BC Hydro F2020 – F2021 Revenue Requirements

BC HYDRO UNDERTAKING NO. 9

HEARING DATE: January 22, 2020

REQUESTOR: CEABC, Mr. David Austin

TRANSCRIPT REFERENCE: Volume 7, page 1049, lines 10 to 24

TRANSCRIPT EXCERPT:

MR. AUSTIN: Q   Absolutely and thank you for doing that and I can say from personal experience, in terms of interconnections, there are an awful lot of people to deal with on the execution side and each and every one of them normally has to approve it. In relation to demand-side management, how many people are there doing demand side management on behalf of BC Hydro that you would consider to be the salesforce?

MS. FRASER: A   Good question. So, I'll look at the individuals in the conservation energy management team but most of the work for selling, conservation and energy efficiency programs, all of the marking is done through our communications group as well, the key account managers in their work with commercial and industrial customers are also selling the DSM program, so it's a -- I would say a role, again, split between a number of groups but, again, the key contact for selling DSM products to commercial and industrial customers is the key account management team.

QUESTION:

In relation to demand-side management, how many people are there doing demand-side management on behalf of BC Hydro that you would consider to be the salesforce?

RESPONSE:

BC Hydro has 27 FTEs within the Key Account Management Department of the Customer Service Key Business Unit.

Key Account Managers are BC Hydro's "sales force". As part of their role, Key Account Managers work directly with customers and promote opportunities for both traditional demand-side management as well as low carbon electrification.

BC Hydro also works closely with a variety of trade allies (e.g., retailers, contractors, etc) and leverages their sales forces to promote our programs.

There are approximately 13 FTEs that are Key Account Managers budgeted under demand side management.