

2020, Residential UPC increased significantly as more people were working from home and Commercial UPC decreased as businesses were impacted by COVID-19 restrictions as well as the decrease in employees working in offices. As pandemic restrictions have been lifted, policies and procedures are beginning to normalize, such that the 2023 forecast anticipates UPCs returning to pre-pandemic levels for both Residential and Commercial customers.

2.3 Forecast Process

5. The forecast process involves the review of historic sales data at the community level and includes the most recent data available at the time the forecast is prepared. The information is obtained through AEY's work in the community, as well as consultation with the City of Whitehorse, Yukon Government, and various local agencies and developers. The retail primary sales forecast is prepared by customer class: Residential, Commercial, street and private lighting. Table 2.2 shows the 2022 annual average customer numbers and the associated billed energy sales by community for both the Residential and Commercial classes.