



**ORDER NUMBER  
G-275-25**

IN THE MATTER OF  
the *Utilities Commission Act*, RSBC 1996, Chapter 473

and

FortisBC Energy Inc. and FortisBC. Inc.  
Application for Approval of Capital Expenditures for the Enterprise Resource Planning Modernization and  
Customer Information System Replacement Projects

**BEFORE:**

A. K. Fung, Panel Chair  
A. C. Dennier, Commissioner

on November 26, 2025

**ORDER**

**WHEREAS:**

- A. On November 4, 2025, FortisBC Energy Inc. (FEI) and FortisBC Inc. (FBC) (collectively, FortisBC) filed an application (Application) with the British Columbia Utilities Commission (BCUC), pursuant to section 44.2 of the *Utilities Commission Act* (UCA), for acceptance of a schedule of anticipated capital expenditures for the implementation of the Enterprise Resource Planning (ERP) Modernization Project (ERP Modernization Project) and FBC Customer Information System (CIS) Replacement Project (CIS Replacement Project) (together, the Combined Project);
- B. The ERP Modernization Project will upgrade FortisBC's existing core SAP applications to SAP S/4HANA, and the CIS Replacement Project will replace FBC's legacy CIS (CIS Plus) with a suite of new SAP applications of which the core foundation is SAP S/4HANA. The estimated capital cost for the Combined Project is approximately \$190.8 million with approximately \$92.2 million allocated to FEI and \$98.6 million allocated to FBC;
- C. In the Application, FortisBC also seeks BCUC approval, pursuant to sections 59 to 61 of the UCA, of the following:
  - A depreciation rate of 10 percent to be applied to the new SAP S/4HANA software;
  - Establishment of the ERP Project Implementation Operating and Maintenance (O&M) non-rate base deferral account to record FEI's portion of implementation O&M costs for the Combined Project, attracting a weighted average cost of capital (WACC) return;

- Establishment of the Application and Preliminary Stage Development Costs non-rate base deferral account to record FEI's portion of the Application and preliminary stage development cost related to the Combined Project, attracting a WACC return;
  - Establishment of the ERP/CIS Project Implementation O&M non-rate base deferral account to record FBC's portion of implementation O&M costs for the Combined Project, attracting a WACC return; and
  - Establishment of the Application and Preliminary Stage Development Costs non-rate base deferral account to record FBC's portion of the Application and preliminary stage development costs related to the Combined Project, attracting a WACC return;
- D. FortisBC requests that certain information in the Application and Appendices A and B, which relate to cost estimates and financial information (Confidential Information), be held confidential by the BCUC pursuant to Section 23 of the BCUC's Rules of Practice and Procedure on the basis that they are commercially sensitive; and
- E. The BCUC determines that the establishment of a public hearing process and a regulatory timetable for the review of the Application is warranted.

**NOW THEREFORE** the BCUC orders as follows:

1. A public hearing is established for the review of the Application, as set out in the regulatory timetable attached as Appendix A to this order.
2. FortisBC is directed, as soon as practicable, but not later than Tuesday, December 2, 2025, to provide a copy of the Application and this order, electronically where possible, to the registered interveners in FEI's 2025 and 2026 Annual Review of Delivery Rates and FBC's 2025 and 2026 Annual Review of Rates proceedings.
3. FortisBC is directed, as soon as practicable, but not later than Tuesday, December 2, 2025, to make the Application and this order available on its website at [www.fortisbc.com](http://www.fortisbc.com).
4. FortisBC is directed, as soon as practicable, but not later than Tuesday, December 2, 2025, to publish notice of the Application and this order, or post the Public Notice attached as Appendix B to this order, on its relevant and existing social media platforms, including but not limited to X [formerly Twitter] and Facebook. Weekly reminder posts must be published on each platform until the conclusion of the intervener registration period on Thursday, December 11, 2025.
5. FortisBC is directed to provide to the BCUC by Friday, December 12, 2025, written confirmation of compliance with Directives 2, 3 and 4 of this order, including a list of social media platforms on which the notice was published, as well as a list of all parties notified in accordance with Directive 2.
6. In accordance with the BCUC's Rules of Practice and Procedure, parties who wish to actively participate in this proceeding must register with the BCUC by submitting a Request to Intervene Form, available on the BCUC's website at <https://www.bcuc.com/GetInvolved/GetInvolvedProceeding>, by Thursday, December 11, 2025. Parties may also submit a Letter of Comment by completing a Letter of Comment Form available on the BCUC's website at <https://www.bcuc.com/Forms/LetterOfComment> by the deadline established in the regulatory timetable.

**DATED** at the City of Vancouver, in the Province of British Columbia, this 26<sup>th</sup> day of November 2025.

BY ORDER

*Electronically signed by Anna Fung*

A. K. Fung, KC  
Commissioner

Attachment

FortisBC Energy Inc. and FortisBC Inc.  
Application for Approval of Capital Expenditures for the Enterprise Resource Planning Modernization and  
Customer Information System Replacement Projects

**REGULATORY TIMETABLE**

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<b>Action</b>	<b>Date (2025)</b>
FortisBC to publish notice of the Application	Tuesday, December 2
Intervener registration deadline	Thursday, December 11
FortisBC to provide written confirmation of compliance with Directives 2, 3 and 4 of this order	Friday, December 12
<b>Action</b>	<b>Date (2026)</b>
BCUC Information Request (IR) No. 1 to FortisBC	Thursday, January 15
Intervener IR No. 1 to FortisBC	Thursday, January 29
FortisBC response to BCUC and Intervener IR No. 1	Tuesday, February 24
Letter of comment deadline	Thursday, March 5
FortisBC final argument	Thursday, March 12
Intervener final arguments	Wednesday, April 1
FortisBC reply argument	Tuesday, April 21

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# We want to hear from you

## FortisBC Enterprise Resource Planning Modernization and Customer Information System Replacement Projects

On November 4, 2025, FortisBC Energy Inc. (FEI) and FortisBC Inc. (FBC) (collectively, FortisBC) filed an application with the BCUC for acceptance of anticipated capital expenditures for the implementation of the Enterprise Resource Planning (ERP) Modernization Project and Customer Information System (CIS) Replacement Project. These projects are meant to modernize FortisBC's SAP enterprise applications and replace FBC's legacy CIS. These projects' estimated total cost is \$190.8 million.

To participate in the proceeding, please see the options below or visit [www.bcuc.com/get-involved](http://www.bcuc.com/get-involved) for more information.

### GET INVOLVED

- [Request intervener status](#)
- [Submit a letter of comment](#)
- [Subscribe to the proceeding](#) to receive email notifications when public documents are posted to the proceeding page

### IMPORTANT DATES

1. **Thursday, December 11, 2025**  
Deadline to request intervener status
2. **Thursday, March 5, 2026**  
Deadline to submit a letter of comment

Please visit the [proceeding page](#) on bcuc.com under "Our Work" to learn more.

## CONTACT INFORMATION

### FortisBC Energy Inc. and FortisBC Inc.

- 16705 Fraser Highway  
Surrey, BC V4N 0E8
- E: [gas.regulatory.affairs@fortisbc.com](mailto:gas.regulatory.affairs@fortisbc.com)  
[electricity.regulatory.affairs@fortisbc.com](mailto:electricity.regulatory.affairs@fortisbc.com)
- P: (778)578-3861

### British Columbia Utilities Commission

- Suite 410, 900 Howe Street  
Vancouver, BC V6Z 2N3
- E: [proceedings@bcuc.com](mailto:proceedings@bcuc.com)
- P: 604.660.4700