

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	- 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	- increased community inclusion during project development - increased support for local organizations and direct community benefits - collaboration with community partners - low-income household needs	- 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	- 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	- employment barriers - low-income household needs - respecting Indigenous cultures and communities - access to educational opportunities - business development opportunities - capacity constraints	- 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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 Customers	• energy-efficiency programs • delivering high-value customer experiences 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	• low-income household needs • communications to customers • alternative energy options • rates and pricing • increased community involvement • customer service improvements • fixed-income household needs	• find innovative ways to help customers save energy, reduce energy costs and lower their overall emissions • enhance our customer engagement with timely, accessible and personalized experiences • Enhance 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
 Employees	• departmental and team meetings • various leadership connections • employee-run groups and committees • corporate campaigns and events • corporate opportunities for dialogue and engagement • formal process for concerns • union relations (IBEW local 213, MoveUP local 378) • leadership and professional development programs, offerings and opportunities • cross-utility working groups • safety meetings and safety moments • performance management discussions, including talent identification and succession planning • employee communications through intranet, emails and newsletters	• engagement • career development and professional growth • belonging, connection and staying authentic	• 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 • promote transparent communication through various activities and channels • foster a culture of belonging through fostering an inclusive, resilient and skilled workforce • develop action plans based on employee engagement and inclusion surveys

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 Regulatory and government	• 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	• energy system reliability and resiliency • affordable energy • economic growth • customer safety • impacts to the environment • climate action • enabling the deployment of renewable energy • Indigenous Reconciliation	• deliver safe, reliable and cost-effective energy • maintain and modernize energy infrastructure for continued operational reliability and resiliency • ensure input to policy and legislative/regulatory consultations to address customer impact • prioritize energy efficiency, encourage innovation, and support affordability, resulting in customer energy savings and emissions reductions from our demand side management plans • advance storage and liquefaction capacity that supports industrial growth • grow our renewable and lower carbon energy¹ portfolio, including advancing hydrogen research • ensure proper adherence to lobbying protocols while addressing concerns in line with regulatory requirements • advance Indigenous Reconciliation opportunities • commit to planning for, monitoring and responding to potential environmental and heritage impacts of our projects through a risk-based approach

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¹FortisBC uses the term lower carbon energy to refer collectively to electricity and the lower carbon gases or fuels that the utility can produce, use and/or acquire under the [Greenhouse Gas Reduction \(Clean Energy\) Regulation](#) ("Regulation"). The Regulation identifies different sources of electricity and gas that are prescribed based on their feedstock and production processes. FortisBC's lower carbon energy portfolio includes Renewable Natural Gas (also called "RNG") and electricity. Other gases and fuels may be added to the portfolio over time. FortisBC's lower carbon energy portfolio is lower carbon when compared to conventional natural gas. 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.