



ARCS: 292-30  
File: MSD-2015-50637

October 19, 2015

Sent via email:

Dear

**Re: Request for Access to Records**  
***Freedom of Information and Protection of Privacy Act (FOIPPA)***

I am writing further to your request received by the Ministry of Social Development and Social Innovation. Your request is for:

*Number of requests for crisis supplements including essential utilities supplement made by MSDSI income assistance, hardship assistance and disability assistance clients relating to BC Hydro and FortisBC electricity disconnection broken down by utility and month; Number of crisis supplement requests from the response to (a) that were approved on initial request, broken down by utility and month; Number of crisis supplement requests from the response to (a) that were approved on reconsideration, broken down by utility and month. Date range for the years 2012 to 2014.*

Crisis supplements for utilities can include; hydro, natural gas, municipal services such as water, fuel for heating and fuel for cooking meals. The ministry does not track the individual types of utilities that crisis supplements are issued for. In order to provide statistics in response to this request staff would need to review each individual case to determine why the crisis supplement was issued.

Please find enclosed a copy of the records located in response to your request. These records are provided to you in their entirety. It should be acknowledged that the records provided are for only crisis supplements for Hydro and Fortis that went to Reconsideration.

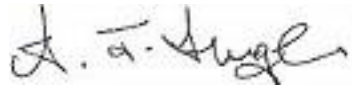
Your file is now closed.

These records will be published on the BC Government's Open Information website a minimum of 72 hours after electronic release or a minimum of five business days after release by mail in hardcopy. To find out more about Open Information, please access the Open Information website at: <http://www.openinfo.gov.bc.ca/ibc/index.page>

If you have any questions regarding your request, please contact Alan Hughes, the analyst assigned to your request, at 250 387-1895. This number can be reached toll-free by calling from Vancouver, 604-660-2421, or from elsewhere in BC, 1-800-663-7867 and asking to be transferred to 250 387-1895.

You have the right to ask the Information and Privacy Commissioner to review this decision. I have enclosed information on the review and complaint process.

Sincerely,

A handwritten signature in black ink, appearing to read "A. A. Hughes".

Alan Hughes for:  
Kris Ghag, Manager  
Justice / Social Team  
Information Access Operations

Enclosures

cc. Morag Ross (OIPC).

<p>How to Request a Review with the Office of the Information and Privacy Commissioner</p>
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If you have any questions regarding your request please contact the analyst assigned to your file. The analyst's name and telephone number are listed in the attached letter.

Pursuant to section 52 of the *Freedom of Information and Protection of Privacy Act* (FOIPPA), you may ask the Office of the Information and Privacy Commissioner to review any decision, act, or failure to act with regard to your request under FOIPPA.

**Please note that you have 30 business days to file your review with the Office of the Information and Privacy Commissioner. In order to request a review please write to:**

Information and Privacy Commissioner  
PO Box 9038 Stn Prov Govt  
4th Floor, 947 Fort Street  
Victoria BC V8W 9A4  
Telephone 250-387-5629      Fax 250-387-1696

If you request a review, please provide the Commissioner's Office with:

1. A copy of your original request;
2. A copy of our response; and
3. The reasons or grounds upon which you are requesting the review.