

Request for Information from BC Hydro and BC Transmission Corporation  
By: OPEIU – Local 378

BC Hydro has not had a rate increase for approx. 10 years. The last rate increase occurred when BC Hydro was a vertically integrated power utility. BC Hydro has substantially restructured into strategic business units for Generation, Transmission, Distribution, Field Services and Corporate and separated into new companies such as BC Transmission Corp. and privatized into Accenture Business Services. It is difficult to compare the former entity "BC Hydro" to what currently exists.

### Restructuring/Privatization

Q1 Please explain the rationale for the restructuring and privatization. What were the costs for the restructuring and privatization? What are the savings, if any?

Customer service has been an integral part of BC Hydro. Approx. 1500 BC Hydro employees were privatized to Accenture Business Services to provide services back to BC Hydro and BC Hydro customers.

Q2 Explain the cost/benefit of the privatization for BC Hydro and for the BC Hydro customer.

Q3 What was the head count at BC Hydro of those transferred through the privatization to Accenture Business Services? Are these full time jobs? What is the existing head count at Accenture – are these full time jobs? What is the projected head count for each of the next 10 years – will these be full time jobs?

Q4 Are ABS customer services to continue to be provided by employees residing in British Columbia? Will these customer service jobs continue to be in BC?

Q5 What are the costs charged to BC Hydro by Accenture? Which of those charges are passed onto BC Hydro customers? How are these regulated? What control does BC Hydro have on the charges to BC Hydro and/or BC Hydro customers?

Q6 Is Accenture regulated by the BCUC and/or by its Rates and Tariffs?

Q7 If customer service deteriorates, what actions can be taken by BC Hydro or its customers against Accenture?

Q8 Is Accenture subject to the Province's FOI legislation?

Q9 Accenture provides customer and shared services to each of BC Hydro's strategic business units, as well as BCTC – how are these costs regulated? How are BC Hydro and BC Hydro customers assured they are not overcharged?

BC Transmission Corporation/IPP's

- Q10 How are the costs of IPP's regulated to BC customers? Are IPP's bound by BC Hydro Rates & Tariffs?
- Q11 Why do IPP's, as energy providers, not have to go to the BCUC independent of BC Hydro?
- Q12 What if IPP's are not able to provide power as committed? Does BC Hydro have to keep in reserve power sufficient to meet IPP commitments? What is the impact on BC Hydro or BC Hydro customers should IPP's not be able to meet their commitments?
- Q13 Why can't BC Hydro generate new BC Hydro power? What is the rationale for IPP's to provide new power generation? Is there a cost saving to BC Hydro customers?
- Q14 Is BCTC subject to the Province's FOI legislation? Are IPP's subject to the Province's FOI legislation?
- Q15 As a member of RTO West, will BCTC be able to charge BC Hydro customers differently than those in the United States? Will this be considered discriminatory under the rules of NAFTA? How does BCTC plan to ensure reliability of the system if RTO West standards are less?