

**National Executive  
Forum on Public  
Property**

# **Program Delivery: Defining and Achieving Goals**

**May 25, 2007**



## **Presentation Overview**

- BC Hydro at a Glance
- BC Hydro's Values, Purpose & Goals
- How BC Hydro Defines its Goals
- Aligning Service Delivery to Strategy
- BC Hydro Organizational Structure
- Case Example: The Energy Plan
- Q&A

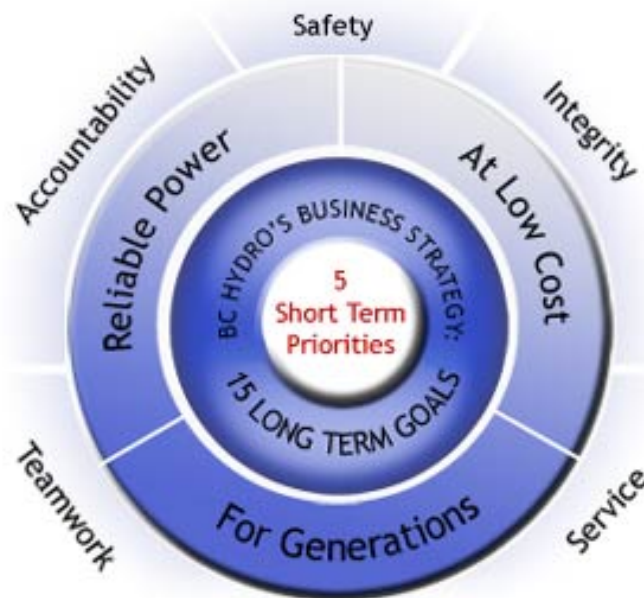
# BC Hydro at a Glance

- Commercial Crown corporation owned by the Province of BC and regulated by an independent body
- One of North America's leading providers of clean, renewable energy
- One of the largest electric utilities in Canada, serving more than 1.7 million customers in an area containing over 94% of BC's population
- Operates 30 hydroelectric facilities and 3 natural gas-fuelled thermal power plants
- Generates between 43,000 and 54,000 gigawatt hours of electricity annually, depending on prevailing water levels
- Delivers electricity mainly through an interconnected system of over 74,000 kilometres of transmission and distribution lines
- 3,778 square kilometres or .4% of BC's land area is either owned or managed by BC Hydro

[http://www.bchydro.com/rx\\_files/info/info3519.pdf](http://www.bchydro.com/rx_files/info/info3519.pdf)

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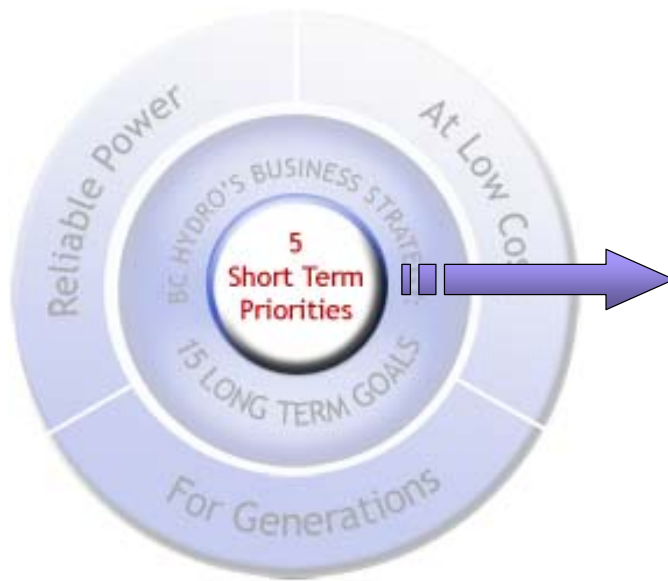
# BC Hydro's Values, Purpose & Goals



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# BC Hydro's Priorities



- Safety
- Reliability (Customer and Supply)
- Financial Targets
- Customer Satisfaction
- People

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# How BC Hydro Defines its Goals



BC Hydro Board

Provincial Government

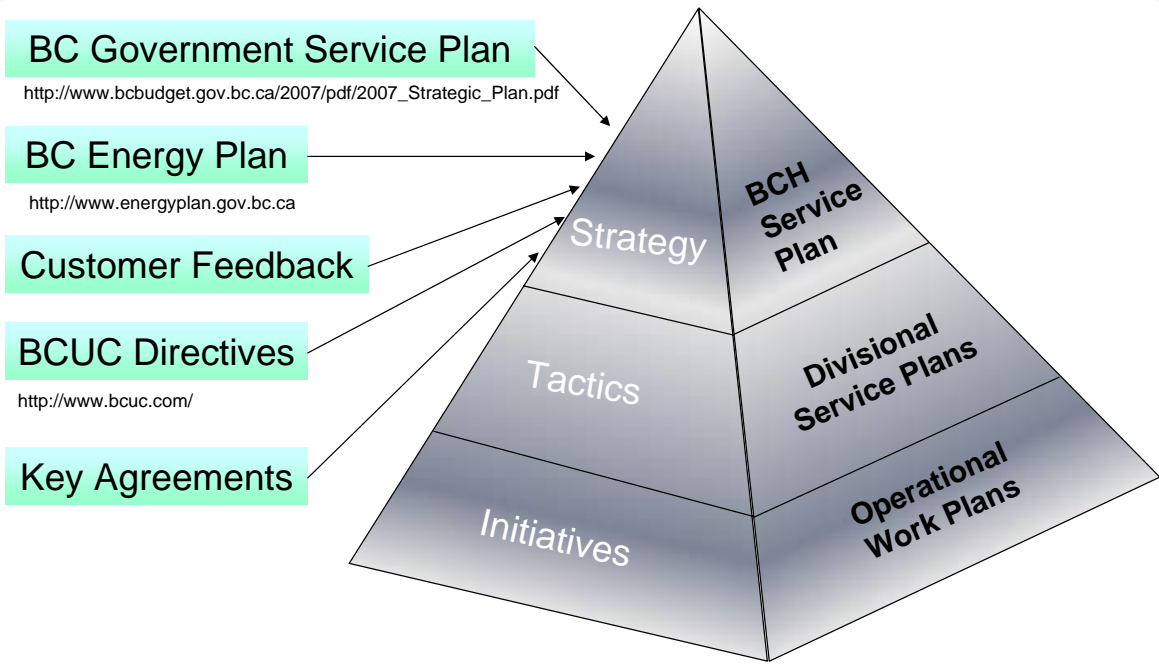
BCUC (Regulator)

Customers

Key Partners

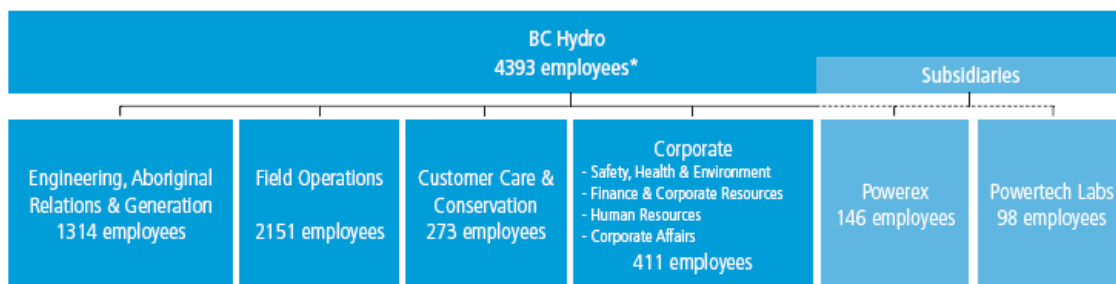
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# Aligning Service Delivery to Strategy

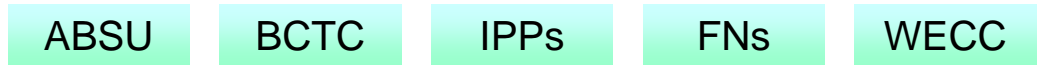


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# BCH Organizational Structure

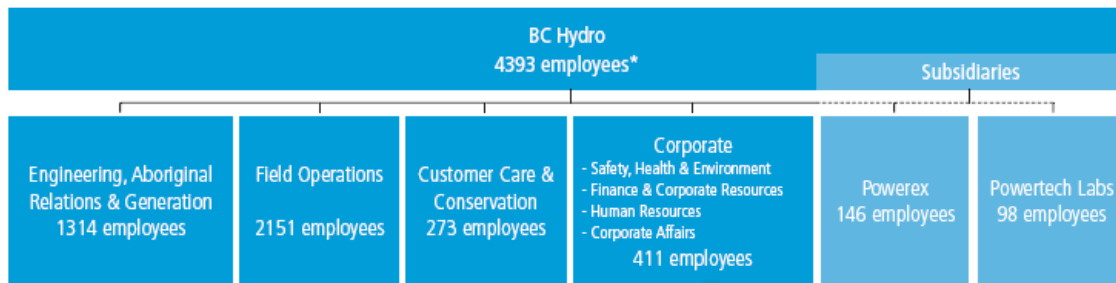


\*total number of employees as of December 31, 2006 as per BC Hydro's latest Service Plan [http://www.bchydro.com/rx\\_files/info/info51192.pdf](http://www.bchydro.com/rx_files/info/info51192.pdf)

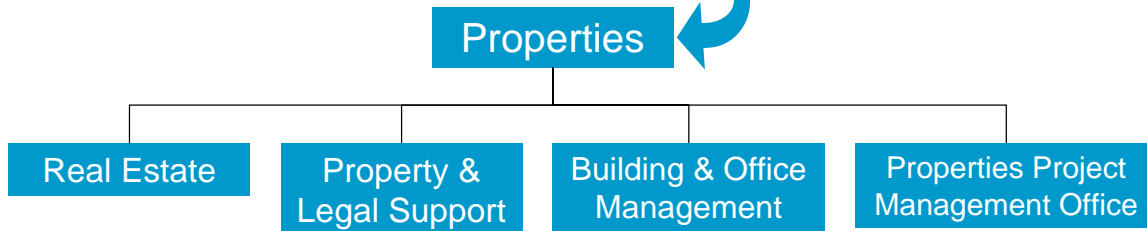


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## Case Example: The Energy Plan (for discussion purposes only)

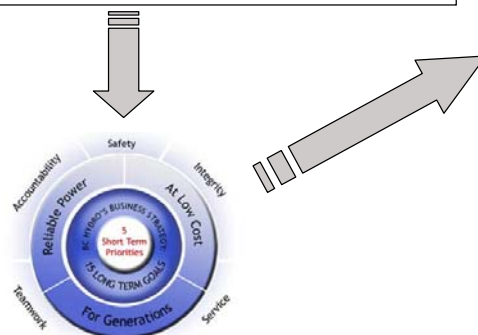
### The BC Energy Plan

**A Vision for Clean Energy Leadership**

- Environmental leadership
- Energy conservation and efficiency
- Energy security
- Investing in innovation

### BCH LONG-TERM GOALS

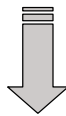
- Environmental Impact
- Energy conservation and efficiency
- Remote Community Electrification
- Reliability (Supply)
- Workplace
- Safety
- First Nations
- Innovation and Technology
- Stakeholder Engagement



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## Case Example: The Energy Plan (for discussion purposes only)

Energy Plan Policy	Properties Initiative
Implement energy efficient building standards by 2010	BC Hydro Building Design Standards
Public sector buildings will be required to integrate environmental design	Field Buildings Rebuilding / Refurbishment
Attract and retain workers by ensuring workplaces are safe, fair, and healthy	Strategic Space Review (Corporate Campuses)



### Workplace Transformation Initiative (WTI)

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## WTI: Environmental Impact & Electricity Conservation and Efficiency

- Significant reductions in energy consumption at facilities throughout BC Hydro
- Ensure all work takes into account greenhouse impacts and mitigate and reduce the impacts as appropriate
- Alignment or accreditation with the appropriate green certification standards in every aspect of design and renovation
  - > currently conducting a LEED survey at the Edmonds and Dunsmuir campuses
  - > Port Hardy being built to LEED Gold alignment
- Support business continuity where appropriate, through building and site design

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## WTI: Workplace (People)

- Create safe, healthier, more aesthetically pleasing environments
  - > Increase employee satisfaction with workplace
  - > Increase opportunities for attraction and retention
- Create working environments which meet employee functional needs
- Encourage teamwork through more collaborative work environments
- Support alternative work practices (e.g. telecommuting and shared workspaces) where appropriate

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## WTI: Safety

- Upgrade workplace environments to only house Green products wherever possible
- Ensure building and furniture seismic compliance standards throughout the province
- Ensure Worksafe BC compliance at all sites
- Ensure ongoing preventative maintenance programs are in place
- Upgrade building and site security
- Increase security measures

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# WTI: Innovation and Technology

- Upgrade technology including: video and web conferencing, wireless where appropriate, network upgrades and network security
- Define and employ records management policies and practices to become more paperless and efficient
- Increase opportunities for communication with field
  - > Enable distributed training opportunities
  - > Enhance recruitment effectiveness

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# Questions?



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