

FISCAL YEAR 2024

Environmental, social, and governance progress report



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Letter from our CEO

Over the past year, BC Hydro has worked to build a low-carbon economy for all people living in British Columbia. In working towards this vision, we've focused on key environmental, social, and governance (ESG) goals, including supporting climate action, advancing economic reconciliation for Indigenous Peoples, and working to reduce the environmental and social impacts of our projects and operations. These goals are aligned with our values, and will continue to guide our work going forward. With this report, I'm pleased to share an update on the progress we've made in fiscal year 2024.

A notable milestone from this past year is how close we've come to completing Site C. At 85% completion, I'm immensely proud of the dedication and hard work of our BC Hydro employees and contractors. I also want to acknowledge the environmental and social impacts of this large construction project in the Peace River Valley and on the surrounding First Nations and communities, and the project cost increases as a result of COVID-19, geotechnical issues, and schedule pressures. Once complete, Site C will provide 1,100 megawatts of capacity—an 8% increase to our current power generation supply—helping to meet B.C.'s growing energy demands. We continue to reflect the importance of affordability as we make decisions that advance the Government of B.C.'s climate goals and support the energy security of those living in British Columbia.

We remain committed to engaging with First Nations, and are open to working together in new and different ways to better understand First Nations interests and to provide even more opportunities. This commitment supports our Five-Year Strategy goal of advancing meaningful reconciliation. In FY 2024, we developed a plan to incorporate into our practices the principles in the United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP), an international framework for reconciliation. Eighteen First Nations participated in 26 one-on-one meetings, representatives from more than 50 First Nations attended regional workshops, and 75 First Nations representatives attended UNDRIP discussions. Our teams were very thoughtful in developing our UNDRIP Implementation Plan and the ultimate commitments we made as a company.

Another significant event from the past year that I'm personally proud of is the signing of a Community Energy Purchase Agreement with the Ulkatcho First Nation. Through this agreement, BC Hydro has committed to purchasing energy generated from a new 3.8 megawatt solar farm, 100% owned by Ulkatcho First Nation, for the next 20 years. The agreement is a historic first and lays the foundation for similar agreements with other First Nations. This collaboration is also remarkable as it will be the largest off-grid solar farm in Canada and is expected to offset up to 64% of the diesel used to power Anahim Lake, an important step towards our goal of reducing diesel use for power generation in remote communities.





BC Hydro's Capilano Substation, located in North Vancouver.

BC Hydro continues to operate at the intersection of expectations around natural resource development, the needs and aspirations of Indigenous Peoples and communities, and climate action. We can see that the energy transition will require an unprecedented level of investment over the next decade to sustain our system and meet increasing electricity demand. While B.C. is well-positioned to lead with our already low-carbon electricity grid, we need to continue to invest and expand our local and regional infrastructure to meet the scale and pace of expected demand growth. We've already taken steps towards sourcing the electricity needed to meet this future demand, including the launch of our first Call for Power in more than 15 years, which will add renewable electricity and diversify our generation mix. This Call for Power requires all projects to have a minimum 25% ownership by one or more First Nations, with incentives provided for ownership up to 51%. I believe this is one of the most important activities we're advancing today. We also published a new 10-Year Capital Plan with \$36 billion in community and regional infrastructure investments across B.C. In all our planning, affordability considerations and support for lower-income customers remain a key focus.

As we look forward, I'm inspired by how much BC Hydro has accomplished over our many years of service to British Columbia, and what a profound opportunity we have to shape the future of energy in B.C. I'd like to thank our customers for their continued trust in BC Hydro, and our Board of Directors and provincial government for their guidance and support. I have every confidence we can and will deliver on our plans and I'm extremely grateful to our employees for their commitment and efforts to bring BC Hydro's vision to life.

Chris O'Riley
President and CEO



Our approach to ESG reporting

At BC Hydro, we are committed to maintaining transparent communications about our environmental, social, and governance (ESG) performance. Last year, we published our first full ESG report describing our ongoing practices, impacts, and three-year performance. This year, we are providing a shorter report as a progress update around our ESG practices and performance for the past fiscal year. We share feature stories to illustrate some of the key activities within our five areas of focus:

- 1. Maintain the resiliency of our system and enable B.C.’s energy future
- 2. Manage the impact of our business on the environment
- 3. Work toward lasting and meaningful reconciliation
- 4. Power the potential of our people
- 5. Act in the public interest

Note that this progress report excludes some of our material ESG topics because it is focused on select highlights. Our ESG report and progress update are intended to complement our other public reports (read more at right).

SCOPE OF THIS REPORT

The list below describes the scope of this report and some of our key reporting practices:

- BC Hydro’s planning and reporting year aligns with the Government of B.C.’s cycle. This means we plan and report our results based on a fiscal year, which runs from April 1 to March 31 (not a calendar year). Unless otherwise indicated, this report covers data and qualitative information for the fiscal year ended March 31, 2024, referred to as “fiscal year 2024”, “FY 2024” or “2023/24” throughout this report.
- We report environmental and social performance for all assets over which we have operational control, which means we report data related to environmental, human resources, safety, and business practices for all the assets we operate regardless of financial ownership.
- Unless noted, financial data is in Canadian dollars, and environmental data is in metric units.
- The terms “BC Hydro”, “our”, “we”, “us”, and “the organization”, refer to BC Hydro as an organization.
- We report GHG emissions and air quality data for the calendar year 2023 (January to December) to align with regulatory requirements.
- When available, we provide three years of historical data.

OUR SUBSIDIARIES

With the exception of annual revenues and annual net income, to align with our Service Plan this progress report does not cover any of our wholly owned subsidiaries including our two largest active subsidiaries, Powerex Corp. (Powerex) and Powertech Labs Inc. (Powertech).

Powerex is a key participant in wholesale energy markets across North America, trading wholesale power and natural gas, environmental products (renewable energy credits or other similar products), carbon products (allowances and other similar products), ancillary energy services, and financial energy products.

Powertech is internationally recognized for its technical expertise in a range of fields related to the electric utility and energy industries and offers services and solutions to energy clients, including BC Hydro, and other sectors globally.

ALIGNING WITH ESG STANDARDS

Although this report does not meet all the requirements to be fully in accordance with an ESG reporting standard, we cross-reference our disclosures to the Sustainability Accounting Standards Board (SASB) (see [page 30](#)).

We also outline our contributions to the United Nations Sustainable Development Goals (see [pages 10–11](#)).

Read our caution regarding forward-looking statements on [the back cover](#).



Our other reports

For more information about BC Hydro and our activities, please read our other reports:



[CURRENT SERVICE PLAN: 2024/25 — 2026/27 SERVICE PLAN](#)

As a provincial Crown corporation, BC Hydro is required to issue a three-year Service Plan each year, outlining our strategic priorities and how they relate to the Government of B.C.’s overall strategic plan.



[2023/2024 ANNUAL SERVICE PLAN REPORT](#)

Each year, BC Hydro issues an Annual Service Plan Report showing how our business performance compared to our Service Plan.



[2023 CLIMATE CHANGE ACCOUNTABILITY REPORT](#)



[BC HYDRO’S CAPITAL PLAN 2024](#)



[FIGHTING AGAINST FORCED LABOUR AND CHILD LABOUR IN SUPPLY CHAINS ACT](#)

About BC Hydro



ABOUT US

BC Hydro is a provincial Crown corporation, owned by the Government of B.C., Canada. We are one of the largest energy suppliers in Canada, generating and delivering electricity to more than 91% of the population of British Columbia and serving approximately five million people. We report through the Ministry of Energy, Mines, and Low Carbon Innovation.

Generation

30
integrated hydro
generating facilities

98%
of our electricity¹ is generated
from clean or renewable sources²

Other generation

125
independent Power Producers
(IPPs)

8,979
net metering customers³

Transmission and distribution

~80,000 km
of transmission and
distribution lines

>300
substations

SHARING ECONOMIC VALUE

As a public utility, BC Hydro provides an essential service to people living in B.C. and plays an important role in the economy of the province. By maintaining a strong business, we can pay our employees fair wages and benefits, purchase goods and services, support economic prosperity for Indigenous communities, and give back to local communities.

Value generated

\$7.1 billion
in annual revenues⁴

\$323 million
in annual net income^{4,5}

How we share economic value with different groups

\$819 million
payments to employees^{4,6}

\$138.9 million
grants-in-lieu of taxes⁷

\$165 million
school taxes⁸

\$1.35 million
donations to non-profits and
community organizations

¹ Includes sources of electricity as part of the integrated system, including: BC Hydro facilities, FortisBC facilities, Alcan power deliveries, Energy Purchase Agreements, and Independent Power Producers.

² In line with the Government of British Columbia's *Clean Energy Act*, 'clean or renewable sources' as used in this report means biomass, biogas, geothermal heat, hydro, solar, ocean, wind or any other prescribed resource.

³ Read more about our net metering program at <https://app.bchydro.com/accounts-billing/electrical-connections/net-metering.html>

⁴ These are BC Hydro consolidated financial information metrics, which include Powerex and Powertech.

⁵ BC Hydro's net income is consolidated into the Government of B.C.'s financial statements, supporting the provision of important services to people living in B.C.

⁶ This figure is reported in our financial statements as personnel expenses. It includes salaries and wages, benefits, and post-employment benefits.

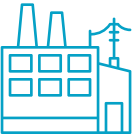
⁷ BC Hydro is a Crown corporation that is exempt from all property taxes other than provincial school taxes. To compensate municipalities, regional districts, and taxing treaty First Nations for the loss of this taxation revenue, BC Hydro pays grants to them, based on the revenue from electricity sales to our customers within their boundaries, the value of any BC Hydro land and buildings located within their boundaries, and the megawatt-capacity of BC Hydro generating facilities and reservoirs within their region.

⁸ BC Hydro pays provincial school taxes on all assessable properties such as land, buildings, and electric system assets such as substations, transmission and distribution lines, and generating facilities. School taxes paid to the Government of B.C. contribute to the funding of education in B.C.



Where we operate

BC Hydro operates generating stations across British Columbia, sending electricity along approximately 80,000 kilometres of transmission and distribution lines that range over mountaintops and river valleys, forested wilderness, and high-density urban areas.



32 generating facilities



125 Independent Power Producers (IPPs) across B.C.

TERRITORIAL ACKNOWLEDGMENT

BC Hydro acknowledges that our infrastructure is located on land where First Nations Peoples have title and rights, and have resided since time immemorial. We recognize that BC Hydro’s system and operations have affected the land and water, and we share a responsibility to act as stewards for the land and water. We acknowledge that constructing and operating our system has left lasting impacts on Indigenous Peoples, cultures, traditions, and ways of life which we deeply regret.

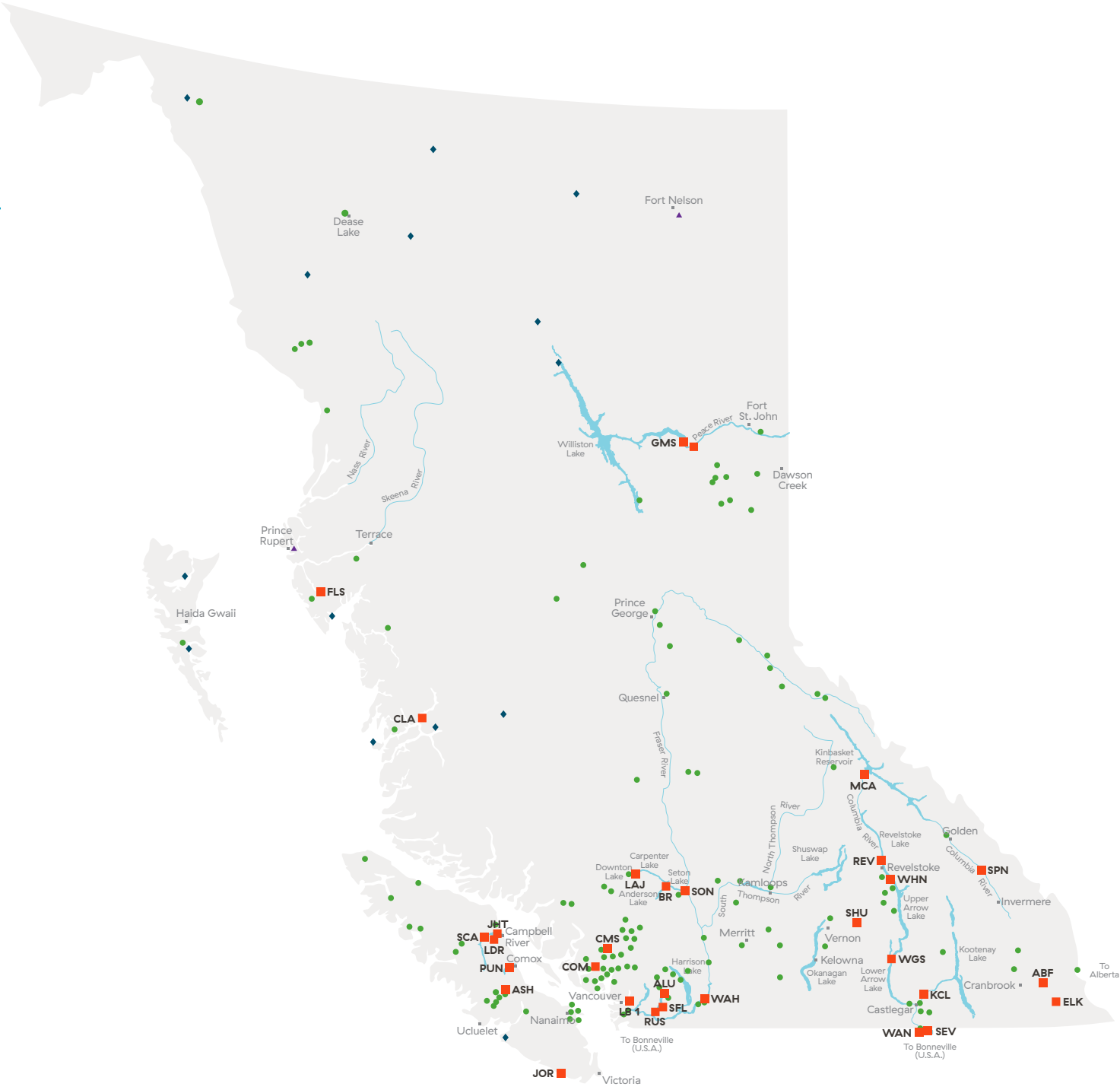
■ HYDRO DAM AND GENERATING STATION

Aberfeldie	ABF
Alouette	ALU
Ash River	ASH
Bridge River 1&2	BR 1&2
Buntzen	LB 1
Cheakamus	CMS
Clayton Falls	CLA
Clowhom	COM
Elko	ELK
Falls River	FLS
G.M. Shrum	GMS
John Hart	JHT
Jordan River	JOR
Kootenay Canal	KCL
La Joie	LAJ
Ladore	LDR
Mica	MCA
Peace Canyon	PCN
Puntledge	PUN
Revelstoke	REV
Ruskin	RUS
Seton	SON
Seven Mile	SEV
Shuswap	SHU
Spillimacheen	SPN
Stave Falls	SFL
Strathcona	SCA
Wahleach	WAH
Walter Hardman	WHN
Whatshan	WGS
Waneta	WAN

● INDEPENDENT POWER PRODUCERS (IPPs)

◆ NON-INTEGRATED AREAS (NIAs)

▲ THERMAL GENERATING STATIONS



Looking back: Our FY 2024 sustainability scorecard

We are proud of our work in FY 2024 to progress our environmental, social, and governance (ESG) practices and performance, presented in our scorecard on the right. These are BC Hydro targets aligned with our five key focus areas. Our FY 2025 targets can be found in our [2024/25 – 2026/27 Service Plan](#).

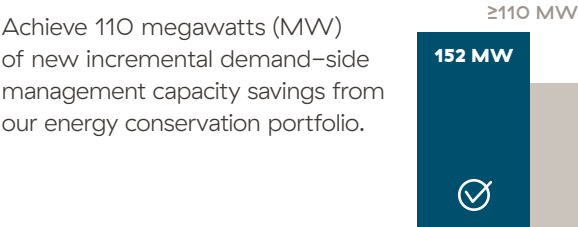
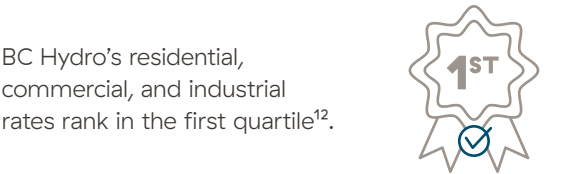
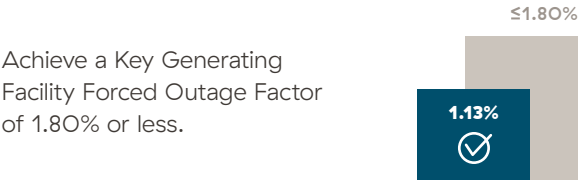
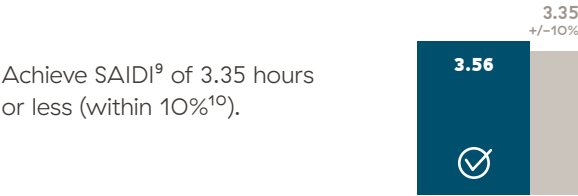
✓ Achieved

↻ In progress

✗ Not achieved

1

MAINTAIN THE RESILIENCY OF OUR SYSTEM AND ENABLE B.C.'S ENERGY FUTURE

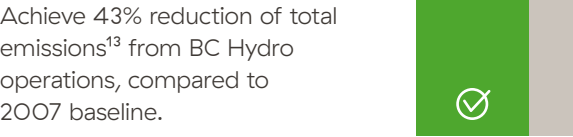


FY 2024 Performance

Target

2

MANAGE THE IMPACT OF OUR BUSINESS ON THE ENVIRONMENT



FY 2024 Performance

Target

⁹ System Average Interruption Duration Index. SAIDI represents the total outage duration (in hours) of sustained interruptions (greater than or equal to one minute) experienced by an average customer in a year (excluding major events).

¹⁰ Reliability targets are based on specific values, however performance within 10% is considered acceptable given the reliability projection modelling uncertainty, the wide range of variations in weather patterns, and the uncontrollable elements that can significantly disrupt the electrical system. As our FY 2024 SAIDI is within this allowable range, this target is considered achieved.

¹¹ System Average Interruption Frequency Index. SAIFI represents the total number of sustained interruptions (duration greater than or equal to one minute) experienced by an average customer in a year (excluding major events).

¹² Based on an analysis of Hydro Quebec's annual report, Comparison of Electricity Rates in Major North American Cities.

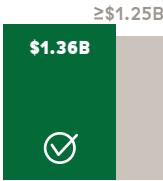
¹³ We report on Scope 1, Scope 2, and select categories of Scope 3 emissions. This includes sulphur hexafluoride and carbon tetrafluoride (SF₆/CF₄), paper use, air travel, fleet emissions, buildings, Non-Integrated Areas, Independent Power Producers, and thermal generating stations.

3

FY 2024 Performance Target

WORK TOWARD LASTING AND MEANINGFUL RECONCILIATION

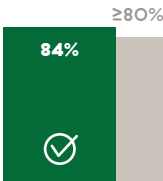
\$1.25 billion in directed Indigenous procurement, cumulative total beginning in FY 2015.



Maintain gold standing in our Progressive Aboriginal Relations certification.



80% of BC Hydro employees complete Indigenous awareness training by FY 2026.

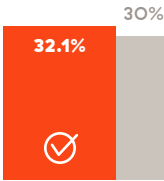


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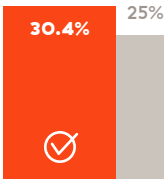
FY 2024 Performance Target

POWER THE POTENTIAL OF OUR PEOPLE

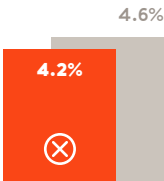
Reflect the diversity of our communities by achieving workforce representation of 30% women.



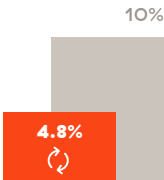
Reflect the diversity of our communities by achieving workforce representation of 25% visible minorities.



Reflect the diversity of our communities by achieving workforce representation of 4.6% Indigenous people.



Reflect the diversity of our communities by progressing toward 10% workforce representation of persons with disabilities.



OVERVIEW

RESILIENCY

ENVIRONMENT

RECONCILIATION

PEOPLE

GOVERNANCE

APPENDICES

5

FY 2024 Performance Target

ACT IN THE PUBLIC INTEREST

Safely complete the Site C project within the approved budget by 2025.





1

Our contributions to the Sustainable Development Goals

Considering the needs of future generations, we join Canada, the 192 other countries, and a large number of non-profit organizations and corporations that support the [United Nations Sustainable Development Goals \(SDGs\)](#). The SDGs are 17 global goals, set by the United Nations General Assembly in 2015, to be achieved by 2030. These goals aim to protect the planet, reduce inequality, and ensure prosperity for all. We support all the SDGs and have outlined our contributions to some of them on the right.

¹⁴ Within this report, we use the term 'low carbon' to refer to the lower level of carbon emissions produced during the generation process, particularly when compared to electricity derived from fossil fuels. For the specific purpose of [quantifying low-carbon intensity electricity](#) in the Clean Fuel Standard, Environment and Climate Change Canada (ECCC) defines 'low-carbon' electricity as electricity that emits less than 40 g CO₂e/MJ. Hydropower, a non-emitting energy source, qualifies as a low-carbon electricity source under this definition. Other sources that fall into the low-carbon category include solar, wind, and nuclear energy.

MAINTAIN THE RESILIENCY OF OUR SYSTEM AND ENABLE B.C.'S ENERGY FUTURE

SDG TARGET	HOW BC HYDRO CONTRIBUTES
7.1: By 2030, ensure universal access to affordable, reliable, and modern energy services.	BC Hydro contributes to affordability by keeping electricity rates low and helps customers manage their electricity costs through flexible payment options and efficiency programs, including offers for lower-income customers.
7.2: By 2030, increase substantially the share of renewable energy in the global energy mix.	We work to improve access to low-carbon ¹⁴ , reliable, affordable electricity for customers in remote areas of B.C. through our NIA Strategy.
	The design of our competitive 2024 Call for Power reinforces our commitment to renewable energy. Our Electrification Plan is expected to help us reach our target of 4,700 gigawatt hours of load and GHG emissions reductions of 2.5 million tonnes per year by the end of FY 2026.
9.1: Develop quality, reliable, sustainable, and resilient infrastructure, to support economic development and human well-being, with a focus on affordable and equitable access for all.	We maintain customer reliability by proactively monitoring and planning for overall system reliability while investing in our assets so they will remain resilient during increasingly challenging weather events.
13.1: Strengthen resilience and adaptive capacity to climate-related hazards and natural disasters in all countries.	We monitor, forecast, and integrate weather and climate-related data into our system planning and operations to prepare our teams and assets for extreme weather events and other impacts of climate change.

2



MANAGE THE IMPACT OF OUR BUSINESS ON THE ENVIRONMENT

SDG TARGET	HOW BC HYDRO CONTRIBUTES
6.6: By 2020, protect and restore water-related ecosystems, including mountains, forests, wetlands, rivers, aquifers, and lakes.	We work to protect and restore water-related ecosystems through wetland restoration as part of our funding of the Fish and Wildlife Compensation Program (FWCP) , adherence to our Water Use Plan Orders for daily operations, and by maintaining high environmental standards for project work.
15.1: By 2020, ensure the conservation, restoration and sustainable use of terrestrial and inland freshwater ecosystems and their services, in particular forests, wetlands, mountains, and drylands.	We work to minimize habitat loss and fragmentation on all BC Hydro infrastructure projects, support wetland conservation and other conservation and restoration efforts as part of the FWCP, and do our part to protect at-risk species. Our Statement of Environmental Principles outlines our commitment to environmental protection and applies to all employees and contractors.
15.5: Take urgent and significant action to reduce the degradation of natural habitats, halt the loss of biodiversity and, by 2020, protect and prevent the extinction of threatened species.	
17.17: Encourage and promote effective public, public-private, and civil society partnerships, building on the experience and resourcing strategies of partnerships.	We invest in reducing or mitigating the impact of our infrastructure and operations on B.C. ecosystems including wetlands and forests. We also participate in partnerships like the FWCP and the Upper Columbia White Sturgeon Recovery Initiative, and collaborate with various parties during Water Use Plan Order Reviews.

3



WORK TOWARD LASTING AND MEANINGFUL RECONCILIATION

SDG TARGET	HOW BC HYDRO CONTRIBUTES
8.5: By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value.	Our practices and programs work to increase Indigenous employment throughout the company. We are committed to gender pay transparency and conduct bias mitigation training for leaders, as outlined in our United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP) Implementation Plan .
10.2: By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion, or economic or other status.	We support the long-term economic interests of Indigenous Peoples through our directed procurement approach, relationship agreements, and components of our UNDRIP Implementation Plan.
11.4: Strengthen efforts to protect and safeguard the world’s cultural and natural heritage.	We recognize the importance of working in collaboration with Indigenous Peoples to preserve Indigenous heritage resources and traditional land use, as well as to acknowledge and honour Indigenous culture.

4



POWER THE POTENTIAL OF OUR PEOPLE

SDG TARGET	HOW BC HYDRO CONTRIBUTES
5.1: End all forms of discrimination against all women and girls everywhere.	Our corporate values, Code of Conduct, and respectful workplace training foster a welcoming culture in which discrimination is not tolerated.
8.5: By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value.	Our practices and programs work to foster inclusion, diversity, equity, and accessibility. We are committed to gender pay transparency and conduct bias mitigation training for leaders. We respect the rights of our employees to participate in unions.
8.8: Protect labour rights and promote safe and secure working environments for all workers.	We work to provide a healthy and safe work environment. We have systems in place to support improved safety outcomes towards BC Hydro’s vision that everyone goes home safe every day.

5



ACT IN THE PUBLIC INTEREST

SDG TARGET	HOW BC HYDRO CONTRIBUTES
11.7: By 2030, provide universal access to safe, inclusive and accessible, green and public spaces, in particular for women and children, older persons, and persons with disabilities.	BC Hydro’s reservoirs also serve as recreational sites that are safe, inclusive, and accessible to people living in B.C.
12.7: Promote public procurement practices that are sustainable, in accordance with national policies and priorities.	Our procurement practices align with our standards of ethical conduct, and we seek to work with companies that uphold those values.
16.5: Substantially reduce corruption and bribery in all their forms.	Through our Code of Conduct and corporate values, we work to promote a culture that prevents acts of fraud, corruption and bribery, and where everyone at BC Hydro acts ethically and with integrity in our interactions with customers, suppliers, and communities.



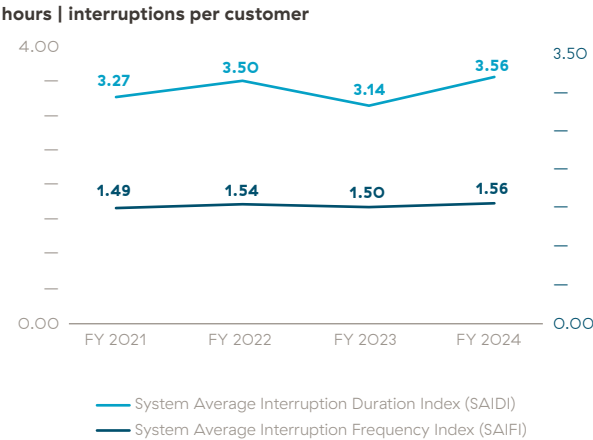
Key ESG metrics

To demonstrate our accountability, we share performance metrics on key ESG topics generally reported by utility and electricity companies. The next two pages reflect our performance for the last four years.

RELIABILITY

BC Hydro plans, operates, and maintains our electric system in accordance with the [British Columbia Utilities Commission’s](#) Mandatory Reliability Standards. We measure our reliability using industry-recognized metrics, SAIDI and SAIFI ([read definitions here](#)).

Reliability rates

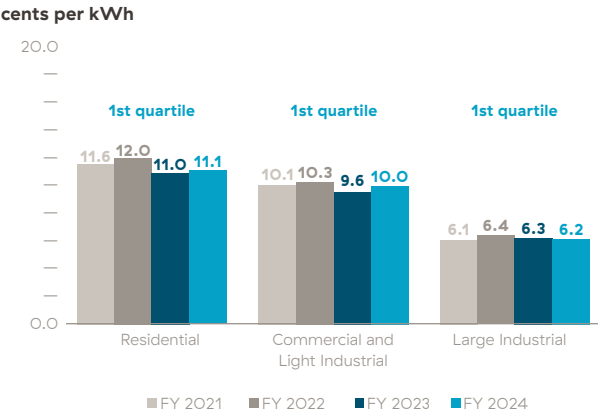


In FY 2024, our SAIDI and SAIFI metrics rose compared to previous years due to a high number of planned outages to maintain system reliability and the impact of wildfires from May to August 2023. We invested \$4.3 billion in FY 2024 to upgrade aging assets and build new infrastructure.

AVERAGE ELECTRIC RATE

We are committed to keeping rates affordable and helping customers manage their electricity costs through flexible payment options and efficiency programs, including a number of offers for lower-income customers.

Average electric rate

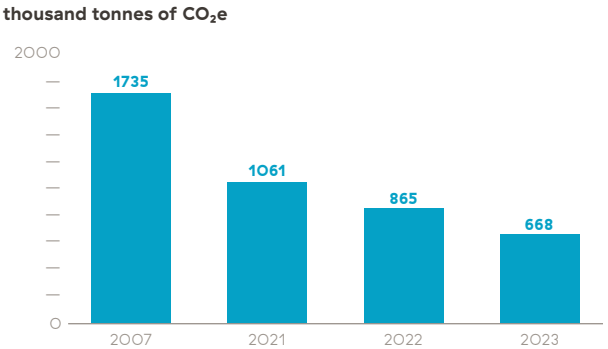


The first quartile ranking represents the six utilities that have the lowest monthly electricity bills on April 1 of a given year from Hydro Quebec’s annual report on North American electricity rates. The full ranking includes 22 participating utilities. Our rates have remained stable over four years despite high inflation.

GHG EMISSIONS

As a predominantly hydroelectric generator of power, BC Hydro’s greenhouse gas (GHG) emissions are among the lowest in the Canadian electricity industry. Read more about our reduction efforts in our [2023 Climate Change Accountability Report](#).

GHG emissions



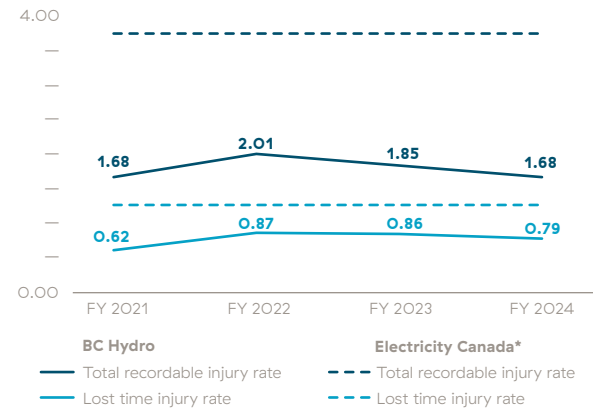
Between 2007 and 2023, we reduced our GHG emissions by 61%. Note that emissions are reported on a calendar year basis to align with regulations. We report on Scope 1, Scope 2, and select categories of Scope 3 emissions.

SAFETY PERFORMANCE

The safety and health of our employees, contractors, and the public is a core value at BC Hydro. We do all we can reasonably do so that interactions with our power system are as safe as possible.

Safety rates

incidents per 200,000 hours worked



* Electricity Canada member averages from 2019 to 2022.

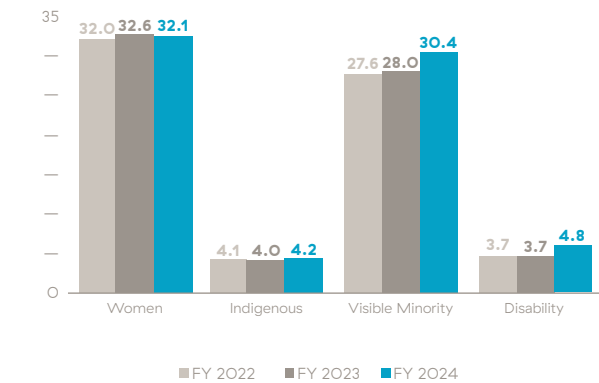
As of March 31, 2024, BC Hydro had gone more than 13 years since our last employee fatality in August 2010. Our injury rates are consistently lower than a benchmark of comparable integrated Canadian utilities provided by Electricity Canada. FY 2021 was much lower than our historical rate due to the low exposure during COVID-related restrictions.

WORKFORCE DIVERSITY

We are building a workforce that reflects the diversity of our customers and the communities we operate in across the province. We measure our progress by comparing representation of four designated groups against the available workforce in B.C.

Workforce diversity

percentage



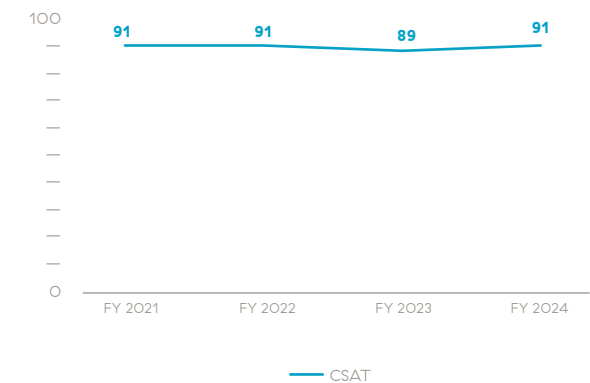
Our workforce matches or exceeds the available B.C. workforce for women, visible minorities, and Indigenous Peoples. Designated groups are identified in alignment with the federal *Employment Equity Act*.

CUSTOMER SATISFACTION

Our high levels of customer satisfaction reflect our ongoing efforts to provide high customer reliability, our continued commitment to customer service, and improvements in our customer communications.

Customer satisfaction index

per cent of customers satisfied or very satisfied



The Customer Satisfaction Index (CSAT) gauges the level of customer satisfaction in meeting their electricity needs of BC Hydro's three main customer groups (residential, commercial and key accounts). The index is comprised of the five key drivers of satisfaction weighted equally across the three customer types.



BC Hydro transmission lines near Wycliffe, B.C.

Maintain the resiliency of our system and enable B.C.'s energy future

BC Hydro works to ensure our customers continue to receive the reliable and low-carbon electricity that is vital to the province's economic prosperity and climate objectives. Our electricity grid must deliver power reliably and support provincial electrification, while also withstanding an increasingly changing climate resulting in more frequent and severe weather events such as wildfires, storms, and extreme heat events. **We take a proactive approach to improving system resilience by enabling electrification and electric vehicle (EV) adoption, protecting our assets, and investing in new infrastructure.**

1

Powering transportation electrification

To support the provincial government's greenhouse gas (GHG) emissions reduction goals, BC Hydro encourages electrification across large commercial, industrial, and transportation sectors. Through our Low Carbon Electrification program, we provide funding to companies implementing energy efficiency and electrification initiatives. A key electrification opportunity is the transportation sector, which accounts for 38% of emissions in the province¹⁵. In FY 2024, two of the many initiatives we supported include:

ADVANCING ALL-ELECTRIC PASSENGER-ONLY FERRIES

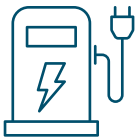
BC Hydro wants to support innovative companies reimagining the future of energy and transportation in B.C.

In FY 2024, BC Hydro provided funding to Greenline Marine Inc., a maritime transportation company planning to provide new transportation options to B.C.'s coastal communities. Greenline is working to offer all-electric passenger-only ferries. Although passenger-only ferries powered by fossil fuels are used in jurisdictions around the world, the all-electric versions are a newer technology and require special considerations around charging. BC Hydro committed \$60,000 to fund a Low Carbon Electrification and Greenhouse Gas Emissions Reduction Study to explore specific requirements for all-electric passenger ferries in the province. The study is being conducted by 3GA Marine Ltd., a company well-regarded for its industry-leading expertise in naval architecture and marine engineering. The work includes comprehensively analyzing technical, financial, and scheduling aspects of the project to enable informed investment decisions. Greenline is planning to start their services with a run between Gibsons, Bowen Island, and downtown Vancouver in 2025. BC Hydro's range of electrification incentives help bolster the marine industry's ambition to replace fossil fuels with quiet, low-carbon alternatives with lower environmental impact.

¹⁵ [Canada Energy Regulator](#)

**SUPPORTING ELECTRIC BUS
INTEGRATION FOR BC TRANSIT**

Public transit, given its planned routes and set driving distances, is one of the greatest opportunities for transportation electrification. To help businesses across B.C. get ready for electric fleet vehicles, BC Hydro provides funding for professional planning and electrical infrastructure installation through our [EV fleet incentive program](#). In FY 2024, we provided more than \$220,000 to BC Transit to assist with the installation of 10 Level 3¹⁶ fast chargers and associated distribution lines to support electric buses at their Victoria bus depot. Additionally, BC Transit plans to take advantage of our overnight fleet electrification flat rate (intended to address the barrier of high initial electricity costs for new fleets) to charge its battery-electric buses.



We have **173** EV charging ports in our network.

¹⁶ Level 3 chargers require a 480-volt electrical source, which are often used to power industrial motors and heating equipment. Level 3 chargers are often used in fleet applications because they can deliver a full charge much faster than Level 2 chargers.

¹⁷ Zero-Emission Vehicle Update — Government of B.C. Available at: https://www2.gov.bc.ca/assets/gov/farming-natural-resources-and-industry/electricity-alternative-energy/transportation/2023_zero-emission_vehicle_update.pdf

2

Accelerating electric vehicle adoption

In British Columbia, individuals are embracing zero emission vehicles (ZEVs) (including EVs) faster than any other jurisdiction in Canada, with more than 153,000 ZEVs registered as of December 31, 2023. In 2023, ZEVs represented 22.7% of new light-duty passenger vehicles sold in B.C.¹⁷—the highest percentage for any province or territory and one that exceeded the provincial goal of reaching 10% by 2025. BC Hydro administers several programs to advance the adoption of ZEVs and to support individuals in making low-carbon transportation choices, including:

PROVIDING REBATES ON ZEVS

As the average purchase cost of a ZEV is still higher than a gasoline vehicle, we work with the provincial government and other agencies to offer grants to offset this initial cost. In May 2023, BC Hydro began administering and funding the [CleanBC Go Electric Passenger Vehicle Rebate Program](#) in collaboration with the Government of B.C. and the New Car Dealers Association of BC to provide a point-of-purchase rebate of up to \$4,000 to qualified British Columbia residents, businesses, public agencies and entities, and non-profit organizations for the purchase or lease of eligible ZEVs. The program is funded by the issuance and sale of low carbon fuel standard credits from EV charging at residential buildings with fewer than five dwelling units. Since May 2023, BC Hydro has provided funding for more than \$90 million in rebates.



As part of our work to support the adoption of EVs, BC Hydro currently has 173 EV charging ports in our network.

**HELPING MULTI-UNIT COMPLEXES
BECOME EV READY**

BC Hydro encourages the deployment of charging infrastructure in multi-unit residential buildings (apartments, condos, and townhome complexes) because it can drive faster EV adoption and offer economies of scale. In October 2023, townhome residents and stratas became eligible to access funding to develop an EV Ready Plan, along with an incentive to assist with the electrical infrastructure costs to make their buildings EV ready.

An EV Ready Plan is a strategy to upgrade a building’s electrical infrastructure to support one EV charger per residential unit. The technical expertise required and costs associated with the planning phase of the work can be a hurdle for buildings. Now, stratas or building owners can receive a rebate of up to 75% of the costs, to a maximum of \$3,000, to develop an EV Ready Plan for a building.

3

Enhancing our wildfire resilience and realizing cost savings

In 2023, British Columbia experienced the most destructive wildfire season in the province’s recorded history, with more than 2.84 million hectares of forest and land burned. Wooden utility poles are one of our assets most vulnerable to fires, and fallen or burned poles can have a significant impact on our ability to deliver power to communities.

Some of the traditional and innovative ways we continued to protect our infrastructure in FY 2024 are:

PROACTIVELY PROTECTING OUR ASSETS FROM FIRES

Preventing fire damage to our transmission and distribution poles is a vital part of our wildfire resilience and can significantly reduce asset replacement costs. We use multiple methods to protect our structures, including removing surrounding vegetation and spraying wood poles with fire retardant (read more at right).

In difficult-to-reach areas like mountainsides and river crossings, replacing fire-damaged wood pole structures can sometimes cost up to \$150,000 each due to terrain restraints and required equipment (such as helicopters). In FY 2024, we preventively treated approximately 180 distribution poles and applied fire retardant to about 700 transmission poles in anticipation of wildfire damage.

In one area of Mission Mountain, our preventative vegetation removal and spraying efforts in the summer of 2023 paid off, as only 5 to 10% of structures in the area were lost to fire. Where these measures were not applied, 95% of our transmission and distribution structures were lost. In the Peace region, the B.C. Wildfire Service requested we perform vegetation removal in areas of high fire risk, which helped to prevent some of the fire’s spread. In addition, proactively conducting these measures enabled faster power restoration following fire, which minimized the impact to customers.

TESTING A NEW FIRE RETARDANT OPTION

BC Hydro is exploring an option to help prevent wildfire damage to our transmission assets as it can cost millions of dollars to replace structures damaged by fires. In December 2023, we began testing a pole wrap with fire retardant properties to enhance our asset protection. The wraps are comprised of steel mesh with a coating that expands when exposed to high heat, forming a barrier that shields the pole from radiant heat and fire. Unlike some pole wrap options, this technology allows for water evaporation, minimizing the potential for pole decay.



BC Hydro is testing new technologies such as pole wraps to protect wooden utility poles from wildfire damage.

BC Hydro has installed the pole wraps on our transmission circuit between Fort Nelson and the Alberta border and we plan to add the wraps on other critical circuits in high wildfire probability areas. In the coming years, the effectiveness and durability of the wraps will be monitored and evaluated, along with input from field crews working on the wrapped poles. Fire resistant technologies like this could enable us to fire harden our systems in addition to using alternatives to wooden poles (such as steel poles or composite poles made of fiberglass).



Two methods we use to protect our wooden transmission and distribution poles in areas where wildfires are anticipated are **vegetation removal** and **spraying**. Removing vegetation around the base of poles reduces the likelihood of fire reaching and damaging them, and spraying is the application of a fire retardant coating (an environmentally-safe fertilizer- and water-based product) to help protect the timber from burning or to slow down the burning process.

4

Bringing Site C into operation

Electricity demand in B.C. is expected to grow by 15% or more by 2030. Although we continue to encourage electricity conservation as the first and best way to meet B.C.’s growing energy demands, we also invest in our existing assets and build new ones like the Site C Project. Construction on Site C has been underway since July 2015. As of March 31, 2024, the project is more than 85% complete and remains on track to have all six generating units in-service in 2025. Given the magnitude of this project, we have sought to reduce our environmental impacts, complete the project safely, and enhance positive economic and social impacts throughout the project. The following are a few of the key initiatives advanced in FY 2024; read a full update on our [Site C project website](#).

CONSIDERING INDIGENOUS PERSPECTIVES DURING SITE C CONSTRUCTION

BC Hydro acknowledges that the Site C dam and reservoir will permanently alter the landscape and have a significant impact on the lives, culture, and traditions of First Nations that have deep ties to the land and river. In recognition of these impacts, BC Hydro has continued working with First Nations to incorporate their input and traditional knowledge to mitigate impacts where possible.

This includes training cultural monitors from the Treaty 8 First Nations who oversee construction activities to incorporate traditional knowledge and help us minimize impacts to traditional land use sites and heritage resources. In FY 2024, BC Hydro completed the delivery of a professional development training program for 13 individuals from five Treaty 8 First Nations. During the 10-week-long program they learned about aquatic wetlands, vegetation, wildlife, seed collection, and reclamation. The training sessions helped build knowledge and capacity to enhance their current roles as cultural monitors on the project, and support future career opportunities. Upon completion of the courses in 2023, the Site C cultural monitors are eligible for certificates from the Natural Resources Training Group and Northern Lights College Continuing Education, along with registration for an Applied Biologist Technician designation through the College of Applied Biologists.

CREATING FISH HABITAT AND USING SALVAGED MATERIALS TO ENHANCE FARMLAND

As part of the Site C project, BC Hydro has been preparing land in the Peace River Valley for reservoir flooding. In one area slated for flooding near Wilder Creek, we initiated a project to create new fish habitat and took the opportunity to creatively use the excavated materials to upgrade nearby farmland, creating both environmental and agricultural benefit.

Located on a portion of BC Hydro-owned land, the area was determined to be ideal for fish habitat due to its topography, potential final size, and exclusion from the Agricultural Land Reserve.



The shallow water fish habitat excavation at Wilder Creek, 20 kilometres west of Fort St. John along the Peace River.

To create an optimal 19 hectares of habitat for fish, we excavated down to specific depths to provide both deep and shallow water areas that promote aquatic plant and bug growth, which contribute to increased numbers of fish in the habitat. In total, we excavated more than 450,000 m³ of topsoil, cobble, and clay, or about 20,000 rock truck loads.

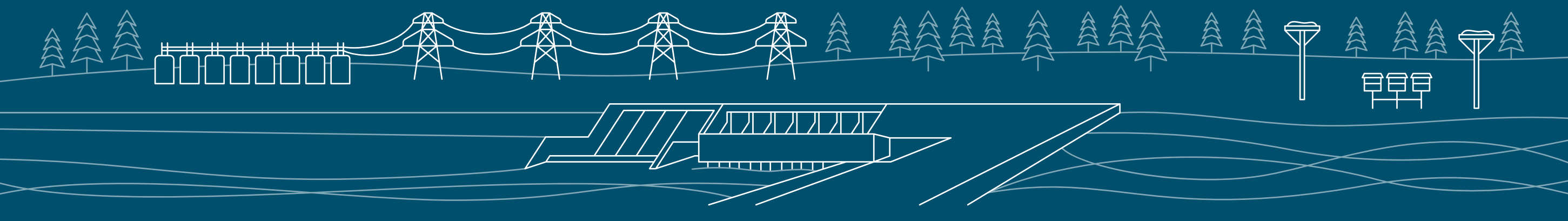
Rather than waste the excavated materials, we creatively salvaged and reused them to raise the elevation of approximately 24 hectares of nearby Class 1 farmland by one to two metres, which helps to prevent impacts of groundwater changes or periodic flooding as a result of the future reservoir.

To effectively support future agricultural activities, we had an agrologist on site every day during fill placement and maintained a minimum of at least 30 centimetres of topsoil. We also constructed a new access road to ensure the fields remain accessible once the reservoir is created. The farmland—about 162 hectares in total—is currently up for public bid and is desirable due to its south-facing orientation and location on the lowest bench quite close to the river, both of which enable a longer growing season.

Site C highlights



Learn more about our [Site C Project Wildlife Program](#)



MEETING INCREASED DEMAND

BC Hydro is preparing to meet the long-term electricity needs of the province, which are expected to increase in the coming years due to electrification, population growth, and electric vehicle adoption. In addition to our power conservation programs and existing supply, Site C will help meet this demand by providing:

1,100 MW
of capacity

8%
increase to our current supply

5,100 GWh
of electricity generation each year –
enough energy to power the equivalent
of about 450,000 homes per year

HIRING LOCAL AND INDIGENOUS WORKERS

As one of the largest infrastructure projects in Canada, the construction of Site C creates thousands of jobs. We are committed to supporting local jobs and businesses, working with Peace Region and Indigenous groups to provide contracting, employment, and procurement opportunities. In March 2024, we had:

2,801
people working
on Site C

76%
workers from B.C.

312
women

149
apprentices

115
Indigenous workers

\$760 million
in procurement
opportunities awarded to
Indigenous-designated
companies since the
beginning of the project

WILDER CREEK PROJECT

In some areas that will be flooded for the Site C reservoir, we are creating habitat zones for fish. At Wilder Creek, for example, we developed new fish habitat in addition to enhancing nearby farmland—read more on [page 17](#). Through the Wilder Creek project, there were:

19
hectares of fish habitat created

<450,000 m³
of material excavated

~20,000
rock truck loads of material moved

~24
hectares of farmland upgraded

CONSERVING ECOSYSTEMS

We aim to mitigate and reduce, where possible, the environmental impacts of Site C construction. Monitoring programs and habitat enhancements support our goal to protect vegetation, aquatic ecosystems, and wildlife such as birds and fish. Since the beginning of Site C construction, there were:

245
hectares of wetlands
constructed

120
wildlife trees created

120
bat maternity roost
structures built, and
many are already
occupied

42
bald eagle nesting
platforms built

1,500
rare plants translocated

277
nest boxes installed

Manage the impact of our business on the environment

BC Hydro operates over 30 integrated generating facilities and approximately 80,000 km of transmission and distribution lines that traverse the province of British Columbia. We recognize that our energy system and operations have both positive and negative impacts on the environment, and as leaders in managing valuable public resources, our environmental decisions matter. **Two of the ways we manage our environmental impact include our efforts to reduce our greenhouse gas (GHG) emissions and our work in protecting biodiversity.**

1

Testing innovative technology to reduce GHG impact

As a predominantly hydroelectric generator of power, BC Hydro's GHG emissions are among the lowest in the Canadian electricity industry. We are committed to reducing emissions associated with our operations no matter how small. An emission we focus on is sulphur hexafluoride (SF₆), a potent greenhouse gas used as an insulator in transformers, switchgears, and other electrical equipment. Equipment leaks can result in the release of this gas, which has 23,500 times more global warming potential than CO₂, to the atmosphere. We measure SF₆ with carbon tetrafluoride (CF₄), another potent greenhouse gas used in similar applications. While SF₆ and CF₄ currently account for 1.3% of our total emissions, we have decreased these emissions by 88% since 2007.

To manage this potent gas, we maintain an SF₆ Management and Tracking Program, have established maintenance programs, conduct targeted equipment repair and replacements, and proactively seek alternatives to SF₆. At our Capilano substation replacement project in North Vancouver, we installed and are testing new medium-voltage gas-insulated switchgear (GIS) that uses industrial dry air (a processed air that has no water vapour) in place of SF₆. The new switchgear replaces equipment that would use approximately 275 kg of SF₆. Commissioning of the equipment was successful and the substation went into service in April 2024. The use of dry air GIS is a relatively new development in our industry. We intend to use learnings from our pilot to examine the feasibility of incorporating this equipment into future substations.

2

Protecting biodiversity around our operations

The areas BC Hydro operates in across our province contain some of the richest biodiversity in North America. We work to understand the potential impacts of our operations on local ecosystems and implement mitigations to minimize habitat loss and other impacts to biodiversity. In FY 2024, two examples of our activities that helped to conserve fish and wildlife included:

WORKING IN PARTNERSHIP TO RECOVER THE WHITE STURGEON POPULATION

Nearly half of BC Hydro’s total generating capacity comes from the Columbia River, which is also home to the endangered white sturgeon. Since 2007, we have worked with the Okanagan Nation Alliance, the Freshwater Fisheries Society of British Columbia, and the Upper Columbia White Sturgeon Recovery Initiative to increase the population of white sturgeon, which spawn in the river but have low survival rates after hatching.



Over the past 15 years, BC Hydro has implemented a hatchery program, habitat improvements, and fisheries management programs to support white sturgeon recovery.

As part of our continued efforts to support this species, we installed a mobile streamside hatchery trailer on the riverbank near Revelstoke in 2023. In August 2023, we collected fertilized eggs deposited on the river bottom by spawning adult white sturgeon and incubated them in the hatchery, which contains specialized tanks that allow eggs to incubate in water pumped directly from the Columbia River. Hatched sturgeon are then transferred to a traditional hatchery where they grow until they reach a size where higher survival rates are more likely. The sturgeon will be released back to the Columbia River in the spring of 2025. This initiative represents a positive shift in the recovery efforts for the endangered species by ensuring hatchery programs reflect natural rearing conditions during critical life stages.

CREATING HABITAT FOR THE THREATENED WESTERN SCREECH-OWL

In spring 2023, we hired a crew from the Xwísten First Nation to monitor BC Hydro–installed nest-boxes in the Bridge River area, where we operate four generation stations. They discovered a western screech-owl in one of the boxes—a sighting that constitutes the first-ever record of this species in the mainstem of Lower Bridge River.

The western screech-owl is a threatened species with a range in the Lillooet area that includes the Lower Bridge River—however, the species has never been recorded along the river, despite several surveys. BC Hydro crews noticed the impact of beaver activity on old black cottonwood trees in the area, a preferred habitat for the western screech-owl and other cavity-dwelling species.



Western screech-owls are now nesting in one of 15 nest boxes installed by BC Hydro in the Bridge River area.

We took action to protect the remaining black cottonwoods and installed 15 nest boxes along the Bridge River to provide nesting spaces for the screech owl and other species. The western screech-owl later began to nest in the box, which demonstrates that the habitat enhancements are meaningful for this species.



BC Hydro has installed **15 nest boxes** along the Bridge River, providing nesting spaces for the western screech-owl and other species.



Work toward lasting and meaningful reconciliation

BC Hydro has a responsibility to operate in a way that respects the rights of Indigenous Peoples. Constructing and operating our system has left lasting impacts on Indigenous Peoples, cultures, traditions, and ways of life which we deeply regret. As we move forward, we are focusing on building enduring relationships with First Nations across B.C. **Some of the ways we are advancing reconciliation include prioritizing collaboration and engagement and supporting First Nations' energy needs and goals.**

1

Collaborating on our approach to reconciliation

BC Hydro is committed to true and lasting reconciliation with Indigenous Peoples. As a Crown corporation, we have developed a plan to incorporate the principles contained in the [United Nations Declaration on the Rights of Indigenous Peoples \(UNDRIP\)](#) and the Truth and Reconciliation Commissions' [Calls to Action](#) into our business. Both documents provide a framework for reconciliation and co-operative relations with Indigenous Peoples.

We believe that to make our reconciliation efforts meaningful, we needed to collaborate with First Nations in the development of this plan. With that belief in mind, we engaged First Nations across the province during a three-year process.

Eighteen First Nations participated in 26 one-on-one meetings, representatives from more than 50 Nations attended regional workshops, and 75 First Nations representatives attended an UNDRIP discussion as part of the [Indigenous Clean Energy Opportunities](#) engagement. In November 2022, we shared our draft plan and refined it with First Nations' insights and commentary. We are also forming an UNDRIP advisory committee together with the First Nations Energy and Mining Council (FNEMC) to seek feedback on our implementation activities over the coming years.

Our [UNDRIP Implementation Plan](#), published in March 2024, outlines the actions we are taking, together with First Nations, to advance reconciliation across our business. The [engagement process](#) raised five key themes that are important to First Nations and where BC Hydro can have a positive impact: respectful relations, social and cultural well-being, decision-making, economic relations, and water, land, and environment. The UNDRIP Implementation Plan is long-term in nature and a living document that we intend to continue updating to align with changing needs and the evolving context of Indigenous relations in B.C.

2

Advancing reconciliation and meeting future energy needs

Individuals and industry in B.C. and Canada are switching from fossil fuels to electricity to serve their energy needs, putting increased demands on our system. One way we are meeting this increased demand is by issuing a Call for Power, a request for proposals from Independent Power Producers (IPPs) to sell clean or renewable energy to BC Hydro.



To support economic reconciliation, all Call for Power projects must have a minimum of **25% First Nations ownership**.

One of the goals of the Call for Power is to support First Nations economic reconciliation. To incorporate First Nations’ interests in this Call for Power, we designed an engagement process that was open to all First Nations across the province and 99 First Nations participated in BC Hydro–led meetings, information sessions, workshops, and focus groups. During this process, we aimed to better understand their perspectives and develop a participation model that best reflects the diverse interests and objectives of First Nations communities across the province.

As a result of this engagement process, as well as feedback and input from First Nations, all projects considered for the Call for Power must have a minimum 25% ownership by one or more First Nations, with incentives provided for ownership up to 51%. Call for Power proposals with First Nations equity ownership in excess of 25% and up to 51% will receive additional credit for proposal evaluation purposes. First Nations and other IPPs can submit their proposals until September 2024. These equity requirements are unprecedented for B.C. and demonstrate our commitment to economic reconciliation as outlined in our UNDRIP Implementation Plan by providing a clear path to economic self-determination and development for First Nations.



The design of our Call for Power reinforces our commitment to renewable energy and First Nations participation in the electrical system.



BC Hydro signed its first Community Energy Purchase Agreement with Ulkatcho First Nation as part of their new solar farm project.

3

Partnering with Ulkatcho First Nation to develop renewable energy

Located in Anahim Lake, Ulkatcho First Nation is currently 100% reliant on diesel for electricity via a BC Hydro microgrid. Part of the Nation's strategic plan included moving away from diesel generation through various projects to reduce the environmental and social impacts of burning fuel. Since 2020, BC Hydro has supported the development of a solar project from the Ulkatcho First Nation as part of this strategic plan.

The 3.8 MW solar farm is expected to offset up to 64% of the diesel used to power Anahim Lake and surrounding communities, and will be 100% owned by Ulkatcho First Nation's wholly owned development company, Ulkatcho Energy Corporation. As solar power is intermittent, the project also includes the installation of a battery energy storage system. BC Hydro is installing both the battery and the system controller. The combined solar and battery system is expected to not only reduce diesel consumption, but also enable the diesel generators to be turned off for up to 70 days during the summer. Construction of the solar farm is planned to start in 2024.

Working from a shared vision of the future of electrical generation in Anahim Lake, Ulkatcho and BC Hydro worked together to assess the potential generation capacity and design the technical specifications of the solar farm and battery. During the last three years, BC Hydro and the development company held monthly technical working group meetings and regular information sessions with community members to address questions and gather ideas to support the project. To provide stable revenues to the First Nation, BC Hydro signed a Community Energy Purchase Agreement (CEPA) with Ulkatcho, where we commit to purchase energy generated from the solar farm for the next 20 years. The CEPA is a historic first and lays the foundation for similar agreements with other Nations.

Through a focus on Nation-led initiatives, strong collaboration, and community engagement, we are able to merge our commitment to true and lasting reconciliation with the shared goal of emissions reductions and environmental protection. The process undertaken with Ulkatcho First Nation is evolving how BC Hydro works with First Nations to explore and implement renewable electricity projects.

Power the potential of our people

At BC Hydro, powering the potential of our people means building a work environment that protects, supports, and welcomes all team members. We are committed to the safety and health of our workers, and this extends to our customers and the public.

Some of the ways we are shaping our workplace culture are by enhancing our inclusion, diversity, equity, and accessibility (IDEA) practices and focusing on continual safety improvement.

1

Creating opportunities for Indigenous employment

We want our workforce to reflect the diversity of the communities and customers we serve, which includes attracting and retaining Indigenous individuals. In FY 2024, Indigenous employees comprised 4.2% of our workforce, 0.4% below our FY 2024 target of 4.6% but above the available Indigenous workforce in B.C. of 3.9%¹⁸. We are working to increase Indigenous representation at BC Hydro by creating a welcoming and supportive workplace and through Indigenous-specific employment programs.

To support our efforts, we introduced an Indigenous Career Exploration Program in September 2023. Indigenous job seekers interested in working at BC Hydro can apply to the program at any time, regardless of active job postings. Participants have access to a BC Hydro recruiter to discuss their interests, skills, and qualifications as well as receive career guidance and information on potential job matches. The program also offers a ‘Get to know BC Hydro’ session to better understand the work we do, where we operate, and the roles across the organization. In addition, a program workshop helps job seekers prepare for applications and interviews. By the end of FY 2024, 122 individuals participated in the program.

Through this program, we aim to directly connect Indigenous job seekers with career experts at BC Hydro to help job seekers understand and navigate our hiring processes. This, and other employment programs at BC Hydro, are examples of how we are taking action to contribute to reconciliation and investing in the diverse workforce of the future.

¹⁸ Based on the available B.C. workforce as derived from the Statistics Canada 2021 Census.



2

Embracing neurodiversity and fostering inclusion

We believe diversity supports innovation and that inclusion of all employees creates an environment where everyone can thrive and do their best work. Through education, understanding, and modifications to our spaces and our practices, we aim to help our team members achieve their potential and make BC Hydro a more welcoming place to work. One area of diversity and inclusion we focused on in FY 2024 is supporting employees who are neurodivergent¹⁹.



We aim to help our team members **achieve their potential** and make BC Hydro a more welcoming place to work.

Creating a workplace in which neurodivergent employees feel accepted, valued, and understood is important to BC Hydro. During our annual Learn@Work week, we facilitated an in-person neurodiversity workshop to provide team members with the knowledge, information, and tools to support neurodivergent colleagues. Attendees identified common neurodiversity myths, learned about the neurodivergent experience, and discussed how to create an environment where people feel safe. Positive feedback and high interest following the workshop led us to offer it more broadly as a virtual workshop across the organization.

BC Hydro also provides accommodations for neurodivergent employees, including the private comfort rooms at our Dunsmuir and Edmonds offices that provide a calm and distraction-free space for employees to decompress. In addition, we are consulting with the employee-led AccessAbility Network on the implementation of unassigned desks to identify potential issues for employees, such as those who are neurodivergent and may benefit from predictability to support their focus. We continue to leverage our AccessAbility network and facilitate workshops to progress inclusion across our organization.

¹⁹ Neurodivergent is a non-medical term that describes people whose brains develop or work differently and can include conditions such as autism spectrum disorder, attention deficit hyperactivity disorder, Tourette's syndrome, and learning disabilities such as dyslexia and dyscalculia.

3

Taking action to prevent similar incidents and improve safety

At BC Hydro, safety is a core value that extends to our customers and the public. When it comes to safety incident reporting and investigation, we emphasize learning from incident potential, meaning that our near misses or minor injuries that had the reasonable potential to cause serious injury or fatality are as important as learning from actual serious injuries or fatalities. When a serious incident happens, we foster discussions that focus on lessons learned, continual improvement, and taking action to prevent similar incidents. Regrettably, in February 2023, an explosion and subsequent fire in a BC Hydro underground vault²⁰ in Vancouver injured a number of bystanders and damaged several nearby businesses. It is our responsibility to manage our assets in a way that mitigates risk and, if unsafe or dangerous situations occur, act decisively to avoid similar situations.

We take such incidents seriously and conducted an immediate and thorough internal investigation to determine the direct cause of the incident, removing all similar equipment within weeks. We also initiated a two-phase program review of our street distribution vaults. In phase one, we assessed the safety of similar BC Hydro equipment and in phase two, we commissioned a third-party report on the effectiveness of our street vault management practices. In July 2023, the British Columbia Utilities Commission (BCUC) directed BC Hydro to submit an additional independent third-party report focused on our culture of safety, asset management practices, and work procedures. We co-operated fully throughout this assessment and reporting process.

Completion of both reports in December 2023 provided us with 62 total recommendations to improve the safety of our vault system and our overall safety procedures. We then developed a Distribution Action Plan incorporating 39 of the recommendations we plan to act on in FY 2025. The Distribution Action Plan supports our commitment to continual safety improvements and help ensure that the public has confidence in the safety of our assets. The remaining 23 recommendations are longer term in nature and BC Hydro expects to consider these as part of strategies and plans over multiple years (e.g., the development and implementation of new technology solutions).

²⁰ An underground distribution cable vault or underground power vault is an opening in an underground duct system that houses cables, cable splices, and other electrical equipment. The opening is large enough for a worker to enter on a ladder and conduct maintenance activities.

4

Bringing safety to the forefront at our Safety Rodeo

At BC Hydro, we believe safety is a collaborative effort and raising safety awareness among our workers and other organizations is helpful in achieving our goal of sending everyone home safe every day. One of the ways we increased safety awareness internally and externally in FY 2024 was through our Safety Rodeo event.

Hosted at our Vernon District Office on June 3, 2023, the event was an opportunity to celebrate our safety successes and highlight our safe work practices. To build understanding about our approach to safety, we invited regulatory compliance officers to attend the Safety Rodeo for the first time. Members of our safety teams hosted a classroom learning session for officers to provide insight into our Safety Practice Regulations, equipment and tool procedures, and training programs.

Following this session, regulatory officers and BC Hydro employees attended the powerline technician competition to see our safe work practices in action. Approximately 50 powerline technicians competed in injured person rescue drills and pole climbs, showcasing the skills and attention to safety their roles require. In total, more than 1,600 employees, vendors, and their families attended the Safety Rodeo to watch the competitions, enjoy family-friendly games, and visit information booths to learn more about the different parts of our company.

The Safety Rodeo demonstrates the importance of collaboration and the crucial role of powerline technicians in our electricity system, while promoting continuous safety learning.

1 | BC Hydro powerline technicians competed in pole climb competitions, showcasing their skills.

2 | The Safety Rodeo included team competitions to display the co-operation required in their daily tasks.

3 | Our Vernon District Office provided the open space needed to host the Safety Rodeo.



Act in the public interest



BC Hydro is a provincial Crown corporation, owned by the government and people of British Columbia. We have a responsibility to serve the public interest, support energy affordability, provide safety education, and engage with communities in our service territory. **Two of the many ways we act in the public interest are by administering dedicated programs for lower-income households and social housing, and providing youth education.**

1

Supporting lower-income customers

BC Hydro serves more than 91% of the province’s population and we incorporate energy affordability considerations into our planning and operations as this is important to our customers. We are keeping rates affordable (see [page 12](#)) and helping customers manage their costs through flexible payment options and efficiency programs, including supports for lower-income customers. We realize that paying for electricity use is one of many cost pressures facing lower-income customers. In an effort to reduce this pressure, we work collaboratively with the provincial government, other provincial Crown corporations, community agencies, and organizations to assist our customers.

Some of the ways we do this are:

PROVIDING HEAT RELIEF FOR LOWER-INCOME AND VULNERABLE CUSTOMERS

The extreme heat event of 2021 impacted thousands of people living in British Columbia and caused hundreds of heat-related fatalities. The impacts of heat events like these are more severe for individuals without adequate in-home cooling systems²¹. To help protect lower-income customers from high heat impacts, we launched a new air conditioning (AC) offer for lower-income and vulnerable customers in July 2023 in partnership with the Government of British Columbia. The Government of B.C. contributed \$10 million to provide free portable AC units to eligible customers and BC Hydro administers the program. Since the program began, we have installed more than 4,400 AC units across the province.

²¹ https://www2.gov.bc.ca/assets/gov/birth-adoption-death-marriage-and-divorce/deaths/coroners-service/death-review-panel/extreme_heat_death_review_panel_report.pdf

OFFERING SUPPORTS FOR THE SOCIAL HOUSING SECTOR

Promoting energy efficiency and the associated cost savings is an important part of our affordability work, and this includes supporting the social housing sector²² in accessing and implementing efficiency measures. In April 2023, we partnered with the provincial government to administer the CleanBC Social Housing Incentive Program (SHIP). SHIP offers funding and project support for energy studies and GHG reduction initiatives in social housing, such as improving insulation, windows and other fuel switching measures. To complement SHIP, BC Hydro also offers top-up funding for housing providers to conduct electrical load analysis and offset electrical system upgrade costs.

LEVERAGING COMMUNITY PARTNERSHIPS

In addition to supporting lower-income customers through our Energy Conservation Assistance Program, we also assist customers facing disconnection of their BC Hydro services. Through our Customer Crisis Fund, customers who are unable to pay their BC Hydro bills can apply for a grant that applies to their overdue balance. FY 2024 marked the highest use of this fund to date, with 9,958 applications received and \$2.4 million in grants provided. As the demand for crisis-based financial supports is growing, in FY 2024 we began working more closely with community organizations and services across B.C. to help people better understand, access, and apply to the fund.

²² Social housing includes non-profit housing societies, housing co-operatives, and municipal housing authorities operating multi-residential units.

2

Sparking youth interest in science and electrical safety

Acting in the public interest also includes raising awareness about electrical safety and engaging in community outreach and education. One way we do this is by providing and supporting science and electricity programming for youth across the province, which can help improve public safety, foster interest in science and technology, and grow the future BC Hydro workforce. In FY 2024, we connected with youth in the following ways:

PROVIDING STEM AND ELECTRICAL SAFETY EDUCATION

Through our Power Smart for Schools program, BC Hydro provides B.C. teachers and educators with curriculum-aligned classroom activities for kindergarten to Grade 12 students. Lesson plans support a wide variety of science, technology, engineering, and mathematics (STEM) topics and are available to download year-round, free of charge. In addition to our online educational resources, each year BC Hydro employees volunteer during our Electrical Safety Week to promote electrical safety awareness to students. BC Hydro employees deliver a safety presentation to kindergarten to Grade 7 classes across the province, teaching kids how to be safe around electricity and what to do if they come across a damaged or downed power line.



BC Hydro's Community team joined Science World's On The Road school program which brings fun, high-energy live demonstrations and activities to communities across the province to inspire future science and technology leaders.

In 2023, more than 160 BC Hydro employees took part, visiting more than 300 classrooms and speaking with approximately 9,000 students.

PARTNERING WITH SCIENCE WORLD

For more than 20 years, BC Hydro has partnered with Science World, a non-profit science centre in Vancouver with outreach programs across B.C. Our shared goal is to help improve accessibility of STEM education and provide youth mentorship, particularly in Indigenous and remote communities. In FY 2024, our employees worked alongside Science World educators to carry out two On The Road tours, giving students in Campbell River and Fort St. John the chance to experience Science World through fun demonstrations and activities. We also shared our youth-focused messaging on energy use and conservation to be integrated into the Science World offerings.

INSPIRING GIRLS AND WOMEN IN STEAM

BC Hydro participated in Science World's 2023 Girls and STEAM (science, technology, engineering, art and design, and mathematics) summit to help inspire girls ages 12 to 14 to explore scientific interests and encourage entry into STEAM careers. Six BC Hydro team members shared their experiences and answered questions about their education, interest areas, and STEAM roles at BC Hydro. By supporting girls and women in STEAM education, we aim to encourage their positive impact on the economic growth of our province and inspire the next generation of problem-solvers.



Appendices

Performance table

The consolidated performance table below reflects key data points from BC Hydro operations inclusive of metrics from the Sustainability Accounting Standards Board (SASB) standard for electric utilities and power generators, where applicable.

ABOUT OUR COMPANY	UNITS	FY 2021	FY 2022	FY 2023	FY 2024	SASB REF.
ELECTRIC UTILITY						
Domestic electricity sold to customers ¹	gigawatt hours (GWh)	51,140	53,452	54,259	54,800	
POWER GENERATION						
Number of integrated hydro facilities	number	NR	NR	30	30	
Number of thermal generation facilities	number	NR	NR	2	2	
Net energy output electricity generated ²	GWh	NR	48,520	46,675	33,279	
Hydro ²	GWh	NR	48,065	46,137	32,973	
Thermal	GWh	NR	336	417	187	
Non-integrated areas	GWh	NR	119	121	120	
TRANSMISSION AND DISTRIBUTION						
Total transmission lines	kilometre (km)	18,419	18,447	18,488	18,493	
Total distribution lines	km	59,907	60,093	60,289	60,474	
Number of substations	number	303	303	303	311	

NOTES
NR = not reported
¹ The FY 2023 “electricity sold to customers” total was incorrectly published as 54,256 and has been rectified in this report.
² The FY 2023 total hydro electricity generated was incorrectly published as 46,038. As a result, the FY 2023 “net energy output electricity generated” total was incorrectly published as 46,576. Both totals have been corrected in this report.

ABOUT OUR COMPANY	UNITS	FY 2021	FY 2022	FY 2023	FY 2024	SASB REF.
OTHER GENERATION						
IPP contracts	number	NR	NR	NR	125	
Installed capacity	MW	NR	NR	NR	5,404	
IPP generation (integrated system)	GWh	NR	16,824	15,409	13,667	
Hydro	GWh	NR	NR	NR	8,861	
Biomass	GWh	NR	NR	NR	2,082	
Wind	GWh	NR	NR	NR	1,716	
Thermal	GWh	NR	NR	NR	846	
Waste	GWh	NR	NR	NR	126	
Biogas	GWh	NR	NR	NR	33	
Solar	GWh	NR	NR	NR	1	
RESILIENCY	UNITS	FY 2021	FY 2022	FY 2023	FY 2024	SASB REF.
SMART GRID						
Percentage of electric load served by smart metering infrastructure	per cent load	99.94	99.96	99.97	99.99	IF-EU-42Oa.2
RELIABILITY						
Key generating facility forced outage factor	per cent	1.21	1.03	1.05	1.13	
System Average Interruption Duration Index (SAIDI) ³	hours	3.27	3.50	3.14	3.56	IF-EU-55Oa.2
System Average Interruption Frequency Index (SAIFI) ⁴	# interruptions per customer	1.49	1.54	1.50	1.56	IF-EU-55Oa.2
Customer Average Interruption Duration Index (CAIDI), inclusive of major event days	hours	2.90	3.00	2.90	2.83	IF-EU-55Oa.2
Mandatory reliability standards non-compliance reduction ⁵	per cent	NR	57	80	80	IF-EU-55Oa.2

NOTES

³ SAIDI represents the total outage duration (in hours) of sustained interruptions experienced by an average customer in a year (excluding major events).

⁴ SAIFI represents the total number of sustained interruptions experienced by an average customer in a year (excluding major events). A sustained interruption has a duration greater than or equal to one minute.

⁵ Reduction is relative to fiscal year 2021.

RESILIENCY	UNITS	FY 2021	FY 2022	FY 2023	FY 2024	SASB REF.
QUALITY OF SERVICE AND ENERGY AFFORDABILITY						
Customer Satisfaction (CSAT) index	per cent of customers satisfied or very satisfied	91	91	89	91	
Average retail electric rate for residential customers ⁶	cents per kilowatt hour (kWh)	11.6	12.0	11.0	11.1	IF-EU-24Oa.1
Average retail electric rate for commercial (and light industrial) customers	cents per kWh	10.1	10.3	9.6	10.0	IF-EU-24Oa.1
Average retail electric rate for large industrial customers	cents per kWh	6.1	6.4	6.3	6.2	IF-EU-24Oa.1
Typical monthly electric bill for residential customers for 500 kWh of electricity delivered per month	dollars	52.75	53.27	52.98	54.65	IF-EU-24Oa.2
Typical monthly electric bill for residential customers for 1,000 kWh of electricity delivered per month	dollars	114.33	115.46	114.19	116.85	IF-EU-24Oa.2
Number of residential customer electric disconnections for nonpayment	number	14,908	30,122	24,305	22,567	IF-EU-24Oa.3.
Percentage of residential customer electric disconnections reconnected within 30 days	per cent	92	95	96	95	IF-EU-24Oa.3.
ELECTRIFICATION						
Load growth supporting CleanBC	GWh	NR	NR	739	1,431	
New connected commercial and industrial load	megawatts (MW)	NR	NR	535	1,093	
Clean electricity standard ⁷	per cent of clean energy available	NR	NR	100	100	
Customer interconnection studies completed on time	per cent	NR	91	92	87	
Customer electricity savings (capacity)	MW	NR	NR	96	152	
Customer electricity savings (energy)	megawatt hours (MWh)	801,000	660,900	661,200	651,900	IF-EU-42Oa.3
GHG emissions reduction electrification	million tonnes CO ₂ e/year	NR	NR	0.48	0.91	
GHG emissions reduction – BC Hydro operations	per cent reduction since 2007	NR	NR	50	61	

NOTES

⁶

BC Hydro’s rates have stabilized after a period of increases. The impact of rate increases was partially mitigated by improved energy efficiency, as well an increasing proportion of customers residing in apartments that generally consume less electricity. Rate increases since FY2020 have been below the rate of inflation.

⁷

The Clean Electricity Standard measures the amount of clean energy available to meet BC Hydro’s retail sales over the measured period.

ENVIRONMENT	UNITS	FY 2021	FY 2022	FY 2023	FY 2024	SASB REF.
GHG EMISSIONS ⁸						
Scope 1 emissions ⁹	tonnes CO ₂ e	247,266	226,194	292,313	205,433	IF-EU-110a.1
Scope 2 emissions	tonnes CO ₂ e	2,110	1,237	1,426	1,357	
Scope 1 emissions by source						
Thermal generation	tonnes CO ₂ e	162,132	134,766	198,883	117,098	
NIA (non-integrated areas)	tonnes CO ₂ e	44,781	46,967	52,839	50,318	
Fleet	tonnes CO ₂ e	20,602	20,950	20,560	20,833	
Buildings	tonnes CO ₂ e	9,258	9,779	9,830	8,722	
SF ₆ and CF ₄	tonnes CO ₂ e	10,493	13,732	10,201	8,461	
Scope 2 emissions						
Buildings	tonnes CO ₂ e	2,110	1,237	1,426	1,357	
Scope 3 (partial) — other relevant indirect greenhouse gas emissions by weight						
IPPs	tonnes CO ₂ e	595,001	833,379	569,400	459,936	
Air travel (domestic)	tonnes CO ₂ e	493	314	1,130	1,386	
Paper	tonnes CO ₂ e	62	50	55	58	
Scope 1 emissions covered under emissions-limiting regulations	per cent	0	0	0	0	IF-EU-110a.1
Scope 1 emissions covered under emissions-reporting regulations	per cent	89	86	88	79	IF-EU-110a.1

NOTES

⁸ Industrial GHG emissions from our Fort Nelson generating station are verified by an independent third-party in accordance with the BC Industrial Greenhouse Gas Reporting Regulation. We also voluntarily conduct independent third-party verification of our Masset, Ah-Sin-Heek, and Prince Rupert generation station emissions.

⁹ All GHG and air quality information is available on calendar year basis only.

ENVIRONMENT	UNITS	FY 2021	FY 2022	FY 2023	FY 2024	SASB REF.
AIR QUALITY ¹⁰						
NOx (excluding N ₂ O) ¹¹	tonnes	921	970	1,084	1,012	IF-EU-120a.1
NOx, tonnes in or near areas of dense population	tonnes	0	0	0	0	IF-EU-120a.1
SOx ¹¹	tonnes	16	16	21	32	IF-EU-120a.1
SOx, tonnes in or near areas of dense population	tonnes	0	0	0	0	IF-EU-120a.1
Particulate matter (PM ₁₀) ¹¹	tonnes	16	16	19	16	IF-EU-120a.1
Particulate matter, tonnes in or near areas of dense population	tonnes	0	0	0	0	IF-EU-120a.1
WATER MANAGEMENT						
Number of water license non-compliances	number	NR	NR	NR	0	IF-EU-140a.2
RECONCILIATION						
INDIGENOUS						
Indigenous procurement (cumulative since 2014)	\$ billion	NR	0.914	1.162	1.359	
Indigenous employment	per cent	NR	4.1	4.0	4.2	
Indigenous awareness training at BC Hydro	per cent complete	NR	53	74	84	
Progressive Aboriginal Relations certificate	certification level	Gold	Gold	Gold	Gold	
PEOPLE						
EMPLOYEES						
Total number of employees	number	6,763	6,726	7,301	7,521	
Percentage of employees covered by a collective bargaining agreement	per cent	60	59	60	59	
Total number of new employee hires	number	315	753	1,119	790	
Employee turnover rate	per cent	3	6	7	5	

NOTES

¹⁰ Air quality information is available on most NIA and Thermal generating sites. BC Hydro only collects air quality information on sites that use fossil fuels to generate electricity.

¹¹ We have restated these metrics for the previous three years. The restated numbers include three facilities that were incorrectly excluded in our previous ESG report.

PEOPLE	UNITS	FY 2021	FY 2022	FY 2023	FY 2024	SASB REF.
EMPLOYEE SAFETY						
Total recordable incident rate	injuries per 200,000 hours worked	1.68	2.01	1.85	1.68	IF-EU-32Oa.1
Lost time injury rate	injuries per 200,000 hours worked	0.62	0.87	0.86	0.79	
Severity rate	lost calendar days per 200,000 hours worked	11	37	13	24	
Exposure hours	hours	11,631,001	11,319,440	11,666,770	12,395,422	
Serious disabling injuries ¹²	number	0	1	0	0	
Fatalities	number	0	0	0	0	IF-EU-32Oa.1
Near misses	number	595	545	488	410	IF-EU-32Oa.1
Serious Injury or Fatality Potential (SIFP) ¹³	number of high-risk near misses	9	14	15	15	
Good catches	number	783	1,008	844	759	
Safe work observations ¹⁴	number	2,697	9,409	13,424	18,755	
TRAINING AND DEVELOPMENT						
Average hours per operations technical employee, excluding safety	hours	NR	39	49	41	
DIVERSITY AND INCLUSION						
Leaders who completed inclusive leadership training ¹⁵	per cent	NR	36	73	100	
Diversity metrics, total workforce						
Women	per cent	NR	32.0	32.6	32.1	
Indigenous	per cent	NR	4.1	4.0	4.2	
Visible minority	per cent	NR	27.6	28.0	30.4	
Disability	per cent	NR	3.7	3.7	4.8	
Women at various levels						
Sr. mgmt.	per cent	25.6	25.2	26.9	27.9	
Workforce	per cent	32.3	32.0	32.4	32.1	

NOTES
¹² This is a count of electrical contact, fall from height, mechanical energy, or transportation incidents that have resulted in an injury resulting in a permanent disability for which a disability pension has been received or is expected. This measure is for employees only and excludes contractors and public safety incidents.
¹³ This metric is a count of the incidents in which there was a loss of control that resulted in – or could reasonably be expected to result in – a fatality or serious injury (as defined by WorkSafeBC). This measure excludes incidents where the injured person or potentially injured person would be a contractor or member of the public. Definition and calculation of this metric aligns with industry standard and follows the Electricity Canada methodology.
¹⁴ The FY 2023 value was previously published as 12,590. We have since updated it in this report.
¹⁵ Inclusion and diversity training started in FY 2022.

GOVERNANCE	UNITS	FY 2021	FY 2022	FY 2023	FY 2024	SASB REF.
CORPORATE GOVERNANCE						
Total Board of Directors	number	NR	NR	12	13	
Board — women	number	NR	NR	7	8	
Board — Indigenous	number	NR	NR	2	2	
PUBLIC SAFETY						
Number of public injuries ¹⁶	number	8	11	14	13	
Number of public fatalities ¹⁷	number	1	3	0	0	
ETHICS						
Employees who completed ethics training ¹⁸	per cent	98	99	97	97	
CYBERSECURITY						
Number of phishing tests conducted	number	4	3	4	4	
Number of employees who completed cybersecurity training	number	6,453	6,378	7,012	7,311	
ECONOMIC VALUE GENERATED AND DISTRIBUTED						
Investment to upgrade aging assets and build new infrastructure	\$ billion	NR	3.5	3.9	4.3	
Total assets ¹⁹	\$ million	40,383	42,734	45,786	49,442	
Revenue ²⁰	\$ million	6,414	7,591	8,478	7,131	
Payment to employees ²¹	\$ million	711	736	762	819	
School taxes	\$ million	139.3	145.5	151.5	165.0	
Grants in-lieu-of taxes	\$ million	117.3	125.4	124.6	138.9	
Community investment ²²	\$ million	0.7	0.9	1.2	1.35	

NOTES
¹⁶ This is a count of injuries sustained by members of the public (people not working for BC Hydro) as result of exposure to or interaction with BC Hydro assets or activities, reported by BC Hydro employees and contractors.
¹⁷ This is a count of fatalities sustained by members of the public (people not working for BC Hydro) as result of exposure to or interaction with BC Hydro assets or activities, reported by BC Hydro employees and contractors.
¹⁸ Mandatory annual refresher training.
¹⁹ The FY 2023 total assets amount was incorrectly published as 45,749 and has been rectified in this report.
²⁰ Due to a change in accounting policy during FY 2024, BC Hydro's FY 2023 revenue has been restated. See the 2023/24 Annual Service Plan Report for more information.
²¹ This figure is reported in our financial statements as personnel expenses. It includes salaries and wages, benefits and post-employment benefits.
²² Grants and contributions for NPO and registered charities. Excludes benefit agreements.

Forward-looking information advisory

Forward-looking information or statements included in this environmental, social, and governance report are provided to inform readers about management's assessment of BC Hydro's future plans and operations. They are based on BC Hydro's estimates and assumptions concerning future results and events. Due to the risks and uncertainties inherent in any forecasted outlook, the actual results could differ materially from those anticipated. These risks and uncertainties include, but are not limited to, changes in government policy and regulations, variations in regulatory rate setting and the market price of electricity in North America, market conditions in other jurisdictions, weather and the impact of climate change, economic conditions, our number of customers, cybersecurity breaches, the organization's current credit ratings, completion of operating and capital projects, including those projects that have been deferred, the performance of such projects relative to specifications, availability of labour, labour relations, relations with local communities and Indigenous peoples, supply chain issues, and no significant event occurring outside the ordinary course of business.



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