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September 18, 2018

Movement of United Professionals
c/o Allevato Quail & Roy, Barristers and Solicitors
405-510 West Hastings St.
Vancouver, BC
V6B 1L8

Attention: Mr. Jim Quail

Dear Mr. Quail

Re: FortisBC Energy Inc. (FEI)

Project No. 1598966

Annual Review for 2019 Delivery Rates (the Application)

**Response to Canadian Office and Professional Employees Union, Local 378
(known as Movement of United Professionals or MoveUP) Information Request
(IR) No. 1**

On August 3, 2018, FEI filed the Application referenced above. In accordance with the British Columbia Utilities Commission Order G-143-18 setting out the Regulatory Timetable for the review of the Application, FEI respectfully submits the attached response to MoveUP IR No. 1.

If further information is required, please contact the undersigned.

Sincerely,

FORTISBC ENERGY INC.

Original signed:

Diane Roy

Attachments

cc (email only): Commission Secretary
Registered Parties

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1 **1.0 ANNUAL REVIEW REQUIREMENTS**

2 **REFERENCE: Exhibit B-2 p. 3 Table 1-1 Item 3**

3 Description: Identification of any efficiency initiatives that the Companies have
4 undertaken, or intend to undertake, that require a payback period extending beyond the
5 PBR plan period and make recommendations to the Commission with respect to the
6 treatment of such initiatives.

7 Response or Reference: FEI has not identified any efficiency investments with a
8 payback beyond the end of the PBR period that it is not pursuing

9 1.1 What efficiency investments with a payback beyond the end of the PBR has FEI
10 identified that it is pursuing?

11
12 **Response:**

13 FEI is currently pursuing the FortisBC Website Redesign project (page 10 of the Application),
14 which has a payback period beyond the term of the PBR. However, this project is being
15 undertaken primarily to enhance customer service.

16 Initiatives that have a payback period beyond the term of the PBR term that were previously
17 outlined in the Annual Review for 2018 Rates and FEI's response to MoveUP IR 1.2.1 in that
18 proceeding include:

- 19 • SAP Integration Project (page 8 of Application) – Status in progress;
- 20 • Online Service Application (OSA) Initiative (page 8 of Application) – Status complete;
- 21 • Planner Toolbox (page 9 of Application) – Status complete;
- 22 • Automate Customer Moves (page 9 of Application) - Status complete; and
- 23 • Gas Workforce Management (page 8 of Application) – Status in progress.

24
25 FEI is not proposing Efficiency Carryover Mechanism treatment for any of these efficiency
26 investments. Please refer to the response to MoveUP IR 1.2.1 in the FEI 2018 Annual Review
27 for further discussion.

28

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1 **REFERENCE: Exhibit B-2 Appendix C-1 page 3 Item 13, Directive No. 12a:**

2 Description/Details:

3 *Costs Allocated to FBC for Call Handling*

4 If in the future the annual costs being allocated to FBC from FEI for the handling of calls
5 exceeds \$100,000 in any one year, FEI is directed to provide an analysis of various cost
6 allocation methodologies and provide evidence as to which will provide the most
7 appropriate results.

8 Status: Confirmed costs do not exceed \$100,000. Section in this Application: N/A

9 AND

10 **REFERENCE: FortisBC Inc. Annual Review for 2019 Rates, Exhibit B-2, page 5:**

11 *1. Sharing of Gas and Electric Contact Centre Staff*

12 In 2018, FBC continued to leverage gas and electric contact centre staff to achieve three
13 goals: to reduce operating costs, to maintain or improve service levels to customers, and
14 to provide learning and development opportunities for staff.

15 In total, the integration of activities is forecast to produce annual savings for FBC of
16 approximately \$0.300 million.⁴

17 ⁴ This may fluctuate slightly year to year depending on the number of electric
18 calls answered by representatives in Prince George.

19 1.2 Please provide the monthly volume and cost of calls allocated to FBC from FEI
20 from August 1 2017 through July 31 1 2018.

21
22 **Response:**

23 The requested information is provided in the table below.

Month	Total Calls	Cost / Interaction	Allocated Cost
August 2017	598	\$ 7.63	\$ 4,562.74
September 2017	671	\$ 7.63	\$ 5,119.73
October 2017	647	\$ 8.27	\$ 5,350.69
November 2017	575	\$ 8.27	\$ 4,755.25
December 2017	1306	\$ 8.27	\$ 10,800.62
January 2018	303	\$ 6.03	\$ 1,827.09
February 2018	190	\$ 6.03	\$ 1,145.70
March 2018	413	\$ 6.03	\$ 2,490.39

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Month	Total Calls	Cost / Interaction	Allocated Cost
April 2018	440	\$ 6.35	\$ 2,794.00
May 2018	885	\$ 6.35	\$ 5,619.75
June 2018	726	\$ 6.35	\$ 4,610.10
July 2018*	854	\$ 7.27	\$ 6,208.58

**Cost per Interaction and allocated cost reflect forecast; actual cost per interaction will not be known until October 2018*

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1.3 Please describe the process by which this data was obtained.

Response:

Total electric calls are tracked in the telephony system. The cost per interaction is obtained by taking total FEI contact centre costs for the month and dividing them by the total number of interactions handled by the FEI contact centre. Both the monthly costs and number of interactions vary from month to month, causing variation in the cost per interaction. Therefore, FEI calculates the cost per interaction on a quarterly basis rather than monthly.

1.4 How do you reconcile the assertion that FEI handled less than \$100,000 of call centre business for FBC with FBC's corresponding evidence that it saved approximately three times that sum from the integration of activities in the same period?

Response:

Without the ability to share gas and electric Contact Centre staff, FBC's costs would have been approximately \$300 thousand higher than the amount paid to FEI for those services (which is less than \$100 thousand). Thus, the savings associated with the sharing of Contact Centre staff was approximately \$300 thousand. These savings were achieved as a result of FBC being able to reduce FTEs by using FEI CSRs during peak hours to meet customers' needs.

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1 **2.0 EVALUATION OF PBR PLAN**

2 **REFERENCE: Exhibit B-2 page 77**

3 10.1 EARNINGS SHARING

4 The PBR Decision (at page 124) stated that the inclusion of symmetric earnings sharing
5 is beneficial to both FEI and its customers and approved an earnings sharing
6 mechanism where gains and losses are shared equally between FEI and customers. For
7 2019, FEI is proposing to distribute a \$1.466 million pre-tax credit (\$1.070 million after
8 tax) as shown in Table 10-1 below.

9 2.1 Please provide a table showing the earnings sharing with customers in each year
10 of the PBR term including the projection for 2018, and the cumulative values
11 through 2018, expressed as:

- 12 (a) The total dollar amount of amount of shared earnings
13 (b) The percentage of the total delivery charge
14 (c) The dollar savings per annum for the average residential account

15
16 **Response:**

17 FEI has provided the following table in response to this IR. Please note the amounts below are
18 pre-tax and exclude financing. Additionally, differences between projections and actuals have
19 been reflected in the year the actual savings were incurred.

20 For example, the 2018 projected amount shown below of \$1.093 million pre-tax excludes after-
21 tax credits of \$0.080 million for financing and the \$0.192 million difference between the 2017
22 projected and actual ending deferral balance, both of which are shown in Table 10-1 in the
23 Application. When grossed-up for tax, those amounts equal \$0.373 million $(\$0.080 + \$0.192) /$
24 $0.73)$. The \$0.373 million amount is the difference between the \$1.466 million referenced in the
25 question above, and the \$1.093 million provided in the table below. To be clear, the \$0.192
26 million difference between 2017 projected and actual activity is reflected within the actuals
27 shown in the 2017 column.

	2014	2015	2016	2017	2018	2014-2018
	<u>Actual</u>	<u>Actual</u>	<u>Actual</u>	<u>Actual</u>	<u>Projected</u>	<u>Cumulative</u>
(a) \$000	3,658	4,599	5,162	2,944	1,093	17,456
(b)	0.6%	0.6%	0.7%	0.4%	0.1%	
(c) Note 1	2.70	2.33	2.54	1.35	0.49	9.41

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29 *Note 1: FEI has used 90 GJ per year, for all years, as the average residential use.*

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REFERENCE: Exhibit B-2 page 4 section 1.4. Overview of O&M Savings

Net ratepayer gains from PBR

2.2 Please identify the savings and efficiencies that have been achieved for ratepayers since the inception of the PBR Plan that have been a direct result of the PBR – i.e., that would not have been achieved in the absence of the incentive mechanisms and other features of the PBR plan.

Response:

FEI believes that the savings and efficiencies achieved to date have been driven in full or in part by the incentive mechanisms and other features of the PBR Plan, including the six-year test period. However, FEI cannot know what it would have done in the hypothetical situation in which FEI was under forecast cost of service ratemaking over the same time period. As such, FEI cannot identify the portion of savings and efficiencies achieved to date that would not have been achieved in the absence of the incentive mechanisms and other features of the PBR Plan.

While it is impossible to answer the hypothetical question posed, one of the features of the PBR Plan is that it extended the period before rebasing. This allowed FEI to invest in measures and obtain a payback of investment in circumstances where rebasing after a typical test period of one or two years would otherwise preclude the utility from recovering that investment. Some of the Major Initiatives with an efficiency aspect outlined in Appendix C2 of the Application have a longer payback time horizon and therefore are unlikely to have been pursued in the same timeframe in a forecast cost of service ratemaking regime where rebasing occurs in one or two years.

Further, the current PBR Plan has generated benefits to both customers and the Company. The two most common cited benefits of a PBR plan are its effectiveness in incenting a utility to capture efficiencies and to promote regulatory efficiency. FEI believes it has delivered both these benefits to date in its current PBR Plan while maintaining service quality. For example, annual increases to O&M funding have been limited to inflation and customer growth factors, and also met or exceeded the productivity factor that represents a minimum level of efficiency benefits that flow to customers. Delivery rates have remained flat over the past two years and FEI is again proposing no increase in delivery rates for 2019. This success is consistent with FEI's experience with its past two PBR plans (1998-2001 and 2004-2009).

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1 2.3 Please explain why FEI would not have achieved each of them pursuant to its
2 service obligations and the “regulatory compact” under a cost-of-service
3 regulatory regime, through the test period.
4

5 **Response:**

6 Please refer to the response to MoveUP IR 1.2.2.
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10 2.3.1 If FEI says that it would not have achieved any degree of savings for
11 ratepayers with respect to those identified matters absent the PBR plan,
12 please explain why.
13

14 **Response:**

15 Please refer to the response to MoveUP IR 1.2.2.
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19 2.4 What is FEI’s estimate of the net incremental financial value that was achieved
20 for ratepayers flowing from those savings and efficiencies over and above the
21 value that would have been achieved in the absence of the PBR?
22

23 **Response:**

24 Please refer to the response to MoveUP IR 1.2.2.
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28 *Net shareholder gains from PBR and extent of PBR financial incentive*

29 2.5 What is the net earnings sharing credit available to shareholders for the
30 corresponding period?
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32 **Response:**

33 Given that the reference above this series of information requests is to Exhibit B-2 page 4
34 section 1.4 Overview of O&M Savings, FEI has responded to this question using the O&M

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1 savings amounts, and not the earnings sharing amount itself, even though that term is included
 2 in the question. The earnings sharing credit related to O&M that is retained by the shareholder
 3 after providing 50 percent of the savings to customers is equivalent to 50 percent of the O&M
 4 savings outlined in Table 1-2 of the Application. The table below summarizes the credit amount
 5 of \$21.4 million provided to customers (which is equivalent to the amount retained by the
 6 shareholder). The table also calculates the percentage of gross O&M this credit represents,
 7 which is 1.63 percent.

(\$ Millions)	O&M Variance	After 50% sharing	Gross O&M	% of O&M
2014	7.5	3.8	228.5	
2015	10.2	5.1	269.9	
2016	12.1	6.1	270.6	
2017	7.9	4.0	268.4	
2018	5.0	2.5	274.6	
	42.7	21.4	1,311.9	1.63%

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12 2.6 How many dollars per share does this represent for the company?

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Response:

15 As summarized in the table below, the \$21.4 million of O&M savings after-sharing has been
 16 calculated as \$0.066 dollars per share cumulatively throughout the PBR period, or an average
 17 of \$0.013 dollars per share annually.

(\$ Millions)	O&M Variance	After 50% sharing	Avg. shares outstanding (M)	Sharing available to shareholder (\$/share)
2014	7.5	3.8	313.4	0.012
2015	10.2	5.1	318.7	0.016
2016	12.1	6.1	324.9	0.019
2017	7.9	4.0	325.9	0.012
2018	5.0	2.5	327.4	0.008
Total	42.7	21.4		0.066
<i>Avg / year</i>		<i>4.3</i>		<i>0.013</i>

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2.7 What percentage of gross O&M does this credit represent?

Response:

Please refer to the response to MoveUP IR 1.2.5.

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2.8 Aside from FBC's desire to attain all objectives defined by the Commission, does FBC agree that the monetary value of this credit does not provide a material incentive to the company to modify its operations and management decision-making in order to achieve it? If not, please explain how and to what extent the amount of the shareholder credit is sufficient to incent FBC to modify its operations and management decision-making.

Response:

Although the dollar value of the 2019 earnings sharing calculation is not material in the context of the entire revenue requirement, this amount of sharing over a single year is not the measure by which the PBR Plan and its success in incenting FEI to achieve savings should be judged. The evaluation of the success of the PBR Plan should be based on broader measures, considering customer rates, O&M and capital savings, service quality results, regulatory efficiency, and overall effectiveness and efficiency in decision making over a longer period than would otherwise be provided by a traditional cost of service approach. By these measures, the PBR Plan has been a success.

For example, with regards to O&M expenditures, as outlined in Table 1-2 in the Annual Review for 2019 Rates Application, the cumulative O&M savings including the PIF-related savings total to approximately \$55 million to-date, with approximately 61 percent (\$34 million) to the benefit of customers and 39 percent (\$21 million) to the benefit of the Company. The estimated O&M savings of \$34 million to-date to customers has contributed to mitigating or eliminating delivery rate increases for customers in recent years. The estimated \$21 million to the benefit of the Company shows that there are incentives to pursue efficiencies.

In its evaluation of what initiatives to pursue, financial return is a key consideration for the Company, but not the only consideration. Other considerations include mitigating customer rate increases and enhancing customer service. Accordingly, in addition to increasing its financial



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1 return, the prospect of sharing O&M savings with customers and enhancing customer service
2 has provided incentives for FEI to modify its operations.

3 Please also refer to the response to MoveUP IR 1.2.2.

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7 **REFERENCE: FEI ANNUAL REPORT 2018 Ex B-2 page 5 line 16:**

8 In 2017, which is past the mid-point of the PBR Plan which has achieved close to \$50
9 million in O&M savings to date, FEI is faced with the increasingly difficult challenge of
10 finding new productivity opportunities to meet the annual savings embedded in the
11 formula, and to sustain the level of incremental O&M savings achieved in recent years.

12 AND

13 **REFERENCE: CURRENT PROCEEDINGS, Exhibit B-2 page 5:**

14 In 2018, as we near the end of the term of the current PBR Plan, FEI continues to be
15 faced with the increasingly difficult challenge of finding new productivity opportunities to
16 meet the annual savings embedded in the formula, and to sustain the level of
17 incremental O&M savings achieved in recent years. As a result, the 2018 projected O&M
18 savings of \$5.0 million is lower than recent years, recognizing the impact of the PIF
19 factor in the allowed annual O&M funding available.

20 Contributing also to the productivity challenge are new cost pressures the Company is
21 experiencing.

22 2.9 As a general proposition, has FEI sought to implement the most substantial and
23 realizable efficiencies and savings for ratepayers in the early phase of the PBR
24 term, that were reasonably achievable at that time? If not, please explain why
25 not.

26
27 **Response:**

28 Confirmed.

29 Since the start of the current PBR Plan, FEI has sought to undertake initiatives that are
30 achievable and provide attractive financial and/or customer service returns to the benefit of
31 customers and the Company. Additionally, under the current PBR Plan, the Company is
32 incented to implement initiatives earlier on in the PBR term, as the efficiencies and savings can
33 be evaluated over a longer time frame.

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2.10 To what extent has this strategy (of first harvesting low-hanging fruit) produced an erosion of incremental annual ratepayer benefit from the PBR plan?

Response:

Generally, the strategy of “first harvesting low hanging fruit” produces the greatest overall O&M savings for ratepayers under PBR, as the benefits of initiatives begin to be realized sooner rather than later. Nonetheless, as time passes under the PBR Plan, it is natural to see the level of incremental annual formula O&M savings decline, as there are fewer financially attractive and achievable opportunities to undertake, new cost pressures emerge, and the cost challenge of the Productivity Improvement Factor in the PBR formula accumulates year over year. Despite the natural decline in incremental annual formula O&M savings over the term of the PBR, there have been no rate increases in the last three years of the PBR Plan. As such, overall, FEI does not see that there has been an erosion in the overall incremental annual ratepayer benefit from the PBR Plan.

2.11 Please provide any additional substantial explanations for the decay in annual earnings sharing over the course of the PBR.

Response:

Earnings sharing, measured as pre-tax sharing returned to customers, increased gradually from approximately \$3.7 million in 2014 to approximately \$5.1 million in 2016. Formula O&M savings, totaling to approximately \$12 million in 2016 accounted for much of the increase observed. Since then, formula O&M savings have declined with the projected savings for 2018 expected to be \$5 million, due to cost pressures, the impact of the Productivity Improvement Factor in the allowed annual O&M funding available, and the challenge of finding new productivity opportunities. Contributing also to the lower earnings sharing in recent years has been the cumulative earnings sharing impact from the capital incentive mechanism.

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1 2.12 If there is a renewal or continuation of the PBR plan after its current expiry, what
2 basis, if any, is there for the Commission to expect that this trend will not
3 continue (i.e., to expect that the renewal or continuation would re-create more
4 substantial realizable efficiencies than were available through the latter years of
5 the present PBR plan?)
6

7 **Response:**

8 FEI cannot speculate on what efficiency initiatives may be undertaken in the upcoming PBR
9 plan.

10 FEI agrees that finding new productivity opportunities will continue to be difficult.

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1 **3.0 STAFFING**

2 **REFERENCE: Exhibit B-2 page 6 Table 1-3**

3 3.1 Please provide a table showing the headcount and FTE for each of the
4 referenced years broken down between MoveUP Bargaining Unit, IBEW
5 Bargaining Unit, and Management & Excluded Employees.

6
7 **Response:**

8 Please refer to the response to BCUC IR 1.2.7.

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12 **REFERENCE: Exhibit B-2 page 1**

13 Under the PBR Plan, FEI projects savings in 2018 due to a continuation of its ongoing
14 productivity focus, including a broad-based Company-wide effort to seek alternate
15 solutions to the filling of vacancies and a number of initiatives that result in net O&M and
16 capital savings.

17 3.2 What are the “alternate solutions to the filling of vacancies and to what extent
18 have they been applied?”

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20 **Response:**

21 The reference to “alternate solutions to the filling of vacancies” is to a strategy to manage rates
22 for customers. Instead of filling vacancies with the same existing requirements (i.e., like for
23 like), the Company has been thoroughly reviewing each vacancy for how best to meet the need.
24 The Company has been looking at alternative solutions to filling vacancies, including strategic
25 re-deployment of resources combined with a broadening of roles and responsibilities.

26 The productivity focus and alternative solutions to filling vacancies has been a specific and
27 ongoing emphasis for FEI, as it seeks to generate efficiencies and savings that are shared with
28 customers while maintaining service levels.

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1 **REFERENCE: Appendix 3-C Report on Headcount and FTE Information**

2 3.3 Please confirm that there are no further phases of the Regionalization Initiative
3 that are presently contemplated; or if not confirmed please provide a description
4 of any further phases, their intended impact and their intended timing.

5
6 **Response:**

7 Confirmed. There are no further phases of the Regionalization Initiative being contemplated.

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11 3.4 Please describe any plans for the transfer of operations or service delivery in
12 either direction between Vancouver Island and the Mainland during the remaining
13 term of the PBR, whether or not they are designated as part of the
14 Regionalization Initiative, and outline their perceived costs and benefits.

15
16 **Response:**

17 There are no plans to transfer operations or service delivery between Vancouver Island and the
18 Mainland during the remaining term of the PBR.

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22 3.5 What criteria does FEI apply in deciding whether to engage contractors rather
23 than employees for specific roles and tasks?

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25 **Response:**

26 In choosing between making use of employed staff and retaining contracted personnel, FEI
27 considers each situation's circumstances in its decision. Generally, FEI retains contracted
28 personnel for situations requiring specialized skillsets and knowledge and as a workforce to
29 handle peak resource requirements. Additionally, the choice of employed staff versus
30 contracted personnel follows the established union agreements in effect with the unions,
31 MoveUP and IBEW, which outline the type of work that is considered within the jurisdiction of
32 the unions.

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1 **4.0 PENSION AND OPEB EXPENSE**

2 **REFERENCE: Exhibit B-2 page 50**

3 Pension and OPEB Expense

4 Pension and OPEB expenses for 2019 are based upon actuarial estimates using a
5 range of assumptions as at December 31, 2017 provided by the Company’s actuary,
6 Willis Towers Watson. Pension and OPEB expense is segregated amongst O&M,
7 Capital, Asset Removal Costs, and Core Market Administration Expense (CMAE)
8 categories as shown in Table 6- 4.

9 4.1 What assumptions are included in the “range of assumptions as at December 31,
10 2017”?

11
12 **Response:**

13 The range of actuarial assumptions as at December 31, 2017, which were determined in
14 conjunction with the Company’s third party actuary and are used for determining FEI’s 2019
15 Pension and OPEB expense, are as follows:

Actuarial Assumptions	Forecasted 2019 Pension & OPEB Expense
Discount rate	3.50%
Expected rate of return on plan assets	6.00%
Rate of inflation	2.00%
Rate of compensation increases	3.00%
Health care trend rate	5.00%
Mortality	100% of 2014 Private Sector Canadian Pensioners' Mortality Table

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1 **5.0 PROJECT ONE**

2 **REFERENCE: FEI 2018 ANNUAL REVIEW Exhibit B-7 (Responses to MoveUP IR**
3 **1) IRs 11.2 to 11.6**

4 5.1 Please provide updated responses to these Information Requests

5

6 **Response:**

7 The only change in the response to MoveUp IR 1.11.2 is the removal of the Paperless Expense
8 Management System from the scope of the project. The implementation of this component of
9 the project was not completed as part of Project One due to the restriction on the location of
10 data services, which includes employee data at FEI, pursuant to the BCUC 2015 Data Order (G-
11 161-15). The Paperless Expense Management solution is hosted in the US, and a Canadian
12 solution was not available as expected at the outset of the project. It will be implemented if and
13 when a Canadian hosted solution available by the vendor, or if there is a change to the
14 regulatory data order that permits employee data to be used in US-based hosted solutions.

15 The only changes to the responses to MoveUp IRs 1.11.3 and 1.11.6 are the removal of the
16 Paperless Expense Management System, and the go-live moving into early Q3 rather than end
17 of Q2.

18 The last part of the response to MoveUp IR 1.11.5 should be updated to “the costs will be billed
19 approximately 77 percent to FEI and 23 percent to FBC” which is consistent with Section 1.4.3,
20 page 8 of FEI’s Annual Review for 2019 Rates and the response provided to BCUC IR 1.4.1.

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FortisBC Energy Inc. (FEI or the Company) Annual Review for 2019 Rates (the Application)	Submission Date: September 18, 2018
Response to MoveUP (Canadian Office and Professional Employees Union, Local 378, known as Movement of United Professionals) Information Request (IR) No. 1	Page 16

1 **6.0 SERVICE QUALITY INDICATORS**

2 **REFERENCE: Exhibit B-2 page 140-141 All Injury Frequency Rate**

3 6.1 Please provide a listing of all recorded injuries in 2017 and YTD, showing for
4 each incident the employee category (MoveUP, IBEW or Excluded), the work
5 location, the person’s job, the nature of the injury, the amount of time lost, and a
6 brief summary of any remedial/preventive measures taken as a result.
7

8 **Response:**

9 Please refer to Attachment 6.1.

10

Attachment 6.1

Date	Location	Occupancy	Affiliation	Injury's nature	Severity, days	Preventive/ Corrective actions
6/15/2018	North Vancouver	Leak Survey Technician 1	IBEW	Manual handling	MT	<ul style="list-style-type: none"> Lessons learned: review, discussion and communication on benefits of Warm Up exercises.
6/12/2018	161 St., Field	Customer Service Technician 1	IBEW	Manual handling/ tools	MT	<ul style="list-style-type: none"> Discuss the incident and review ways to prevent this from occurring Increase field observation to twice a month for the next 2 months on the employee to ensure the information and techniques discussed in the coaching sessions have become the norm for the employee's wrenching regimen
5/29/2018	Prince George	Pressure & Measurement Technician	IBEW	Explosion/ fire	LT-31 days	<ul style="list-style-type: none"> Review and Communicate PPE requirements (e.g. face shield, FR) Communicate the use of a propane torch or other appropriate igniters that are not as hot burning as MPS. Confirm the practice through work observations. Communicate the requirement to complete a torch unit visual inspection before each use considering, cylinder history, age, and manufacturer's instructions. Read and understand the label. Replace cylinder or torch assembly as required. Confirm this requirement during work observations by follow up visual inspection. Develop and communicate a Safety Alert describing the hazards and preventive actions Communicate the use of appropriate holder (eg. tool belt, tool box) for torch assembly and store the torch assembly at zero energy where it cannot fall when not in use. Confirm the practice through work observations.
5/25/2018	Burnaby weld shop	Fitter Welder 1	IBEW	Manual handling/ tools	MT	<ul style="list-style-type: none"> Lessons Learned: review and discuss. Follow up during work observations to ensure tool inspection practices are being followed. Update SSWP referencing JHA for angle grinder use. Explore alternate glove to provide better protection to workers when using grinders. Revise and improve the current JHA for the use of angle grinder. Communicate changes to employees.
5/18/2018	Prince George	Distribution Apprentice	IBEW	Manual handling/ tools	MT	<ul style="list-style-type: none"> Reinforce with crews the need to properly maintain tools and inspect prior to use. Review and reinforce with worker involved correct pushing / pulling techniques, and body positioning to avoid injury. Lessons Learned: review and discussion. Observe and record worker involved performing PE squeeze to ensure competence.
5/11/2018	Mission, BC	Customer Service Technician 1	IBEW	Manual handling/ tools	MT	<ul style="list-style-type: none"> Lessons Learned: Discussion and review best practices during meter exchange Have a physical demands assessment completed on the employee involved in this incident to establish their abilities. Will reach out to the OH&S Group to coordinate. Have the Stores department source out work gloves that have better padding within the palms of the glove.
4/25/2018	Burnaby weld shop	Fitter Welder 1	IBEW	Manual handling/tools	MT	<ul style="list-style-type: none"> Lessons Learned: review and discussion. Revise and improve jha for angle grinder use. Ensure to capture all the safe practices to be followed (i.e. inspecting equipment before use, the use of two-hands, etc.) to prevent the development of an unsafe condition that can result in injury. Reviewed with welders positioning of material before cutting
4/24/2018	Christina Lake	Distribution Apprentice	IBEW	Manual handling/tools	MT	<ul style="list-style-type: none"> Operations Supervisor to contact procurement to add product to Approved Products Catalogue! Operations Supervisor to purchase Secumax EasySafe Concealed blade safety cutters for Zone 5 crews to raise awareness of hazard! Lessons Learned: Review and Discussion
4/9/2018	Cranbrook BC	Welder 1 (Crew Leader Arc)	IBEW	Slip/trip	LT-Off since Aug.16	<ul style="list-style-type: none"> Fleet to review PE Pipe trailer standard to assess the safety improvements related to using line tamer and reel brakes on new trailer purchases.
3/28/2018	Penticton BC	Shop Assistant	IBEW	Manual handling/ tools	MT	<ul style="list-style-type: none"> Lessons learned: review, discussion and communication Explore potential for developing/implementing a system for bracing meters so that the employee is not required to physically brace the meter using their body/arms/hands.
3/27/2018	New Westminster	Distribution Apprentice	IBEW	Lifting	LT-34 days	<ul style="list-style-type: none"> Meet with crews to set expectations of correctly filling out the SSWP. To be combined with Friday Mornings Safety round table. Lessons Learned: Review and Discussion Investigate specific manhole removal tools that would give safer outcome than current options used for manhole removal. Review current locating training practices to identify safe manhole removal procedures, and to emphasize that after a manhole lid is removed it should be secured flat on the ground.

Date	Location	Occupancy	Affiliation	Injury's nature	Severity, days	Preventive/ Corrective actions
2/15/2018	Coquitlam	Pipeline Technician 2	IBEW	Manual handling/ tools	MT	<ul style="list-style-type: none"> Utilize better work stands to allow for an easier two person lift. Have the metal channel pre-drilled at the suppliers to eliminate the need for drilling holes in the field. Therefore reducing the risk and amount of times the material needs to be moved. Discuss a better way to communicate prior to lifting a two person object.
2/13/2018	Langley	Investigator, Revenue Protection	M&E	Vehicle incident	LT-2 days	Non Preventable - struck by third party
1/25/2018	Surrey	Customer Service Technician 1	IBEW	Manual handling/ tools	MT	<ul style="list-style-type: none"> Communication to be distributed to CST's issued new Transit vans to be aware of sharp edges on the new vices and the challenges with positioning the regulator in the vice. Lessons Learned: Review and Discussion. Conduct a hazard assessment on effectiveness of work gloves. Please reach out to OH&S for assistance in conducting the hazard assessment. Two Work Observations to be conducted on this employee, focusing on tool usage and feedback for improvement. Work Observations to be carried out in April and May (Record # 18185). Conduct field assessments on all new CST transit vans in Zone 3 auditing the use of new equipment (i.e. vice). Collaborate with other Zones having the same equipment to share practices and procedures and adopt the most effective one to ensure consistency across the company. Reiterate the message through work observations. <p>Meet with fleet services to discuss alternatives to existing vice (e.g. pipe vice, chain vice).</p>
1/24/2018	Coquitlam	Distribution Apprentice	IBEW	Unknown	LT- 6 days	<ul style="list-style-type: none"> Lessons learned: review, discussion and communication on benefits of Warm Up exercises.
1/22/2018	Delta	Equip Operator/ Distribution Apprentice	IBEW	Repetitive lifting	LT-3 days	<ul style="list-style-type: none"> Review of Safe Work Planning guidelines (CRL # 1123) and Controlling Ergonomic Hazards during Manual handling guidelines(CRL # 1861). Discuss content of both at the February safety meeting. Complete eLearning course for Gas Field Ergonomics
1/2/2018	Metro Vancouver	Crew Leader	IBEW	Slip/trip	LT-21 days	<ul style="list-style-type: none"> Meet with Fleet and review current Crew Truck design for access and egress improvement from the passenger side of the crew truck. Lessons Learned: Review and Discussion.
12/28/2017	Vancouver Island	Customer Service Technician 1	IBEW	Manual handling	LT-7 days	<ul style="list-style-type: none"> Acquire a custom cart on wheels for Generator/ heavy lifting to reside while stored in shop. Audit the 2 man town musters in Zone 6 to determine other heavy generators that should be placed on a cart to prevent the need for manhandling the weight. Assess if these generators are still needed, can be replaced with lighter / smaller units and if required, source appropriate wheeled carts to place the generators on. Signage. Have decals produced "Caution - Lift by 2 Persons Only" on all generators in Zone 6 that should not be reasonably moved or carried by one person.
8/30/2017	Abbotsford	Customer Service Technician 1	IBEW	Manual handling/ tools	MT	<ul style="list-style-type: none"> Lessons learned: review, discussion and communication
8/10/2017	Surrey	Fitter Welder 1	IBEW	Overexertion	LT- 1 day	<ul style="list-style-type: none"> Review and reinforce with worker involved correct pushing / pulling techniques, and body positioning to avoid injury. Lessons learned: review, discussion and communication
7/15/2017	Surrey	Customer Service Technician 1	IBEW	Overexertion	MT	Lessons learned: review, discussion and communication on benefits of Warm Up exercises.
5/25/2017	Fraser Valley	Pressure & Measurement Apprentice	IBEW	Overexertion	LT-12 days	<ul style="list-style-type: none"> Remove and Replace step as per original installation Lessons Learned: review and discussion of value of visual inspection and maintenance in injury prevention Replace worn locking pins on door
5/19/2017	Burnaby	Operations Supervisor - Support	M&E	Slip/ fall	MT	<ul style="list-style-type: none"> Lessons learned: review, discussion and communication reminder to be aware of surroundings
5/19/2017	Powell River Musters	Distribution Service Agent	IBEW	Lifting	LT-5 days	Coordinate the breakdown of rolls off of the pallet when there are two workers available on-site or use forklift/backhoe if available. Communicate this process to all applicable work locations at next safety/operations meetings.

Date	Location	Occupancy	Affiliation	Injury's nature	Severity, days	Preventive/ Corrective actions
5/16/2017	Interior South	Customer Service Technician 1	IBEW	Overexertion	MT	<ul style="list-style-type: none"> Remind employee that injuries should be reported as soon as pain starts. Continue performing stretching exercises recommended by physiotherapist.
4/11/2017	Langley	Distribution Mechanic	IBEW	Slip/ fall	LT-2 days	<ul style="list-style-type: none"> Repaired door sill and paved the area surrounding the door with an even surface. Took inventory of all the door openings and paved the area to remove any lips. Paving company did a review of the yard and patched any uneven surfaces. All work is completed.
3/30/2017	Penticton BC	Operations Support Assistant	MoveUP	Foreign body in the eye	MT	<ul style="list-style-type: none"> Not attributable to a specific event
3/24/2017	Burnaby weld shop	Fitter Welder 1	IBEW	Crush	LT-36 days	<ul style="list-style-type: none"> Communicate to employees the importance of effective communication when working in pairs Review the principles of the SSWP, Stop and assess the hazard to best determine the safest method of completing the task at hand Use assistance of mechanical lifting aid, like the forklift, to lift steel elbow into bin
3/23/2017	Kamloops	Customer Service Technician 1	IBEW	Assault	LT-195 days	<ul style="list-style-type: none"> Review violence prevention course Work with technical writer to create job aid for Violence in the Workplace Invite local RCMP to safety meeting to utilize knowledge to identify areas that may require a buddy/communication system and an increased awareness when planning and performing work assignments. Plan violence prevention campaign/ speaker at dept. safety meeting, potentially share video on Connector so communication can reach entire company. Communicate the Learnings, upgraded training and solutions to the entire company.
2/28/2017	Abbotsford	Crew Leader	IBEW	Slip/Fall	LT-10 days	<ul style="list-style-type: none"> Remind employees to take special care during slippery or icy conditions Allow extra time for salt to start working on ice
3/13/2017	Vancouver Island	Pipeline Technician 1	IBEW	Manual handling/tools	MT	<ul style="list-style-type: none"> Lessons Learned: review and discussion of proper support of materials while cutting materials with sharp tools Review tool options with employees and selecting the safest tool for the job
3/10/2017	Metro Vancouver	Crew Leader	IBEW	Manual handling/slips	LT-22 days	<ul style="list-style-type: none"> Have discussion with construction crews, about using appropriate tool for the job.
2/14/2017	Metro Vancouver	Commercial Customer Service Technician	IBEW	Manual handling/ tools	LT-10 days	<ul style="list-style-type: none"> Lessons Learned: Review and Discussion Remind to maintain 3 points contact while entering, exiting, or repositioning on step or inside of van. if necessary extra hand holds will be installed to best meet technicians needs.
2/1/2017	Metro Vancouver	Customer Service Technician 1	IBEW	Manual handling/ tools	MT	<ul style="list-style-type: none"> Review proper lifting and discuss the use of the proper tool for the task.
1/30/2017	Richmond	Leak Survey Technician 1	IBEW	Overexertion	LT-12 days	<ul style="list-style-type: none"> Review move safe program warm expectations
1/9/2017	Vernon	Distribution Mechanic	IBEW	Overexertion	MT	<ul style="list-style-type: none"> Review proper lifting and discuss the use of the proper tool for the task.
1/9/2017	Surrey	Planning & Design Technologist 1	MoveUP	Fall	MT	<ul style="list-style-type: none"> Facilities notified and review with the contractor a schedule for sanding/salting Weather awareness and preparedness-discussion