



# Consultation Works, Try It!

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June 17 - 18, 2020 | Customer + Corporate Symposium

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FortisBC

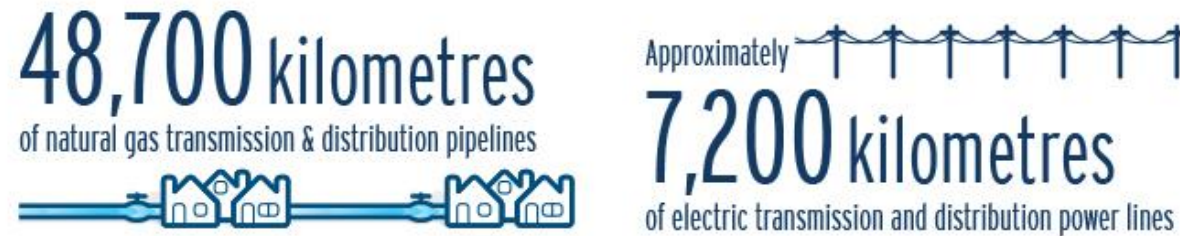
# Customer Advocates & Stakeholder Groups



# Who is FortisBC?



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.





# British Columbia Energy Policy

## PAN-CANADIAN FRAMEWORK



on Clean Growth  
and Climate Change



#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



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# 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



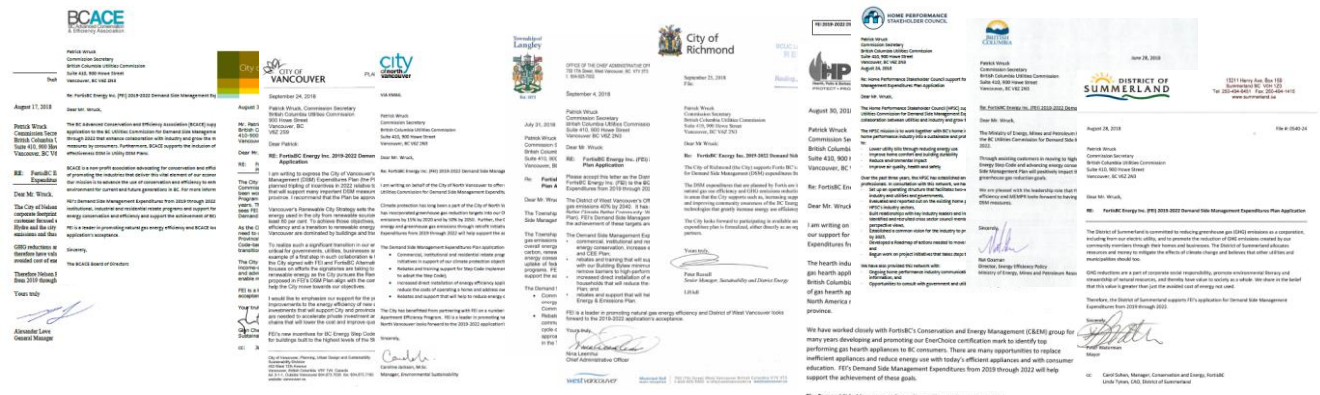


# Success

» 324 information requests – 1 round only

» 7 month regulatory process

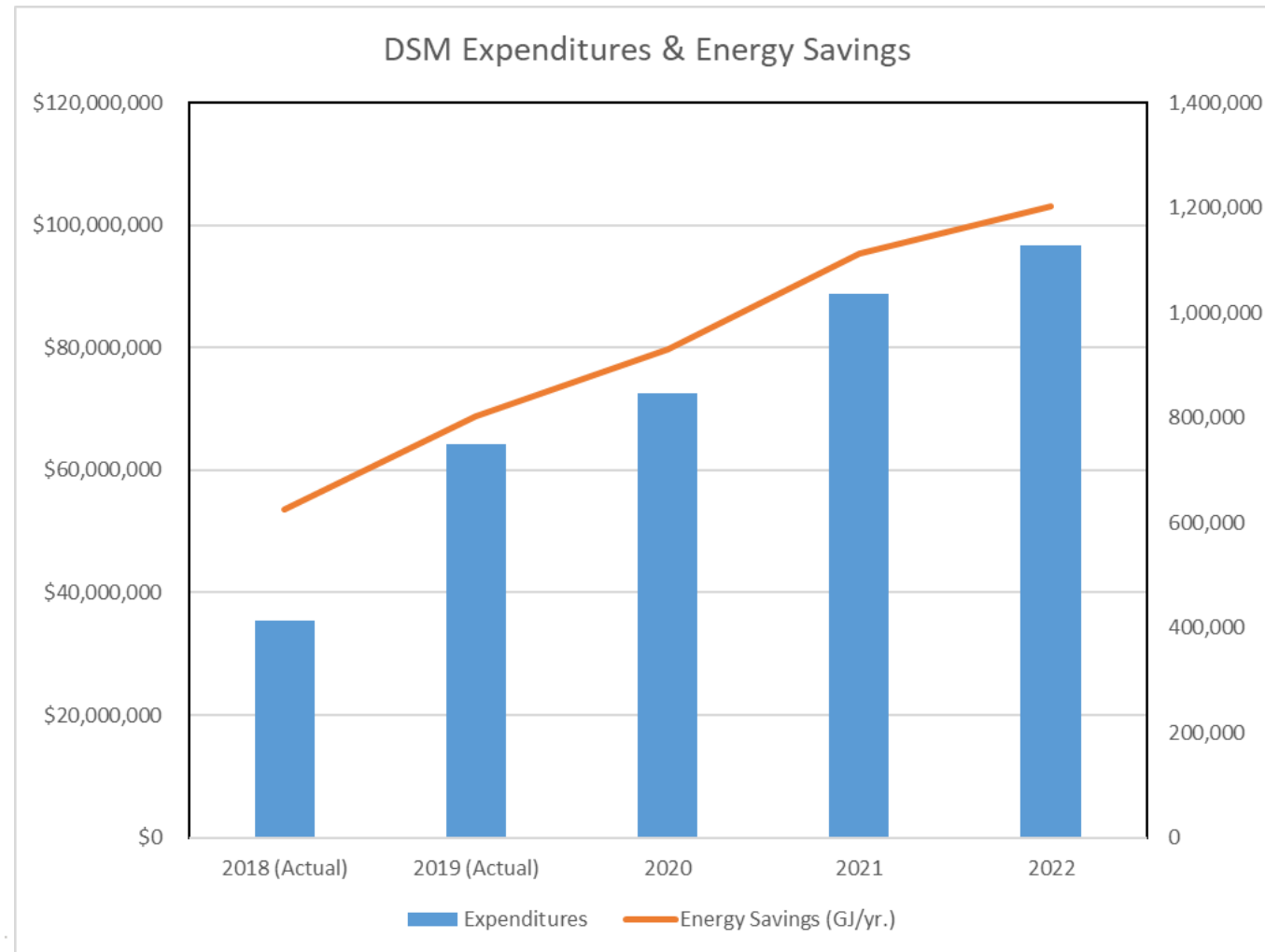
» Letters of support



The Demand Side Management Expenditures Plan application includes:

EXCHANGING EXPERTISE SINCE 1893

# 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 tCO<sub>2</sub>e 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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