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September 26, 2023

Movement of United Professionals
c/o Allevato Quail & Roy, Barristers and Solicitors
405-510 West Hastings St.
Vancouver, BC
V6B 1L8

Attention: Jim Quail

Dear Jim Quail:

Re: FortisBC Inc. (FBC)
Annual Review for 2024 Rates (Application) – Project No. 1599549
Response to the Movement of United Professionals (MoveUP) Information
Request (IR) No. 1

On August 4, 2023, FBC filed the Application referenced above. In accordance with the amended regulatory timetable established in BCUC Order G-249-23 for the review of the Application, FBC respectfully submits the attached response to MoveUP IR No. 1.

If further information is required, please contact the undersigned.

Sincerely,

FORTISBC INC.

Original signed:

Sarah Walsh

Attachments

cc (email only): Commission Secretary
Registered Interveners

FortisBC Inc. (FBC or the Company) Annual Review of 2024 Rates (Application)	Submission Date: September 26, 2023
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1 **1.0 TOPIC: SYSTEM CONFIGURATION – GENERAL**

2 **REQUEST:**

3 1.1 Please provide maps, or links to available online maps, showing the current
4 configuration of FBC's transmission and distribution systems.

5
6 **Response:**

7 FBC does not provide online maps showing the configuration of FBC's transmission and
8 distribution systems as this information is security sensitive and confidential.

9

1 **2.0 TOPIC: SERVICE QUALITY INDICATORS – ALL-INJURY FREQUENCY RATE**

2 **REQUEST:**

3 2.1 Please provide a table showing each of the injuries indicated in 2022 and 2023
 4 year-to- date, providing the date of the injury, its general nature, the amount of lost
 5 time, whether it concerned a MoveUP, IBEW or excluded employee, whether it
 6 gave rise to a Worksafe compensation claim, and a summary of any specific
 7 actions or modifications that were implemented in response, where applicable.

8
 9 **Response:**

10 Please refer to the following table for all recordable injuries from January 2022 to 2023 year-to-
 11 date.
 12

Month-Year	General Nature of Incident	Total Days Lost	WSBC Claim	Affiliation	Measures Taken to Avoid Recurrence
Jan-2022	Laceration	0	Yes	IBEW	<ul style="list-style-type: none"> Reviewed event with employees, reminded everyone to slow down, focus, and use appropriate PPE when performing work.
Jan-2022	Laceration	0	Yes	IBEW	<ul style="list-style-type: none"> Developed and distributed Safety Alert across Operations. Reminded crews to exercise caution while conducting elevated work around electrical equipment to ensure all hazards are identified. Be aware of moving equipment. Highlighted the importance of communication between employees for all actions including movement of equipment. Take time to get in the proper work position prior to the work being completed.
Mar-2022	Sprain/Strain/Tear	1	Yes	IBEW	<ul style="list-style-type: none"> Supervisor ensured the removal of redundant retraining strap bracket on unit.
Jun-2022	Mental Health	111	Yes	MoveUP	<ul style="list-style-type: none"> Reviewed Emotional Call Handling training with team and ensured all employees aware of call escalation process.
Jul-2022	Sprain/Strain/Tear	1	Yes	IBEW	<ul style="list-style-type: none"> Supervisor reiterated the importance of reviewing different work methods available to complete a task, and the associated risks, during the Hazard Identification and Risk Assessment (HIRA) process, to minimize the potential for personal injury. Reviewed event during safety meeting, highlighted the need for good ergonomics during strenuous activities.
Oct-2022	Fracture	10	Yes	MoveUP	<ul style="list-style-type: none"> Reviewed event during safety meeting, highlighted the need for caution when working, and to remain observant while walking. Reiterated need for immediate reporting of injuries. When out of province/country for work, employees reminded to review insurance requirements.

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Month-Year	General Nature of Incident	Total Days Lost	WSBC Claim	Affiliation	Measures Taken to Avoid Recurrence
Oct-2022	Sprain/Strain/Tear	4	Yes	IBEW	<ul style="list-style-type: none"> • Arranged for employee to meet with Injury Prevention Specialist for tips on how to manage repetitive work tasks and good ergonomics.
Oct-2022	Laceration	0	Yes	IBEW	<ul style="list-style-type: none"> • Reviewed event during safety meeting, highlighted the need for caution when cutting and pulling steel banding. When selecting PPE, use gloves that cover the whole hand. • Supervisor ensured the warehouse had proper PPE including gloves with back hand protection.
Nov-2022	Sprain/Strain/Tear	4	Yes	IBEW	<ul style="list-style-type: none"> • Supervisors reminded all workers that traction aids are in stock and are recommended during winter months. Also ensured the inspection of the cabinet seals are added to the transmission switch inspection form. • Reviewed event during safety meeting, highlighted that heated cabinets in winter conditions does not prevent icing between door and cabinet.
Dec-2022	Sprain/Strain/Tear	0	Yes	IBEW	<ul style="list-style-type: none"> • Reviewed traction aid Safety Alert during safety meeting. All supervisors ensured traction aids were available to employees in warehouse.
Dec-2022	Sprain/Strain/Tear	2	Yes	MoveUP CS	<ul style="list-style-type: none"> • Team Manager reviewed event during safety meeting, highlighted the need for mind on task while at work. By the end of the workday, be aware of the possibility of complacency and fatigue when completing tasks. Employees reminded to text the closing manager when they are the last employees to leave.
Dec-2022	Sprain/Strain/Tear	2	Yes	IBEW	<ul style="list-style-type: none"> • Reviewed event during safety meeting, highlighted the need for traction during winter months. Including sand/environmental traction aids, daily plant assessments for all exits and requirement for traction aids on work boots. • Supervisor issued mid sole traction aids to crew.
Jan-2023	Sprain/Strain/Tear	0	Yes	M&E	<ul style="list-style-type: none"> • Manager ensured the employee met with our Injury Prevention Specialist to discuss rehabilitation and prevention strategies. • Reviewed event at safety meeting, highlighted the need to exercise caution when working manually. Being aware of overexertion and planning to have a partner assist with strenuous activities.
Mar-2023	Laceration	2	Yes	IBEW	<ul style="list-style-type: none"> • Supervisor purchased necessary PPE to mitigate the hazard. • Reviewed event during safety meeting, highlighted the need to use battery cleaner when cleaning posts to reduce likelihood of particles going airborne.

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Month-Year	General Nature of Incident	Total Days Lost	WSBC Claim	Affiliation	Measures Taken to Avoid Recurrence
May-2023	Laceration	1	Yes	IBEW	<ul style="list-style-type: none"> Reviewed event during safety meeting, highlighted the need for caution when working with sharp tools, especially in congested and oily areas. Reminded employees to wear PPE gloves to mitigate the risk of personal injury.
May-2023	Sprain/Strain/Tear	34	Yes	IBEW	<ul style="list-style-type: none"> Reviewed event during safety meeting, highlighted the need for caution when feeling any type of pain and discomfort. Provided overview of modified Stay at Work program for these situations with goal of preventing further injury. Reminded employees to utilize Movesafe prior to conducting work. Supervisor organized a meeting with employee and the Injury Prevention Specialist to discuss modified duties, rehabilitation strategies and good ergonomic practices while working from a bucket.
May-2023	Sprain/Strain/Tear	8	Yes	IBEW	<ul style="list-style-type: none"> Reviewed event during safety meeting, highlighted the need for proper ergonomics when conducting strenuous activities. Reviewed good habits such as Movesafe and taking microbreaks. Supervisor organized a meeting with employee and the Injury Prevention Specialist to discuss prevention strategies for their injury.
Jun-2023	Laceration	0	Yes	IBEW	<ul style="list-style-type: none"> Reviewed event during safety meeting, highlighted HIRA and Safe Work Procedure (SWP) processes. Focused on covering or removing the sharp edge and wearing adequate cut resistant PPE gloves. Added job step of brake dust collector duct to Job Hazard Analysis (JHA) for lower bracket removal.
Jun-2023	Laceration	0	Yes	IBEW	<ul style="list-style-type: none"> Reviewed event during safety meeting and reminded crews of the HIRA and SWP processes. Reminded crews when an event occurs on the worksite, the mechanism of injury needs to be adequately mitigated and communicated prior to work commencing.
Jul-2023	Laceration	0	Yes	MoveUP	<ul style="list-style-type: none"> Reviewed event with the team and Joint Health & Safety Committee (JHSC), highlighted the need for caution when opening the parking lot gate because the gate drops down slightly creating a pinch point between the handle and top bar of the gate.
Aug-2023	Sprain/Strain/Tear	0	Yes	IBEW	<ul style="list-style-type: none"> Reviewed event with employees, highlighted the importance of Movesafe, good body mechanics, and regular microbreaks to stretch.

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1 **3.0 TOPIC: SERVICE QUALITY INDICATORS - TELEPHONE SERVICE FACTOR**
2 **AND AVERAGE SPEED OF ANSWER**

3 **REQUEST:**

4 3.1 Please explain why FBC has achieved better results for these two indicators than
5 FEI as reported in the two utilities' current Annual Review Applications, given the
6 degree of operational integration between these functions of the two utilities.

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8 **Response:**

9 In the context of customer service operations for FBC and FEI, while there is a degree of
10 integration between the two utilities, they are impacted by different internal and external factors
11 that affect the results of their respective ASA and TSF (Non-Emergency) SQIs. Examples of
12 internal factors include, but are not limited to, rate structures and customer rebate programs.
13 Examples of external factors include, but are not limited to, weather patterns and customer
14 behavior. As such, it is expected that SQI performance and trends may vary when comparing the
15 two utilities.

16 The factors that have contributed to FBC's results for these two indicators are discussed further
17 in the responses to CEC IR1 8.3 and 8.13.

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