

# BC Hydro Alliance of Energy Professionals Member Guide

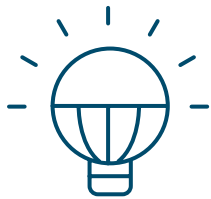


# About the Alliance

The Alliance is a dynamic network of businesses that assist BC Hydro customers in finding and implementing energy management and conservation solutions. Started in 2002, the Alliance was originally formed as a resource for our customers looking for firms that provided energy efficiency–related services. As interest in energy management and conservation in B.C. gained momentum, so did interest in the Alliance. Over the last decade, the scope of the Alliance has expanded, as has the number of member firms.

Membership is free and open to manufacturers, distributors, contractors, consultants, and other trade professional firms. Businesses must meet the Alliance’s eligibility requirements to join.

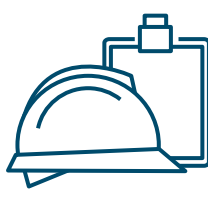
## HERE ARE SOME OF THE BENEFITS OF MEMBERSHIP:



Opportunities for recognition and exposure through the Alliance.



Help your customers apply for program incentives.



Get support and updates on our energy management programs.



Opportunities to attend educational and networking events.



Receive program and industry updates.

Today, Alliance members are seen as powerful influencers in the adoption of energy–efficient solutions. For over a decade, the members have played an important role in helping us meet our energy management goals.

# Alliance guidelines

The Alliance operates under specific guiding principles, which were developed to establish and maintain fair business practices, ensure equitable opportunities for members, and support current industry processes.

## THESE KEY GUIDELINES ARE THE FOUNDATION FOR THE ALLIANCE:

- BC Hydro procedures and programs are not designed to interfere with or contradict current industry practices. As new programs and initiatives are developed, we will consult with industry stakeholders where possible to ensure processes align with, and don't contradict, current industry standards and practices.
- BC Hydro does not endorse any particular firm or product brand. Our staff cannot recommend nor promote one member or product over another. While we can help connect members to customers through a referral process, we do not promote a particular firm or brand exclusively.
- BC Hydro does not compete with private industry.
- BC Hydro does not bid on projects that can be studied, designed or implemented by industry firms.

# Benefits for members

There are many advantages to an Alliance membership including the opportunity for members to bring increased value to their customers, align with our brand, and receive recognition as an industry leader in energy management.

## Bring increased value to your customers

Most of our conservation and energy management programs include financial incentives designed to reduce customer costs of energy studies, project implementation, and continuous optimization of energy use. Members are able to help their clients access these programs that they meet the requirements for.

The Alliance helps members provide first-rate service to their customers by being informed. Members receive “Alliance News”, a quarterly eNewsletter, and have access to dedicated web pages on [bchydro.com/alliance](http://bchydro.com/alliance) to keep them informed about:

- Program updates, including changes in process, available incentives, or new technologies.
- Any new programs or pilots we are offering customers.
- Training and educational opportunities.
- Municipal, Provincial or Federal codes, standards, and regulation changes.
- Energy efficiency success stories.

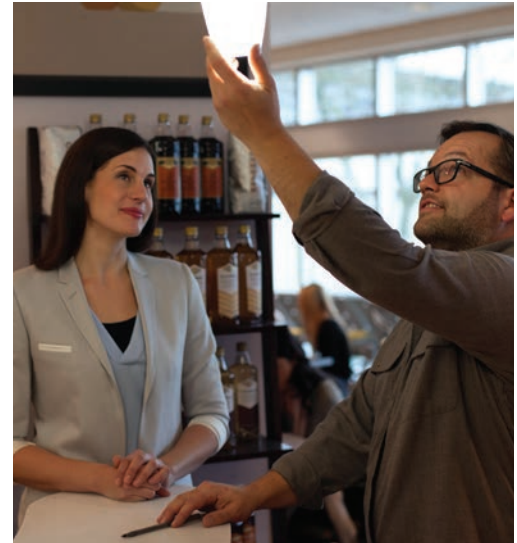
## Project support at your fingertips

- Members have access to the Alliance program team who can assist with:
- Membership, benefits, and inquiries.
- Information on Alliance events and training.
- Program assistance, such as how to get started, how to apply, eligible technologies, and process related questions.

## Align with a powerful brand

With over 25 years experience driving energy conservation and efficiency innovation, we are recognized internationally as a leader in energy conservation. The Alliance is seen as a champion for best industry practices. Members gain additional credibility with customers through association with BC Hydro.

Members can request use of certain BC Hydro trademarks and logos, as outlined in the terms and conditions of the Alliance Agreement and the Alliance Branding Guide document.



## Connect with other members

The Alliance is an avenue to build your network and connect during BC Hydro led events with other industry professionals interested in advancing energy management in B.C.

Members can also take part in various advisory councils to help guide the Alliance and the industry as whole. Advisory councils provide valuable input regarding the Alliance's administration, membership eligibility, and learning opportunities. These councils are comprised of distributors, engineering consultants, contractors, equipment manufacturers, and association representatives. Members can offer valuable feedback about industry practices, members' concerns, and the realities of the marketplace. All members are invited to provide feedback even if you're not part of any advisory council.

## Training & development

BC Hydro facilitates specific industry training programs aimed at improving capacity and quality of energy management services. We have a vested interest in the overall quality of work, professionalism, and skills that relate to the installation of energy-efficient equipment or materials. Industry training is a way to increase both capacity and customer satisfaction. These are the training & development opportunities that we offer to Alliance members:

- Hosted and webinar learning opportunities for members to keep up-to-date on our programs and industry developments.
- The option to have onsite learning sessions for employees, delivered by the Alliance program team, subject to availability.
- Access to an online learning site that offers the flexibility to learn at your own convenience, including detailed training content, new member orientation training, and tips for successfully working with our programs.
- Partnership with training providers to offer members access to supported programs and courses.

## Customer referrals

BC Hydro receives requests from customers for referrals to Alliance Members who can help them access our energy management programs.

During the referral process, we seek to ensure a match of the following criteria:

- Aligned core technical capabilities.
- Demonstrated experience with our incentive programs, or other conservation or energy management programs.
- Qualified experience in the business sector or particular end-use technologies or processes.
- Geographical reach of the business.

# Membership

There are two ways to participate in the Alliance: as an Alliance member or as an affiliate. Participation is dependent on the services a firm provides, the preferred level of engagement, and meeting eligibility requirements.

A firm and/or individual becomes an Alliance member once their application has been approved by us and the Alliance agreement has been signed. To maintain membership, firms must remain active in our conservation programs and follow member requirements outlined in the agreement.

Affiliates are firms and/or individuals who have interest in energy management and conservation programs. Affiliates stay informed with our program and industry developments through the “Alliance News” and learning opportunities.

## Application process

There are four steps a firm must complete when registering for Alliance membership:

1. Submit an application to the Alliance ([bchydro.com/powersmart/alliance/membership](http://bchydro.com/powersmart/alliance/membership)).
2. Provide supporting documentation.
3. Sign the Alliance agreement.
4. Complete the Alliance onboarding training.

After the application has been submitted and reviewed by the Alliance program team, an email will be sent outlining what further documentation is required, including:

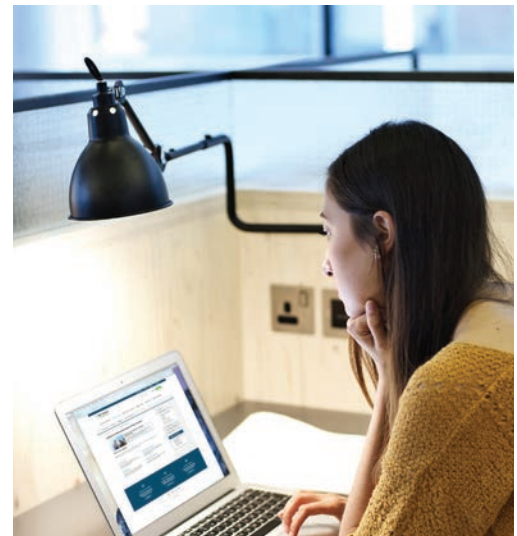
- Proof of good standing with WorkSafeBC.
- Written proof of a comprehensive general liability insurance policy of no less than \$2 million, with BC Hydro named as an additional insured.
- As applicable, written proof of a professional errors and omissions liability insurance policy in an amount which is adequate to cover the costs arising out of any act, error or omission in professional services rendered.
- Firm’s engineer(s) of record licensed with APEGBC (for firms applying for Consulting Engineering Services).
- Firm’s Quality Management Plan

### IN ADDITION, BC HYDRO MAY REQUEST:

- References from either customers, suppliers, previous employers or industry associations.
- Samples of work.
- A list of training, certifications or accreditations that are relevant to the work conducted by the applicant.

### Alliance agreement

The agreement is a legal document that outlines the responsibilities of members and BC Hydro. It specifies the terms and conditions associated with membership.



### Application and documentation requirements

In the membership application, an applicant must outline their areas of business, engineering capability or energy-efficient products, and services offered, as well their interest in accessing incentive funding for potential clients.

## Supplementary information

From the time a firm registers, to when they apply for a project or program, changes in the firm's personnel can occur. This can affect the firm's ability to perform or meet requirements.

### WE MAY CHECK FOR CONFIRMATION ON ANY OF THE FOLLOWING:

- **Personnel:** CVs and sample reports.
- **Proof of work:** in the area of the project specialization.
- **References:** to support specialization.

## Quality management plan guidelines

A Quality Management (QM) Plan is a process an Alliance member follows to maintain their standards and requirements of quality which benefits both them and the customer. We have created a template to assist members with drafting their QM Plan. The template is a combination of check boxes, free-form written fields, and examples to help members complete their plan. The QM plan, at a minimum, should include the following processes and procedures:

- Document control and record management.
- Employee training plans and records of training.
- Inspections and tests that performed to demonstrate that the quality of work complies with all applicable governmental authorities, and any other specific requirements.
- Identification and disposition of non-conformances, and implementation of corrective and preventive actions.
- Ongoing QM process.
- Control of design and specifications, where applicable.

### QUALITY MANAGEMENT DEFINITIONS:

- 1. Quality**—Doing work to agreed-upon standards and requirements.
- 2. Quality Control (QC)**—A process for maintaining standards and requirements of quality that prevents and corrects variance so that the output meets customer wants, needs and expectations.
- 3. Quality Management (QM) Plan**—A set of interconnected processes managed by the Alliance member that functions to achieve the program requirements and the company's quality goals.
- 4. Quality Management**—Continuous management, planning and improvement of QC from a whole-systems approach for ensuring consistency with pertinent program components and involved parties.

## Alliance onboarding training

We have developed an online learning management system (Alliance Training Centre) which hosts new member orientation module at [alliancetraining.udutu.ca](http://alliancetraining.udutu.ca). These modules provide new members with an overview of the Alliance network, member resources, project support and background on energy conservation in B.C. This is the final step in becoming a member of the Alliance.

## Membership renewal

Members must confirm their membership every two years. Those who wish to renew must continue to meet the membership requirements as outlined in this guide.

## Let's chat

For member questions or additional information,  
call **604 522 4713** in the Lower Mainland or  
**1 866 522 4713**, elsewhere in B.C.  
Email [alliance@bchydro.com](mailto:alliance@bchydro.com)  
or visit [bchydro.com/alliance](http://bchydro.com/alliance)

