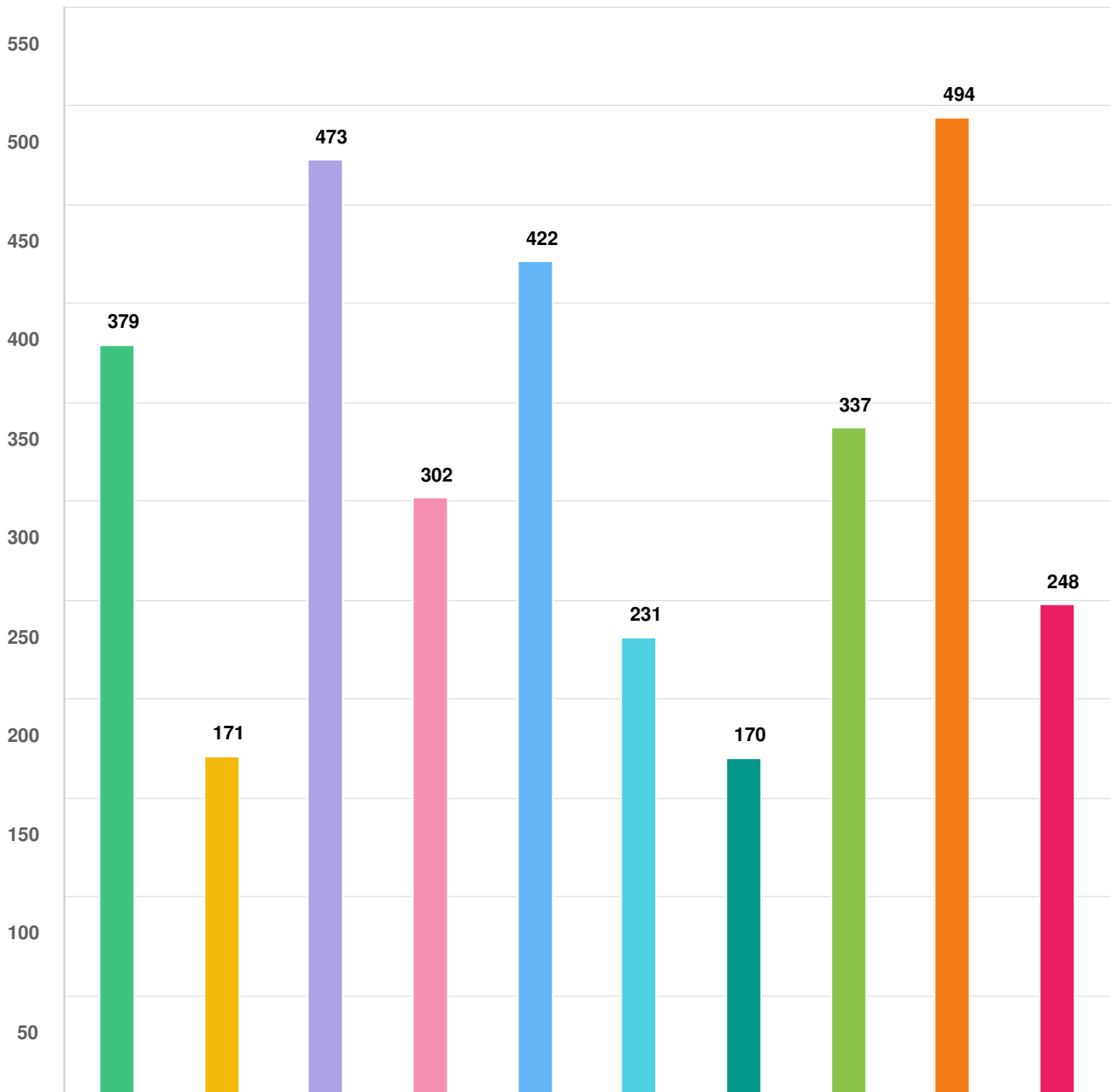


Question options

- Very motivated - I would like to save money
- Motivated - as long as it isn't too much work or commitment
- Not sure/Don't know
- Somewhat motivated - curious about options but not ready to commit
- Not motivated at all. I'm fine with the way things are

Optional question (575 response(s), 2 skipped)
Question type: Radio Button Question

Q9 Have you done any of the following to help reduce your electricity usage at home? Select all that apply

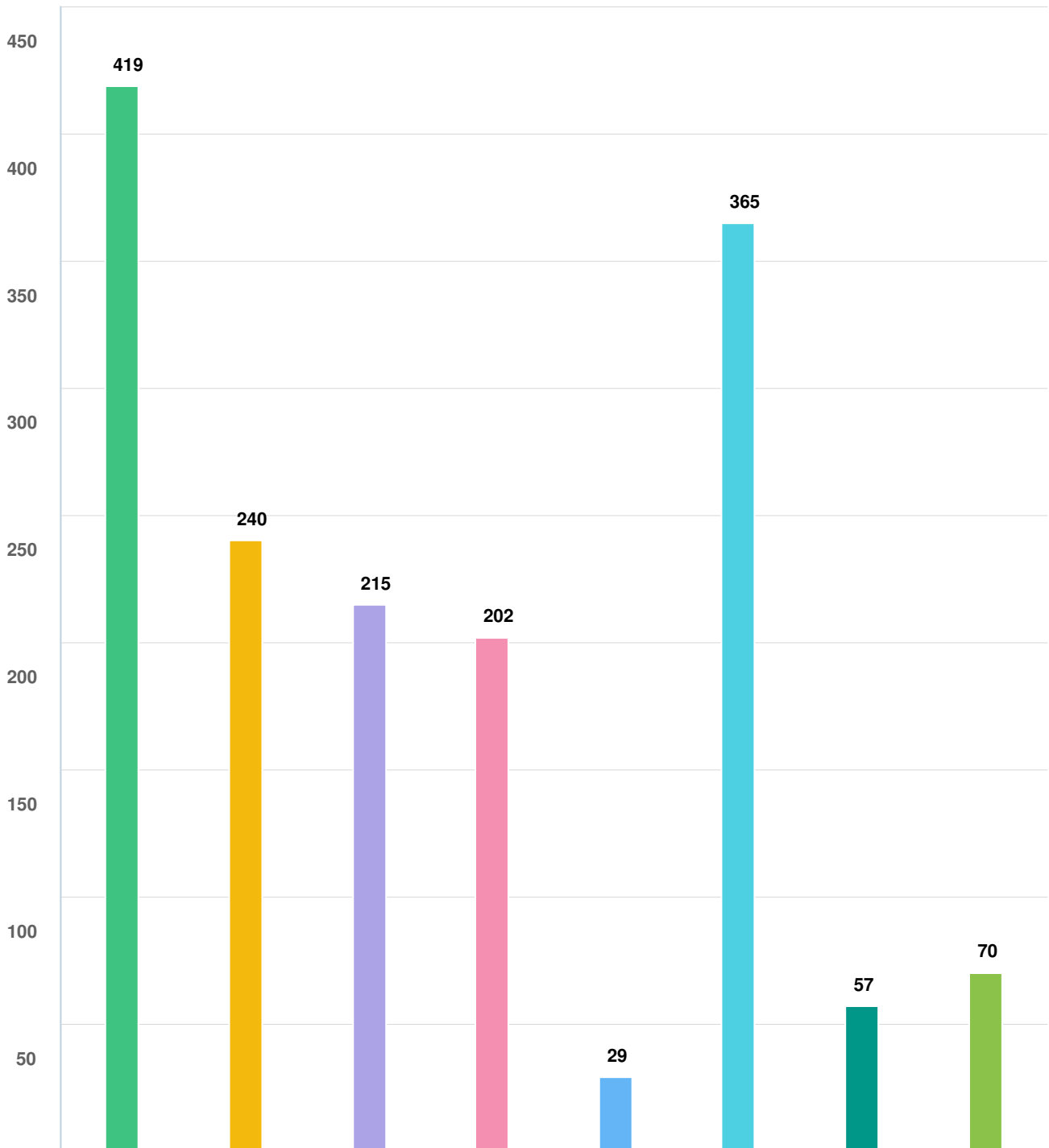


Question options

- Replace old appliances with ENERGY STAR efficient ones
- Unplug devices at night, such as video game consoles, coffee machines and other electronics
- Adjust the thermostat by a few degrees to save energy
- Hang clothes outside or on an indoor drying rack
- Wash clothes in cold water and ensure full loads
- Install low-flow showerheads
- Turn down water tank temperature
- Run the dishwasher when it's full and use the air-drying setting (skip the heated drying)
- Switch to LED lightbulbs
- Unplug small kitchen appliances when not in use

Optional question (569 response(s), 8 skipped)
 Question type: Checkbox Question

Q10 Which of the following appliances or devices in your home do you think consumes the most electricity? Select which ones you think will bein the top 3.

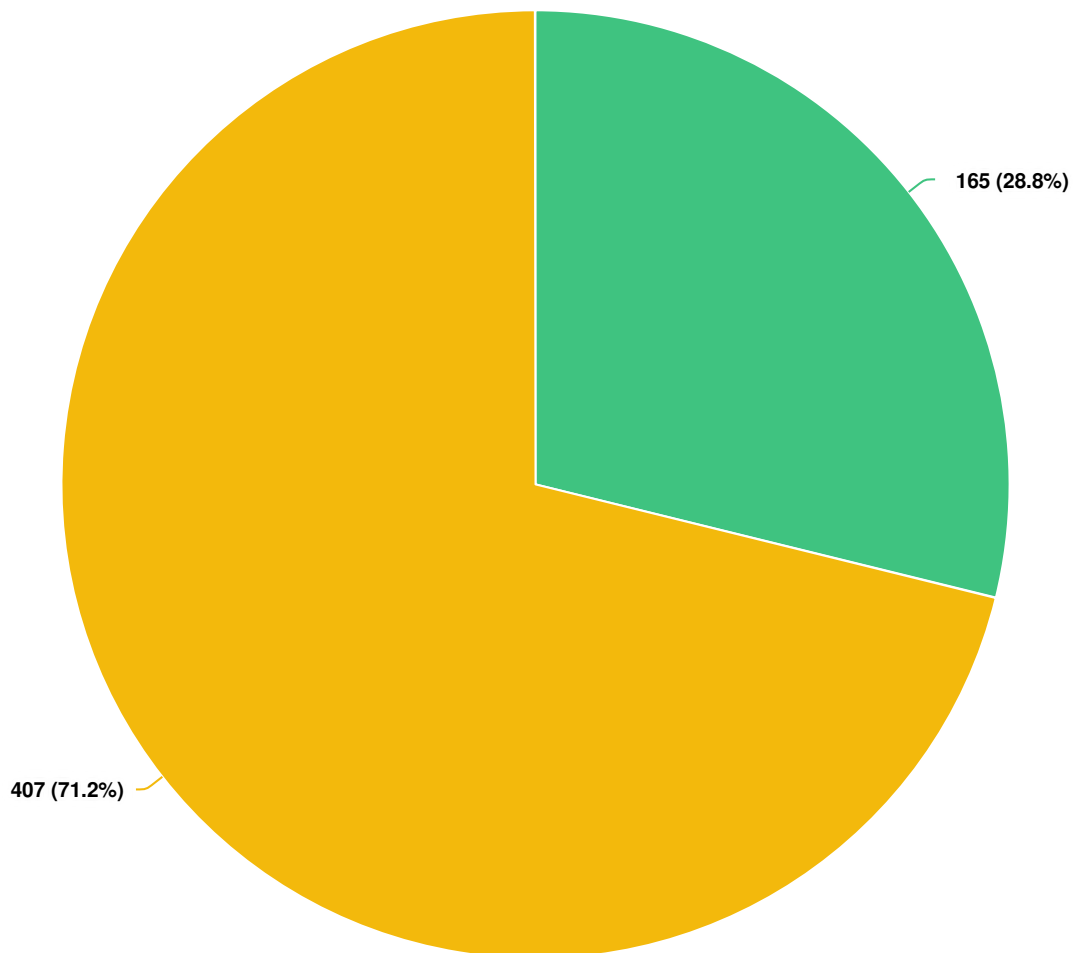


Question options

- Air conditioners
- Heaters
- Refrigerators
- Water heater
- Microwave
- Clothes dryer
- Clothes washer
- Dishwasher

Optional question (569 response(s), 8 skipped)
Question type: Checkbox Question

Q11 | Do you have any smart plugs or other technology, such as a smart thermometer, in your home that helps to monitor your electrical usage?

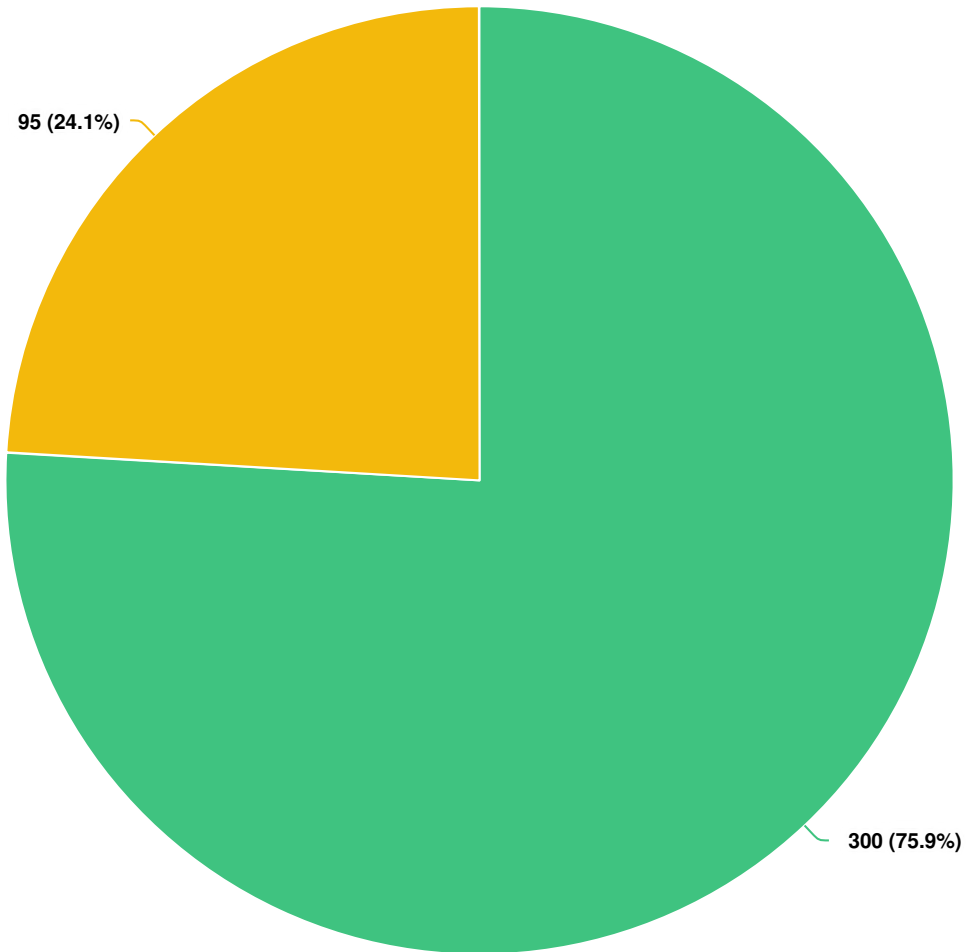


Question options

- Yes
- No

Optional question (572 response(s), 5 skipped)
Question type: Radio Button Question

Q12 | Would you be interested in trying or learning more about smart technology to potentially save money on your bill?



Question options

- Yes
- No

Optional question (395 response(s), 182 skipped)
Question type: Radio Button Question

Q13 | What challenges, if any, do you face when trying to reduce your electricity usage at home?

Anonymous

9/11/2024 11:02 AM

Using fans during the summer instead of turning the air conditioner on.

Anonymous

9/11/2024 11:05 AM

ELECTRIC HOT WATER TANKS TEMPERATURE CANNOT BE ADJUSTED.

Anonymous

9/11/2024 11:05 AM

Mainly in the summer trying to not use too much electricity but needing the air conditioner to run due to windows facing west.

Anonymous

9/11/2024 11:05 AM

We installed a business in our home two years ago requiring an extra commercial fridge and freezer. We also run a fan in an attempt to keep the temperature more moderate but given ambient temperatures it still runs most of the night during our summer months.

Anonymous

9/11/2024 11:11 AM

Lack of knowledge of how smart technology works and how to set it up.

Anonymous

9/11/2024 11:13 AM

Heating older building.

Anonymous

9/11/2024 11:17 AM

PENTICTON IS HOT!

Anonymous

9/11/2024 11:18 AM

Being a renter makes it impossible for the renter to ask the landlord to invest in heat pumps or any other time of green energy

Anonymous

9/11/2024 11:19 AM

I didn't know to unplug my appliances when not in use. I'll do that now

Anonymous

9/11/2024 11:30 AM

Most larger items i have are gas fired. Heat hot water etc.

Anonymous

9/11/2024 11:47 AM

None really; I was brought up in a household where I was taught to turn off excess lights and carry out other cost saving actions

Anonymous

9/11/2024 11:51 AM

None

Anonymous

9/11/2024 12:02 PM

Costly/difficult to install a heat pump to replace baseboard heaters in my condo unit. Baseboard heating I find is generally crap for heating a space larger than a bedroom.

Anonymous

9/11/2024 12:12 PM

none

Anonymous

9/11/2024 12:18 PM

Figuring out what uses the most, and which should be shut off and use less

Anonymous

9/11/2024 12:19 PM

Cooling requirements. Would benefit from envelope upgrades

Anonymous

9/11/2024 12:20 PM

None

Anonymous

9/11/2024 12:23 PM

I rent, so I am limited as to what I can do.

Anonymous

9/11/2024 12:26 PM

There are 5 adults in my home, and we all have different work schedules. One of us works nights and gets home at 2am, another leaves for work at 4am. We have lights on all the time. 2 fridges, 1 stand up freezer. It's hard to know what we can do to reduce our electricity consumption. We have started to cook family meals so that we use the oven/stove less, and it also means I only have to cook dinner 1 night a week, so that's a plus.

Anonymous

9/11/2024 12:27 PM

Remembering to do the little things that add up...like unplugging devices

Anonymous

9/11/2024 12:33 PM

40 year old townhouse. Baseboard heaters. Old windows.

Anonymous

9/11/2024 12:35 PM

Cooling during hot weather

Anonymous

none

9/11/2024 12:43 PM

Anonymous

9/11/2024 12:43 PM

Busy family requirements for +++ electricity during the 5-8pm range. We try to control our dishwasher usage and turn off lights or other appliances that we can to lessen use but it is a challenge with everyone home and busy making meals, homework and TV leisure time.

Anonymous

9/11/2024 01:01 PM

Hot climate.

Anonymous

9/11/2024 01:12 PM

my kids turn everything on and leave it on.

Anonymous

9/11/2024 01:12 PM

None

Anonymous

9/11/2024 01:14 PM

None. Might need to consider solar. I have a gas fireplace and furnace. Led lights, new energy efficient appliances, furnace, air conditioner, on demand hot water tank so not heating water needlessly.....all of these things are new in the last year. I have a lot of things in switches so I can turn the power off to them on top of the energy saving things I listed above.

Anonymous

9/11/2024 01:18 PM

Laziness or lack of time with not unplugging things when not in use, or not hanging clothes to dry.

Anonymous

9/11/2024 01:42 PM

I checked Telus SmartEnergy, listed what I have/use and it said it would cost me \$12/month for their program. I'm a poor senior, paying enough for devices and can't afford any more.

Anonymous

9/11/2024 03:16 PM

I have to leave the internet router running even when I'm not home because it takes a while and various steps to get it going again.

Anonymous

9/11/2024 03:35 PM

outside temperatures

Anonymous

9/11/2024 03:49 PM

Anything I do needs approval from Kiwanis Housing and they aren't very quick to fix anything.

Anonymous

9/11/2024 03:56 PM

Can't figure out to reduce further.

Anonymous

9/11/2024 04:11 PM

Cost of products Too low flow for shower head when we have hard water

Anonymous

9/11/2024 04:24 PM

I have an elderly mother who lives with me & she is home & running electricity all day while myself & child are at work /school

Anonymous

9/11/2024 04:36 PM

Open western exposure to sun in summer.

Anonymous

9/11/2024 04:47 PM

Cost to replace windows and add insulation to keep the heat inside in the winter.

Anonymous

9/11/2024 05:08 PM

You can't really unplug appliances when you're not using them because then you have to reset them every single time that you go to use them. It's not practical at all.

Anonymous

9/11/2024 05:23 PM

Trying to do without air conditioner as much as possible during a long hot Summer.

Anonymous

9/11/2024 05:54 PM

We are renters so not sure it would be feasible.

Anonymous

9/11/2024 06:03 PM

I need electricity to live. But it's too expensive

Anonymous

9/11/2024 06:24 PM

Strata's not allowing drying racks on patios

Anonymous

9/11/2024 06:38 PM

None

Anonymous

9/11/2024 06:44 PM

old house

Anonymous

9/11/2024 07:09 PM

Temperature in summer

Anonymous

9/11/2024 07:32 PM

There's just too much, always...

Anonymous

9/11/2024 07:34 PM

Currently live in apartment

Anonymous

9/11/2024 07:41 PM

Environment

Anonymous

9/11/2024 07:53 PM

Rental unit do not own.

Anonymous

9/11/2024 07:56 PM

Air conditioning

Anonymous

9/11/2024 08:36 PM

None. I seem to like the cold so I don't use my electric heat in the winter. I have an HVAC and it has made an amazing difference . I hardly ever turn my electric wall heaters on unless I have guests or I amways have my bathroom heated to 60 F in the winter.

Anonymous

9/11/2024 08:53 PM

I freeze all winter because the heat is so low- windows froze over last winter - financially I cannot afford to replace windows or any of the appliance i have now

Anonymous

9/11/2024 09:07 PM

Cost, the quality smart power technology is still pretty pricey

Anonymous

9/11/2024 10:55 PM

,

Anonymous

9/11/2024 11:32 PM

I don't know what I can do to make a difference

Anonymous

9/11/2024 11:42 PM

Access to technology

Anonymous

9/12/2024 01:49 AM

Managing convenience with energy savings

Anonymous

Teenagers

9/12/2024 06:01 AM

Anonymous

9/12/2024 06:29 AM

Financially, your suggestions are all for the upper/ high middle class. Lots can't afford,

Anonymous

9/12/2024 06:45 AM

Only challenges are the extreme summer heat and extreme summer cold temperatures and the age of my home and appliances. Small things are easy to do: cold water for laundry, use full loads for laundry and dishes, don't leave unnecessary lights on, keep thermostat at same setting and wear warm clothes in house in winter, use ceiling fans in summer, have heating and cooling systems checked by professionals.

Anonymous

9/12/2024 06:48 AM

We have a large family - 4 kids, mom, dad. The recent increased tiered pricing for city water is already unduly raising our bills even though we do as much as possible to keep our water and electric use lower (kids share baths, full dishwasher/washer use always, upgraded hot water tank, etc). Policies like tiered pricing penalize larger families like ours and reward retired couples living in 3000 sqft homes who require less water and electricity (yet can afford an EV and a Heat Pump installation like my neighbours). These types of policies deter middle and working class families from choosing Penticton to reside in!.

Anonymous

9/12/2024 07:11 AM

Kids leaving lights on

Anonymous

9/12/2024 09:01 AM

That there's a cost to everything you try to do to reduce usage so you end up spending more money

Anonymous

9/12/2024 09:13 AM

none

Anonymous

9/12/2024 09:20 AM

none

Anonymous

9/12/2024 09:35 AM

Some of the items run are owned by my apartment building so I can't upgrade them. And they have baseboard heat which is terrible for heating

Anonymous

9/12/2024 09:52 AM

I have an electric car and a level two charger in my garage. I plug it in only at night. Would be nice to see a reduced rate for that.

Anonymous

9/12/2024 12:13 PM

When guests or family visit, very tough to control their shower length, leaving lights on, wanting warmer or cooler house temperature. Also policies and support for alternate energy sources like solar panels on our roof.

Anonymous

9/12/2024 02:13 PM

making sure family members turn off lights when they leave a room

Anonymous

9/12/2024 02:18 PM

I tried having solar panels installed. The structural engineering requirements for the roof, then what could have been a small contracting job (which are impossible to find reliable service for) made the project prohibitive. These aspect of this source of green energy don't seem to be talked about in the discourse of solar power installations including any incentives.

Anonymous

9/12/2024 02:21 PM

i rent so i can't make any perminet changes high cost of changes

Anonymous

9/12/2024 02:26 PM

Some in household forget to turn lights off when exiting a room.

Anonymous

9/12/2024 02:27 PM

Climate change and heat for a/c, clothes get dirty and cold water does not seem to get them clean enough without really overpowering chemicals and scents, cooking a lot at home.

Anonymous

9/12/2024 02:27 PM

The city of Penticton being involved in the billing as being show with a Massive excess \$\$

Anonymous

9/12/2024 02:43 PM

A 5 family household

Anonymous

9/12/2024 02:45 PM

inefficient building envelope. old house :(

Anonymous

9/12/2024 03:00 PM

Bill is too high.

Anonymous

9/12/2024 03:08 PM

I'm a renter

Anonymous

9/12/2024 03:09 PM

No challenges, just find to keep house a comfortable temp in the summer hard when trying to limit air conditioning usage

Anonymous

9/12/2024 03:12 PM

Extreme weather

Anonymous

9/12/2024 03:17 PM

I dont understand the consumption of some of my devices. It seems the only way to truly understand my consumption, I would need to have expensive monitoring equipment installed at my breaker box, so I can use an app to observe my usage.

Anonymous

9/12/2024 03:32 PM

Appliances are old (10 years) but not ready to be replaced and likely consume more power than new models. We have an air conditioner 10 years old and we rely on that in the summer months. Our bill normally is double in the summer.

Anonymous

9/12/2024 03:49 PM

Already at minimum electrical usage. Would like to switch to Wood or Gas Heat in winter, but conversion is too costly.

Anonymous

9/12/2024 03:52 PM

I live in an Apartment building; I cannot upgrade hardly anything. I'm stuck with old appliances/refrigerator/heat pump.

Anonymous

9/12/2024 04:22 PM

There are only two of us in the house many of our appliances are gas. Finding a convenient time to explore opportunities to reduce electricity is difficult.

Anonymous

9/12/2024 04:29 PM

Using fans for comfort

Anonymous

9/12/2024 04:45 PM

the cost of solar panels

Anonymous

9/12/2024 05:01 PM

The extreme temperatures Penticton has. I have a baby and trying to keep him cool enough during the heat wave was a struggle even with air conditioning.

Anonymous

9/12/2024 05:03 PM

convincing other occupants to turn lights off when not in use.

Anonymous

9/12/2024 05:35 PM

I continue to drive a gas powered car so I don't use more electricity.

Anonymous

9/12/2024 06:07 PM

Climate change is effecting electricity usage. For example, this is the first summer in which our air conditioner has had to operate for longer periods of time. We do conserve by shutting the system down at night and open all windows to reduce the inside temperature.

Anonymous

9/12/2024 06:27 PM

I live in a newer condo that is fairly well built. I can't change much.

Anonymous

9/12/2024 06:37 PM

We are pretty savvy

Anonymous

9/12/2024 06:42 PM

Pls house.

Anonymous

9/12/2024 06:45 PM

Live in a condo. Unable to hang clothes out to dry. Hot water is provided through the building, have no control over the temperature.

Anonymous

9/12/2024 07:13 PM

We pay twice as much as most people in the province due to the utility being run by the city.

Anonymous

9/12/2024 07:20 PM

Six people live in the house so we consume a lot of power.

Anonymous

9/12/2024 07:27 PM

Not aware

Anonymous

9/12/2024 07:36 PM

The city keeps increasing the cost so I don't save any money but manage to not pay much more. Highest use for this home is air conditioning

Anonymous

9/12/2024 08:19 PM

Not understanding which things use the most energy in order to reduce

Anonymous

9/12/2024 09:13 PM

None really .

Anonymous

9/12/2024 09:21 PM

Exhausted from everything else in life

Anonymous

9/12/2024 09:28 PM

Everything takes power... so we use an induction cook top and oven and have heat pumps... so everything costs money to use! Not sure how to reduce this.

Anonymous

9/12/2024 09:52 PM

try not to wash clothes or use electricity during prime time

Anonymous

9/12/2024 10:56 PM

Be able to afford an HVAC system

Anonymous

9/13/2024 05:04 AM

You guys are fucking idiots you charge to fucking much and then has the audacity to ask how I save. Fuck toy!

Anonymous

9/13/2024 05:40 AM

It's expensive

Anonymous

9/13/2024 07:25 AM

We do well for 8 people in our home

Anonymous

9/13/2024 07:39 AM

Unsure

Anonymous

9/13/2024 07:58 AM

since we have had extreme heat the few summers the air conditioning is running constantly I try to keep the temperature at a reasonable constant level it is very expensive to run

Anonymous

9/13/2024 08:15 AM

Loosing heat through windows and poor insulation.

Anonymous

9/13/2024 09:07 AM

I rent an apartment

Anonymous

9/13/2024 09:31 AM

Many

Anonymous

9/13/2024 09:33 AM

I am very interested in solar. Why doesn't city of Penticton match BC Hydro rebates on solar panel and battery installation? Maybe the city should opt out of the remarketing of electricity and let consumers deal

directly with Fortis or BC Hydro.

Anonymous

9/13/2024 10:12 AM

I had a new heat pump installed through RPR and was told my power bills would decrease...they really haven't. I live alone, keep the heat/air off when the temps are not cold or hot, one shower a day etc. But my bills are still over \$150.00 per month. Wondering why?

Anonymous

9/13/2024 01:11 PM

My house is cold, as I have strickley electricity for heat, hot water, water well , washing mach/dryer. I am automatically pay the higher rate which I fell is unfair.

Anonymous

9/13/2024 01:26 PM

Every day life. Cooking, washing, entertainment

Anonymous

9/13/2024 05:12 PM

I have done everything I can to reduce my electric bills. A good portion of the problem is the electric utility has become a slush fund for Council to play with. Add to that the salaries the utility sucks from revenues. Just look at a list of top remunerated employee's in this City and one come to the conclusion the electrical workers are some kind of special class. They are just journeymen electricians. Half of these red seal electricians in the province only work 8 months of the year already because their is plenty labour supply. At least the electricians are red seal. How does the City explain firemans wages with a grade 12 degree with a work schedule of two day shifts, two sleepovers and four days off to go to their second job.

Anonymous

9/13/2024 11:11 PM

All new Energy Star fridges I have ever bought have failed in one form or another just after the warranty expired. They are designed to run all the time and all are built to fail by design. So there are no savings to be had since you have to replace this modern junk every couple of years. Because I was fed up with this, I found a functioning 30 year old fridge that has yet to fail, so I'm paying higher consumption bills but I know I won't be forced to waste money on a new fridge. My furnace is very old but it still works just fine. All (read this: ALL) my friends who have bought into the new double burn "efficient" furnaces have had them fail when their computer controlled circuit boards got fried either due to built in failures, and power surges or power outages. Therefore, there are no savings to having these installed at huge costs when the old furnaces just keep on working. IF THE NEW ENERGY STAR EQUIPMENT SOLD LASTED AS LONG AS THE OLD STUFF, EVERYBODY INCLUDING ME WOULD SWITCH. But I'm an engineer and I know they are designed and built to fail, period.

Anonymous
9/14/2024 08:36 AM
I like to have nightlight on. I prefer to use my oven as opposed to toaster oven.

Anonymous
9/14/2024 08:48 AM
None

Anonymous
9/14/2024 03:23 PM
None yet

Anonymous
9/15/2024 12:01 PM
The cost associated with making those changes

Anonymous
9/15/2024 06:46 PM
None. I'm not interested in implementation of criminal 15 minute city type of BS, and neither should the City of Penticton. WAKE UP.

Anonymous
9/16/2024 09:11 AM
Hard to do much else. Costs just keep going up.

Anonymous
9/17/2024 09:54 AM
Confusing domestic wiring as a result of previous "updates"

Anonymous
9/17/2024 11:34 AM
None

Anonymous
9/17/2024 12:13 PM
Our house is very old. We have upgraded windows and doors and insulation but it is still a cold house. We would like to add a heat/air pump to be more efficient but they are too expensive.

Anonymous
9/17/2024 01:02 PM
Not all household members are of the same mindset

Anonymous
9/17/2024 01:47 PM
I have a baby that makes lots of laundry

Anonymous
9/17/2024 04:16 PM
Can't do much more.

Anonymous
9/17/2024 04:19 PM
Belong to a strata... so am limited in how I can change things.

Anonymous

9/17/2024 04:20 PM

none

Anonymous

9/17/2024 04:22 PM

Climate change

Anonymous

9/17/2024 04:23 PM

No challenges - it's just my wife and myself - and we're seniors with no kids at home.

Anonymous

9/17/2024 04:25 PM

Can't think of any

Anonymous

9/17/2024 04:27 PM

kids

Anonymous

9/17/2024 04:29 PM

none

Anonymous

9/17/2024 04:29 PM

Need some new patio doors as they lose heat but the cost to replace has sky rocketed

Anonymous

9/17/2024 04:31 PM

We rent in a complex so it's up to the property management company to do upgrades.

Anonymous

9/17/2024 04:31 PM

we cannot really reduce electricity use any further without significant discomforts to daily life (we have built a passive house/step 5) for maximum efficiency across all utilities

Anonymous

9/17/2024 04:32 PM

I have 3 adult children at home that don't care about saving electricity or the environment.

Anonymous

9/17/2024 04:32 PM

Limited time.

Anonymous

9/17/2024 04:33 PM

Poorly insulated house

Anonymous

9/17/2024 04:35 PM

Remembering the non-essential times for recharging my tablet & cell phone.

Anonymous

9/17/2024 04:40 PM

Cannot dry clothes outside in a strata complex

Anonymous

9/17/2024 04:41 PM

I unplug things or don't use AC etc and my bill doesn't change much. Living uncomfortably to save a few dollars doesn't seem worth it in most cases.

Anonymous

9/17/2024 04:45 PM

Clothes dryer is a debatable topic.

Anonymous

9/17/2024 04:48 PM

None really, we're at the lowest useage we could get to without disconnecting our heating dryer

Anonymous

9/17/2024 04:48 PM

None

Anonymous

9/17/2024 04:49 PM

Ac constantly on in the summer as it's too hot out

Anonymous

9/17/2024 04:51 PM

We have everything possible on gas. Our Fortis gas bill is peanuts compare to outrageous electricity rates. Switch to gas.

Anonymous

9/17/2024 04:53 PM

I'm in an apartment so I can't get new appliances unless the old ones break. I don't think I can hang clothes on my balcony to dry.

Anonymous

9/17/2024 04:57 PM

Rising cost of electricity.

Anonymous

9/17/2024 05:04 PM

None

Anonymous

9/17/2024 05:05 PM

Regularly shutting off appliances. I'm elderly and vision impaired.

Anonymous

9/17/2024 05:09 PM

None

Anonymous

Rental unit so does not have the latest energy efficient appliances.

9/17/2024 05:10 PM

Anonymous

Understanding what an appliance uses and how to best reduce

9/17/2024 05:16 PM

Anonymous

Have done everything reasonable

9/17/2024 05:17 PM

Anonymous

Want to put in solar but rebates don't seem to apply since we buy from the city

9/17/2024 05:25 PM

Anonymous

Often times the replacement technology costs more than the savings it provides.

9/17/2024 05:25 PM

Anonymous

none

9/17/2024 05:28 PM

Anonymous

Living in this climate it's impossible to cut down on the use of the air conditioner.

9/17/2024 05:33 PM

Anonymous

Many family visit

9/17/2024 05:34 PM

Anonymous

Initial costs of more efficient devices is higher than the projected savings.

9/17/2024 05:39 PM

Anonymous

nothing to say

9/17/2024 05:40 PM

Anonymous

None

9/17/2024 05:52 PM

Anonymous

I live in an apartment and some elements are out of my control, e.g. washing machines, fridges and stoves ordered in bulk when necessary. My fridge and stove were replaced in 2010.

9/17/2024 05:56 PM

Anonymous

I've completed most measures and costs are still large

9/17/2024 06:08 PM

Anonymous

9/17/2024 06:08 PM

None

Anonymous

9/17/2024 06:10 PM

The high cost to replace my electric furnace to a natural gas furnace. Also apparently this is frowned upon as we should all be using electric furnaces to heat our homes.

Anonymous

9/17/2024 06:12 PM

I would like to install solar panels, but I can't access grants since I'm not a fortis customer

Anonymous

9/17/2024 06:18 PM

The kids/young adults are not always shutting things off or unplugging things. That needs more work.

Anonymous

9/17/2024 06:27 PM

Summer temperatures getting much higher.

Anonymous

9/17/2024 06:36 PM

Na

Anonymous

9/17/2024 06:41 PM

Minimal funds for upgrades

Anonymous

9/17/2024 06:49 PM

Cost to become more energy efficient

Anonymous

9/17/2024 06:57 PM

Due to being disabled, I need to keep my bedroom very cool (19° or below)

Anonymous

9/17/2024 07:08 PM

None

Anonymous

9/17/2024 07:08 PM

Preventing heat loss in winter under front door.

Anonymous

9/17/2024 07:15 PM

The city, and it backward thinking.

Anonymous

9/17/2024 07:16 PM

Older home

Anonymous

9/17/2024 07:19 PM

I live in a old mobile home, and do not know how to reduce..

Anonymous

9/17/2024 07:31 PM

We have spent over \$16,000 in 2024 by installing new high efficiency - lowE windows and replaced a 30 year old central air conditioner with a new low energy unit. Our High Efficiency Furnace and Hot Water Heater are natural gas, therefore not much electrical savings there.

Anonymous

9/17/2024 07:33 PM

Find it hard to reduce much more - electric hot water tank in condo

Anonymous

9/17/2024 07:51 PM

I live in a rental so there are things I'm not allowed to do or change

Anonymous

9/17/2024 08:03 PM

Not sure of other solutions

Anonymous

9/17/2024 08:04 PM

I live in an apartment and they provide the appliances. They electricity is charged by the City. I'm a Pensioner and used exactly the same amount of electricity this summer as I did last summer and yet my bill went from \$90.00 last year to \$145.00 this year. ?? Where is THAT money supposed to come from?

Anonymous

9/17/2024 08:16 PM

in a new house with new appliances and devices

Anonymous

9/17/2024 08:17 PM

I already use relatively little electricity that it's hard to balance the tiny difference more changes would make against the inconvenience those same changes would cause me.

Anonymous

9/17/2024 08:21 PM

That everyone is on board with it

Anonymous

9/17/2024 09:03 PM

Cost of some energy efficient appliance vs their current life expectancy. Sometimes it's more economical to keep old appliances going because they are more reliable and longer lasting. We are maxed out with our allowed solar installation and would like to provide more power to the grid.

Anonymous

We need more info about how to reduce usage.

9/17/2024 09:05 PM

Anonymous

Older home with poor insulation

9/17/2024 09:08 PM

Anonymous

Not very good data on the Penticton online accounts. I can't see daily usage data or see my usage throughout the day. This would be useful to actually try to reduce electrical usage.

9/17/2024 09:54 PM

Anonymous

still need to replace several 1987 era windows

9/17/2024 10:23 PM

Anonymous

Forget to turn of things,

9/17/2024 10:23 PM

Anonymous

We have baseboard heating supplemented with a heat pump. In the winter house is always chilly but not unbearable

9/17/2024 10:32 PM

Anonymous

Hot summers cold winters

9/18/2024 12:54 AM

Anonymous

How do you expect people to lower electricity usage when it's being encouraged to go electrical with everything??? Should we used energy and cost efficient gas to heat our homes instead?

9/18/2024 01:23 AM

Anonymous

Being overcharged by city services

9/18/2024 06:44 AM

Anonymous

Cold winters require heat. No gas available at my location. Use electric heat.

9/18/2024 06:53 AM

Anonymous

turning down the heat yt staying warm withou wearing my winter jacket in the hous. I cannot afford to buy new appliances - cost of living is just too bloody igh and I cannot afford much more i dont own a dishwasher or air conditioner

9/18/2024 07:06 AM

Anonymous

Much as we try to save electricity, our bill only seems to get bigger.

9/18/2024 07:07 AM

Anonymous

very old home, LED bulbs only work in some of the light fixtures

9/18/2024 07:09 AM

Anonymous

The rising cost of utilities

9/18/2024 07:35 AM

Anonymous

If I close off rooms or put covering on windows it causes condensation

9/18/2024 07:58 AM

Anonymous

I work from home part time and we run an airbnb in the basement. Both of those can lead to higher usage.

9/18/2024 08:00 AM

Anonymous

We are renting. Appliances are not ours.

9/18/2024 08:00 AM

Anonymous

It's difficult to know if any investment is likely to be worthwhile in energy and cost savings.

9/18/2024 08:04 AM

Anonymous

No help from you. See above.

9/18/2024 08:11 AM

Anonymous

staying warm enough in the winter and cool enough in the summer

9/18/2024 08:13 AM

Anonymous

In floor heating.

9/18/2024 08:14 AM

Anonymous

na

9/18/2024 08:20 AM

Anonymous

I have no challenges in my home.

9/18/2024 08:21 AM

Anonymous

None that I can think of.

9/18/2024 08:29 AM

Anonymous

Older home

9/18/2024 08:30 AM

Anonymous

None that I am aware of.

9/18/2024 08:41 AM

Anonymous

9/18/2024 08:48 AM

Summer

Anonymous

9/18/2024 08:52 AM

Low Income

Anonymous

9/18/2024 08:54 AM

Money to invest in new tech

Anonymous

9/18/2024 09:00 AM

None.

Anonymous

9/18/2024 09:06 AM

Mandated measures that are expensive, such as replacing hot water heaters, old fridges and stoves.

Anonymous

9/18/2024 09:38 AM

Getting everyone on the same page re: electricity use. Not wanting to replace perfectly functioning appliances (because of waste to landfill) even though they're not energy efficient.

Anonymous

9/18/2024 10:18 AM

Making sure everyone in the household is on board.

Anonymous

9/18/2024 10:47 AM

Wife wholes all the lights on.

Anonymous

9/18/2024 11:07 AM

Summer heat

Anonymous

9/18/2024 11:27 AM

The bother of unplugging/plugging seems excessive

Anonymous

9/18/2024 11:52 AM

Trying to stay cool enough in the summer, ,by controlling the air conditioner use.

Anonymous

9/18/2024 12:06 PM

Senior moments- leaving lights on

Anonymous

9/18/2024 12:38 PM

Probably just need more info - so some education.

Anonymous

9/18/2024 01:06 PM

It's hotter in the summers than it used to be and the AC needs to run for safety reasons.

Anonymous

9/18/2024 01:24 PM

Life is inconvenient in most regards. Time of day billing might motivate moderate change but I have doubts of its effectiveness given the set hard schedules of work, school etc ie- doing laundry at night. Why would I change my usage behaviour anyway if I do not reap any benefit from off peak pricing.

Anonymous

9/18/2024 02:14 PM

Expensive

Anonymous

9/18/2024 02:15 PM

Older home, some insulation update done.

Anonymous

9/18/2024 02:17 PM

While my home's energy use is fairly low because it was recently renovated to improve insulation and be more energy efficient, it does seem that the furnace fan uses a lot of electricity because I have been told the system works better when the fan is turned on all the time.

Anonymous

9/18/2024 02:59 PM

The bill never goes down

Anonymous

9/18/2024 03:16 PM

Warming temperatures in the environment and too much black pavement that holds heat in the city so I have to use my air conditioner more

Anonymous

9/18/2024 03:19 PM

Have done most of what I feel I can do.

Anonymous

9/18/2024 04:57 PM

Being a renter and landlord won't update appliances

Anonymous

9/18/2024 05:28 PM

I live on the 4th floor and get alot sun during the summer. Hard to stay cool. Even when using shades.

Anonymous

9/18/2024 05:29 PM

Learning to live without some of the appliances that take a lot of energy. Drawback is that we are being pushed toward more electrical usage ie: get a heat pump, no more gas furnace, buy an electric car

to plug in. Very contradictory, must save electricity but switch to these electric alternatives.

Anonymous

9/18/2024 05:37 PM

NONE

Anonymous

9/18/2024 06:02 PM

One person in our home needs a lot of AC in the summer whereas the other person is freezing. Don't have a fix for this.

Anonymous

9/18/2024 09:51 PM

The minimum billing always included in the power bill wether or not we used power b

Anonymous

9/18/2024 11:14 PM

I live in a rented property. Unless the property managers plan to do something, I have no choices.

Anonymous

9/19/2024 08:03 AM

Being seniors and intolerant of heat in the summer/cold in the winter and being home all day doesn't allow us the freedom to set the thermostat differently when we're away because we aren't away. Being on fixed income, we cannot replace all of our appliances though we have put in a new fridge, new windows, and water heater. We're contracted to put in a new furnace and heat pump to take advantage of the Fortis rebate. We wish the City of Penticton also offered a rebate as other municipalities are doing.

Anonymous

9/19/2024 08:14 AM

Need new thermostat.

Anonymous

9/19/2024 11:12 AM

We have in-floor heating and it is not practical to be turning the thermostat up and down all the time.

Anonymous

9/19/2024 12:16 PM

My monthly bills haven't reduced even though we switched to a heat pump and shut tye breaker box off for the base board heaters. We insulated our house when we renovated

Anonymous

9/19/2024 12:28 PM

climate change temperatures

Anonymous

9/19/2024 01:09 PM

none

Anonymous

9/19/2024 02:01 PM

Cold winter, hot summer

Anonymous

9/19/2024 03:12 PM

Windows are patio door in apartment building are old

Anonymous

9/19/2024 03:26 PM

None at the moment

Anonymous

9/19/2024 03:43 PM

Rent an apartment in a 39 unit apartment block.

Anonymous

9/19/2024 04:11 PM

clothes lines not allowed

Anonymous

9/19/2024 05:01 PM

size of the house & age of the house

Anonymous

9/19/2024 05:07 PM

Electricity being so expensive in general. We literally turned off the heat pump, have nothing plugged in and barely use electricity and its still high.

Anonymous

9/19/2024 07:31 PM

There are 4 - 5 people living in my household so sometimes I feel limited by what I can do because we have to live and not everybody turns lights out when they leave the room. Also, I hate my heat pump. It takes hours for my house to go from 17 to 20 degrees and even when it is 20 degrees, the house feels cold. So I turn the heat up (yes, I wear a sweater and slippers) and use more electricity. Last year I gave up and started using natural gas again. Now I'm saving electricity and I feel warm.

Anonymous

9/19/2024 07:39 PM

Balancing old vs new technology - the wastefulness of replacing technology that still works, but isn't energy wise. Safety of leaving lights on.

Anonymous

9/19/2024 08:32 PM

We have done many of the basics.

Anonymous

9/20/2024 08:11 AM

Older house with poor insulation in some walls.

Anonymous

9/20/2024 10:48 AM

Fees are too high to make a significant diff by unplugging at night & most lights off in the daytime. Being a senior is apparently worthy of nothing but increased costs on a lousy poverty pension.

Anonymous

9/20/2024 12:14 PM

We are already at a minimum. It's not practical to unplug items that rely on power for clock functions. We have a gas furnace and hot water heater and use the low setting for the dryer, with minimal time

Anonymous

9/20/2024 03:22 PM

None

Anonymous

9/21/2024 09:45 AM

None

Anonymous

9/21/2024 02:11 PM

We live in a Strata

Anonymous

9/21/2024 03:45 PM

If it pertains to heating, I find the house chilly during cold weather. Otherwise, I have no issues.

Anonymous

9/22/2024 10:14 AM

Electric heat is very expensive

Anonymous

9/22/2024 01:12 PM

I have a sick husband so am not able to turn the temperature down much

Anonymous

9/22/2024 04:29 PM

Convenience/comfort associated with current lifestyle, preferred indoor temperatures, saving time by not line drying, etc.

Anonymous

9/22/2024 05:26 PM

Forgetting to turn lights, etc. off. I have a tenant. I like to be warm in winter.

Anonymous

9/22/2024 06:45 PM

None

Anonymous

9/23/2024 07:10 AM

Time to hang out laundry A pain to unplug everything

Anonymous

My partner leaving the lights on

9/23/2024 10:08 AM

Anonymous

9/23/2024 12:05 PM

We have started using an air conditioner in the summer in the last 2 years because the combination of smoke and heat prevents us from having the windows open all night. We used to be able to cool the house without an air conditioner.

Anonymous

9/23/2024 12:50 PM

Not knowing what changes would help.

Anonymous

9/23/2024 01:42 PM

Hard to monitor

Anonymous

9/24/2024 12:22 PM

Remembering to be diligent about conserving

Anonymous

9/24/2024 05:36 PM

cooperation from landlord - he doesn't care how high our bill is as we pay it not him

Anonymous

9/25/2024 10:43 AM

None, I would like more insight in trying different tactics to reduce my energy usage and thereby reducing my cost.

Anonymous

9/25/2024 11:08 AM

My appliances are getting older but still function well so the cost to upgrade them to lower electricity usage ones is a challenge

Anonymous

9/25/2024 11:15 AM

None at this time

Anonymous

9/25/2024 05:04 PM

Not sure

Anonymous

9/26/2024 12:27 PM

I dont know.

Anonymous

9/26/2024 03:01 PM

Older not well insulated house

Anonymous

9/30/2024 12:58 PM

All appliances have been replaced by Energy Star units. All appliances are needed. Appliances left plugged in are low level electrical users - mostly only a clock is on. Other major changes

would be difficult. We are resisting the promotion of electrical heating and water heating in favour of much less expensive gas appliances for these uses.

Anonymous

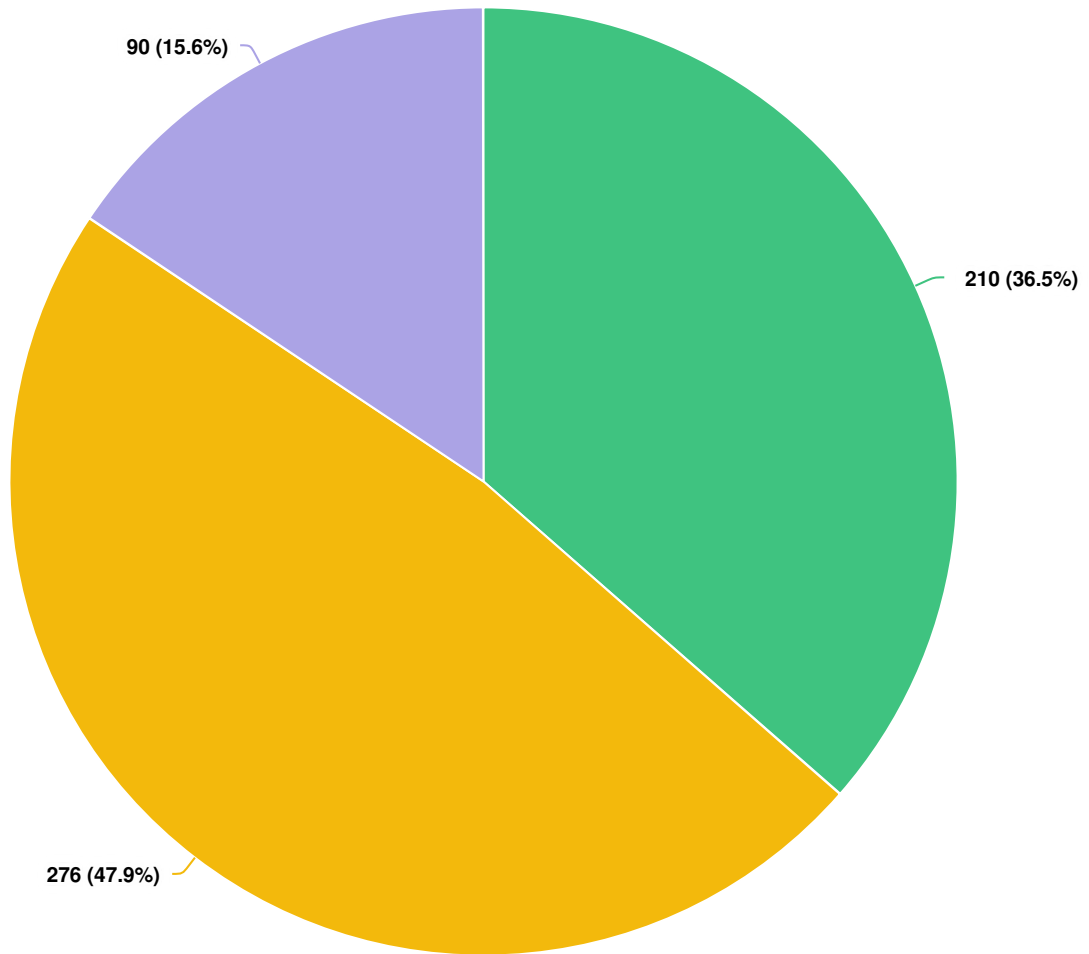
9/30/2024 03:08 PM

I have a heat pump that uses both gas and electricity. Gas is only used through fall and winter when temperatures drop below a certain point. Otherwise it is electricity. This is not where I should leave this part but I want you to know that I will NEVER get an all electric heat pump because you are already planning to raise rates MUCH more than you should in order to get a big profit from what should be a service to citizens and businesses.

Optional question (291 response(s), 286 skipped)

Question type: Essay Question

Q14 | The City purchases electricity at a wholesale rate from FortisBC, with the prices based on peak demand. How much understanding do you have of peak demand?



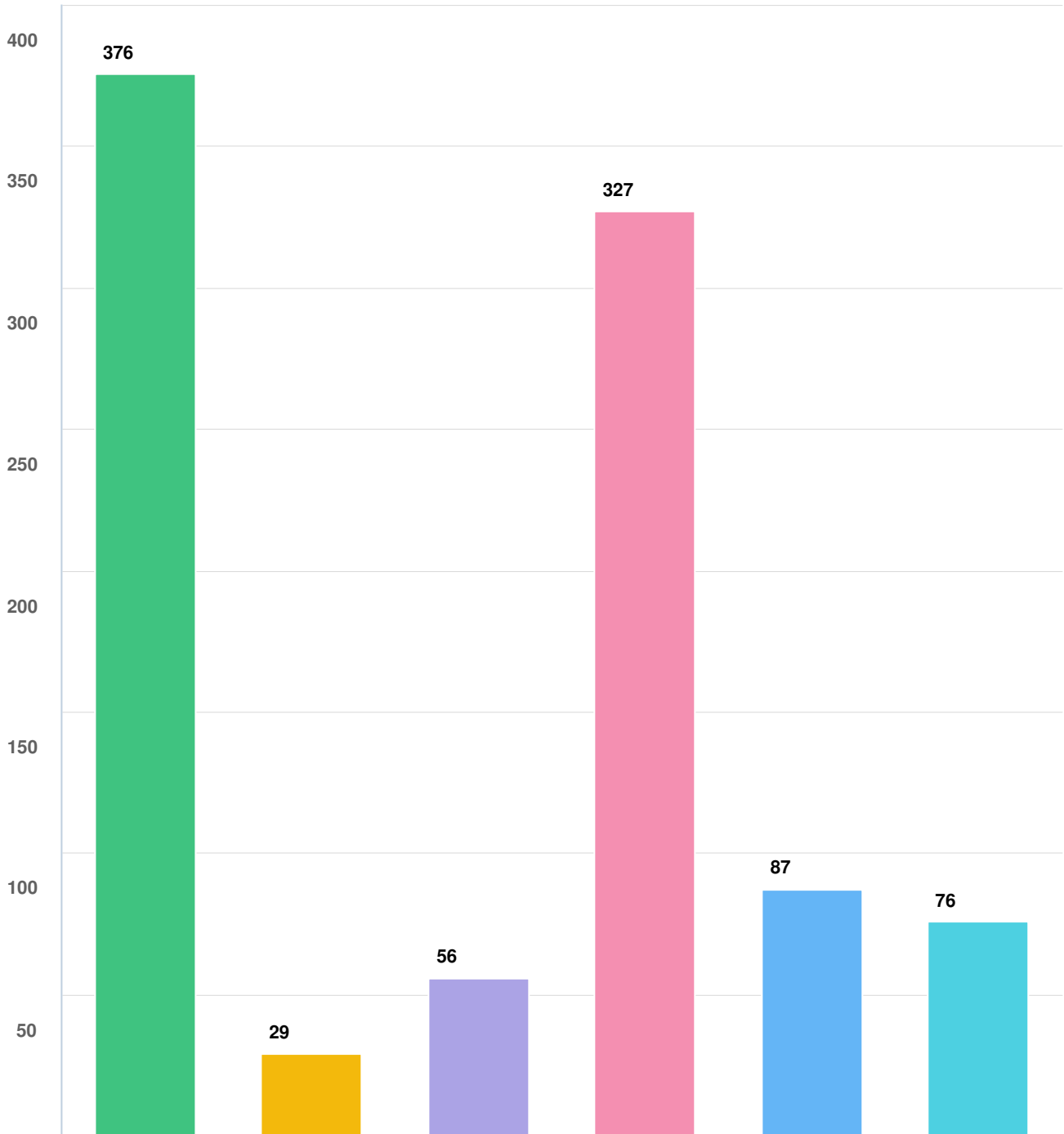
Question options

- Yes, I completely understand and know how peak demand influences pricing.
- I have some understanding of times but I'm not sure how it impacts my bill.
- I'm not familiar with peak demands and I'm unsure how it relates to my bill.

Optional question (576 response(s), 1 skipped)

Question type: Radio Button Question

Q15 Peak demand in Penticton is between 3:30-6 p.m. and includes extreme weather conditions, such as cold winter storms. What actions, if any, do you currently take to reduce your electricity use during peak demand periods? Select all that apply.



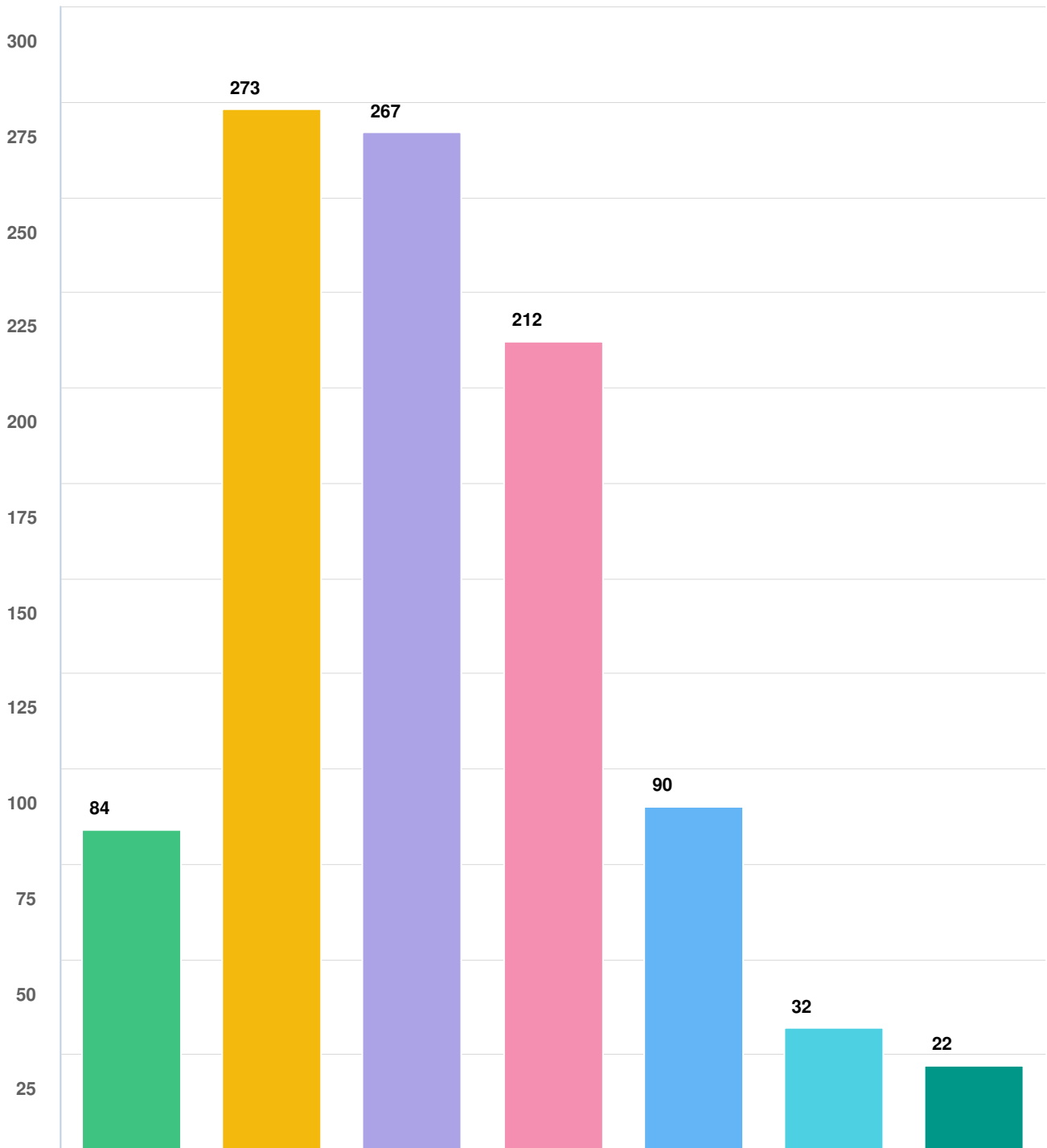
Question options

- I turn on the dishwasher at night, after peak times.
- I charge my electric vehicle before going to bed
- I use a smart plug to switch off devices automatically at night.
- I turn down the thermostat one degree and put on a sweater.
- Nothing!
- Other (please explain)

Optional question (567 response(s), 10 skipped)

Question type: Checkbox Question

Q16 Would you be interested in learning more about ways to manage and reduce your energy use? If so, how would you prefer to receive this information? Select all that apply.

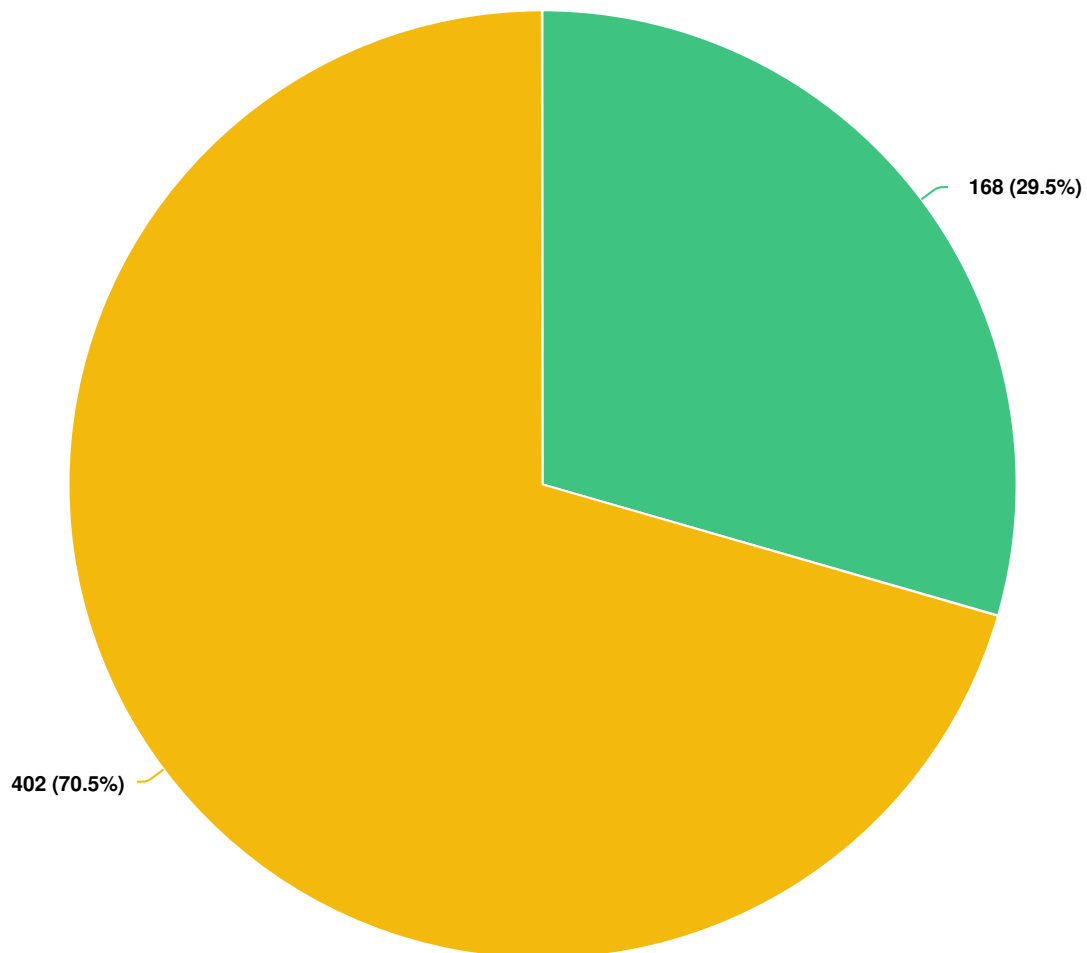


Question options

- Workshops / presentations
- City newsletter
- Email updates
- Specialty webpage – www.penticton.ca/power
- Social media
- Newspaper ads
- Other (please explain)

*Optional question (517 response(s), 60 skipped)
Question type: Checkbox Question*

Q17 | Are you aware of the City's Home Energy Loan Program (HELP), providing financial loans to eligible Penticton homeowners who wish to conduct energy-efficiency upgrades?

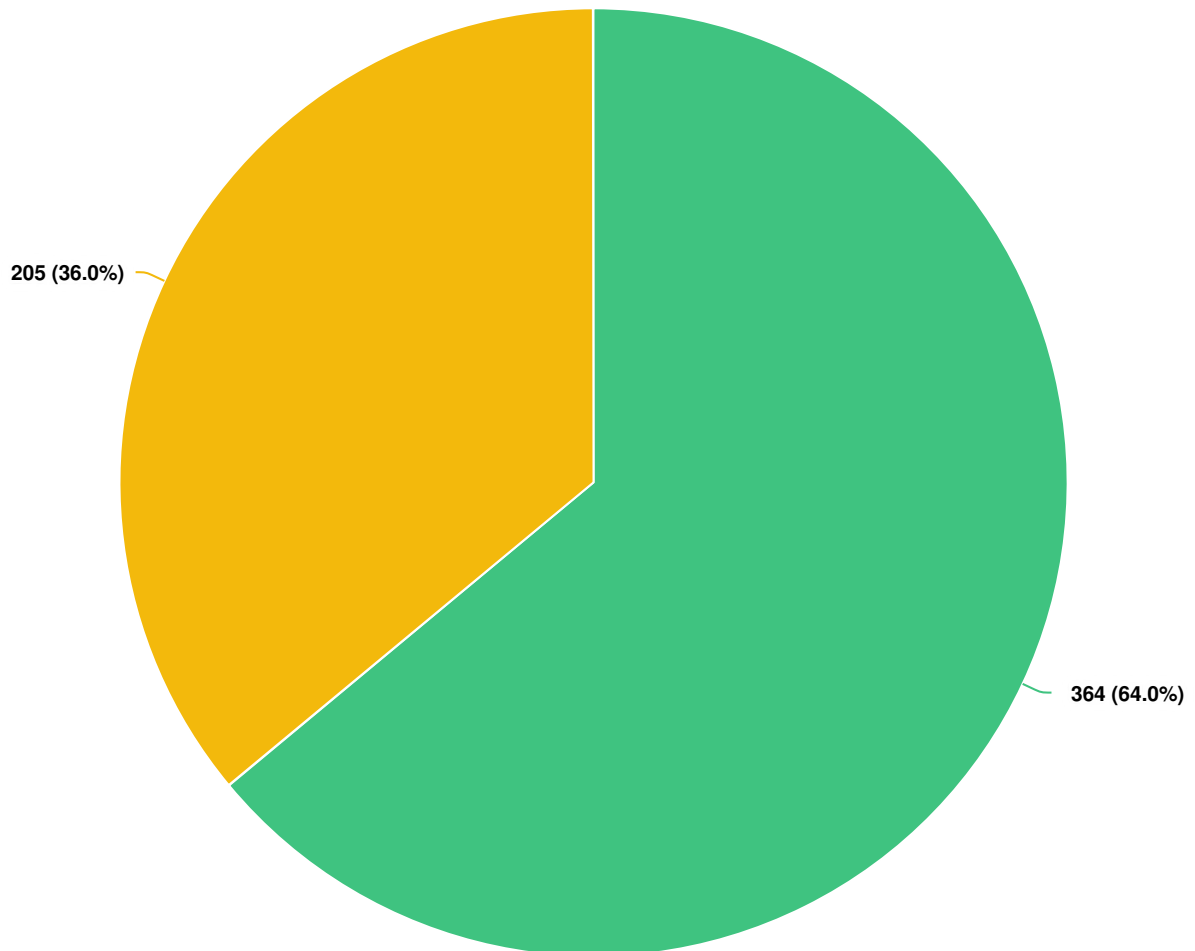


Question options

- Yes
- No

Optional question (570 response(s), 7 skipped)
Question type: Radio Button Question

Q18 | Are you aware of other rebates and offers available through FortisBC to make energy efficiency retrofits at your home?

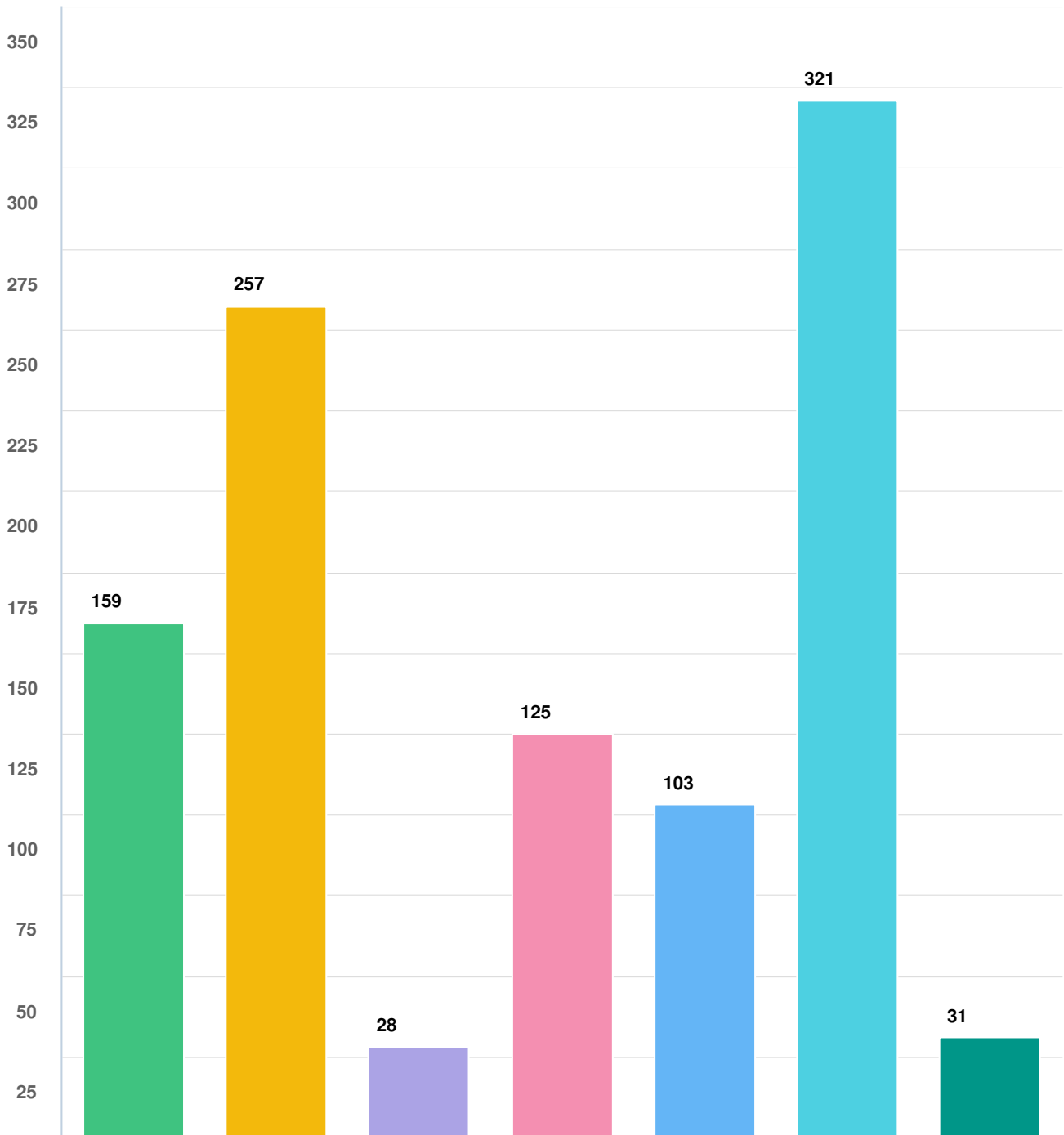


Question options

- Yes
- No

Optional question (569 response(s), 8 skipped)
Question type: Radio Button Question

Q19 Would you like further information about any of the following initiatives related to conserving power at your home? Select all that apply.



Question options

- Installing solar panels
 ● Energy rebates or funding available to you
 ● How to charge electrical vehicles at home
- What peak demand is and why it matters
 ● Information about heat pumps
- Easy tips to shave money off your monthly bills
 ● Other (please specify)

Optional question (461 response(s), 116 skipped)
 Question type: Checkbox Question