Community Investment & Outreach: Funding Decision Framework

values

accountability | integrity | safety | service | teamwork

conserve | build | buy

guiding principles

short-term priorities

climate change and environmental impact

Have no net incremental environmental impact by 2024 when compared with 2004.

energy conservation and efficiency

Develop and foster an energy conservation and efficiency culture in B.C. that leads to customers choosing to make a dramatic and permanent reduction in the use of electricity.

reliability (customer)

Provide best-in-class reliability by customer segment.

energy security (supply)

Meet all domestic needs.

safety

Provide the safest work environment compared with the best performers in any industry, where not one of our employees experiences a serious work-related injury.

customer satisfaction

Lead by offering extraordinary value and service.

financial targets

Maintain low costs for electricity customers in B.C. over the long term, while consistently delivering 100 per cent of forecast net income.

people

Be a top employer for generations.

remote community electification

Provide appropriate electric service to all remote communities on an equitable basis.

innovation and technology

Be an industry leader in the innovative use of technology.

stakeholder engagement

Be the most respected company in B.C.

first nations

Improve relationships built on mutual respect and that appropriately reflect the interests of First Nations.

teamwork

Use exceptional teamwork to engage all employees in the achievement of BC Hydro's purpose and guiding principles.

workplace

Be a top employer for generations.

suppliers

Ensure 100 per cent of suppliers have demonstrated values congruent with those of BC Hydro.

western opportunities

Profitably increase Western market share based on access to assets in B.C. and the Western system and increased trading activity.

BC hydro
FOR GENERATIONS