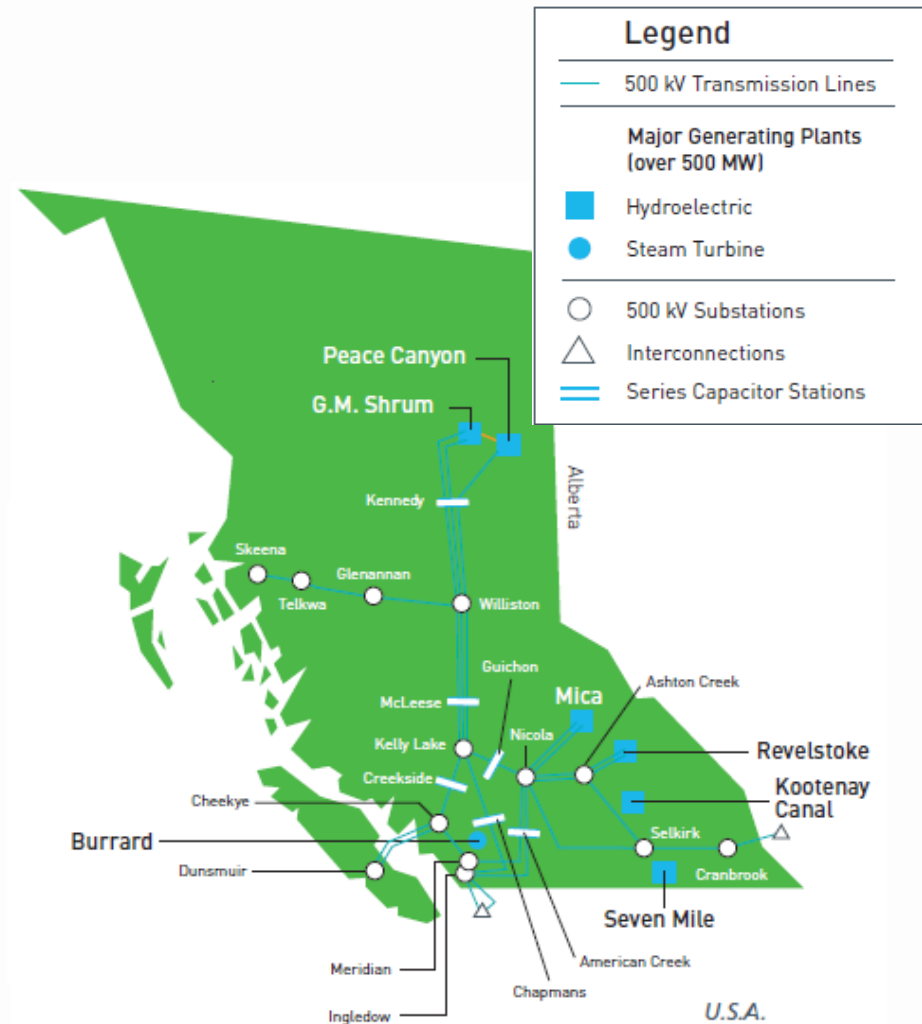


Assessing workforce impacts

Monika Vidas, Business Transformation
BC Hydro Smart Metering & Infrastructure (SMI) Program

- Largest electric utility in British Columbia
 - 31 hydroelectric facilities
 - Provide 90% of the electricity we generate (between 43,000 and 54,000 GWh / year)
 - 3 thermal generating plants
- Deliver electricity to 1.8 million customers through 18,000 km of transmission lines and 56,000 km of distribution lines
- Also serve 17 communities that are not connected to the grid
- Regulated utility
- Strategic partnerships:
 - BC Transmission Corporation
 - Accenture Business Services of BC



- Legislated to install 1.8 million meters by end of 2012
- SMI Program Scope:
 - Smart Meters
 - Diversion / Line Loss Detection
 - In-home Feedback
 - Integration with back-office / operational systems

***We are currently in the middle of our
procurement process***

- **New meters**
 - How much is “under the glass”
- **Telecom component**
 - Mesh versus PLC versus Point-to-Multipoint
- **More visibility / more data**
 - What to do with it?
 - How to interpret it?
- **Shift to more real-time operations**
 - Network Operations Centre (NOC)
 - Outage management
- **Customer shift**
 - Passive to active consumers of energy

- Nature of the job
 - Trades will evolve to have more of a IT flavour
 - Jurisdictional issues
 - New job roles or an evolution of current job roles
- Trades / apprenticeship training
 - How do we ensure training programs are up-to-date?
 - How do we ensure schools are producing the kinds of skilled workers we will need?
- Demographics
 - Does the worker profile will change if there is less emphasis on the physical aspects and more on the technical?
- Organization
 - Do we have the right organizational structure in place to support SMI, evolution of the grid, ongoing benefits realization, etc?

- Started an impact assessment across the organization
 - Business group & department
 - Headcount
 - Union affiliation
 - Current role & duties
 - Role in support of deployment
 - Changes to job role following transition to operations:
 - Process / procedural
 - Policy
 - Volume increase / decrease
 - New tools or system changes
- Preliminary assessment based on:
 - SME input and “gut feel”
 - Experiences of other utilities

- The assessment will put us in a better position to provide input into several SMI Program Streams:
 - Project Planning
 - Stakeholder engagement & communications (internal)
 - Employee / Labour relations
 - Process design
 - HR / Org design
 - Roles
 - Organization
 - Training / KM
 - Knowledge
 - Skills / Competencies
 - Behaviour
 - Transition to Operations

- Meter and Power Line groups
- CPC group
- Procurement / MMBU
- Design and Engineering groups
- Load Forecasting / Planning
- Outage Management
- Strategic HR / Work Methods
- Security
- Customer Care
- IT

Questions?

