



FOR GENERATIONS

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May 29, 2015

Electrical Contractors Association of British Columbia
201 – 3989 Henning Drive
Burnaby, BC V5C 6N5

Attn: Deborah Cahill, President

Dear Ms. Cahill,

I am responding to your April 22 letter on behalf of Jessica McDonald. Thank you for letting us know about your membership's concerns regarding late notice cancellations of appointments by BC Hydro and their impacts to projects. I understand that our senior managers, Charlotte Mitha and Wayne Martell, had a conference call with you and Russ Sealy to discuss the details and potential solutions. They mentioned that they appreciated your collaborative and constructive approach to reviewing the issues.

We have made some recent changes which we believe will improve our consistency in meeting commitments for pre-planned isolation requests.

Firstly, regional operational groups have been instructed that trouble response and storm response will no longer take automatic priority over pre-scheduled customer commitments. What this practically means is that planned customer isolations like vault maintenance requests will be highlighted in the storm response strategy and crews will continue to be dispatched to honor these commitments. All storm and trouble response groups have been informed of this new approach, which is a change from an "all crew" response strategy previously employed. The list of current customer commitments will be built into standard storm response reporting.

Secondly, we have recently launched a provincial scheduling tool that provides greater visibility on planned work and commitments. The enhanced process and reporting capabilities allow us to better schedule and track planned work by line crews, and will in turn help us more effectively manage these type of circumstances.

Going forward, we are looking at the option of setting up a dedicated "desk" for receiving and planning customer isolation requests, particularly for vault maintenance. This would provide electrical contractors with a single point of contact for requesting and getting updates on scheduled appointments. This will take some time to set up but a simplified process and standard charges are being reviewed as part of the work.

I hope this provides you with some confidence in our efforts to improve service to electrical contractors and Charlotte and Wayne will continue to keep you updated as the work on a dedicated desk continues. Please feel free to call me directly if you have any questions.

Sincerely,

A handwritten signature in black ink, appearing to read 'Greg Reimer', written in a cursive style.

Greg Reimer
Executive Vice President
Transmission, Distribution & Customer Service

c: Mike Crucil, ECABC Board of Directors, Chairman
Jessica McDonald, President & CEO, BC Hydro
David Lebeter, VP, Field & Grid Operations
Wayne Martell, Regional Manager, Trouble & Operations Support
Charlotte Mitha, Director, Distribution Design & Customer Connections