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September 21, 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 Energy Inc. (FEI)

2027 Annual Review of Delivery 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 24, 2026, FEI filed the Application referenced above. In accordance with the regulatory timetable established in British Columbia Utilities Commission Order G-150-26 for the review of the Application, FEI respectfully submits the attached response to MoveUP IR No. 1.[1]

If further information is required, please contact the undersigned.

Sincerely,

FORTISBC ENERGY INC.

Original signed:

Sarah Walsh

Attachments

cc (email only): Registrar
Registered Interveners

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

1.0 TOPIC: SERVICE QUALITY INDICATORS - WORKPLACE SAFETY

Reference: FEI and FBC 2025 to 2027 Rate Setting Framework, Exhibit B-1 (Application) page C-183:

> During the November 2023 consultation session, FortisBC discussed the difference between leading and lagging safety indicators and explained that it was exploring introducing a leading safety indicator to enhance its reporting on safety, as FEI and FBC currently report on the All Injury Frequency Rate (AIFR), which is a lagging indicator. Stakeholders were generally supportive of the concept.
>
> When measuring and monitoring safety, lagging indicators measure what happened after the fact (i.e., outcomes) and can alert the Companies to a failure in the safety system, or to the existence of an uncontrolled hazard, following an event. At FortisBC, such events are used to learn and improve, identifying gaps in existing safety defenses and establishing corrective actions to prevent future reoccurrences. In contrast, leading indicators are proactive and preventative measures that can shed light on the effectiveness of safety and health activities and reveal potential gaps prior to an event occurring.
>
> FortisBC has been exploring potential leading indicators but does not yet have a formal, defined indicator to propose for inclusion as an SQI. Instead, FortisBC will continue to examine and develop a leading safety indicator during the term of the Rate Framework and will propose a suitable leading indicator either during the Rate Framework (as part of the Annual Review process) or subsequent to the conclusion of the three-year term of the Framework. FEI and FBC expect that any new leading safety indicator would initially be informational only, as there will likely be a lack of adequate historical information to establish a benchmark or threshold. This approach will allow FEI and FBC to evaluate suitable metrics, propose a suitable metric, and engage in discussions with the BCUC and interveners on whether the selected metric is appropriate for inclusion in the Companies' suite of SQIs.

And reference: FortisBC Energy Inc. 2025 and 2026 Annual Review of Delivery Rates, Exhibit B-8, FEI Response to MoveUP IR No 1:

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

1.1 Please detail the work performed to-date by or for FEI, including studies, engagements, consultations and other process, regarding the development of 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:

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

To date, FEI 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, FEI 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.

FEI'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 FEI's existing safety metrics. The review remains exploratory and includes consideration of input from employees, leaders, industry peers, and other stakeholders. As such, FEI has not completed any formal studies or finalized analyses, and there are no documents available for filing.

FEI 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, FEI's existing safety service quality indicator, the All Injury Frequency Rate (AIFR), continues to demonstrate strong safety performance, with results consistently performing better than the established benchmark. Further, irrespective of whether FEI ultimately introduces a new safety SQI, FEI remains committed to strengthening its safety culture.

1.2 Does FEI continue to pursue this initiative?

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

1.2.2 If not, please advise:

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

(b) Why it was abandoned or suspended.

(c) If it was suspended, when does FEI contemplate that it would resume?

Response:

Please refer to the response to MoveUP IR1 1.1.

Reference: Exhibit B-1, Application, Table 13-4: Historical All Injury Frequency Rate Results

1.3 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 during the time period starting from August 2025 (i.e., starting from the most recent previous month provided in the response to MoveUP IR1 3.2 from the FEI Annual Review for 2025-2026 Delivery Rates proceeding) up to year-to-date 2026. FEI 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
Aug-2025	Sprain, Strain or Tear	89+	Yes	IBEW	Port Coquitlam	• Reviewed the event with crews, emphasizing secure footing on ladders and uneven ground. • Reinforced housekeeping practices to eliminate trip hazards and ensure ladders were set up on stable, clear ground. • Reminded crews to stop work if conditions were unsafe and request a two-person crew when needed.

Month-Year	General Nature of Incident	Total Days Lost	WSBC Claim	Affiliation	Work Location	Measures Taken to Avoid Recurrence
Aug-2025	Sprain, Strain or Tear	3	Yes	IBEW	Port Coquitlam	• Presented lessons learned to the affected crew, focusing on safe lifting techniques, team lifts, hydration, and taking microbreaks as needed.
Sep-2025	Sprain, Strain or Tear	19	Yes	IBEW	Kelowna	• Injury Prevention Specialist discussed modified duties and prevention strategies with the employee. • Reviewed the event, emphasizing caution when exiting trailers. • Reinforced personal protective equipment (PPE) requirements for winter conditions. • Reviewed proper trailer housekeeping and equipment organization.
Oct-2025	Sprain, Strain or Tear	3	Yes	MoveUP	Surrey	• Reviewed at the safety meeting the importance of scanning intersections before proceeding to ensure a clear and safe path of travel.
Oct-2025	Sprain, Strain or Tear	0	Yes	IBEW	Prince George	• Reviewed the event at the safety meeting, emphasizing awareness of unexpected ice and maintaining three points of contact when entering and exiting vehicles. • Reinforced the use of traction aids and carrying grit in work vehicles for slippery conditions.
Oct-2025	Sprain, Strain or Tear	0	Pending	IBEW	Fort Nelson	• Injury Prevention Specialist discussed modified duties and prevention strategies with the employee. • Reviewed the event at the safety meeting, emphasizing safe techniques when breaking meter connections, proper tool selection, and good ergonomics. • Reinforced the use of larger wrenches when needed. • Reminded employees of the importance of immediate injury reporting.

Month-Year	General Nature of Incident	Total Days Lost	WSBC Claim	Affiliation	Work Location	Measures Taken to Avoid Recurrence
Oct-2025	Sprain, Strain or Tear	16	Yes	MoveUP	Surrey	• Reviewed the incident with the team, reinforcing respectful workplace conduct and conflict resolution. • Discussed the importance of early reporting and intervention when workplace conflicts arise. • Reinforced workplace violence and harassment expectations. • Supported the employee through medical assessment and return-to-work planning.
Nov-2025	Laceration/Cut	0	N/A	M&E	Prince George	• Distributed an Animal Safety Alert. • Reviewed the alert at the tailgate meeting, emphasizing awareness of unpredictable dog behaviour and the potential for defensive or aggressive reactions.
Dec-2025	Sprain, Strain or Tear	41	Yes	IBEW	Courtenay	• Reviewed the event at the department safety meeting, emphasizing safe driving practices and increased awareness of other drivers during reduced daylight conditions.
Jan-2026	Sprain, Strain or Tear	0	Yes	IBEW	Sunnyside	• Reviewed the event, emphasizing proper shoveling techniques and neutral wrist positioning. • Reinforced task rotation, microbreaks, and early reporting of discomfort.
Jan-2026	Sprain, Strain or Tear	0	Yes	IBEW	Burnaby	• Injury Prevention Specialist discussed ergonomics at the safety meeting. • Contacted the building strata to address the sticking door and determine a permanent solution, such as adjusting the door or using an alternate entrance.
Jan-2026	Fracture of a bone or cartilage	60	Yes	IBEW	Richmond	• Reviewed the event at the safety meeting, reinforcing nighttime hazard awareness and safe movement practices, with a focus on preventing slips, trips, and falls.

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	24	Yes	IBEW	Surrey	• Reviewed the mechanism of injury with the Injury Prevention Specialist and assessed opportunities to reduce injury risk through improved work practices and controls.
Feb-2026	Sprain, Strain or Tear	0	Yes	IBEW	Sunnyside	• Supervisor set up safe wrenching course for all employees.
Feb-2026	Sprain, Strain or Tear	2	Yes	IBEW	Burnaby	• Reviewed safe meter handling practices at the safety meeting, emphasizing proper tool condition, use of the appropriate wrench, and safe work techniques. • Reinforced the importance of warm-up/stretching, especially in cold weather, and maintaining a steady work pace.
Feb-2026	Sprain, Strain or Tear	0	Yes	IBEW	Sparwood	• Management discussed proper ergonomic practices with employees, including microbreaks and the use of appropriately sized ergonomic tools. • Reviewed body positioning techniques to reduce wrist strain. • Temporarily reduced employee's meter exchange workload to support recovery.
Mar-2026	Sprain, Strain or Tear	2	Yes	IBEW	Nanaimo	• Reviewed the event at the monthly safety and Joint Health & Safety Committee (JHSC) meetings, emphasizing safe wrenching practices, muscular skeletal injury (MSI) awareness, and ergonomic considerations to help prevent similar injuries.
Mar-2026	Sprain, Strain or Tear	0	Yes	IBEW	Williams Lake	• Injury Prevention Specialist discussed rehabilitation and recovery strategies with the employee. • Reviewed the event at the safety meeting, reinforcing ergonomic positioning, stretching, microbreaks, and the use of appropriate tools and aids to reduce strain.

Month-Year	General Nature of Incident	Total Days Lost	WSBC Claim	Affiliation	Work Location	Measures Taken to Avoid Recurrence
Mar-2026	Sprain, Strain or Tear	111+	Yes	IBEW	Cranbrook	• Reviewed the event, emphasizing awareness of uneven terrain and safe footing on slopes. • Reinforced the importance of assessing footing and maintaining a clear path of travel. • Reminded employees to report injuries and discomfort promptly.
May-2026	Sprain, Strain or Tear	0	Yes	IBEW	Trail	• Encouraged the employees to complete the Safe Wrenching course and follow proper ergonomic practices. • Reinforced task rotation to reduce consecutive heavy gripping activities. • Reviewed ergonomic practices, limiting exposure to vibrating tools, and early reporting of discomfort at the safety meeting.
Jun-2026	Foreign Object/Substance	0	Yes	IBEW	Burnaby	• Reviewed eye protection requirements at the safety meeting, emphasizing the hazards of residual debris in the shop environment. • Reinforced proper shop housekeeping practices to minimize airborne and residual debris hazards.
Jun-2026	Foreign Object/ Substance	0	Yes	IBEW	Cranbrook	• Completed supervisor observation of grinding tasks, reinforcing proper grinder positioning and body alignment to reduce exposure risks. • Evaluated current face shield and safety glass combinations for fit, coverage, and condition. • Investigated alternative face shield and safety goggle combinations to improve protection and usability. • Reviewed safe grinding practices at the safety meeting, including work planning, PPE requirements, and post-work housekeeping.

Month-Year	General Nature of Incident	Total Days Lost	WSBC Claim	Affiliation	Work Location	Measures Taken to Avoid Recurrence
Jun-2026	Sprain, Strain or Tear	5	Yes	IBEW	Kamloops	• Reviewed the event, emphasizing safe practices for strenuous tasks, including the use of buddy assistance and approved leverage aids. • Encouraged employees to raise workload concerns with supervisors to obtain additional support when needed. • Reviewed work distribution and training opportunities with management to better balance physically demanding tasks across the work group.
Jul-2026	Sprain, Strain or Tear	4	Yes	IBEW	Langley	• Checked crew trucks to ensure commonly used tools were stored in accessible locations and adjusted placements where feasible to reduce awkward lifting and reaching. • Identified and shared the weights of commonly used tools to increase awareness of manual handling requirements. • Reviewed Manual Material Handling and Back Injury Prevention practices with crews.
Jul-2026	Sprain, Strain or Tear	0	Yes	IBEW	Castlegar	• Reviewed the importance of rotating duties to reduce consecutive heavy gripping tasks and stopping work to reassess when discomfort develops. • Reinforced ergonomic principles for heavy wrenching activities, including neutral body positioning, minimizing twisting, and using controlled force instead of sudden jerking motions.
Aug-2026	Sprain, Strain or Tear	0	Yes	IBEW	Chetwynd	• Injury Prevention Specialist discussed rehabilitation and recovery strategies with the employee. • Reviewed the event at the safety meeting, reinforcing ergonomic positioning, stretching, microbreaks, and the use of tools or mechanical aids to reduce strain during strenuous tasks.

Month-Year	General Nature of Incident	Total Days Lost	WSBC Claim	Affiliation	Work Location	Measures Taken to Avoid Recurrence
Aug-2026	Laceration/Cut	0	Yes	IBEW	North Vancouver	• Reviewed the event at the safety meeting, focusing on contributing factors and key lessons learned. • Reinforced the importance of selecting the right tool for the job and maintaining awareness of line-of-fire hazards. • Referenced the Occupational Health & Safety (OHS) Safety Package on hand and finger injuries to support the discussion and reinforce safe work practices.
Aug-2026	Sprain, Strain or Tear	0	Yes	IBEW	Surrey	• Injury Prevention Specialist discussed rehabilitation strategies and ergonomic practices with the work group. • Reviewed the importance of using proper ergonomics to reduce strain during work activities. • Reinforced the need for caution when entering and exiting excavations and maintaining awareness of site hazards.
Aug-2026	Sprain, Strain or Tear	0	Pending	IBEW	Port Alberni	• Create a Safety Alert sharing lessons learned from the event, highlighting lifting risks and the availability of the AL1000 tool. • Acquire and provide AL1000 meter positioning tools to employees. • Review the meter cage design standard with the Planning department to identify ergonomic improvement opportunities.
Aug-2026	Laceration/Cut	0	Pending	IBEW	Burnaby	• Discuss the event with the group and reinforce safe cutting techniques, including blade awareness and proper positioning during cutting tasks. • Explore alternative tools and methods to improve safety when performing cutting tasks in the warehouse.

1