



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 24, 2026

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)
2027 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, 2026, FBC filed the Application referenced above. In accordance with the regulatory timetable established in British Columbia Utilities Commission Order G-151-26 for the review of the Application, FBC respectfully submits the attached response to MoveUP IR No. 1.¹

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) 2027 Annual Review of Rates (Application)	Submission Date: September 24, 2026
Response to MoveUP Information Request (IR) No. 1	Page 1

1 **1.0 TOPIC: SERVICE QUALITY INDICATORS - WORKPLACE SAFETY**
2 **Reference: FEI and FBC 2025 to 2027 Rate Setting Framework, Exhibit B-1**
3 **(Application) page C-183:**

4 During the November 2023 consultation session, FortisBC discussed the difference between
5 leading and lagging safety indicators and explained that it was exploring introducing a leading
6 safety indicator to enhance its reporting on safety, as FEI and FBC currently report on the All
7 Injury Frequency Rate (AIFR), which is a lagging indicator. Stakeholders were generally
8 supportive of the concept.

9 When measuring and monitoring safety, lagging indicators measure what happened after the fact
10 (i.e., outcomes) and can alert the Companies to a failure in the safety system, or to the existence
11 of an uncontrolled hazard, following an event. At FortisBC, such events are used to learn and
12 improve, identifying gaps in existing safety defenses and establishing corrective actions to prevent
13 future reoccurrences. In contrast, leading indicators are proactive and preventative measures that
14 can shed light on the effectiveness of safety and health activities and reveal potential gaps prior
15 to an event occurring.

16 FortisBC has been exploring potential leading indicators but does not yet have a formal, defined
17 indicator to propose for inclusion as an SQI. Instead, FortisBC will continue to examine and
18 develop a leading safety indicator during the term of the Rate Framework and will propose a
19 suitable leading indicator either during the Rate Framework (as part of the Annual Review
20 process) or subsequent to the conclusion of the three-year term of the Framework. FEI and FBC
21 expect that any new leading safety indicator would initially be informational only, as there will likely
22 be a lack of adequate historical information to establish a benchmark or threshold. This approach
23 will allow FEI and FBC to evaluate suitable metrics, propose a suitable metric, and engage in
24 discussions with the BCUC and interveners on whether the selected metric is appropriate for
25 inclusion in the Companies' suite of SQIs.

4
5 **And reference: FortisBC Inc. 2025 and 2026 Annual Review of Delivery Rates,**
6 **Exhibit B-8, FBC Response to MoveUP IR No 1:**

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

3 3.3 Please detail FortisBC's progress toward the development of leading safety
4 indicators, and planned actions to further advance this objective including
5 consultations with employees and employee representatives.

6
7 Response:
8 FBC continues to explore potential leading indicators that are being investigated and/or
9 implemented across the industry, but does not yet have a formal, defined indicator to propose at
10 this time. FBC will continue to examine and develop a leading safety indicator during the term of
11 the RSF and may propose a suitable leading indicator as part of the next rate-setting framework
12 application.

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

7
8 1.1 Please detail the work performed to-date by or for FBC, including studies,
9 engagements, consultations and other process, regarding the development of

FortisBC Inc. (FBC or the Company) 2027 Annual Review of Rates (Application)	Submission Date: September 24, 2026
Response to MoveUP Information Request (IR) No. 1	Page 2

leading indicators and related initiatives to enhance workplace safety and injury avoidance.

1.1.1 Please file all documents and records related to these undertakings.

Response:

FBC continues to review and assess potential leading safety indicators; however, this assessment has not progressed to a point where FBC has determined that a new indicator (leading or lagging) is warranted.

To date, FBC has focused on exploring industry practices, reviewing emerging approaches to proactive safety measurement, and evaluating how these approaches may align with the Company's operational environment. In particular, FBC included consideration of utility and industry benchmarking, such as practices discussed through organizations including the Canadian Gas Association (CGA) and Electricity Canada (EC), as well as a review of measures used by peer organizations. Areas of interest have included indicators related to the timely closure of corrective actions and the completion of workplace observations, which are commonly discussed as potential leading measures of safety performance. While interest in leading indicators continues to grow across the industry, approaches remain varied and continue to evolve.

FBC's review has identified several factors requiring further consideration, including data availability, consistent application across business units, the availability and appropriateness of external benchmarking data, and whether any new measure would provide meaningful insight beyond FBC's existing safety metrics. The review remains exploratory and includes consideration of input from employees, leaders, industry peers, and other stakeholders. As such, FBC has not completed any formal studies or finalized analyses, and there are no documents available for filing.

FBC will continue to investigate new safety indicators and will communicate any findings or results through future rate-setting applications, as appropriate. However, as discussed in the Application, FBC's existing safety service quality indicator, the All Injury Frequency Rate (AIFR), continues to demonstrate strong safety performance, with results performing close to the established benchmark. Further, irrespective of whether FBC ultimately introduces a new safety SQI, FBC remains committed to strengthening its safety culture.

1.2 Does FBC continue to pursue this initiative?

1.2.1 If so, please detail FBC's planned or intended activities toward that end.

1.2.2 If not, please advise:

(a) When the initiative was abandoned or suspended; and

FortisBC Inc. (FBC or the Company) 2027 Annual Review of Rates (Application)	Submission Date: September 24, 2026
Response to MoveUP Information Request (IR) No. 1	Page 3

- 1 (b) Why it was abandoned or suspended.
- 2 (c) If it was suspended, when does FBC contemplate that it would
- 3 resume?
- 4

5 **Response:**

6 Please refer to the response to MoveUP IR1 1.1.

7

8

9

10 **Reference: Exhibit B-2, Application, Table 13-3: Historical All Injury Frequency**

11 **Rate Results**

- 12 1.3 Please provide a table identifying each reported injury to-date since the most
- 13 recent previous report to the Commission, showing the date, location, worker
- 14 status (MoveUP, IBEW, excluded, or contractor), general nature of the injury, work-
- 15 days lost, whether it gave rise to a workers' compensation claim, and measures
- 16 taken to avoid recurrence.
- 17

18 **Response:**

19 Please refer to the following table for the recordable injuries during the time period starting from

20 October 2025 (i.e., starting from the most recent previous month provided in the response to

21 MoveUP IR1 3.2 from the FBC Annual Review for 2025-2026 Rates proceeding) up to year-to-

22 date 2026. FBC does not report on injuries sustained by contractors.

Month - Year	General Nature of Incident	Total Days Lost	WSBC Claim	Affiliation	Work Location	Measures Taken to Avoid Recurrence
Oct-2025	Laceration/Cut	0	Yes	IBEW	Waneta	- The event was reviewed at the safety meeting, with a focus on eliminating the use of improper equipment and selecting the safest work method. - Proper hoist use was reviewed, including the importance of keeping hands clear of equipment travel paths and pinch points. - Operations reviewed acceptable uses of the trash rack gantry crane and clarified equipment limitations and intended applications.
Oct-2025	Sprain, Strain or Tear	0	Yes	IBEW	Trail	Reviewed conditions of the event and tools available to workers to reduce strain on joints at next safety meeting.

FortisBC Inc. (FBC or the Company) 2027 Annual Review of Rates (Application)	Submission Date: September 24, 2026
Response to MoveUP Information Request (IR) No. 1	Page 4

Month - Year	General Nature of Incident	Total Days Lost	WSBC Claim	Affiliation	Work Location	Measures Taken to Avoid Recurrence
Jan-2026	Sprain, Strain or Tear	0	Yes	IBEW	KOC	- Discussed importance of using Genie lift on order to assist with lifting of pipe. - Temporary ceiling anchors installed for multiple rigging points to allow for easier lifting and maneuvering piping without manual lifting from workers.
Mar-2026	Sprain, Strain or Tear	0	Yes	IBEW	KOC	- Reviewed the event during the next safety meeting, reminding workers to be cautious when walking as ground conditions can be unpredictable. Soft, slippery conditions, and/or unforeseeable uneven surfaces can create fall hazards and result in injury. - Supervisor assessed the uneven surface area beside the upstream exit door and determined a process to even the terrain.
Jun-2026	Fracture of a bone or cartilage	65+	Yes	IBEW	KOC	- The manager investigated storage racking options to improve organization and reduce material storage risks. - A review of monthly inspections was completed to verify compliance with CRL 1842 – Workplace and Equipment Inspection and Preventative Maintenance requirements. - The shop layout was evaluated in collaboration with the Joint Health & Safety Committee (JHSC) to identify areas requiring floor demarcation, including clear zones around equipment and designated walkways to prevent obstructions. - Regional Manager communicated the requirements of CRL 1842 – Workplace and Equipment Inspection and Preventative Maintenance to operations management to reinforce inspection and maintenance expectations.
Jul-2026	Sprain, Strain or Tear	4	Yes	IBEW	Trail	- The Compliance Manager implemented a formal work method for snap cuts, defining appropriate use, maximum allowable unsupported pole length, required controls and approvals when limits are exceeded, and expectations for communicating changes to the job plan. - The Compliance Manager communicated the Young and New Worker CRL within the Apprenticeship Program upon implementation. - Operational Health & Safety (OHS) Management evaluating voice recognition technology to determine its effectiveness for extracting data and supporting quantitative and qualitative reporting. - The event was reviewed at the safety meeting, emphasizing the importance of planning for worst-case scenarios, communicating contingency plans to all crew members, assessing terrain-related hazards, and

FortisBC Inc. (FBC or the Company) 2027 Annual Review of Rates (Application)	Submission Date: September 24, 2026
Response to MoveUP Information Request (IR) No. 1	Page 5

Month - Year	General Nature of Incident	Total Days Lost	WSBC Claim	Affiliation	Work Location	Measures Taken to Avoid Recurrence
						establishing emergency escape routes before work begins. Supervisors reinforced the importance of conducting detailed tailgate meetings with apprentices to ensure job steps, hazards, and controls are clearly communicated and understood prior to starting work.
Aug-2026	Sprain, Strain or Tear	14+	Yes	IBEW	KOC	- Reviewed the event with crews at the next safety meeting and identified practical methods to safely rotate poles, including the use of peaveys, pole-framing support stands, and pole cradles. - Reinforced the expectation to assess ground conditions and use additional stabilization measures, such as pads under MADI pole cradles when working on soft or unstable surfaces, to reduce the risk of pole movement and injury.