

ORDER NUMBER 2686

PROVINCE OF BRITISH COLUMBIA
OFFICE OF THE COMPTROLLER OF WATER RIGHTS
IN THE MATTER OF
the Water Utility Act and the Utilities Commission Act
and
Big White Water Utility Ltd.
For Approval of
2026 to 2029
Rate Increase & Tariff Update Application

BEFORE:

Bryan Robinson, Deputy Comptroller of Water Rights
PO Box 9340 STN PROV GOVT
Victoria, BC V8W 9M1

ORDER 2686

Dated this 16th day of December 2025

Whereas:

1. On February 7, 2025 Big White Water Utility Ltd. (the Utility) filed its Rate Increase & Tariff Update Application for fiscals 2026 to 2029 (“the Application”). The Application included detailed support and proposed changes to its current approved Water Tariff No. 4. The last rate application was approved by Order No. 2462 effective September 1, 2016 for the test years 2017 to 2021. The monthly flat rates increased from \$1.50 to \$1.75 per service factor, and the allocation to the Replacement Reserve Trust Fund was raised to 50%. The consumption rates were not updated and have been unchanged since 2003.

2. The current and proposed rates are:

	Current	Proposed
Monthly Flat Rate, per service factor (SF)	\$ 1.75	\$ 4.38
Metered Rate, per cubic meter	\$ 0.84	\$ 2.10
Contribution in Aid of Construction (SF to Bed Unit)	\$ 555.00	\$ 1,249.00

3. On March 14, 2025 the Utility notified customers of the Application and proposed rates. A copy of the Application was made available to customers for public inspection in person and/or online. Customers wishing to submit comments on the Application were required to do so by April 18, 2025. A total of fifty-three customer submissions were received during the notification period.
4. The Deputy Comptroller of Water Rights (Deputy Comptroller) completed a review of the Application and customer submissions and decided to continue with the written hearing process. On June 26, 2025 the Utility was required to provide additional information through an Information Request (IR). The Utility’s response to the IR was received on July, 18 2025. A copy of the IR and the Utility’s response was posted on the Utility’s website.
5. The Utility has requested that the proposed rates be approved on an interim, refundable basis pursuant to Section 90 of the *Utilities Commission Act*. The rates would be effective starting for the next billing period.
6. The Utility’s request for the proposed rates to be approve on an interim, refundable basis is reasonable to allow sufficient time to complete the hearing process leading to a final decision and order. If the Deputy Comptroller determines that the final rates are to be lower than the interim rates, any excess will be refunding to customers with interest.

NOW THEREFORE, pursuant to the *Utilities Commission Act*, the Deputy Comptroller orders that:

1. The Utility's request for an interim, refundable rate increase as shown above is approved effective January 1, 2026. The rates and charges will remain interim and refundable with interest subject to the Deputy Comptroller's final decision.
2. The Utility is to provide a copy of this Order along with a Notice to its customers and post them on its website.

Dated at the City of Victoria, in the Province of British Columbia, this 16th day of December 2025.



Bryan Robinson

Deputy Comptroller of Water Rights under the
Water Utility Act/Utilities Commission Act