



Consultation Works, Try It!

June 17 - 18, 2020 | Customer + Corporate Symposium

Colin Norman

FortisBC

Customer Advocates & Stakeholder Groups



Who is FortisBC?

21 per cent
of all energy in BC

We operate in **135**
communities



1.1 million
customers



2,200 employees

It takes leadership to create jobs throughout BC, work collaboratively with all stakeholders including Indigenous Canadians, and to give back to communities where we live and work. In addition, it takes leadership to invest in our growing infrastructure.

48,700 kilometres
of natural gas transmission & distribution pipelines



Approximately
7,200 kilometres
of electric transmission and distribution power lines

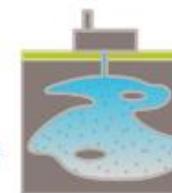


2 liquefied natural gas
storage facilities

4 hydroelectric
generating plants



1 underground
natural gas
storage facility



British Columbia Energy Policy

PAN-CANADIAN FRAMEWORK



on Clean Growth
and Climate Change

cleanBC

our nature. our power. **our future.**



#VanClimateAction



Climate Emergency Response

Challenges

- » Movement towards electrification
- » Continued low cost of gas
- » Regulator/Stakeholder trust issues
 - Previous DSM Plan application:
 - 600+ information requests
 - 14 month process

Utility Friends



Consultations Conducted



of consultations:

110+

Example entities consulted with:
communities, customers, contractors, manufacturers, government, indigenous communities, vendors, interest groups

Forms of consultation:

workshops, webinars, surveys, in-person, telephone

Path to Success



Success

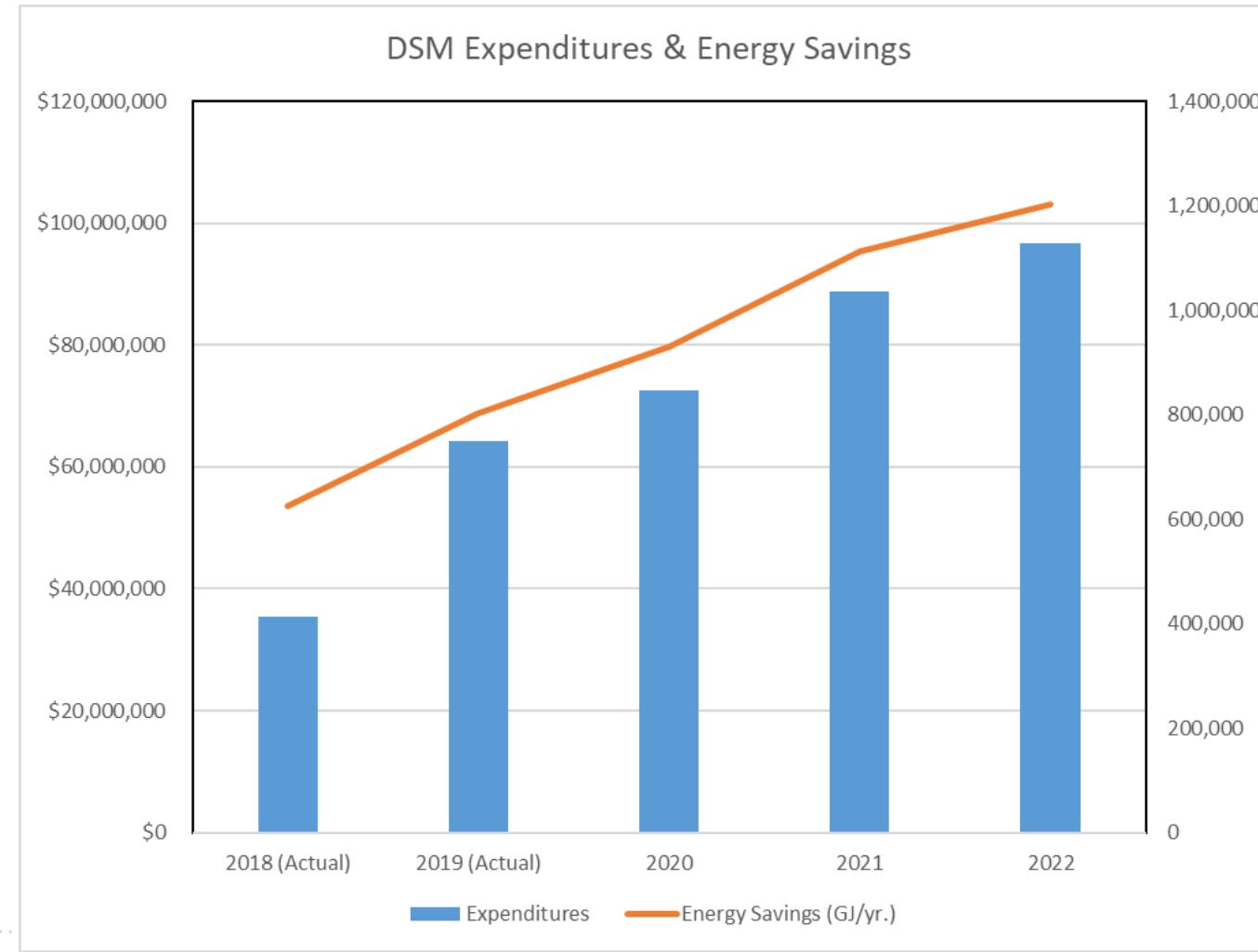
» 324 information requests – 1 round only

» 7 month regulatory process

» Letters of support



2019-2022 Approved DSM Plan



DSM Plan Impact Summary



\$325 million budget



4 million GJs/yr saved



37 million NPV GJs saved



1.9 million NPV tCO2e reduced

~ 400,000 cars off the road for one year

Best Practices Review

1. Engage stakeholders early, listen and implement feedback
2. Listen to the Regulator and include them as an observer
3. Use an external facilitator for complex items
4. Pursue letters of support to aid the submission



Questions?



Thank You

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