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May 14, 2026

British Columbia Utilities Commission  
Suite 410, 900 Howe Street  
Vancouver, BC  
V6Z 2N3

Dear Registrar:

**Re: FortisBC Energy Inc. (FEI)**  
**2026 and 2027 Incremental Demand Side Management (DSM) Expenditures**  
**(Application)**  
**Errata to the Application Dated May 14, 2026**

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On March 31, 2026, FEI filed the Application referenced above. During the course of responding to British Columbia Utilities Commission (BCUC) Information Requests (IR) No. 1, FEI has identified two corrections required to the FEI 2025 DSM Annual Report, provided in Appendix A to the Application, which is noted in the response to BCUC IR1 10.1.

Accordingly, FEI submits this Errata filing reflecting the corrections required. For ease of identification of the revisions made, FEI has provided the revised pages from Exhibit B-1 blacklined.

If further information is required, please contact the undersigned.

Sincerely,

**FORTISBC ENERGY INC.**

***Original signed:***

Sarah Walsh

Attachments

**APPENDIX A-1  
INVENTORY OF DSM PROGRAM EVALUATION AND RESEARCH ACTIVITIES**



Evaluation Name	Program Area	Type of Evaluation	Evaluation Partners	Evaluation Status
<b>Customer Research</b>	Enabling Activities	Communications	None	<p>FortisBC Communication Tracking: Energy Efficiency Conservation: Ongoing tracking of customer engagement and awareness of C&amp;EM activities and provides recommendations for the media mix.</p> <p>MyVoice Panel Software (Customer Voice Panel): Ongoing annual market assessment to ensure effectiveness of approach. This includes testing ad concepts, comparing product offerings, testing rebate steps information to ensure clarity, and assessing preferences for various webpage design.</p> <p>Customer Satisfaction Index: The study identified aspects of the customer experience that were driving customer satisfaction of energy efficiency programs, and how FEI can target actions to improve. <b>Completed in 2025.</b></p> <p>-----</p>
<b>Program Compliance &amp; Quality Assurance Site Visits</b>	Enabling Activities	Evaluation Study	None	The insulation and program compliance site visits are conducted in homes that receive rebates for insulation and draft proofing measures, while the furnace quality assurance program conducts site visits of homes with furnace or boiler upgrades which has now evolved to dual fuel upgrades. Both are ongoing site visits focused on quality assurance and program compliance.
<b>Gas Absorption Heat Pump for Large Homes</b>	Innovative Technologies	Measurement & Verification	None	Measurement of energy savings, installation, and customer acceptance of the Robur gas-fired absorption heat pump technology for space heating applications in large residential homes. <b>Pilot is ongoing.</b>
<b>Dual Fuel Combination Pilot</b>	Innovative Technologies	Measurement & Verification	None	Measurement of energy savings, installation, and customer acceptance of the Napoleon Dual Fuel Combi system for residential space heating, cooling, and domestic hot water applications. <b>Pilot is ongoing.</b>
<b>GHP VRF Pilot</b>	Innovative Technologies	Measurement & Verification	None	Measurement of energy savings, installation, and customer acceptance of the gas engine heat pump with variable refrigerant flow for commercial buildings for space heating and supplemental cooling. <b>Pilot is ongoing.</b>

**Deleted:** Corporate Brand Evaluation: Ongoing annual study intended to understand customer's knowledge and perceptions of FEI, including rebates.

**APPENDIX A-1  
INVENTORY OF DSM PROGRAM EVALUATION AND RESEARCH ACTIVITIES**



Evaluation Name	Program Area	Type of Evaluation	Methodology	Key Findings
<b>Customer Engagement Tool Evaluation 2025</b>	Conservation Education and Outreach	Impact	The study focused on estimating the gas energy savings from the program for the period December 2024 to November 2025 based on two customer cohorts: the normative cohort receives Home Energy Reports that compare their consumption against a similar household, and a self-compare cohort receives Home Energy Reports that show their current consumption compared with the previous period. Savings are calculated using the monthly and cumulative savings from the natural gas billing data.	In 2025, the natural gas savings under the normative cohort continued to generate savings at 1.85 GJ/yr per participant, which represents approximately 2.44% reduction in annual gas consumption. The self-compare cohort has generated fewer savings than the normative cohort but still resulted in natural gas savings of 0.55 GJ/yr per participant.  Outcome: Results and recommendations were reviewed and taken into consideration for future program design.
<b>Customer Research - MyVoice Panel Software (Customer Voice Panel)</b>	Enabling Activities	Communications	MyVoice is an online customer insights community supported via a cloud-based research platform. The community includes approx. 2,900 members, which FEI regularly contacts to complete short research studies.	Insights were generated from several activities such as the Membership Survey, Share of Wallet, and Energy Management Program Evaluation to inform future programming and design.  Outcome: Results were taken into consideration for future program design.

**Deleted:** The Energy Branding Benchmarking Index (EBBI) consists of questions regarding relevant elements that influence consumer purchase decisions within the energy space. Those elements originate from four factors, including:

- Differentiation
- Perception and image
- Segmentation
- Social responsibility and sustainability

**Deleted:** The EBBI establishes FEI's index and compares it to other energy brands across the world. Our score is 61, placing the company as "average." FEI falls several points below the North American average, and one point ahead of the global benchmark. Image and perception are seen as its strengths, while differentiation is seen as its weakest point, followed by segmentation, social responsibility and sustainability.

Outcome: Results were taken into consideration for future program design.

**Deleted: Customer Research - Corporate Brand Evaluation**

**Deleted:** Enabling Activities

**Deleted:** Communications