



Sarah Walsh
Director, Regulatory Affairs

Gas Regulatory Affairs Correspondence
Email: gas.regulatory.affairs@fortisbc.com

Electric Regulatory Affairs Correspondence
Email: electricity.regulatory.affairs@fortisbc.com

FortisBC
16705 Fraser Highway
Surrey, B.C. V4N 0E8
Tel: (778) 578-3861
Cell: (604) 230-7874
www.fortisbc.com

September 25, 2025

Movement of United Professionals
c/o Allevato Quail & Associates
1943 E. Hastings Street
Vancouver, BC
V5L 1T5

Attention: Jim Quail

Dear Jim Quail:

Re: FortisBC Inc. (FBC)
2025 and 2026 Annual Review of Rates (Application)
Response to the Canadian Office and Professional Employees Union, Local 378
(known as Movement of United Professionals or MoveUP) Information Request
(IR) No. 1

On July 31, 2025, FBC filed the Application referenced above. In accordance with the regulatory timetable established in British Columbia Utilities Commission Order G-180-25 for the review of the Application, FBC respectfully submits the attached response to MoveUP IR No. 1.¹

FBC has filed the response to MoveUP IR1 1.1 on a confidential basis as identified in that response and has provided a redacted version for the public record of this proceeding.

If further information is required, please contact the undersigned.

Sincerely,

FORTISBC INC.

Original signed:

Sarah Walsh

Attachments

cc (email only): Registrar
Registered Interveners

¹ For convenience and efficiency, if FBC has provided an internet address for referenced reports instead of attaching the documents to its IR responses, FBC intends for the referenced documents to form part of its IR responses and the evidentiary record in this proceeding.

FortisBC Inc. (FBC or the Company) 2025 and 2026 Annual Review of Rates (Application)	Submission Date: September 25, 2025
Response to MoveUP Information Request (IR) No. 1	Page 1

1.0 TOPIC: INDUSTRIAL LOAD

Reference: Exhibit B-2, Application, section 3.3.4 Industrial, page 23-4:

As shown in Figure 3-7 below, the 2024 Actual industrial load is 53.9 GWh or 9.6 percent higher than 2024 Approved, primarily due to higher-than-expected load from one customer. For 2025, the projected industrial load is 713.3 GWh, which is an increase of 149.8 GWh from 2024 Approved (or 95.9 GWh from 2024 Actual). For 2026, the forecast industrial load is 773.8 GWh, which is an increase of 60.5 GWh from 2025 Projected. The increases in both 2025 Projected and 2026 Forecast are primarily due to higher forecasts from one customer.

1.1 Without identifying individual customers, please provide graphs showing the proportionate and absolute portion of FBC's industrial load arising from each industrial customer in 2024 and in 2025 (forecast).

Response:

FBC has redacted this response and is requesting that the information be filed on a confidential basis and held confidential by the BCUC in perpetuity, pursuant to Section 23 of the BCUC's Rules of Practice and Procedure regarding confidential documents, as set out in Order G-192-25.¹ FBC has redacted this information as, due to the small number of industrial customers served and the large difference in load between the customers, the identity of the customers is easily identifiable. Therefore, in order to protect the private customer information, FBC is filing it confidentially. FBC is unable to foresee a time when this information would no longer be considered private and confidential, and therefore requests that it remain confidential in perpetuity. Given the private nature of the information, FBC submits that only the BCUC should have access to the unredacted confidential version. FBC has provided a redacted version for the public record.

Please refer to the figures below for the requested information.

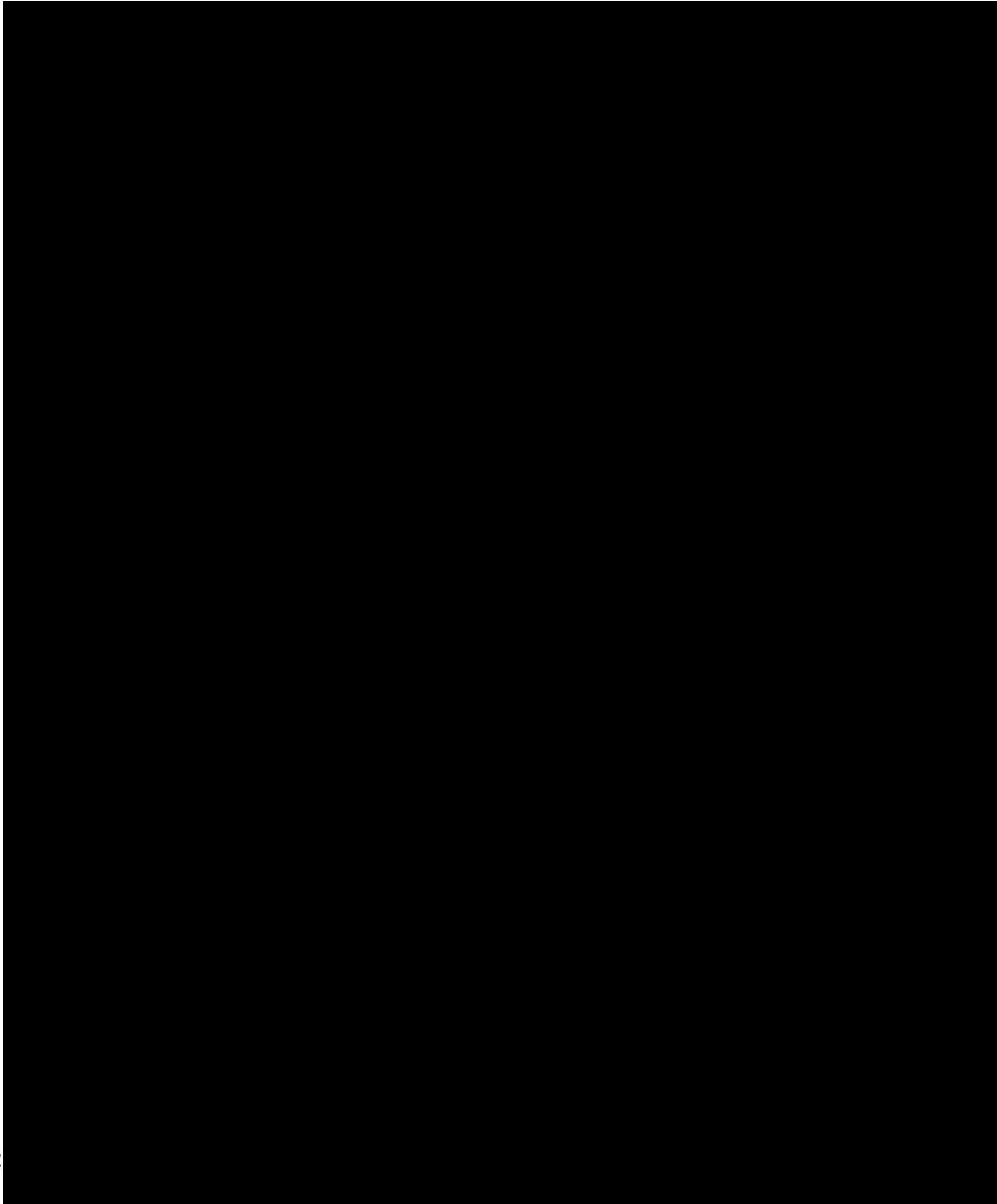
¹ As amended by Order G-228-25.

FortisBC Inc. (FBC or the Company) 2025 and 2026 Annual Review of Rates (Application)	Submission Date: September 25, 2025
Response to MoveUP Information Request (IR) No. 1	Page 2

1

2

FortisBC Inc. (FBC or the Company) 2025 and 2026 Annual Review of Rates (Application)	Submission Date: September 25, 2025
Response to MoveUP Information Request (IR) No. 1	Page 3



1

2

3

4

FortisBC Inc. (FBC or the Company) 2025 and 2026 Annual Review of Rates (Application)	Submission Date: September 25, 2025
Response to MoveUP Information Request (IR) No. 1	Page 4

1
2 1.2 Please discuss the extent of vulnerability of FBC and its operational and planning
3 processes arising from the impact of load variations from a single industrial
4 customer, and any strategies adopted by the utility to mitigate that potential effect.

5
6 **Response:**

7 FBC manages load uncertainty on an entire portfolio basis rather than an individual customer
8 basis, except for RS 38 load, which is FBC's large commercial interruptible rate.

9 In general, if load is less than anticipated, FBC will reduce purchases from the British Columbia
10 Hydro and Power Authority (BC Hydro) under the Power Purchase Agreement (PPA); if load is
11 higher than anticipated, FBC will increase purchases from BC Hydro or the wholesale power
12 markets. This provides a high degree of flexibility to deal with load variances. However, if the
13 decrease in load exceeds the available flexibility, FBC will attempt to hold over the energy in its
14 storage accounts until such time as beneficial use of the excess can be made.

15 These are cost effective solutions that cover all reasonable planning scenarios. In the unlikely
16 event that even further load reduction is experienced, FBC would then need to manage surplus
17 resources either by returning excess pre-purchased market power or by selling the surplus energy
18 directly.

19 RS 38 load is a special case in that FBC only plans to acquire resources to serve it on a short-
20 term basis. Therefore, if the load does not occur, there is little to no risk of surplus energy
21 purchases. Given that the current load variation referred to in the question is from RS 38 load,
22 there is little to no operational risk to FBC.

FortisBC Inc. (FBC or the Company) 2025 and 2026 Annual Review of Rates (Application)	Submission Date: September 25, 2025
Response to MoveUP Information Request (IR) No. 1	Page 5

2.0 TOPIC: PEAK DEMAND

Reference: Exhibit B-2, Application, page 29, section 3.3.8 Peak Demand, page 28-29, Figures 3-11 and 3-12:

2.1 Please explain the approximately mirrored variances of the respective 2024 winter and summer peaks from the approved forecasts for that year, the overall operational impact of these seasonal deviations, and any indications that FBC has draws from them in relation to the balance of the Rate Setting Framework test period.

Response:

The historical actual winter and summer peaks shown in Figures 3-11 and 3-12 are normalized, while the approved 2024 forecast peaks were based on 10 years of actual historic system peaks. Both are calculated using different methods and data and, therefore, the mirrored variance is coincidental.

Normalized peak values are not used operationally, nor are they used in the calculations used in the RSF; therefore, FBC cannot draw any inferences from them in regard to the balance of the RSF test period.

Operational implications are always present when short-term conditions, such as weather variability, differ from longer-term planning assumptions. In response, FBC must continually adjust its power purchase strategy to reflect near-term realities. This includes optimizing its resource mix to manage both volume and cost, such as adjusting scheduled volumes under the BC Hydro PPA or leveraging real-time market opportunities to address hourly demand fluctuations.

3.0 TOPIC: SERVICE QUALITY INDICATORS

Average Speed of Answer

Reference: Exhibit B-2, Application, page 162, Table 13-10

3.1 Please explain the volatility of the Customer Service's Average Speed of Answer over the 2020-June 2025 YTD and any measures taken to achieve improved results in the current year.

Response:

FBC has maintained relative consistency with respect to average speed of answer (ASA) results. From 2020 to June 2025, calls to the contact centre were consistently answered in approximately one minute. However, several external factors can affect ASA such as variances from forecast in call volumes and call types, creating variances in the results from time to time.

FBC focuses on many actions, including the following, to support an ASA of approximately one minute:

- call-back options during long hold time periods;
- self-serve options within account online and the FBC website;
- Interactive Voice Response (IVR) messaging;
- social media communications; and
- leveraging additional customer service representatives trained to support electric customers during peak volume periods.

All-Injury Frequency Rate

Reference: Exhibit B-2, Application, Table 13-3 and related discussion

3.2 Please provide a table identifying each reported injury to-date since the most recent previous report to the Commission, showing the date, location, worker status (MoveUP, IBEW, excluded, or contractor), general nature of the injury, work-days lost, whether it gave rise to a workers' compensation claim, and measures taken to avoid recurrence.

Response:

Please refer to the following table for the recordable injuries for 2024 and 2025 year-to-date for FBC. FBC does not report on injuries sustained by contractors.

FortisBC Inc. (FBC or the Company) 2025 and 2026 Annual Review of Rates (Application)	Submission Date: September 25, 2025
Response to MoveUP Information Request (IR) No. 1	Page 7

Month-Year	General Nature of Incident	Total Days Lost	WSBC Claim	Affiliation	Work Location	Measures Taken to Avoid Recurrence
Feb-2024	Fracture	12	Yes	IBEW	Kelowna	<ul style="list-style-type: none"> Reviewed slips, trips and falls, awareness of surroundings and mind on task (walking is working) at safety meeting.
Apr-2024	Laceration	0	Yes	IBEW	Kelowna	<ul style="list-style-type: none"> Discussed importance of identifying possible sharp edge locations with others and reporting sharp unfinished edges to manufacturer. Consulted with Fleet Services for an assessment of truck caps to identify similar, sharp, unfinished edges to eliminate risk.
Jun-2024	Sprain/Strain/Tear	0	Yes	IBEW	KOC	<ul style="list-style-type: none"> Discussed the importance of a proper warm-up prior to starting the day at safety meeting.
Aug-2024	Animal	0	Yes	IBEW	Waneta	<ul style="list-style-type: none"> Developed a procedure for bat handling and mitigation. Released Safety Communication related to contact with potential rabies carriers.
Sep-2024	Sprain/Strain/Tear	2	Yes	IBEW	Trail	<ul style="list-style-type: none"> Reviewed the event with team to increase awareness about proper ergonomic practices and to exercise caution when stepping in and out of equipment.
Nov-2024	Fracture	18	Yes	IBEW	Waneta	<ul style="list-style-type: none"> Reviewed the event during safety meeting and highlighted the need for pre-use inspections of all tools and equipment to ensure they are in proper function. Implemented an annual inspection on all hoisting and lifting devices.
May-2025	Sprain/Strain/Tear	17	Yes	IBEW	Trail	<ul style="list-style-type: none"> Reviewed event during safety meeting, and highlighted the importance for employees to perform a 2-person lift when lifting heavier loads or alternatively use the assistance of a mechanical device. Discussed the potential of certifying additional employees with forklift certificate, to decrease the need for human lifting with heavier items.

FortisBC Inc. (FBC or the Company) 2025 and 2026 Annual Review of Rates (Application)	Submission Date: September 25, 2025
Response to MoveUP Information Request (IR) No. 1	Page 8

Month-Year	General Nature of Incident	Total Days Lost	WSBC Claim	Affiliation	Work Location	Measures Taken to Avoid Recurrence
Jun-2025	Sprain/Strain/Tear	0	Yes	IBEW	Princeton	<ul style="list-style-type: none"> Discussed event at safety meeting and highlighted the need to focus on uneven terrain and the importance of 3-points of contact when dismounting from a platform or truck.

Reference: FEI and FBC Application for approval of a Rate Setting Framework for 2025 through 2027, Exhibit B-1, section 6.3.1:

3.3 Please detail FortisBC's progress toward the development of leading safety indicators, and planned actions to further advance this objective including consultations with employees and employee representatives.

Response:

FBC continues to explore potential leading indicators that are being investigated and/or implemented across the industry, but does not yet have a formal, defined indicator to propose at this time. FBC will continue to examine and develop a leading safety indicator during the term of the RSF and may propose a suitable leading indicator as part of the next rate-setting framework application.

FBC is open to engaging employees and employee representatives through the Joint Health & Safety Committee.