

## BC Hydro 2015 Rate Design Application

B-47

**BC HYDRO UNDERTAKING NO. 11****HEARING DATE:** August 16, 2016**REQUESTOR:** Zone II Ratepayers Group**TRANSCRIPT REFERENCE:** Volume 3, page 560, lines 13 - 20**QUESTION:**

Please describe how the ECAP process works from application to installation. Is this the same for Zone I, IB and II?

**RESPONSE:**

The standard ECAP process for an individual applicant is described below:

1. Customer completes an application form (online or on paper) and submits it along with required income documentation to BC Hydro.
2. BC Hydro reviews and approves the application.
3. BC Hydro sends the customer an approval letter
4. Contractor calls the customer to welcome them to the program and sets an appointment for an evaluation of the basic ECAP measures
5. Contractor visits the home, installs the basic ECAP measures and evaluates the potential for advanced ECAP measures (insulation or furnace in the case of a FortisBC customer).
  - a. If the home is eligible for a fridge, customer is contacted and arrangements are made for fridge delivery and removal of the old fridge.)
6. If there is potential for advanced ECAP measures, an evaluation visit is scheduled.
7. Advanced ECAP evaluation is conducted to confirm eligibility for measures and work order details are created.
8. Contractor arranges for advanced work to be installed (subcontractors are used to install the insulation/furnaces). This could involve more than one visit depending on the scope of work.

In remote areas, there are a few variations to this process. First, for the evaluation and installation of the basic ECAP measures, the contractor will look to group the visit with other work in the area. Second, and when possible, the contractor tries to conduct the advanced ECAP assessment at the same time as the basic.

In addition, there are currently discussions underway with a number of remote communities (refer to Undertaking #8 for more details) on how to support conservation initiatives in those communities including the ECAP program.