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September 25, 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 Inc. (FBC)**  
**Project No. 1598967**  
**Annual Review for 2019 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**

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On August 10, 2018, FBC filed the Application referenced above. In accordance with the British Columbia Utilities Commission Order G-142-18 setting out the Regulatory Timetable for the review of the Application, FBC respectfully submits the attached response to MoveUP IR No. 1.

If further information is required, please contact the undersigned.

Sincerely,

**FORTISBC 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. 4 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:    FBI 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 FBC  
10    identified that it is pursuing?  
11

12    **Response:**

13    FBC is currently pursuing the FortisBC Website Redesign project (page 6 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 FBC's response to MoveUP IR 1.2.1 in that  
18    proceeding include:

- 19    •    SAP Integration Project (page 6 of Application) – Status in progress; and  
20    •    Advanced Distribution Management System (ADMS) (page 6 of Application) – Status  
21    complete.

22  
23    FBC is not proposing Efficiency Carryover Mechanism treatment for these efficiency  
24    investments. Please refer to the response to MoveUP IR 1.2.1 in the FBC Annual Review for  
25    2018 Rates for further discussion.

26



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1   **2.0   INITIATIVES UNDERTAKEN**

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

3   1. Sharing of Gas and Electric Contact Centre Staff

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

7   In total, the integration of activities is forecast to produce annual savings for FBC of  
8   approximately \$0.300 million.<sup>4</sup>

9   4 This may fluctuate slightly year to year depending on the number of electric calls  
10   answered by representatives in Prince George.

11   2.1 Please describe and quantify the savings achieved through each of the  
12   integration activities.

13  
14   **Response:**

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

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24   2.2 Please explain footnote 4 quoted above.

25

26   **Response:**

27   The total savings each year varies depending on the level of support that FEI and FBC provide  
28   to each other throughout the year.

29   The number of calls from FBC customers that FEI representatives have the capacity to answer  
30   will impact FBC's FTE requirements and, therefore, its costs and cost savings from this sharing  
31   initiative. If FEI is not able to provide the same level of support as previous years, the savings  
32   might be less or more.

33

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1    **3.0    EVALUATION OF PBR PLAN**

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

3    Under the PBR Plan, FBC projects savings in 2018 due to a continuation of its ongoing  
4    productivity focus, including a broad-based Company-wide effort to seek alternate  
5    solutions to the filling of vacancies and a number of initiatives that result in net O&M and  
6    capital savings. Overall, FBC proposes to distribute \$0.3452 million in earnings sharing  
7    to customers in 2019. FBC achieved these savings while maintaining a high level of  
8    service quality as indicated by meeting the Service Quality Indicators (SQIs) approved in  
9    the PBR Decision

10   2 This amount is pre-tax and includes both the 2018 estimated earnings sharing and  
11   adjustments related to 2017

12   **REFERENCE:   Exhibit B-2 page 69**

13   **10. EARNINGS SHARING**

14   The PBR Decision (at pages 120-121) stated that the inclusion of symmetric earnings  
15   sharing is beneficial to both FBC and its customers, and approved an earnings sharing  
16   mechanism where gains and losses are shared equally between FBC and customers.  
17   For 2019, FBC is proposing to distribute a \$0.345 million pre-tax credit (\$0.252 million  
18   after tax) as shown in Table 10-1 below.

19   3.1   Please provide a table showing the earnings sharing with customers in each year  
20   of the PBR term including the projection for 2018, and the cumulative values  
21   through 2018, expressed as:

- 22           (a)   The total dollar amount of amount of shared earnings
- 23           (b)   The percentage of the total delivery charge
- 24           (c)   The dollar savings per annum for the average residential account
- 25

26   **Response:**

27   Please refer to the table below. The amounts below are pre-tax and exclude financing.  
28   Additionally, differences between projections and actuals are reflected in the year the actual  
29   savings were incurred.

30   For example, the 2018 projected amount shown below of \$0.169 million pre-tax is the sum of  
31   the 2018 pre-tax sharing at Line 47 of Table 10-2 less the pre-tax adjustment for customer  
32   growth at Line 17 of Table 10-3 (\$0.177 million – 0.008 million). The true-up to the 2017 ESM  
33   (\$0.177 million, which is the pre-tax value of the \$0.129 million shown at Line 3 of Table 10-4) is  
34   included the actuals shown in the 2017 column.



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	2014 Actual	2015 Actual	2016 Actual	2017 Actual	2018 Projected	2014-2018 Cumulative
(a) Shared Earnings (\$000s)	\$ 330	\$ 481	\$ 727	\$ 524	\$ 169	\$ 2,231
(b) Percent of Revenue Requirements	0.1%	0.1%	0.2%	0.1%	0.0%	
(c) Average Annual Residential Savings <sup>1</sup>	\$ 1.31	\$ 1.82	\$ 2.62	\$ 1.99	\$ 0.63	\$ 8.37

2 Note 1: Average residential use based on 11.3 MWh for all years.

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6 **REFERENCE: Exhibit B-2 page 5 section 1.4.1 Overview of O&M Savings**

7 In 2018, FBC is projecting O&M expenses excluding items forecast outside of the PBR  
8 formula to be approximately \$1.0 million lower than the formula amount. Table 1-2 below  
9 shows the formula O&M savings for each year of the PBR Plan and the cumulative to  
10 date. The table also shows the embedded Productivity Improvement Factor (PIF)  
11 savings for the same years. The table shows that the cumulative formula O&M savings  
12 to the end of 2018 that are shared with customers total to approximately \$6.1 million,  
13 and the cumulative PIF savings to the benefit of customers total to approximately \$2.8  
14 million.

15 **Net ratepayer gains from PBR**

16 3.2 Please identify the savings and efficiencies that have been achieved for  
17 ratepayers since the inception of the PBR Plan that have been a direct result of  
18 the PBR – i.e., that would not have been achieved in the absence of the incentive  
19 mechanisms and other features of the PBR plan.  
20

21 **Response:**

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

28 The current PBR Plan has generated benefits to both customers and the Company. The two  
29 most common cited benefits of a PBR Plan are its effectiveness in incenting a utility to capture  
30 efficiencies and in promoting regulatory efficiency. FBC believes it has delivered both these  
31 benefits to date in its current PBR Plan while maintaining service quality. For example, annual  
32 increases to O&M funding have been limited to inflation and customer growth factors, and also



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1 met or exceeded the productivity improvement factor that represents a minimum level of  
2 efficiency benefits that flow to customers. The PBR Plan has fostered a productivity focused  
3 culture throughout the Company and amongst its employees, creating savings for the benefit of  
4 customers and freeing up valuable resources to enhance the customer experience.  
5 Additionally, the certainty in the funding levels provided by the PBR Plan enables the Company  
6 to adopt a longer term focus.

7 Another benefit to customers of the PBR Plan is that customer rates did not increase the past  
8 year and FBC is proposing no increase in rates for 2019.

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12 3.3 Please explain why FBC would not have achieved each of them pursuant to its  
13 service obligations and the “regulatory compact” under a cost-of-service  
14 regulatory regime, through the test period.

15  
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**Response:**

17 Please refer to the response to MoveUP IR 1.3.2.

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21 3.3.1 If FBC says that it would not have achieved any degree of savings for  
22 ratepayers with respect to those identified matters absent the PBR plan,  
23 please explain why.

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**Response:**

26 Please refer to the response to MoveUP IR 1.3.2.

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30 3.4 What is FBC’s estimate of the net incremental financial value that was achieved  
31 for ratepayers flowing from those savings and efficiencies over and above the  
32 value that would have been achieved in the absence of the PBR?  
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1 **Response:**

2 Please refer to the response to MoveUP IR 1.3.2.

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6 *Net shareholder gains from PBR and extent of PBR financial incentive*

7 3.5 What is the net earnings sharing credit available to shareholders for the  
8 corresponding period?

9

10 **Response:**

11 Given that the reference above this series of information requests is to Exhibit B-2 page 5  
12 section 1.4 Overview of O&M Savings, FBC has responded to this question using the O&M  
13 savings amounts, and not the earnings sharing amount itself, even though that term is included  
14 in the question. The earnings sharing credit related to O&M that is retained by the shareholder  
15 after providing 50 percent of the savings to customers is equivalent to 50 percent of the  
16 formulaic O&M savings outlined in Table 1-2 of the Application. The table below summarizes  
17 the credit amount of \$3.1 million provided to customers (which is equivalent to the amount  
18 retained by the shareholder). The table also calculates the percentage of gross O&M this credit  
19 represents, which is 1.04 percent. If compared to formulaic O&M, this credit represents 1.16  
20 percent.

(\$ Millions)	O&M Variance	After 50% sharing	Gross O&M	% of O&M
2014	0.7	0.3	60.7	
2015	1.1	0.5	59.1	
2016	1.8	0.9	57.4	
2017	1.6	0.8	57.5	
2018	1.0	0.5	58.6	
<b>Total</b>	<b>6.1</b>	<b>3.1</b>	<b>293.3</b>	<b>1.04%</b>

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25 3.6 How many dollars per share does this represent for the company?

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1 **Response:**

2 As summarized in the table below, the \$3.1 million of O&M savings after-sharing results in an  
 3 average of \$0.278 dollars per share annually. FBC notes that it is a wholly-owned subsidiary  
 4 and its shareholder receives 100 percent of the benefit of earnings sharing regardless of the  
 5 number of shares outstanding.

(\$ Millions)	O&M Variance	After 50% sharing	Avg. shares outstanding (M)	available to shareholder (\$/share)
2014	0.7	0.3	2.2	0.148
2015	1.1	0.5	2.2	0.240
2016	1.8	0.9	2.2	0.411
2017	1.6	0.8	2.2	0.365
2018	1.0	0.5	2.2	0.228
<b>Total</b>	<b>6.1</b>	<b>3.1</b>		<b>1.392</b>
<i>Avg / year</i>		<i>0.6</i>		<i>0.278</i>

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10 3.7 What percentage of gross O&M does this credit represent?

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12 **Response:**

13 Please refer to the response to MoveUP IR 1.3.5.

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17 3.8 Aside from FBC's desire to attain all objectives defined by the Commission, does  
 18 FBC agree that the monetary value of this credit does not provide a material  
 19 incentive to the company to modify its operations and management decision-  
 20 making in order to achieve it? If not, please explain how and to what extent the  
 21 amount of the shareholder credit is sufficient to incent FBC to modify its  
 22 operations and management decision-making.

23





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1 **Response:**

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

10 For example, with regard to O&M expenditures, as outlined in Table 1-2 in the Annual Review  
11 for 2019 Rates Application, the cumulative O&M savings including the PIF-related savings total  
12 to approximately \$8.9 million to date, with approximately 65 percent (\$5.8 million) to the benefit  
13 of customers and 35 percent (\$3.1 million) to the benefit of the Company. The estimated O&M  
14 savings of \$5.8 million to date to customers has contributed to mitigating or eliminating delivery  
15 rate increases for customers in recent years. The estimated \$3.1 million to the benefit of the  
16 Company shows that there are incentives to pursue efficiencies.

17 In its evaluation of what initiatives to pursue, financial return is a key consideration for the  
18 Company, but not the only consideration. Other considerations include mitigating customer rate  
19 increases and enhancing customer service. Accordingly, in addition to increasing its financial  
20 return, the prospect of sharing O&M savings with customers and enhancing customer service  
21 has provided incentives for FBC to modify its operations.

22 Please also refer to the response to MoveUP IR 1.3.2.

23

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26 **REFERENCE: Exhibit B-2 page 5:**

27 In 2018 FBC continues to be faced with the challenge of finding new productivity  
28 opportunities to meet the annual savings embedded in the formula, and to sustain the  
29 level of incremental O&M savings achieved in recent years. As a result, the 2018  
30 projected O&M savings of \$1.0 million is lower than recent years, recognizing the impact  
31 of the PIF factor in the allowed annual O&M funding available. Contributing also to the  
32 productivity challenge are new cost pressures the Company is experiencing.

33 3.9 As a general proposition, has FBC sought to implement the most substantial and  
34 realizable efficiencies and savings for ratepayers in the early phase of the PBR  
35 term, that were reasonably achievable? If not, please explain why not.  
36



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1 **Response:**

2 Confirmed.

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

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11 3.10 To what extent has this strategy (of first harvesting low-hanging fruit) produced  
12 an erosion of incremental annual ratepayer benefit from the PBR plan?

13

14 **Response:**

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

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28 3.11 Please provide any additional substantial explanations for the decay in annual  
29 earnings sharing over the course of the PBR.

30

31 **Response:**

32 Earnings sharing, measured as pre-tax sharing returned to customers, increased gradually from  
33 approximately \$0.33 million in 2014 to approximately \$0.73 million in 2016. Formula O&M  
34 savings, totaling approximately \$1.8 million in 2016, accounted for much of the increase  
35 observed. Since then, formula O&M savings have declined with the projected savings for 2018



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1 expected to be \$1 million, due to cost pressures, the impact of the Productivity Improvement  
2 Factor in the allowed annual O&M funding available, and the challenge of finding new  
3 productivity opportunities. Contributing also to the lower earnings sharing in recent years has  
4 been the cumulative earnings sharing impact from the capital incentive mechanism.

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8 3.12 If there is a renewal or continuation of the PBR plan after its current expiry, is  
9 there any reason not to expect this trend to continue (i.e., to expect that the fact  
10 of renewal or continuation would re-create more substantial realizable  
11 efficiencies than were available through the latter years of the present PBR  
12 plan?)

13

14 **Response:**

15 FBC cannot speculate on what efficiency initiatives may be undertaken in the upcoming PBR  
16 plan.

17 FBC agrees that finding new productivity opportunities will continue to be difficult.

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1    **4.0    STAFFING**

2            4.1    Please provide a table showing the headcount and FTE for each of 2016, 2017  
 3                      and year-to-date broken down between MoveUP Bargaining Unit, IBEW  
 4                      Bargaining Unit, and Management & Excluded Employees.

5  
 6    **Response:**

7    The following is a table showing the headcount and average FTEs from 2016 to 2017 Actual  
 8    and August 2018 year-to-date by affiliation.

Year	Affiliation	Headcount	Average FTE
2016 Actual	MoveUp	164	164
	IBEW	173	179
	M&E	151	152
	<b>Total</b>	<b>488</b>	<b>495</b>
2017 Actual	MoveUp	167	167
	IBEW	192	182
	M&E	153	154
	<b>Total</b>	<b>512</b>	<b>503</b>
August 2018	MoveUp	184	172
	IBEW	195	189
	M&E	156	154
	<b>Total</b>	<b>535</b>	<b>515</b>

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

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

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



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1 **Response:**

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

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

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1    **5.0    PENSION AND OPEB EXPENSE**

2            **REFERENCE:    Exhibit B-2 page 44**

3            6.3.1    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 and  
7            capital categories as shown in Table 6-4.

8            5.1        What assumptions are included in the “range of assumptions as at December 31,  
9            2017”?

10  
11    **Response:**

12    The range of actuarial assumptions as at December 31, 2017, which were determined in  
13    conjunction with the Company’s third party actuary and are used for determining FBC’s 2019  
14    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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16

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1    **6.0    PROJECT ONE**

2           **REFERENCE:   FBC 2018 ANNUAL REVIEW Exhibit B-10 (Responses to MoveUP**  
3                           **IR 1) IRs 7.2 through 7.5**

4           6.1       Please provide updated responses to these Information Requests

5

6    **Response:**

7    The only change in the response to MoveUP IR 1.7.2 is the Paperless Expense Management  
8    System. The implementation of this part of the project was not completed as part of Project  
9    One due to data location restriction that includes employee data at FEI. The Paperless  
10   Expense Management solution is hosted in the US, and a Canadian solution was not available  
11   as expected at the outset of the project. It will be implemented if and when a Canadian hosted  
12   solution available, or there is a change that permits employee data to be used in US based  
13   hosted solutions.

14   The changes to the response to MoveUP IR 1.7.3 are the removal of the Paperless Expense  
15   Management System, and the go-live moving into early Q3 rather than end of Q2. No other  
16   changes were made.

17   There are no changes to the responses to MoveUP IRs 1.7.4 or 1.7.5.

18

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1    **7.0    BC HYDRO WANETA 2017 TRANSACTION**

2           7.1    Did FBC incur any costs that are recoverable from ratepayers in relation to the  
3                   negotiation and ultimate demise of the original FortisBC-Teck Waneta Purchase  
4                   Transaction which was pre-empted by BC Hydro's exercise of its Right of First  
5                   Offer, aside from the cost of participation in the Commission's proceedings to  
6                   approve the BC Hydro Application? If so please describe and quantify them.

7

8    **Response:**

9    FBC is not the entity that sought to purchase Teck's interest in the Waneta Dam and therefore  
10   FBC ratepayers did not bear any costs associated with this proposed transaction. The  
11   agreement was between Teck and FBC's parent company, Fortis Inc., which is an unregulated  
12   investor-owned company. Labour costs incurred by FBC employees related to Fortis Inc.'s  
13   analysis of this transaction were recovered from Fortis Inc. in accordance with FBC's Code of  
14   Conduct and Transfer Pricing Policy.

15





FortisBC Inc. (FBC or the Company) Annual Review for 2019 Rates (the Application)	Submission Date: September 25, 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    **8.0    SERVICE QUALITY INDICATORS**

2            **REFERENCE:   Exhibit B-2 page 123-124   All Injury Frequency Rate**

3            8.1        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    The requested information is provided in the table below.

FortisBC Inc. (FBC or the Company) Annual Review for 2019 Rates (the Application)	Submission Date: September 25, 2018
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Date	Location	Occupancy	Affiliation	Injury's nature	Severity, days	Preventive/ Corrective actions
6/5/2018	Arrow Lakes Generating Station	Crew Leader (Mechanical)	IBEW	Stung by wasp	LT-1 day	Suggestion to crews to keep vehicle windows and doors closed and adjust temperatures with the vehicle climate controls during hot months when insects are active.
5/16/2018	Trail	Power Line Technician	IBEW	Manual handling/ tools	MT	<ul style="list-style-type: none"> <li>Investigate other skinning tool options.</li> <li>Complete audits (crew visits) with PLT1 to train and ensure compliance with better body positioning when working off a ladder, and proper wire skinning techniques. Crew visit will also ensure proper tool maintenance.</li> <li>Lessons Learned: review and discussion of ladder safety, body mechanics, tool inspection</li> <li>Complete audits (crew visits) with PLT1 to train and ensure compliance with better body positioning when working off a ladder, and proper wire skinning techniques. Crew visit will also ensure proper tool maintenance.</li> </ul>
1/5/2018	Trail	Customer Service Representative	MoveUP	Overexertion	MT	<ul style="list-style-type: none"> <li>Increase work observations and promote regular MoveSafe warm up and stretching breaks.</li> <li>Employee was advised to immediately seek First Aid</li> <li>Discuss importance of stretching/ warm up exercises as a part of MoveSafe Program</li> <li>Request OHS department to deliver a presentation focusing on Ergonomic Hazard in Office environment to increase awareness</li> </ul>
1/18/2018	South Interior	Crew Leader (PLT)	IBEW	Overexertion	LT-15 days	<ul style="list-style-type: none"> <li>Discussion about self-awareness, limitations, rushing and communication to form part of the SSWP documentation prior to beginning work. Supervisor to follow-up with crew observations</li> <li>SSWP group exercise to enhance the employee's ability to identify hazards associated with particular tasks. Review the identified hazards to verify consistency.</li> <li>Consider the use of snow shoes if the conditions are appropriate for the work to be completed.</li> <li>Consider the use of the side by side with tracks to pack down a trail.</li> </ul>
1/10/2018	Kootenay	Customer Service Person	IBEW	Fall	LT-43 days	<ul style="list-style-type: none"> <li>*Review with Meter department on how update location details and warnings on spreadsheet. Eliminate old codes from CIS.</li> <li>*Ensure updates on new potential hazards are being documented on Meter Reader Spreadsheet and entered into SSWP. Supervisor to follow up on future Crew Visits.</li> <li>*Lessons Learned: Discussion and review</li> </ul>
1/8/2018	Kelowna	Power Line Technician	IBEW	Repetitive motions	LT-4 days	<ul style="list-style-type: none"> <li>Lessons learned: discussion with employee physical limitations and importance of Warm up performs stretches before doing any physical task to help prevent MSI.</li> <li>PLT discusses the use of pin finder to reduce the amount of shoveling required to locate hidden facilities underneath the snow. PLT to demonstrate.</li> </ul>
11/28/2017	South Interior	Power Line Technician	IBEW	Slip/fall	LT-10 days	<ul style="list-style-type: none"> <li>Review The First Aid Program focusing on the requirement of the immediate reporting to your supervisor after an incident has occurred.</li> <li>Review Hazard Management Program ( CRL 1096) and Safe Work Planning ( CRL 1123) at the next group meeting</li> <li>Purchase ice cleats for employees to carry in their vehicles for use when icy conditions may be present.</li> </ul>
8/4/2017	Trail	Journeyman Tradesman Millwright Temp	IBEW	Struck by falling object	LT-5 days	<ul style="list-style-type: none"> <li>Remove existing lights and have flush mount lights installed. This will eliminate the potential of reoccurrence.</li> <li>Add a soft start control to the crane control to allow for smooth operation of the gantry hoist. This will allow hoist operator to have the ability to control load swing when starting and stopping the stop log hoist.</li> <li>Discuss with crews the requirement to ensure appropriate hazard communications, safe work planning, and stopping when conditions change.</li> </ul>
5/18/2017	Kelowna	Crew Leader (Mechanic)	IBEW	Repetitive motions	MT	<ul style="list-style-type: none"> <li>Lessons Learned: review and discussion of SSWP, staff rotation, reporting procedure to prevent MSI</li> </ul>
2/7/2017	Kelowna	Training Coordinator	MoveUP	Struck by falling object	MT	Lessons Learned: review and discussion of the importance of placing heavy items on the floor on the plane, not to rush and timely injury reporting.
1/4/2017	Warfield	Journeyman Tradesman Electrician	IBEW	Manual handling/ lifting	MT	<ul style="list-style-type: none"> <li>*Employee to review SSWP, MoveSafe program and video for proper lifting techniques. Supervisor to sign off and follow up with Work Observations.</li> <li>*Supervisor to reinforce importance of early reporting, Housekeeping, participation in Movesafe and the requirement to document site specific hazards on SSWP to Employee.</li> </ul>