

Clean Power 2040
Powering the future



Integrated Resource Plan

Gathering public and customer feedback on our Draft IRP

SUMMER 2021

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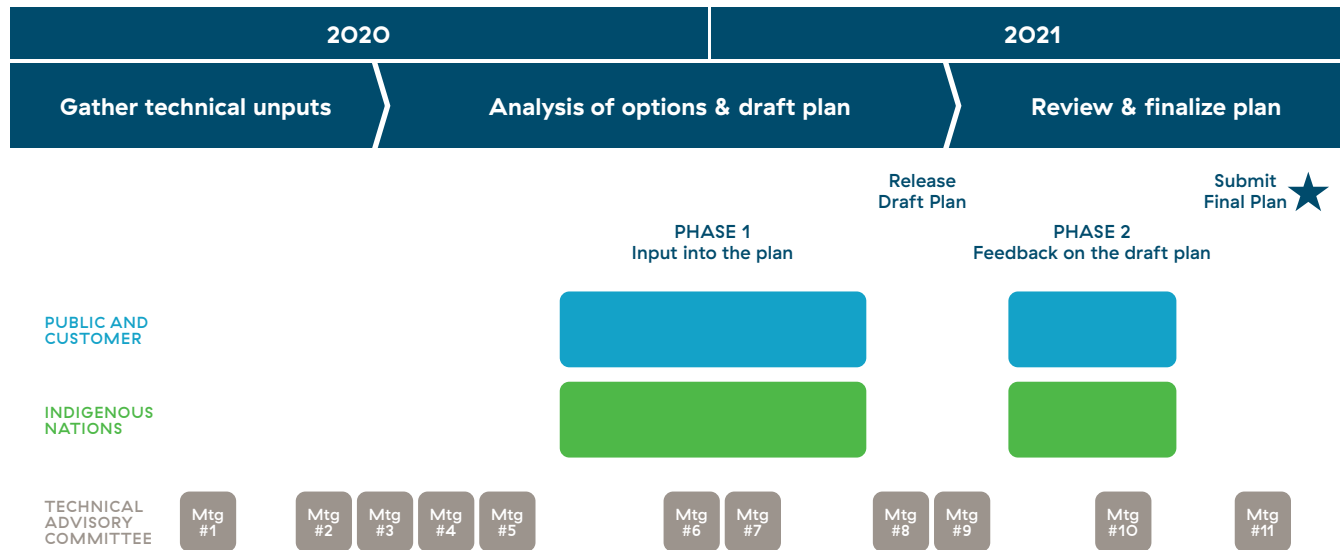
Background

We're developing the 2021 Integrated Resource Plan, which is our 20-year strategy for the integrated power system. The plan lays out actions to meet potential future growth in customer electricity needs through conservation and energy management initiatives, upgrading BC Hydro's generation and transmission assets, and power acquisitions.

As part of the plan development, during the fall 2020 and winter 2021, we gathered input during our Phase One consultation on various planning topics, including planning priorities. Our Draft 2021 Integrated Resource Plan (Draft IRP) was informed by this input and was publicly released on June 21.

During the summer of 2021, we gathered feedback on our Draft IRP from our customers and the public. The purpose of this Phase Two consultation was to gather feedback on how the draft plan elements aligned with participants' interests and values and reasons for alignment or non-alignment. Results of this feedback as well as technical, financial, environmental and economic development analysis will inform our final plan which will be submitted to the BC Utilities Commission by December 31, 2021.

Figure 1 – Overview of IRP consultation streams and plan development



What we did




From June 21 to August 31, 2021, we consulted with the public and customers, gathering feedback on our Draft IRP. The public included general public, local governments elected officials and staff, stakeholders such as Independent Power Producers, environmental organizations, and youth. We used a variety of forums to allow us to capture a diversity of perspectives.







A layered approach to communicating the Draft 2021 IRP

Long-term electricity planning is complex. To provide accessibility to a broad audience, we provided:

- the full Draft IRP on our public website in a format intended to be user friendly,
- an engagement survey that contained basic information on the purpose of the plan and each element – what it was and reasons for choosing it, and
- a summary presentation to virtual audiences with access to senior planners to provide opportunities for more in-depth questions and comments.





The tables below describe what forums we used and how we communicated to participants. Due to the COVID-19 pandemic, all consultation was carried out virtually.

Forums we used		
<p>On-line engagement surveys</p>		<p>We created a public survey to gather feedback. The survey included an upfront overview setting our planning context and information on the Draft IRP. The survey questions were aimed at eliciting the level of alignment of participants’ values and interests with draft elements of the plan. Participant’s reasons for alignment level selection were requested through open-ended comment boxes and with an opportunity for final feedback at the end.</p> <p>We created a shorter customer survey version of the public survey with a sub-set of Draft IRP elements. This was shared with BC Hydro customers to facilitate a representative residential customer sample. The customer group included both residential customer base account holders and non-account holders (but receiving BC Hydro electricity) and represented a cross-section of our customer base.</p> <p>A third-party consultant collated the results of both the public and customer surveys into a final report.</p>
<p>Digital dialogue (on-line focus group)</p>		<p>We held a facilitated three-day, on-line focus group discussion conducted by a third-party consultant. The focus group provided alignment of the Draft IRP elements, similar to the survey. It included two hours of activity and included a diverse representation of BC Hydro customers to provide additional insights to the consultation.</p>
<p>Comment form for organizations</p>		<p>We provided an on-line comment form for organizations to submit written comments. The comment form was intended to be used in conjunction with the Draft IRP.</p>




Forums we used		
Local government sessions		We hosted three 60-minute sessions for local government officials, Members of Legislative Assembly, and staff providing an overview of the Draft IRP. There was opportunity for questions and feedback. We also pointed to further opportunities to provide feedback through written submissions or the survey.
Public sessions		<p>We hosted a 60-minute session, with added 30 minutes for Q&A for the general public. Three session time slots were offered with opportunities to add more. This was adjusted to one session based on interest level.</p> <p>We also provided five presentations to stakeholder group meetings that were either by invitation or were standing meetings where BC Hydro is a member. There was opportunity for questions and feedback. Participants were encouraged to provide feedback through written submissions or the survey.</p>
Youth engagement		We held a facilitated 90-minute conference, hosted by a third-party consultant which explored youth's perspectives on aspects of the Draft IRP. A specific youth engagement occurred given today's youth are tomorrow's energy consumers, BC Hydro customers, and decision-makers and are affected by decisions we make now.
Telephone town hall		We held a facilitated 60-minute interactive telephone conference using a third-party hosting service. This town hall provided opportunities for live question and answer, and three polls based on the Draft IRP.
IRP Telephone hotline		Available on the IRP public website and in meeting presentations, the hotline allowed the public and customers to contact us.
Clean Power 2040 email address		Available on the IRP public website and in presentation materials, the email address allowed the public and customers to contact us.




COMMUNICATION AND NOTIFICATIONS

To ensure awareness of the community consultation opportunities on our IRP, we used notification and communication tools to reach out to customers and the public.

	<ul style="list-style-type: none"> ○ IRP website
	<ul style="list-style-type: none"> ○ Social media (Twitter, Facebook, LinkedIn)
	<ul style="list-style-type: none"> ○ Newsletters/email <ul style="list-style-type: none"> ○ Audience: 280,000 ○ Connected newsletter (July, 2021) ○ “There’s still time to have your say in B.C.’s energy future”
	<ul style="list-style-type: none"> ○ Email: IRP mailing list (June 21, 2021) <ul style="list-style-type: none"> ○ Audience: 1,204 ○ Check out the plan, take the survey
	<ul style="list-style-type: none"> ○ Email: Net Metering customers (June 22, 2021) <ul style="list-style-type: none"> ○ Audience: 4,400 ○ Check out the plan, take the survey
	<ul style="list-style-type: none"> ○ Email: EV users (June 23, 2021) <ul style="list-style-type: none"> ○ Audience: 24,028 ○ Check out the plan, take the survey
	<ul style="list-style-type: none"> ○ Email: Transmission Service Rate customers (June 24, 2021) <ul style="list-style-type: none"> ○ Audience: 274 ○ Check out the plan, take the survey
	<ul style="list-style-type: none"> ○ Email: Local governments and Members of Legislative Assembly (June 10 and 21, 2021) <ul style="list-style-type: none"> ○ Audience: 1,034 ○ Hold the date ○ Time to register

Who we heard from

Forum		Description
<p>Online engagement surveys</p> <ul style="list-style-type: none"> ○ June 21, 2021 to July 31, 2021 ○ July 12, 2021 to Aug 6, 2021 		<p>1149 Public survey respondents¹</p> <ul style="list-style-type: none"> ○ 95% residential customers, 7% business or commercial customers, 1% industrial customers ○ 50% Lower Mainland/Fraser Valley, 32% Vancouver Island/Gulf Islands, 10% South Interior, 7% Central Interior, 1% Northwest, and 1% Northeast <p>852 Customer survey respondents</p> <ul style="list-style-type: none"> ○ Mix of household income, household size, home ownership, dwelling type, ages, gender, and region ○ 64% Lower Mainland/Fraser Valley, 21% Vancouver Island/Gulf Islands, 3% Southern Interior, 7% Central Interior, 3% Northwest, and 2% Northeast. <p>¹ Final survey sample includes all those who gave a rating on each of the plan elements</p>
<p>Digital dialogue (online focus group)</p> <ul style="list-style-type: none"> ○ July 20–22, 2021 		<p>60 BC Hydro customers including a mix of gender, age, income, regionality, ethnicity, and inclusive representation from LGBTQ+ and persons with disabilities.</p>
<p>Local government meetings</p> <ul style="list-style-type: none"> ○ July 6, 2021 ○ July 14, 2021 ○ July 23, 2021 		<p>48 Local governments and regional district representatives, and Members of Legislative Assembly and staff from across the province.</p>

Forum		Description
<p>Organization/groups Organization written submissions</p> <p>Stakeholder group presentations</p>		<p>11 Written submissions from organizations</p> <ul style="list-style-type: none"> ○ Six Independent Power Producers ○ Two local government ○ Two environmental organizations ○ One large customer <p>5 Stakeholder group presentations</p> <ul style="list-style-type: none"> ○ Columbia River Basin Advisory Committee ○ Peace Williston Advisory Committee ○ BC Business Council ○ Local Government EV Peer Network ○ Metro Vancouver, Regional Engineers Advisory Committee – Climate Protection subcommittee (REAC-CPS)
<p>Individuals/Public Public session July 12, 2021</p> <p>Telephone town hall session July 6, 2021</p> <p>Submissions from individuals</p>		<p>8 Participants at open public session</p> <ul style="list-style-type: none"> ○ Four identified as Independent Power Producer ○ Three identified as a residential customer ○ One identified as not a BC Hydro customer <p>117 Participants at open customer sessions with no demographics or interest/association groups tracked.</p> <p>10 Submissions (emails or letters) from individuals</p> <p>268 submissions (emails to BC Hydro executive) from individuals supporting the renewal of Island Generation’s Electricity Purchase Agreement (received as of October 15, 2021).</p>
<p>Youth engagement Aug 31, 2021</p>		<p>14 Youth, ages ranged between 14 and 18</p>

What we heard

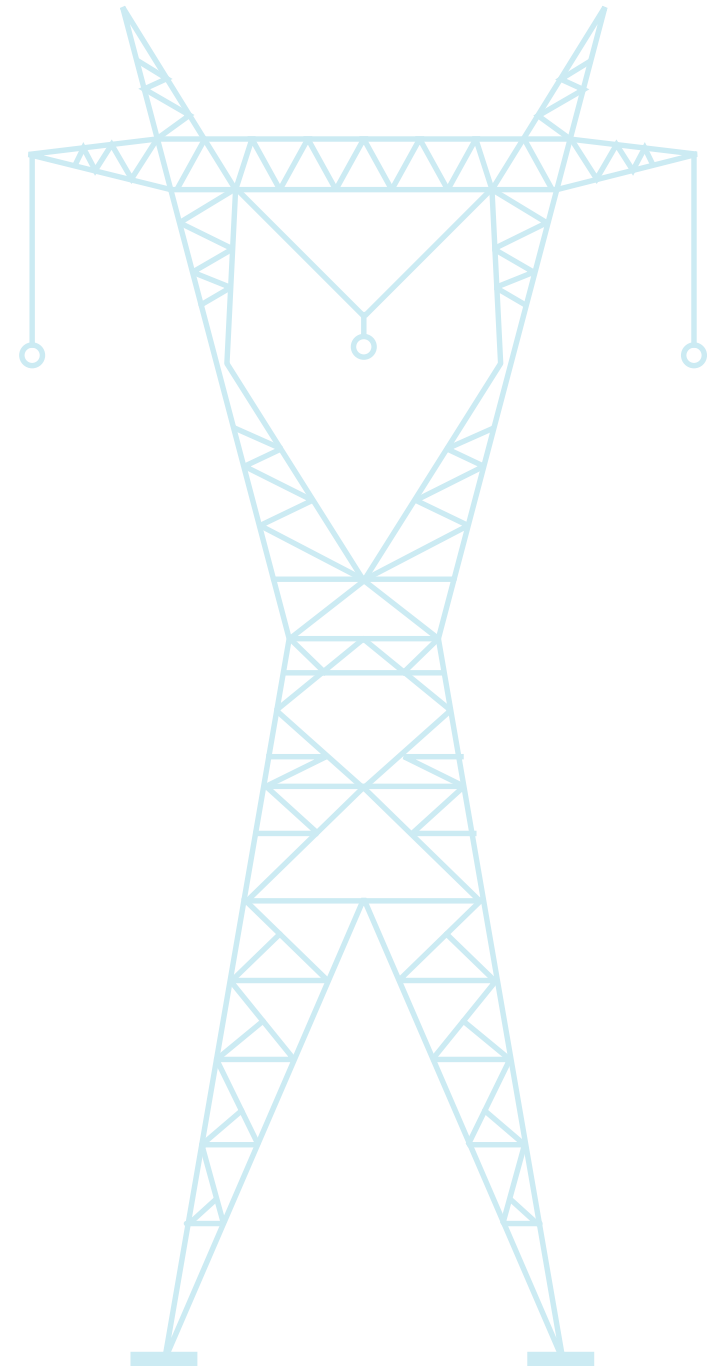
This section reports back on what we heard from public and customers about each Draft IRP element. The survey results provide our quantitative gauge on alignment with Draft IRP elements, as well as qualitative feedback on aspects of the Draft IRP. The results of other forums provide qualitative perspectives and feedback. Broad themes running through the survey comments and forums are highlighted. All supporting consultation materials, including presentation slides and meeting notes and the more detailed consultant reports are found at bchydro.com/cleanpower2040.

Gathering feedback on the Draft IRP

We sought feedback on the draft elements of the Base Resource Plan and a draft element of the Contingency Resource Plans. Materials provided information on planning context and how we propose to meet customers' long-term energy and capacity needs using a variety of resources.

We've summarized the input received on our Draft IRP as follows:

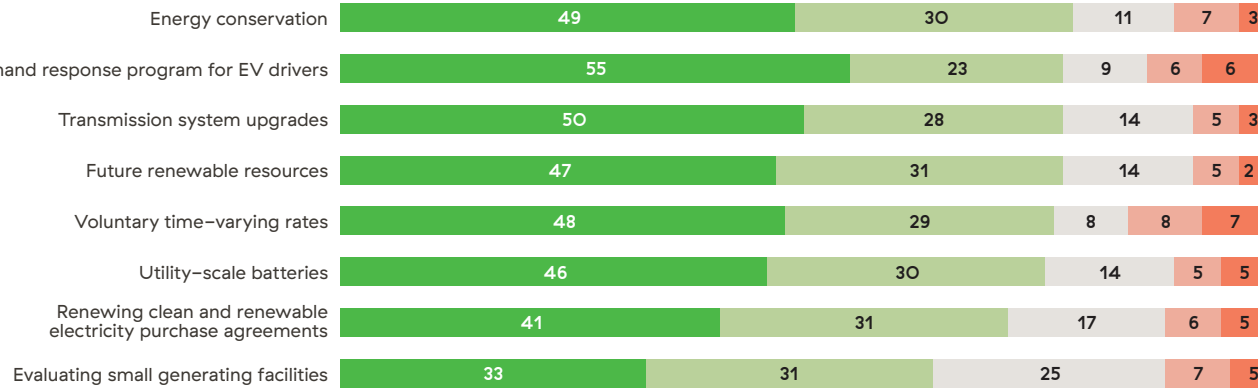
- Base Resource Plan elements
 - Energy conservation
 - Voluntary time-varying rates and supporting demand response
 - Electricity Purchase Agreement renewals
 - Transmission upgrades
 - Future resources
 - Evaluating small generating facilities
- Contingency Plan elements
 - Exploring utility-scale batteries
- Additional feedback



Overview of survey results across Draft IRP elements

The quantitative results from both the public and customer surveys for all of the draft plan elements are shown in the following two graphics.

Public survey results (1149 respondents) %

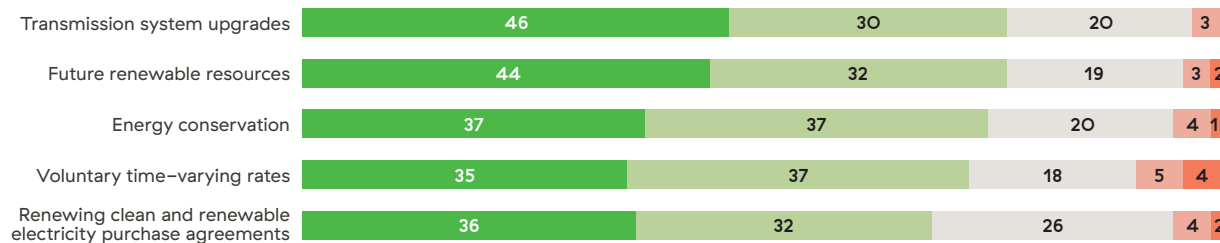


The survey results show majority positive alignment for all the draft elements of the plan.

While those who align with the Draft IRP outnumber those who don't by a wide margin, the reasons for alignment and non-alignment, as well as the feedback from other forums, provide insights and perspectives to consider as we revise and finalize the Draft IRP.

In comparing the public and customer survey results, the public survey showed more results in both the higher Strongly Aligned and Not Aligned percentages. The customer survey results are more consistent with the Digital Dialogue focus group insights which showed positive alignment across all Draft IRP elements, however less extreme and higher neutral responses. The customer survey has statistical robustness in terms of representing BC Hydro's residential customer base.

Customer survey results (852 respondents) %



■ Strong alignment
 ■ Some alignment
 ■ Neutral
 ■ Little alignment
 ■ No alignment

About 100 respondents of the public survey identified as commercial or industrial customers. Compared against the broader results, they reflected similar ratings; therefore, they were not separated out.

Base resource plan draft elements

Participants were asked to provide feedback on Draft IRP elements including conservation and energy management, expiring electricity purchase agreements, transmission upgrades, approach to future resources and BC Hydro small plants at or reaching end of life.

ENERGY CONSERVATION

Participants were asked to provide feedback on the draft energy conservation element: keep our current level of energy conservation and prepare to ramp up when needed.

Question:

How does our plan to keep our current level of energy conservation and prepare to ramp up align with your values and interests?

Public survey results (1149 respondents) %

79% strong or some alignment



Customer survey results (852 respondents) %

74% strong or some alignment



Strong alignment Some alignment Neutral Little alignment No alignment

Overall, about three quarters of all participants considered the plan to keep the current level of energy conservation and ramp up as needed to be aligned with their values and interests. Less than five percent indicated no alignment.

Survey respondents who were aligned with this element of the Draft IRP viewed it as a pragmatic, cost-effective approach that will contribute to sustainability, protecting the environment, and greenhouse gas emission reductions. Avoiding new infrastructure to limit land and water impacts was also important.

Those who were not aligned with this element of the plan mentioned that it will be difficult to conserve electricity in the future because demand will increase or because it will be difficult to motivate people to conserve (a view also heard from some aligned); the plan should be more aggressive regarding conservation; and, that there should be more investment in new infrastructure.

Energy conservation

TOP REASONS FOR STRONG OR SOME ALIGNMENT WITH VALUES AND INTERESTS			
Public survey	# of mentions	Customer survey	# of mentions
Total number of comments	582	Total number of comments	412
Good idea / Cost-effective / Pragmatic / Programs reduce consumption	230	Good idea / Cost-effective / Pragmatic / Programs reduce consumption	167
Energy conservation is important for reducing GHGs/ achieving sustainability / Safeguards the environment	96	Energy conservation is important for reducing GHGs/ achieving sustainability / Safeguards the environment	78
Hard to motivate people to conserve with energy conservation programs / Too much responsibility in end users' hands	53	Electricity conservation will be difficult / Demand will increase as we switch to electricity from fossil fuels	36
Avoiding new infrastructure is important to limit the impact on environment/land/water	52	Avoiding new infrastructure is important to limit the impact on the environment/land/water	30

TOP REASONS FOR LITTLE OR NO ALIGNMENT WITH VALUES AND INTERESTS			
Public survey	# of mentions	Customer survey	# of mentions
Total number of comments	102	Total number of comments	35
Electricity conservation will be difficult / Demand will increase as we switch to electricity from fossil fuels	21	Be more aggressive re: conservation programs	9
Skeptical of the plan / Question the plan / Skeptical of BC Hydro	21	Should focus on investing in new infrastructure/building capacity to match growing demand in the future	7
Be more aggressive re: conservation programs	18	Hard to motivate people to conserve with energy conservation programs / Too much responsibility in end users' hands	5
Focus on other renewables – e.g., solar, wind, tides, geothermal/distributed power generation	14	Electricity conservation will be difficult / Demand will increase as we switch to electricity from fossil fuels	5

Digital dialogue (focus group)

Most digital dialogue participants stated either some or strong alignment with the energy conservation element, with a larger number exhibiting some alignment. A few registered little and no one registered no alignment.

Key insights included:

- Education and incentives were key drivers of appeal; conservation felt like a natural ‘first step’ for most.
- Questions about this element were focused around program execution details and personal impact (what’s in it for me?).
- Some were concerned about relying on human involvement to effect conservation change requires awareness and action and/or felt that these programs were not aggressive enough to have real impact.
- Inequality was an issue: conservation programs felt geared towards homeowners and those with the financial means to participate (need to spend money)

Local government

Few specific issues or concerns were highlighted at the sessions about the proposed energy conservation draft element.

Organization submissions and presentations

A theme amongst written submissions emphasized the importance of energy conservation, and its role in achieving net zero (greenhouse gas emissions) goal.

There was interest in looking at more aggressive demand-side measures. Alternatively, there was feedback questioning BC Hydro’s ability to meet aggressive energy efficiency targets. Participants also identified offsetting demand using direct geothermal heating, and wondered how ‘new construction’, ‘customer solar’ and ‘customer batteries supported by solar’ fit into the base plan.

Public sessions and individual submissions

Few issues or concerns about this element were raised in the public session. BC Hydro was encouraged to explore doing more with demand-side management as decisions are being made now that impact future electricity use. BC Hydro was also encouraged to produce a chart showing demand-side measure costs per MWh compared with other supply-side resources.

Comments also included the need to implement the proposed energy conservation actions in the plan and to go further with more demand-side measures, such as examining a demand-side measures scenario which includes deep retrofits of existing buildings.

Sample of what you said...

“This will have the least impact on the environment.”

“Conserving energy is the cheapest way to reduce new infrastructure requirements.”

“Totally agree with your reasons.”

“Having programs in place to help families finance household improvements that are more energy efficient is very important. Education is also key.”

“I’d say push harder!”

“If our province truly strives to go green, we need to ramp this effort up now”.

VOLUNTARY TIME-VARYING RATES AND SUPPORTING DEMAND RESPONSE PROGRAMS TO REDUCE PEAK DEMAND

Participants were asked to provide feedback on the draft element: How does the plan to pursue voluntary time-varying rates and supporting demand response programs align with your values and interests.

Question:

How does our plan to pursue voluntary time-varying rates and supporting demand response programs align with your values and interests?

Public survey (1149 respondents) %

77% strong or some alignment



Customer survey results (852 respondents) %

72% strong or some alignment



Strong alignment Some alignment Neutral Little alignment No alignment

Overall, about three-quarters of participants considered the plan to pursue voluntary time-varying rates and supporting demand response programs to be aligned with their values and interests. Less than ten per cent indicated no alignment with their values and interests.

Those who were aligned with this element of the plan stated reasons such as it's easy to implement, has worked elsewhere, and is economical – both with respect to deferring new infrastructure and providing customers with a financial incentive to shift use. Participants also liked the voluntary nature of the plan. Public survey participants indicated they are also more likely to indicate that they will take advantage of time-varying rates.

Those who are not aligned were more likely to feel that time-varying rates are unfair and will penalize people who cannot shift their electricity use. Others mentioned time-varying rates wouldn't motivate people to shift their use and were doubtful of the effectiveness of voluntary rates. Those who were not aligned were also more likely to express skepticism of this plan element, and BC Hydro more generally.

Voluntary time-varying rates and supporting demand response programs

TOP REASONS FOR STRONG OR SOME ALIGNMENT WITH VALUES AND INTERESTS			
Public survey	# of mentions	Customer survey	# of mentions
Total number of comments	574	Total number of comments	391
Time-varying rates are a good idea/make sense/will work/are fair / Have worked elsewhere / Easy to implement	273	Time-varying rates are a good idea/make sense/will work/are fair/have worked elsewhere/easy to implement	149
It will reduce costs / Is economical/cost-effective / Having a financial incentive is good/important	90	It will reduce costs / Is economical/cost-effective / Having a financial incentive is good/important	75
I/we can take advantage of time-varying rates	83	People can't always shift use / Will have to use electricity in hours in peak periods	35
Not everybody can take advantage of or benefit from time-varying rates due to circumstances / Shouldn't be penalized for that	42	Participation should be voluntary	34

TOP REASONS FOR LITTLE OR NO ALIGNMENT WITH VALUES AND INTERESTS			
Public survey	# of mentions	Customer survey	# of mentions
Total number of comments	132	Total number of comments	66
Skeptical of the plan / Question the plan / Skeptical of BC Hydro	38	Doubt it will work / Won't motivate people / Limited impact / Not practical	20
Not everybody can take advantage of or benefit from time-varying rates due to circumstances / Shouldn't be penalized for that	31	People can't always shift use / Will have to use electricity in hours in peak periods	14
Doubt it will work / Won't motivate people / Limited impact / Not practical	21	Not everybody can take advantage of or benefit from time-varying rates due to circumstances / Shouldn't be penalized for that	12
People can't always shift use / Will have to use electricity in hours in peak periods	15		

Voluntary demand response programs targeting electric vehicle drivers

Question (public survey only):

How does our plan to pursue voluntary demand response programs targeting electric vehicle drivers align with your values and interests?

Public survey only results (1149 respondents) %

78% strong or some alignment



■ Strong alignment
 ■ Some alignment
 ■ Neutral
 ■ Little alignment
 ■ No alignment

Overall, over three-quarters of public survey participants considered the plan to pursue voluntary demand response programs targeting electric vehicle drivers to be aligned with their values and interests. Less than ten percent indicated no alignment.

Those who were aligned with this element of the plan viewed it as an effective, easy way to shift more demand to off-peak times.

Those who were not aligned were more likely to see an electric vehicle demand response program as penalizing electric vehicle owners who can't always charge their vehicles during off-peak times. They were also more likely to express skepticism of this plan element, or BC Hydro more generally.

Public survey top mentions

TOP REASONS FOR STRONG OR SOME ALIGNMENT

Public survey	# of mentions
Total number of comments	527
Good idea / Makes sense / Pragmatic / Incentives will work	227
Easy to charge EVs during off-peak periods	145
Already charge overnight	38
I/we plan on getting an EV / Have an EV	28

TOP REASONS FOR LITTLE OR NO ALIGNMENT

Public survey	# of mentions
Total number of comments	102
Not all EV owners can charge only during off-peak times / Shouldn't penalize EV owners for that	27
Skeptical of the plan / Question the plan / Skeptical of BC Hydro	22
Don't have an EV	10

Voluntary time-varying rates and supporting demand response programs

Digital dialogue (focus group)

Most digital dialogue participants stated either strong or some alignment with the time-varying rates element, with a larger number exhibiting strong alignment.

Insights included:

- The elements that appealed to participants were largely focused on the voluntary nature of the program and opportunities to save money (especially relevant for some EV owners).
- Many wanted more information as questions and concerns were largely related to implementation details (when will rates be cheaper? how might I participate?) and personal impact (what's in it for me?).
- Concerns were consistent with learnings from September 2020: there is potential for this to become a penalty system in practice for those who do not choose to participate (increased rates); there were also concerns about the practicality and application in their own lives as some things cannot shift (e.g., heat in winter).
- Some also wondered about the 'work' involved, weighing individual effort vs. potential savings (will it be 'worth it'?)

Local government

Few issues or concerns about this element were raised in the local government sessions. However, interest arose in understanding more about execution details, such as how voluntary time-varying rates would work and whether optional rates are for all customer classes. Concern was expressed about how the two-tiered rates don't speak to the provincial need to electrify and may penalize customers who are electrifying now.

Organization submissions and presentations

Overall support was expressed in written submissions for time-varying rates and demand response element to make best use of capacity and limiting environmental impacts. There was some concern that businesses who are targeting net zero goals may be hampered if they are unable to shift use to off-peak hours. The argument for not going for higher levels of demand measures was questioned, and BC Hydro was encouraged to consider finding ways to mitigate equity impacts by developing specific solutions.

Few issues or concerns about this element were raised during the presentations. Specific questions focused on implementation details, including the timing of demand response program implementation and whether it would be applied to new homes, and raised a question regarding the future of the current two-tiered rate.

Overall support for time-varying rates and demand response targeting electric vehicles was expressed. BC Hydro was encouraged to continually re-evaluate the risk of under-delivery and to include the results of the full rate impacts of a 75% target in order to better assess if this level would be beneficial. There was also a desire to include B.C.'s GHG reduction targets in the decision framework.

Public session and individual submissions

Few issues or concerns about this element were raised in the public session. There was mention of challenges with the two-tiered system and incenting electrification.

Polling results in the telephone town hall showed the majority of participants somewhat aligned with the proposed voluntary time-varying rates and demand response element (21 of 37 participants). Just over a quarter were not aligned. Participants raised a variety of questions and comments about rates, such as questioning the effectiveness of voluntary time-varying rates. Comments also included the impact of time-of-use rates on their bills with the addition of electric vehicles and electric heat and how quickly BC Hydro plans to implement time-varying rates.

Youth engagement

A theme of social responsibility was raised at the session, which included support for incentives or discounts for using electricity at off-peak times and also concerns for vulnerable populations, supporting education, and transparency so customers are aware of electricity they are using.

Sample of what you said...

“This seems like a great way to reduce usage at critical times.”

“I appreciate and think it’s important that it’s voluntary.”

“We support demand response programs that avoid the cost/environmental impact of more infrastructure.”

“Between work, school, and sleep, your average working consumer or family won’t necessarily have that flexibility to vary times much.”

“I think that for the most part this goal is unrealistic. People don’t use power at peak times or non-peak times callously but based on their needs.”

“It is unclear whether ‘the challenges of implementing default (opt-out) time-of-use rates’ is a sufficient argument to not pursue these benefits.”

CLEAN AND RENEWABLE ELECTRICITY PURCHASE AGREEMENT RENEWALS

Participants were asked to provide feedback on the draft element: to offer a market-price-based renewal option for electricity purchase agreements that are expiring over the next five years.

Question:

How does our plan to offer a market-price-based renewal option for clean or renewable electricity purchase agreements that are expiring over the next five years align with your values and interests?

Public survey results (1149 respondents) %

72% strong or some alignment



Customer survey results (852 respondents) %

68% strong or some alignment



Strong alignment Some alignment Neutral Little alignment No alignment

Overall, about two thirds of participants considered the plan to offer market-based pricing when renewing clean or renewable electricity purchase agreements that will be expiring in the next five years to be aligned with their values and interests. Five percent or less indicated no alignment with their values and interests. The customer participants expressed a higher level of neutral responses at 26 percent.

Those who were aligned with this element of the plan saw it as an effective way to use existing infrastructure and an important step in keeping costs down and limiting future land and water impacts. They were also more likely to indicate that it's important for BC Hydro to support Indigenous communities.

Those who were not aligned from the public survey participants were more likely to express skepticism over the plan and BC Hydro generally, that market-based pricing may not be viable to IPPs, or alternatively concern about IPPs and IPP agreements generally.

Clean and renewable Electricity Purchase Agreement renewals

TOP REASONS FOR STRONG OR SOME ALIGNMENT WITH VALUES AND INTERESTS			
Public survey	# of mentions	Customer survey	# of mentions
Total number of comments	468	Total number of comments	328
Agree with the proposed plan / Makes sense / Good to use infrastructure that we already have	143	Agree with the proposed plan / Makes sense / Good to use infrastructure that we already have	156
Should not be paying more than market rates / Need to keep electricity prices low/costs down	103	Should not be paying more than market rates / Need to keep electricity prices low/costs down	68
BC Hydro should support Indigenous communities	56	Limits land and water/environmental impacts	30
Other sources of supply should be considered/supported (e.g., solar, wind, geothermal)	53	BC Hydro should only renew agreements where environmental impacts are low / Supply must be sustainable	23

TOP REASONS FOR LITTLE OR NO ALIGNMENT WITH VALUES AND INTERESTS			
Public survey	# of mentions	Customer survey	# of mentions
Total number of comments	105	Total number of comments	40
Skeptical of the plan / Question the plan / Skeptical of BC Hydro	32	Skeptical of the plan / Question the plan / Skeptical of BC Hydro	13
Skeptical that market-based pricing will be viable / Lowering payment given to IPPs is unfair/discouraging	24	IPPs and/or IPP agreements are a bad deal, are concerning/worrisome	9
Other sources of supply should be considered/supported (e.g., solar, wind, geothermal)	16	Negative comments about dams/Site C/Run of River	5
IPPs and/or IPP agreements are a bad deal, are concerning/worrisome	13	Other sources of supply should be considered/supported (e.g., solar, wind, geothermal)	4

Digital dialogue (focus group)

Most digital dialogue participants felt positive or neutral about renewing electricity purchase agreements, with the highest number indicating neutral. Most were not previously familiar with these agreements.

Key insights included:

- Strong appreciation for diversification, especially with clean and renewable Independent Power Producers; many were left wondering who the IPPs were (foreign or domestic? Indigenous?) and what their business practices are.
- Other drivers of appeal were limiting the impact on environment by making use of existing facilities, paying less for the same product potentially keeping costs low, and support for local facilities (especially with Indigenous interests) supporting local communities
- ‘Market prices’ were left to interpretation:
 - Lower cost contracts may filter to the customer as lower rates; what if market prices are higher – how might that impact me?
 - Is ‘market price’ a ‘fair’ price for Independent Power Producers?

Local government

At least one comment or question arose in all three local government sessions when reviewing the Electricity Purchase Agreement renewal draft element. There was expression of support generally for BC Hydro to keep options open to ensure IPPs are there when needed. There was expression of support for the renewal for Island Generation from the local community.

There was also feedback about whether there were criteria developed to ensure facilities are producing clean energy. There was concern expressed from the local community about the Draft IRP’s assumption that the natural gas–fueled Island Generation project would not be renewed.

Organization submissions and presentations

Support was expressed in the written submissions for renewing Electricity Purchase Agreement contracts expiring over the next five years. Individual comments supported keeping costs down by prioritizing contracts that have Indigenous interests, maintaining facilities for future need, and supporting clean and renewable generation.

Five submissions were not supportive of or questioned a straight market price approach.

Comments included:

- Contract pricing should look at broader benefits, including the carbon market price and other factors (economic development, community investments, First Nations partnerships, etc.).
- Recommend a ‘value stack’ methodology that considers factors that would create a framework for a productive dialogue between Independent Power Producers and BC Hydro.
- Recommend facility by facility negotiations.
- Felt the IRP was not the place to set price and negotiate terms.
- Island Generation should be renewed, with several reasons including providing unique capacity benefits to Vancouver Island/Lower Mainland. One suggestion to consider renewable natural gas as fuel for Island Generation

A few comments in the presentations included support for the renewal offer as projects are already in place and we could re–negotiate for a lower cost; and also questions around execution details, such as what market–based means as there are other factors in play such as how we value capacity, decarbonation, and other uncertainties.

Public sessions and individual submissions

In reviewing the Electricity Purchase Agreements renewal draft element, interest was expressed for execution details on renewal implementation, such as the meaning of “longer-term” and whether BC Hydro has considered how to value capacity. Feedback included if we are valuing the fact that these projects already have existing footprints (so avoiding future habitat destruction if kept in operation) and if BC Hydro is looking at a strategy to halt the use of municipal solid waste due to environmental impacts.

Polling in the telephone town hall showed the majority of participants (18 of 28 participants) were aligned with this draft element, and seven were not aligned. There was a concern voiced over the high price of Independent Power Producers during the open question and comment period.

Individual submissions about Island Generation’s Electricity Purchase Agreement renewal

We received 268 emails from individuals concerned with the assumption in the plan that the natural gas-fired Island Generation’s electricity purchase agreement would not be renewed. Concerns included: the loss of jobs for those in Campbell River, loss of tax revenue and charitable benefits that Island Generation provides to the community and the reliability of supply to Vancouver Island.

Sample of what you said...

“All contacts have to be renewed at lower rates – no exceptions.”

“BC Hydro recently announced it will end its electricity purchase agreement with Island Generation in Campbell River. Leaving aside the negative impact it will have on the community (job and tax revenue losses being the big ones), I fear this decision will make our energy grid less secure. Island Generation makes sure we have power when we need it...”

“Renewals for expiring electricity purchase agreements should be negotiated with generators on a facility-specific basis, taking into account the full suite of benefits that these projects provide.”

“the market-price based renewal option should include provisions for negotiations in the event that operating costs of IPPs change dramatically for reasons or events not foreseen at the time the agreement was signed.”

“The business decision of the investors was made on the rate and term of the initial contract. On renewal they must be market rates.”

“I fully agree that all energy purchase agreements should be renewed—even if we don’t need the power they produce now, we will in the future so they need to continue to operate.”

“I have concern for those who invested money to build their systems. If they have paid back their cost, your plan sounds good. If they have not, working with each supplier to determine what might work financially for them could be useful.”

“I’m very happy that successful and efficient IPPs will have the opportunity to continue operations.”

TRANSMISSION SYSTEM UPGRADES

Participants were asked to provide feedback on the draft element: to advance the first step of transmission upgrades to the South Coast and prepare to initiate step 2.

Question:

How does advancing the first step of transmission upgrades to the South Coast and prepare to initiate step 2 align with your values and interests?

Public survey results (1149 respondents) %

78% strong or some alignment



Customer survey results (852 respondents) %

76% strong or some alignment



Strong alignment Some alignment Neutral Little alignment No alignment

Over three-quarters of public survey and customer survey participants considered the plan element regarding transmission system upgrades to be aligned with their values and interests. Less than five percent of survey participants showed no alignment.

Those who were aligned with this element of the plan viewed upgrading as necessary and as cost-effective. They also viewed it as an important way to meet growing demand in the future and limit impacts on the environment.

Those who were not aligned expressed a range of views including concern over environmental impacts, wanting to see more local power generation, and wanting more generation facilities to be built. They were also more likely to express concern that this plan element doesn't benefit all communities and expressed some skepticism about it.

Transmission system upgrades

TOP REASONS FOR STRONG OR SOME ALIGNMENT WITH VALUES AND INTERESTS			
Public survey	# of mentions	Customer survey	# of mentions
Total number of comments	457	Total number of comments	381
Good idea / Cost-effective to upgrade before adding new infrastructure / Needs to be done	274	Good idea / Cost-effective to upgrade before adding new infrastructure / Needs to be done	188
Will ensure future reliability/capacity / Meet growing demand	74	Will ensure future reliability/capacity / Meet growing demand	95
Good that it will limit impact on environment/land/water	56	Good that it will limit impact on environment/land/water	38
Should be investing in solar/other green energy/ local projects	36	Need more information	20

TOP REASONS FOR LITTLE OR NO ALIGNMENT WITH VALUES AND INTERESTS			
Public survey	# of mentions	Customer survey	# of mentions
Total number of comments	70	Total number of comments	25
Should be investing in solar/other green energy/ local projects	36	Concerned about environmental impact / Impact on indigenous communities	6
Skeptical of the plan / Question the plan / Skeptical of BC Hydro	13	Skeptical of the plan / Question the plan / Skeptical of BC Hydro	5
Doesn't benefit all communities/regions / Consider other areas as well	8	Should be investing in solar/other green energy/ local projects	5
Concerned about environmental impact/impact on indigenous communities	3	Not enough – need more capacity/generation facilities	4

Digital dialogue (focus group)

Most digital dialogue participants felt positive or neutral about upgrades to the transmission system, with the highest number indicating neutral. Those in the Lower Mainland were more favourably aligned than those in the Interior or Northern BC.

Insights included:

- Consistent with learnings in September 2020, upgrades were preferred over new projects as they are less impactful to the environment (land, water, wildlife and people).
- Costs related to upgrading were top of mind for many (Who's paying for this? What does this mean for me and my bill?).
- Transmission upgrades felt heavily focused on supporting the Lower Mainland, to the exclusion of other parts of B.C. (Interior & North).
- While engagement with Indigenous nations was appreciated, there is potential for vague references to lack meaning (“lip-service”); it will be important to back up these statements with actions and facts.

Local government

Few issues or concerns about this element were raised in the local government sessions. In one session, there was interest in understanding more about alternatives to transmission, such as pumped storage facilities. Concern was expressed about the future supply of materials being used with transmission lines, and encouragement was offered for BC Hydro to consider sourcing and pricing early. Concern was also raised about the impact of heat waves on the transmission system, and whether BC Hydro has a mitigation plan developed.

Organization submissions and presentations

Of the five submissions received on this topic, two explicitly supported the upgrades citing support with electrification and clean power to the region. However, there was also interest in further study which considers resilience to the impacts of climate change and natural disasters on transmission when comparing other options such as storage and greater demand-side measures. There was also interest in understanding more about the land and water impacts of the transmission upgrades.

Few issues or concerns about this element were raised in the presentations. A few comments sought more information regarding what transmission upgrades entail, including whether it includes new lines, clarification regarding potential land impacts, and whether the upgrades were necessary.

Public sessions and individual submissions

Few issues or concerns about this element was raised in the public session. There was interest in understanding transmission upgrades cost versus demand-side measures.

Polling in the telephone town hall showed the majority of participants strongly aligned or somewhat aligned (27 of 35 participants) with the proposed upgrades to the transmission system, with five of the 35 participants not aligned. No questions or concerns were raised about this draft element in the open question and comment period.

Sample of what you said...

“Providing real consultation occurs with affected First Nations, this seems reasonable.”

“Sounds good, however some of this power transmission capacity is for transient power to serve Vancouver Island. Does it not make more sense particularly for Vancouver Island to have increased generation capacity to back off this transient transmission?”

“Please do this as fast as possible – don’t hold back. If we don’t have the electrical capacity and electricity available at a low cost, the switch to EV’s will take longer.”

“Effective and efficient.”

“Electrification supports the fight against climate change and encouraging further electrification on the south coast requires necessary upgrades.”

“It allows more room for flexibility.”

“Growth in the Lower Mainland requires action now. If we wait, we will have problems.”

“Decentralized generation minimizes transmission requirements and should be prioritized to the point these upgrades are unnecessary.”



FUTURE RESOURCES

Participants were asked to provide feedback on the draft element: our approach to future resources [to wait to draw on options from Electricity Purchase Agreement renewals, BC Hydro upgrades, and new renewable resources in when they are needed and updated information available].

Question:

How does our approach to future resources align with your values and interests?

Public survey results (1149 respondents) %

78% strong or some alignment



Customer survey results (852 respondents) %

76% strong or some alignment



Strong alignment Some alignment Neutral Little alignment No alignment

Just over three-quarters of public and customer survey participants considered the Draft IRP's approach regarding future renewable resources to be aligned with their values and interests. Less than five percent of participants showed no alignment with their values and interests.

Public survey and customer survey respondents who showed strong or some alignment with this element of the plan expressed support for more renewable power generation and local distributed generation. Public survey respondents were more likely to state the need for more incentives for customer-based generation. Customer survey respondents who were aligned with this element of the plan strongly support renewable power generation and saw it as a way to limit environmental impacts from energy sources that are less clean.

Public and customer survey respondents who showed little or no alignment also mentioned the need for renewable generation. Those who were not aligned were also more likely to point to the limitations of solar and wind as reliable sources of new capacity.

Future resources

TOP REASONS FOR STRONG OR SOME ALIGNMENT WITH VALUES AND INTERESTS			
Public survey	# of mentions	Customer survey	# of mentions
Total number of comments	535	Total number of comments	354
Need more renewables / Support distributed, local generation	279	Need more renewables / Support distributed, local generation	149
Provide incentives for residential solar (e.g., selling power back to the grid)	99	Support this / Good idea / Makes sense	72
Support this / Good idea / Makes sense	77	Need to focus on GHG reduction / Reduced environmental impacts	46
Need to focus on GHG reduction/ Reduced environmental impacts	46	Need to plan for the future/growth	37

TOP REASONS FOR LITTLE OR NO ALIGNMENT WITH VALUES AND INTERESTS			
Public survey	# of mentions	Customer survey	# of mentions
Total number of comments	79	Total number of comments	37
Need more renewables / Support distributed, local generation	29	Solar/wind not viable/expense/unreliable	9
Skeptical of the plan / Question the plan / Skeptical of BC Hydro	19	Need to do this now / Act now	7
Solar/wind not viable/expense/unreliable	15	Need more renewables / Support distributed, local generation	5
Need to do this now / Act now	14	Need to plan for the future/growth	5

Digital dialogue (focus group)

Most digital dialogue participants felt strong or some alignment with the approach to future resources, appreciating investments to keep up with demand and keeping costs and environmental impact low.

Insights included:

- Strong appreciation for future investments in alternative renewable energy sources (balancing energy needs with impacts on the environment).
- Questions and concerns were largely focused on execution, a lack of detailed information, and a desire for greater urgency in pursuing renewables (why wait?).

Local government

In all three local government sessions, interest and questions arose when reviewing the future resources draft element.

There was interest in the role distributed generation plays in the Draft IRP. Concern was raised that options were being taken off the table regarding distributed generation options given that momentum and approvals can take years. BC Hydro was encouraged to explore other ways to encourage local, renewable energy generation, given the perceived lag between when policies come into effect and when those resources may be needed. There was also concern about the length of time to get (larger) projects in place and that the five-year window BC Hydro has allocated isn't enough. Concern was raised about carbon leakage (greenhouse gas emissions occurring in the production of materials sourced outside of BC) and human rights issues from solar panel development.

Additional comments included interest in reinstating the standing offer program – particularly with Indigenous Nations participation; and the use of other resources such as small modular nuclear reactors and gas turbines for peak load.

Organization submissions and presentations

A general theme in the written submissions was recommending BC Hydro do more in this area, including support for more distributed energy resources and locally generated resources, and starting earlier given the perceived timelines needed for processes. It was recommended that expiring electricity agreements should be prioritized. The submissions also included comments to consider all GHG emissions that BC Hydro has influence over when selecting new resources and the option to bring back Burrard Thermal for emergency use.

General themes in the presentations were around exploring how smaller-scale distributed generation could work and conditions that would allow this to start earlier, encouraging BC Hydro to look at vehicle-to-grid opportunities, and solar and storage combinations. BC Hydro was urged to include a greater discussion around distribution needs and transmission in the context of preparing for electrification and increased connections to the distribution system. In addition, there was interest in upgrades to BC Hydro facilities, the volume of Electricity Purchase Agreement renewals, and other alternative resources that could be looked at. Participant also suggested five years may not be sufficient to address issues.

Public sessions and individual submissions

Few issues or concerns about this element were raised in the public session. However, the view that the cost of wind and solar in other jurisdictions were lower than BC Hydro's resource options forecasts arose. There was also interest in BC Hydro considering options and opportunities for optimizing Independent Power Producer power through the export markets and splitting the premium prices if additional value related to storage capability.

Future resources generated interest in submissions from individuals with a focus on encouraging renewable power and/or diversifying power sources. Comments included encouraging more solar or wind power, suggestion of more ambitious community energy agreements and power purchase agreements; and interest in microgrids. Other suggestions included increasing BC Hydro's role in hydrogen production, using geothermal to offset district heating, using Burrard Thermal for emergency power, and installing turbines under bridges were suggested by individuals.

Interest was raised at the telephone town hall for more distributed generation and home-based solar power opportunities.

Youth engagement

Youth were interested in various sources of future power, including BC Hydro's openness to nuclear power, environmental concerns with any new transmission lines, and requirements of renewed purchase agreements with private energy providers with local Indigenous Nations.

Sample of what you said...

"We should wait 5 years to define what we need in terms of resources, incentives and programs to promote renewable energy in commercial, industrial and residential sectors."

"Research and planning ahead for ways that customers can contribute to the grid is the way to go."

"Need to educate public that just throwing up solar won't make their hydro bill go away. We are a winter peaking utility. We need firm capacity during the winter months."

"You need to assess each of the new resources from a Carbon Footprint perspective and evaluate the options."

"I think that not building out too much future capacity is the smart way to proceed, as there may be new technology that helps our production at a lower cost to our pocketbooks and the environment."

"You need to move on this much, much faster!"

"The wait-and-see approach has little alignment with our values. There are many things that BC Hydro can do now."

EVALUATING SMALL GENERATING FACILITIES

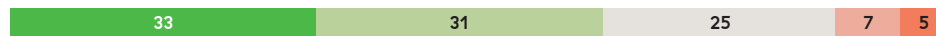
Participants were asked to provide feedback on the draft element: approach to evaluating [what to do with] these facilities with our proposed timelines [using structured decision-making with corresponding community and Indigenous Nations engagement].

Question (public survey only):

How does our approach to evaluating these facilities with our proposed timelines align with your values and interests?

Public survey only results (1149 respondents) %

64% strong or some alignment



Strong alignment Some alignment Neutral Little alignment No alignment

Just under two-thirds of public survey participants considered the Draft IRP's approach for evaluating small generating facilities to be aligned with their values and interests. Twenty five percent were neutral. Five percent showed no alignment with this element of the plan to their values and interests.

Those who were aligned with this element of the plan saw taking a case-by-case evaluation to decide to refurbish or decommission small generating facilities as being a good idea and a better approach both economically and environmentally.

While those who were aligned with this element of the plan saw environmental benefits, both those aligned and not aligned – wanted BC Hydro to focus on minimizing environmental impacts, and investing in local, distributed generation.

Evaluating small generating facilities

TOP REASONS FOR STRONG OR SOME ALIGNMENT	
Public survey	# of mentions
Total number of comments	355
This plan seems viable/good idea	72
BC Hydro should focus on minimizing environmental impact / Distributed generation (e.g., solar) is good	71
A case-by case plan allows for a better approach either economically or environmentally	58
Decommission facilities if won't impact local access to power/those who rely on it	42

TOP REASONS FOR LITTLE OR NO ALIGNMENT	
Public survey	# of mentions
Total number of comments	106
BC Hydro should focus on minimizing environmental impact / Distributed generation (e.g., solar) is good	33
Decommission facilities if won't impact local access to power/those who rely on it	15
Facilities should be kept and upgraded to support the demand	14
Skeptical of the plan / Question the plan / Skeptical of BC Hydro	13

Local government

Few issues or concerns were raised at the sessions about the proposed approach to evaluating small plants at or reaching end-of-life. On-going discussions about Elko Dam were raised at one session.

Organization submissions and presentations

Support was expressed in the written submissions for the structured approach to decision-making. The submissions included wanting more information on how the process might work, recommending that BC Hydro compare benefits and costs of small plant decisions with private sector alternatives.

Public sessions and individual submissions

Few issues or concerns were raised regarding our approach to small plants as part of public session.

Sample of what you said...

“The case by case plan shows ability to understand and be flexible to work with the needs of the individual communities.”

“Agree with case-by-case basis and hope there are clear objectives, alternatives and evaluation of consequences and trade-offs.”

“This seems strangely trivial. 1%.”

“Allowing input from First Nations on decommissioning end of life plants is very important.”

“Case by case makes sense. Would like to see transparency in this process.”

“End of life of a power plant is the best time to invest in alternate power sources like solar.”

“Agreed that these facilities may not be worth upgrading and that focus should be put elsewhere. Shifting away from hydro and toward solar and wind would be a better use of resources, in my opinion.”

“Don’t know anything about this”.

“I am not familiar enough with the details to make an informed decision.”

Contingency resource plan [preparing for higher or lower demand]

The Draft IRP includes plans if demand is higher or lower than forecast. Participants were asked about one element of these plans.

EXPLORE UTILITY-SCALE BATTERIES IN THE SOUTH COAST

Participants were asked to provide feedback on the draft element: preparing to introduce utility-scale batteries in the South Coast.

Question (public survey only):

How does preparing to introduce utility-scale batteries in the South Coast align with your values and interests?

Public survey only results (1149 respondents) %

76% strong or some alignment



Strong alignment Some alignment Neutral Little alignment No alignment

Just over three-quarters survey participants considered the plan to introduce utility-scale batteries on the South Coast to be aligned with their values and interests. Five percent of these participants showed no alignment with their values and interests.

Those who were aligned with this element of the plan saw utility-scale batteries as an effective way to prepare for different demand scenarios in the future – particularly those in which consumption will increase and encouraged BC Hydro to look at other forms of power generation as well.

Those who were not aligned were more likely to view batteries as not being the most sustainable solution, to favour other solutions over batteries, and to express skepticism of the plan and BC Hydro generally.

Explore utility-scale batteries in the South Coast

TOP REASONS FOR STRONG OR SOME ALIGNMENT	
Public survey	# of mentions
Total number of comments	490
Support this plan / Good idea	171
Makes sense to plan on storing extra power / Need to plan for greater electricity consumption and manage peaks	94
Consider other technologies/forms to power generation as well (e.g. solar)	80
Batteries may not be the most sustainable solution	65

TOP REASONS FOR LITTLE OR NO ALIGNMENT	
Public survey	# of mentions
Total number of comments	94
Batteries may not be the most sustainable solution	31
Pumped storage (and using dams) would be a better option	18
Skeptical of the plan / Question the plan / Skeptical of BC Hydro	18
Consider other technologies/forms to power generation as well (e.g. solar)	12

Local government

There was general interest and support expressed in the future of grid-wide, large-scale storage capacity such as batteries, and how it is being considered.

Organization submissions and presentations

Support was expressed in written submissions for contingency plans, such as battery storage solutions, that improve the reliability of the system. There was interest in understanding more about the analysis (through a structured decision-making approach taken with demand-side measures) that led to choosing batteries over alternatives and concern expressed about the life cycle impacts of batteries. A desire to have a competitive process allowing private sector participation in the procurement of batteries was suggested.

Public session and individual submissions

Few issues or concerns were raised regarding our approach to utility-scale batteries during the public session.

Youth engagement

Youth raised environmental concerns associated with batteries, the challenge of planning for the unexpected when rapid technology changes, and concerns with more frequent or severe damage to infrastructure caused by climate change impacts.

Sample of what you said...

“I think we need to start understanding their (utility-scale batteries) application for a range of reasons to integrate them into our system as backup, to defer new capacity additions and/or transmission requirements.”

“Utility scale batteries are a great idea and could mitigate peak demand in strategic places.”

“As long as prices keep falling, this is an ok idea. Our system is set up as a huge battery (reservoirs) so we don’t need this storage as much as other utilities.”

“This is great and is the best idea in this survey.”

“There are concerns about battery storage capacity and recycling impacts. Technology will improve this over time. In the meantime, go slow. Invest as we learn more.”

“I am extremely supportive of implementing utility-scale batteries.”

“I think this is a very good step! Just want to be sure the batteries will be recycled appropriately at end of life.”

Additional feedback

As part of the surveys and other forums, participants were asked to provide any additional or final feedback on the Draft IRP.

SURVEYS

For the public survey, the top two mentions included wanting BC Hydro to explore more local, distributed generation options; and overall support for the Draft IRP.

For the customer survey, the top mention was overall support for the Draft IRP and what BC Hydro is doing.

Participants also made several noteworthy recommendations, including interest in incentives for local generation, to encourage BC Hydro to diversify resources, to invest in renewables other than hydroelectricity and to invest in the grid infrastructure to prepare for an impending increase in demand from electrification. In addition, there was continued support for conservation activities. Some wanted more information. Some appreciated the opportunity to provide input, while others remained skeptical of the plan and BC Hydro generally.

Additional feedback on the plan – top mentions

Public survey	Total
Base: Providing a comment % of total represented	576 50%
Support/incent solar/local, distributed generation	23%
Support plan / Support what BC Hydro is doing	21%
Skeptical of the plan / Question the plan / Skeptical of BC Hydro	14%
Focus on other renewables / Need more options than hydroelectricity	10%
Need to invest in the power grid/electricity infrastructure/ Electricity consumption will increase in the future	10%
Appreciate opportunity to offer input	7
Focus on developing electricity / Increase electricity use / Reduce GHG/ fossil fuel use	7
Focus should be on reducing energy usage/conservation and reducing environmental impact	7
Negative comment about Site C	6

Customer survey	Total
Base: Providing a comment % of total represented	259 31%
Support plan / Support what BC Hydro is doing	29%
Need more information	11%
Support/incent solar/local, distributed generation	11%
Focus on other renewables / Need more options than hydroelectricity	10%
Appreciate opportunity to offer input	9%
Skeptical of the plan / Question the plan / Skeptical of BC Hydro	8
Focus on reducing cost/rates for consumers	8
Focus should be on reducing energy usage/conservation and reducing environmental impact	8
Need to invest in the power grid/electricity infrastructure / Electricity consumption will increase in the future	6

Digital dialogue (focus group)

Digital dialogue participants were asked their overall reactions to the Draft IRP. Many felt the Draft IRP overall was well thought-out, reasonable and achievable. It was appreciated for considering many possible aspects such as costs, environmental impact, and Indigenous Nations.

Some takeaway learnings included:

- Balancing affordability (costs) with minimizing environmental impacts continued to be important.
- Participants grappled with the perceived tension of an expected increase in electricity as an unavoidable reality stand in contrast to conservation efforts.
- Financial considerations continued to be top of mind – Who’s paying for it? or What’s in it for me? – these considerations included the rates impact for customers and the need for realistic and enticing incentives to encourage voluntary participation for ‘the greater good’.
- Parts of the Draft IRP felt exclusive for some: time-varying rates felt exclusive for certain lifestyles, and conservation and time-varying rates could be perceived as benefitting the rich (homeowners versus renters) as people need to spend money to qualify for rebates, and upgrades to the transmission system in the south coast was perceived as exclusive to those living in the northern or interior regions.
- There was a call for more opportunities for individual participation in the solution to the energy problem – a few would appreciate more opportunities to produce their own energy.

Additional feedback from virtual sessions and written submissions

Across all forums, there was a continued theme of how the IRP will address climate change and incorporate electrification. Participants wanted a better understanding of how BC Hydro will meet plans for electrification, including greenhouse gas emission reduction targets set by the Government of B.C. Some were concerned the Draft IRP falls short of working to meet GHG emission reduction targets.

Participants also wanted a better understanding of how we are accounting for climate change impacts our Draft IRP. This was highlighted as consultation was carried out through the 2021 summer heat dome and extreme wildfire events in B.C. People wanted to know more about how resiliency is included in our planning, and how distributed generation may contribute to a more resilient system.

Sample of what you said...

“This is too short term to be worth considering. It’s a step but your goals are short-sighted.”

“I care very much about energy and environmental matters. But this survey even had me snoozing off.”

“Please promote/incentivize customer power generation. If not, please give reasons.”

“The draft plan looks good especially as we move to electrification of vehicles.”

“The plan is clearly designed to maximize BC Hydro’s control over power generation in B.C.”

“Keep rates low, ask people to schedule their power uses, give discounts to those that do.”

“Did not see much hope for real incentives to residential customers to decarbonize their home operations, and suspect sharp rate increases for EV owners.”

“Thanks for allowing me to participate. Time of day rate variation and battery storage is encouraging.”