

ANNUAL

1988

⊕ B.C. Hydro  
PROUD OF OUR  
*Service*

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EXHIBIT C17-23



*Annual Report 1988*

## TWENTY YEAR RESOURCE PLAN

Our Resource Plan determines the mix of resources needed to meet demands for electricity while minimizing our total long-term costs. It is critical that the potential risks of investing in new resources unnecessarily or too early are balanced against those of building too late, thereby causing an unreliable supply of electricity and constraining economic development. The plan must also be flexible enough to respond to potentially different outcomes than those anticipated.

If we relied exclusively on existing resources, forecast demands indicate they would be fully utilized within the next five years. That's why we're buying additional power from other energy producers and are helping our customers use electricity more efficiently. But barring a deep economic downturn, it appears that we will need new sources of energy by the mid 1990s.

The Resource Plan, therefore, sets out the optimal mix of resources to be developed to provide electricity at the lowest possible costs compatible with quality of service as well as environment and regulatory concerns. It also schedules the mix of new resources including coordination of Columbia River projects with the Bonneville Power Administration, purchase agreements with Alcan and TransAlta, existing system efficiency improvements and new generation projects.

Assumed within the Plan is the co-generation of electricity, conservation of power and small, independent generators supplementing our resources.

### *Demand Side Management*

We are continuing to make progress with Demand Side Management programs which manage the balance between times of high and low demands on our system through energy initiatives. Our goal is to reduce the energy demand by 3000 GW·h per year, almost the equivalent of the power generated at our 700 megawatt Peace Canyon project. A variety of programs are being developed.

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## Letters to the Editor

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*The following is a letter sent by Mrs. Elaine Gustafson of Fauquier to Larry Bell, Chairman of B.C. Hydro in Vancouver.*

I have meant to write to you for some time to thank you for the excellent service we have received through Mr. Art Allan of B.C. Hydro in Nakusp.

Our home is connected to Hydro lines in such a way that everyone can be re-connected after a power outage, and we will still be without power. Recently, we lost power around 11:00 p.m. I phoned in and Mr. Allan told us that there were many problems that night, and that they would attend to the matter. I told him my husband had to be up at 5:00 a.m. to go to work.

Around 1:00 a.m. Mr. Allan phoned to see if we had power yet, my reply was no. At 5:00 a.m. Mr. Allan was on the phone checking to see if our power had come on - (it had just come on previous to his call.)

The point is, Mr. Allan had been up all night. He was concerned about our need and was confirming for himself what our position was.

I want to commend this gracious, caring kind of service. In a world that is so interested in 'self and ease' I believe that Mr. Allan's kind of service is exceptional and so outstanding that I want you to know about our appreciation of this wonderful employee.

Elaine E. Gustafson.



*proud of our Service*

In the coming year, we will introduce these youngsters to "Louie the Lightning Bug", our new public safety mascot.

These and other programs have contributed to a decrease in the yearly accident rate. However, a marked increase in motor vehicle accidents involving downed wires regrettably led to four fatalities.

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	1987/88	1988/89
Total public accidents .....	245	216
Injury accidents .....	11	13
Fatal accidents .....	1	6
Accidents involving overhead lines .....	115	105
Tree felling / trimming accidents .....	108	89
Downed wires / motor vehicle accidents* .....	25	102

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*\*Not included in Total Public Accidents figures*

#### *EMPLOYEE SAFETY*

An effective employee safety program is a reflection of both corporate responsibility and individual employee commitment.

Our objective is to keep disabling or time lost injuries to less than 10 incidents per million person-hours worked. Through the cooperation of all employees and a variety of initiatives, we have, for the first time, achieved our goal with an overall rate of 7.0 for 1989.

In comparison with other Canadian utilities, we are third behind Alberta Power and TransAlta. In addition, the Workers' Compensation Board has awarded us an assessment rate of 56 cents per \$100 of payroll - among the lowest of major employers in British Columbia.

#### *CUSTOMER SERVICE*

##### *POWER SMART*

To conserve electricity and make better use of what we have, we have launched the Power Smart conservation program. This 10-year, \$225 million energy efficiency initiative is expected to free up 2.4 billion kilowatt hours of electricity by 1998, almost four times the amount of power now consumed annually by the City of Victoria.

Designed for industrial, commercial and residential customer participation, Power Smart is one of the cheapest forms of energy available today. It is an environmentally-sensitive resource alternative that will allow us to lower the growth in demand for electricity, and therefore delay the need for new generating plants. Customers will benefit from reduced energy bills.