

C10-27

BC Hydro and Power Authority

2016/17 – 2018/19 SERVICE PLAN



BRITISH
COLUMBIA

BC Hydro's management is responsible for measuring performance against targets, and results are reported to the Board on a quarterly basis and publicly in the Annual Report. The mission and its associated values and strategic goals support transparency and accountability as required by Government under the Taxpayer Accountability Principles.

Goal 1: Set the Standard for Reliable and Responsive Service

BC Hydro will reliably meet the electricity requirements of customers and respond to their evolving expectations by planning and investing in the system to meet future needs and by consistently improving our service.

Strategies

- Ensure the reliability of the generation, transmission and distribution system by effectively implementing capital and maintenance programs to manage overall asset health and secure supply to meet customer load throughout the year.
- Identify and address vulnerabilities in our operating system and develop well practiced emergency response plans to improve overall system reliability.
- Through external benchmarking of North American transmission interconnection practices, review and implement appropriate recommendations to meet customer requirements as identified in the Industrial Electricity Policy Review.
- Make it easier for customers to do business with us through a series of internal and external improvements such as bills that are easier to read, access to critical information including outages, and customer-focused training for our staff to enhance the overall customer service experience.
- Explore innovative energy conservation solutions such as load curtailment rates.
- Sustain gold-level certification under the Progressive Aboriginal Relations program by maintaining leading practices focused on Aboriginal employment, business development, community investment and community engagement.
- Through early engagement and emphasizing collaboration, respect and mutually beneficial relationships with First Nations, BC Hydro will improve the transparency of its operations and identify their interests in the delivery of our capital projects.

Performance Measures 1-5¹

Performance Measures	Four Year Avg.	Actual 2013/14	Actual 2014/15	Target 2015/16	Forecast 2015/16	Target 2016/17	Target 2017/18	Target 2018/19
SAIDI (duration) ² [total outage duration (in hours) experienced by an average customer in a year]	3.25	3.59 ³	3.07	3.22	3.06	3.22	3.20	3.20
SAIFI (frequency) ² [Number of sustained disruptions per year] (excluding major events)	1.43	1.56	1.30	1.40	1.46	1.40	1.35	1.35

BC Hydro

**2017/18 – 2019/20
SERVICE PLAN**

February 2017



Performance Plan

Goals, Strategies, Measures and Targets

BC Hydro's mission is: **To provide our customers with reliable, affordable, clean electricity throughout B.C., safely.** Four strategic goals guide our actions, each supported by corresponding strategies, performance measures and targets. Each performance measure has a definition and rationale, as well as relevant benchmarking measures that allow a comparison of performance over time. These measures track our progress on delivering our core mission to our customers and the shareholder. BC Hydro's management is responsible for measuring performance against targets, and results are reported to the Board on a quarterly basis and publicly in the Annual Report. The mission and its associated values and strategic goals support transparency and accountability as required by Government under the Taxpayer Accountability Principles.

Goal 1: Set the Standard for Reliable and Responsive Service

BC Hydro will reliably meet the electricity requirements of customers and respond to their evolving expectations by planning and investing in the system to meet future needs and by consistently improving our service.

Strategies

- Ensure the reliability of the generation, transmission and distribution system by effectively implementing capital and maintenance programs to manage overall asset health and secure supply to meet customer load throughout the year.
- Identify and address vulnerabilities in our operating system and develop well practiced emergency response plans to improve overall system reliability.
- Through external benchmarking of North American transmission interconnection practices, review and implement appropriate recommendations to meet customer requirements as identified in the Industrial Electricity Policy Review.
- Continue to make it easier for customers to do business with us through a series of customer facing improvements such as increased mobile access, enabling more self-service features, expanding in-person service areas, and enhanced service training for employees.
- Help customers make smart energy management choices by supporting them with rates and programs including opportunities for conservation and efficiency as well as low carbon electrification to reduce greenhouse gas emissions.
- Sustain gold-level certification under the Progressive Aboriginal Relations program by maintaining leading practices focused on Aboriginal employment, business development, community investment and community engagement.
- Through early engagement and emphasizing collaboration, respect and mutually beneficial relationships with First Nations, BC Hydro will better incorporate First Nations perspectives and interests in the delivery of our capital projects and define a future together where our business needs and First Nations interests are aligned.

BC Hydro and Power Authority

**2017/18 – 2019/20
SERVICE PLAN**

September 2017



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Working closely with First Nations to build better, more transparent and collaborative relationships is important to us. We seek to develop and sustain positive long-term relationships and better understand First Nations' interests so that those priorities can be incorporated, where possible, into our capital programs and business operations. The approach aligns with BC Hydro's Statement of Aboriginal Principles, our legal obligation to consult with First Nations, and First Nations' expectations with respect to how we address their priorities.

It is only possible to achieve the results we have set out in our Service Plan if our employees and workforce can execute their work safely. As a utility that operates in a high hazard industry, safety is top of mind and we are continuously working to improve our performance by understanding hazards and ensuring appropriate design of assets and related work procedures, while building our safety culture and competencies.

With thoughtful planning and prudent decision-making, BC Hydro is well positioned to safely deliver affordable, reliable, clean electricity throughout B.C., today and into the future.

Performance Plan

Goals, Objectives, Strategies and Performance Measures

Four strategic goals guide our actions, each supported by corresponding strategies, performance measures and targets. Each performance measure has a definition and rationale, as well as relevant benchmarking measures that allow a comparison of performance over time. These measures track our progress on delivering our core mission to our customers and the Province. BC Hydro's management is responsible for measuring performance against targets, and results are reported to the Board on a quarterly basis and publicly in the Annual Report.

Goal 1: Set the Standard for Reliable and Responsive Service

BC Hydro will reliably meet the electricity requirements of customers and respond to their evolving expectations by planning and investing in the system to meet future needs and by consistently improving our service.

Strategies

- Ensure the reliability of the generation, transmission and distribution system by effectively implementing capital and maintenance programs to manage overall asset health and secure supply to meet customer load throughout the year.
- Identify and address vulnerabilities in our operating system and develop well practiced emergency response plans to improve overall system reliability.
- Through external benchmarking of North American transmission interconnection practices, review and implement appropriate recommendations to meet customer requirements as identified in the Industrial Electricity Policy Review.

BC Hydro and Power Authority

2018/19 – 2020/21 SERVICE PLAN

February 2018



Performance Plan

Four strategic goals guide our actions, each supported by corresponding strategies, performance measures and targets. Each performance measure has a definition and rationale, as well as relevant benchmarking measures that allow a comparison of performance over time. These measures track our progress on delivering our core mission to our customers and the Province. BC Hydro's management is responsible for measuring performance against targets, and results are reported to the Board on a quarterly basis and publicly in the Annual Report.

Goal 1: Set the Standard for Reliable and Responsive Service

Objective 1.1: BC Hydro will reliably meet the electricity requirements of customers and respond to their evolving expectations by planning and investing in the system to meet future needs and by consistently improving our service.

Key Strategies:

- Ensure the reliability of the generation, transmission and distribution system by effectively implementing capital and maintenance programs to manage overall asset health and secure supply to meet customer load throughout the year.
- Safeguard our operating system by enhancing our security systems and well-practiced emergency response plans to improve overall system reliability.
- Through external benchmarking of North American transmission interconnection practices, review and implement appropriate recommendations to meet customer requirements as identified in the Industrial Electricity Policy Review. Initiate the review and revision of generator and load interconnection tariffs by conducting analysis, jurisdictional review and stakeholder engagement.
- Continue to make it easier for customers to do business with us through a series of customer facing improvements such as increased mobile access, enabling more self-service features, exploring new, innovative rate options, expanding in-person service areas and enhancing customer service training for employees.
- Support customers with initiatives that help them to make smart energy management choices through conservation and energy efficiency, capacity reduction and low carbon electrification.
- Sustain the highest, gold-level, certification under the Progressive Aboriginal Relations program by maintaining leading practices focused on Indigenous employment, business development, community relationships and leadership actions.
- Through early engagement and emphasizing collaboration, respect and mutually beneficial relationships with First Nations, BC Hydro will better incorporate Indigenous perspectives and interests in the delivery of our capital projects and define a future together where our business needs and Indigenous interests are aligned.