



For Immediate Release

E Source 2013 E-Business Metrics Survey

BC Hydro Has 10th Highest Adoption Rate for Paperless Billing

BOULDER, CO, September 9, 2013— E Source is pleased to inform BC Hydro that the 2013 E-Business Metrics Survey findings show BC Hydro has the tenth highest adoption rate for paperless billing among 51 utilities across North America. We would like to formally congratulate your organization.

E-Business Metrics Survey Background

E Source has surveyed North American electric and gas utilities on critical e-business metrics since 2002 to benchmark general online and mobile device activities. Through standardized metrics, the annual E Source E-Business Metrics Survey helps utilities compare adoption of online services to other industry leaders. The survey explores six key online customer activities, including: paperless billing, payments, customer logins, registered accounts, start- and stop-service orders and outage transactions. Utility data is requested as an annualized number (January 1 – December 31st) to compensate for seasonal differences on the end result.

About E Source

For 25 years, E Source has been providing unbiased, objective research and advisory services to over 300 utilities and large energy users. Our energy experts have answered more than 8,000 questions over the past 3 years. This guidance helps our customers advance their efficiency programs, enhance customer relationships, and use energy more efficiently.

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