

# BC Hydro Demand Response Program

## Reducing Demand for the Hospitality Industry

### WHAT IS DEMAND RESPONSE?

Demand Response (DR) is a program that encourages electricity users to temporarily reduce or shift their energy use during BC Hydro peak demand periods. It helps balance the grid, improves system reliability, and can be carried out manually or through automated systems.

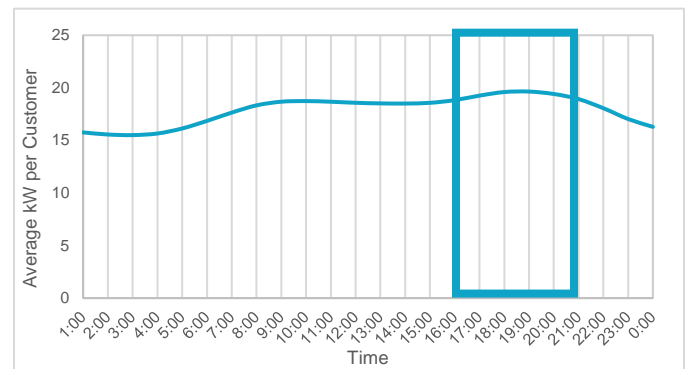
### DEMAND OPPORTUNITY

Hospitality buildings offer strong demand response potential because:

- Facilities, such as hotels, typically have zoned HVAC systems, allowing for system adjustments in unoccupied areas, lobbies and common areas without affecting guest comfort.
- Peak demand periods typically align with demand response events.
- Most hotels are equipped with building automation systems (BAS) that may enable short-term load adjustments with minimal operational disruption.

### WHY DO DEMAND RESPONSE?

- To reduce energy costs without disrupting operations.
- To help BC Hydro maintain a more resilient, efficient power system.
- To accelerate the transition to a cleaner energy future.



Typical Load Profile for Hospitality Buildings

### PROGRAM OVERVIEW

Program Incentive	\$50 per average kilowatt (kW) of demand reduction per season
Event Duration	Up to 20 events per season, no more than four hours each
Event Season	November - March
Advanced Notification	One day notification prior to an event
Participation	Must participate in at least 50% of all events to be eligible for incentive

### PARTICIPATION BENEFITS

  
**FINANCIAL INCENTIVES**

  
**NO COST TO ENROLL**

  
**RISK-FREE**

  
**PEAK DEMAND ALIGNMENT**

### DEMAND RESPONSE OPPORTUNITIES FOR HOSPITALITY

#### Building System Adjustments

- Integrate a DR sequence to the BAS that is activated only during scheduled DR events to temporarily modify HVAC schedules with a focus on large unoccupied conference rooms.
- Pre-heat or pre-cool common areas, such as lobbies, before peak hours.
- Raise cooling setpoint temperature or lower heating setpoint temperature on electric HVAC and refrigeration equipment for occupied spaces in hotels and restaurants before the event.
- Disable noncritical exhaust fans in kitchen areas and unoccupied washrooms.
- Lockout back-up electric heating sources (e.g., baseboard heaters) in back offices.
- Reduce static pressure setpoint in air handling units, resulting in a reduction of fan speed.

#### Behavioural Changes

- Dim or turn off non-essential lighting in hallways, lobbies, and hotel meeting rooms.
- Reschedule energy-intensive activities such as cooking, washing linen and other laundry and dishwashing.
- Turn off interior and exterior non-essential water features.

## CASE STUDY: INN AT LAUREL POINT

**Inn at Laurel Point** in Victoria signed up for BC Hydro's Demand Response (DR) program out of interest from their financial controller. They saw it as a great opportunity and an exciting challenge. As BC's first carbon neutral hotel, participating in the program aligned well with their ongoing sustainability initiatives, so they decided to join.

The team recognized program participation as an opportunity for both financial and sustainability benefits. Inn at Laurel Point approached the first event as a trial run, using it to explore potential measures and assess whether they could achieve meaningful demand savings. From there, the DR events were strategically approached with a checklist of actions distributed across departments and focused on practical, low-cost energy-saving behaviours, including:

- Admin staff turning down heating systems in the office spaces.
- Turning off computers.
- House-keeping double checking lights in unoccupied rooms.
- Lighting adjustments in the restaurant.
- Heating systems schedule modifications in the meeting rooms.

Developing the checklist of actions significantly improved results in subsequent events. Having a clear set of steps to follow ensured success in the program, whenever an event was called. Any challenges encountered during events were discussed in daily team meetings and used to update and refine the checklist, helping improve their participation in the program.

During the 2024/25 events season, Inn at Laurel Point took part in all seven DR events. The DR process helped departments collaborate more effectively, and delivered several benefits:

- Created a shared sustainability and energy efficiency goal.
- Fostered team building.
- Generated financial and energy savings.
- Event results were provided in a timely manner.

Inn at Laurel Point plans to continue participating in the DR program. The team often refers to this program as a "positive feedback loop," due to its ease of participation and rewarding outcome.



Source: [https://www.tripadvisor.com/Hotel\\_Review-g154945-d182590-Reviews-Inn\\_at\\_Laurel\\_Point-Victoria\\_Victoria\\_Capital\\_Regional\\_District\\_Vancouver\\_Island\\_British.html](https://www.tripadvisor.com/Hotel_Review-g154945-d182590-Reviews-Inn_at_Laurel_Point-Victoria_Victoria_Capital_Regional_District_Vancouver_Island_British.html)

**"Be open to the challenge, you have nothing to lose."**

- Ian, Chair of Sustainability Committee, Inn at Laurel Point

## FAQS

### HOW DO I SIGN UP?

Enroll in the program by following the enrollment link on our webpage, [Demand Response for Business](#), and logging into your MyHydro account. You'll need the following information:

- A list of the sites you want to enroll.
- The name and contact information for the person on site who will receive event notices.

### HOW WILL I KNOW HOW IT WENT?

Within 48 hours after the event, we'll send you an email letting you know the results of the event.

### HOW ARE MY INCENTIVES CALCULATED?

BC Hydro monitors your kW demand during each demand response event compared to the kW demand value from the five eligible days prior to the event. Your incentive is calculated based on your average kW demand reduction across all demand response events in a season and you receive \$50/kW for all savings, with no penalty if there are none.

### HOW DO I GET MY INCENTIVES?

At the end of each event season, you will receive a season ending email outlining your overall performance along with eligible incentives. Your total rewards earned during the season will be applied as a rebate on your subsequent BC Hydro bill.

