






Engaging with stakeholders and Indigenous communities

We're always looking for new ways to grow and operate more sustainably. Connecting with Indigenous communities and others helps us understand their diverse and unique energy needs. These conversations also allow us to explore their expectations on how we move forward as an organization. Here is what this looks like in practice.

Who we engage with	How we approach engagements	Key concerns raised	How we address stakeholder concerns
 Local communities	<ul style="list-style-type: none"> charitable donations and sponsorships charitable activities and events partnerships with educational institutions community and project consultation programs membership and participation in local Boards of Trade and Chambers of Commerce employees serving on non-profit boards employee volunteerism active economic participation 	<ul style="list-style-type: none"> increased community inclusion during project development increased support for local organizations and direct community benefits collaboration with community partners low-income household needs 	<ul style="list-style-type: none"> develop and strengthen relationships in communities where we live and work support and fund local initiatives host Community Giving Days in local communities throughout our service areas create positive socioeconomic impact through educational opportunities and community investment collaborate with municipal government to identify opportunities to benefit communities enhance local community development through employee giving programs and charitable donations
 Indigenous communities	<ul style="list-style-type: none"> activities and events partnerships with educational institutions and mentorship, internship and scholarship programs resource planning workshops donations and sponsorships community and project consultation programs membership and participation in local Indigenous trades and training organizations participation as a member of the Canadian Council for Indigenous Businesses and maintaining Silver-level certification in their Partnership Accreditation in Indigenous Relations (PAIR) program active economic participation Indigenous awareness training Indigenous Employee Circle 	<ul style="list-style-type: none"> employment barriers low-income household needs respecting Indigenous cultures and communities access to educational opportunities business development opportunities capacity constraints 	<ul style="list-style-type: none"> collaborate with Indigenous communities to continue to build relationships contribute to programs that support Indigenous initiatives and participate in community events that align with our core values enhance Indigenous relations through business development, employment opportunities and community engagement create positive socioeconomic impact through educational opportunities and community investment enhance local community development through charitable donations and sponsorships

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 <p>Customers</p>	<ul style="list-style-type: none"> • energy-efficiency programs • delivering high-value customer experiences including in-person engagements • community outreach and Street Team • community education programs—school and public safety • customer bills, bill inserts and emails • Energy Moment monthly newsletter • customer surveys • websites • social media 	<ul style="list-style-type: none"> • low-income household needs • communications to customers • alternative energy options • rates and pricing • increased community involvement • customer service improvements • fixed-income household needs 	<ul style="list-style-type: none"> • find innovative ways to help customers save energy, reduce energy costs and lower their greenhouse gas emissions • enhance our customer engagement with timely, accessible and personalized experiences • enhance our customer experience by offering an Equal Payment Plan option to help avoid seasonal fluctuations and bring greater predictability to bills • strengthen customer relationships by ongoing employee development and training
 <p>Employees</p>	<ul style="list-style-type: none"> • departmental and team meetings • various leadership connections • employee-run groups and committees • corporate campaigns and events • formal process for concerns • union relations (IBEW local 213, MoveUP local 378) • employee and leadership development programs and offerings • cross-utility working groups • safety meetings and safety moments • performance management discussions, including succession planning • employee communications through intranet, emails and newsletters 	<ul style="list-style-type: none"> • engagement while addressing constant change • career development and professional growth • belonging, connection and staying authentic 	<ul style="list-style-type: none"> • support our employees' safety, health and well-being through prioritizing open discussions, learning opportunities and a range of employee wellness, health and safety programs and offerings and benefits offerings • cultivate talent through skill enhancement and development opportunities • foster a culture of belonging through fostering an inclusive, resilient and skilled workforce • develop action plans at a department level as a response to the employee engagement and inclusion surveys

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 Regulatory and government	<ul style="list-style-type: none"> • focus on constructive regulatory relationships • participate in public policy and legislative consultations • provide responses to general industry requests from regulators • regular regulatory and government outreach • participate in industry associations and advisory groups 	<ul style="list-style-type: none"> • energy reliability • customer safety • impacts to the environment • climate action • affordable energy • enabling the deployment of renewable energy 	<ul style="list-style-type: none"> • deliver safe, reliable and cost-effective energy • maintain and modernize energy infrastructure for continued operational reliability and resiliency • prioritize energy efficiency and encourage innovation, resulting in customer energy savings and emissions reductions from our demand side management plans • grow our renewable and lower carbon energy¹ portfolio, including advancing hydrogen research • expand marine fuelling infrastructure supported by the Greenhouse Gas Reduction Regulation • ensure proper adherence to lobbying protocols while addressing concerns in line with regulatory requirements • strive to minimize environmental impacts of our projects and operations through a risk-based approach

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¹FortisBC uses the term renewable and lower carbon energy to refer collectively to electricity and the lower carbon gases or fuels that the utility can acquire under the Greenhouse Gas Reduction (Clean Energy) Regulation, which are: Renewable Natural Gas (also called RNG or biomethane), hydrogen, synthesis gas (from wood waste) and lignin. FortisBC's renewable and lower carbon gas portfolio currently includes only Renewable Natural Gas. Other gases and fuels may be added to the program over time. Depending on their source, all of these gases have differing levels of lifecycle carbon intensity. However, all of these gases are lower carbon when compared to the lifecycle carbon intensity of conventional natural gas. The current burner tip emission factor of RNG is 0.27 grams of carbon dioxide equivalent per megajoule of energy (gCO₂e/MJ) and the current renewable and lower carbon gas portfolio lifecycle emissions for stationary combustion are -22 gCO₂e/MJ. This is below B.C.'s lifecycle carbon intensity threshold of 30.8 gCO₂e/MJ as set out in the [2024 Greenhouse Gas Reduction Regulation amendments](#). FortisBC Inc. and FortisBC Energy Inc. do business as FortisBC. The companies are indirect, wholly owned subsidiaries of Fortis Inc. FortisBC uses the FortisBC name and logo under license from Fortis Inc.