

## SOCIAL PERFORMANCE MEASURES

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### SOCIAL BOTTOM LINE

The social bottom line consists of serving our customers, valuing our employees, and anticipating and responding to the needs of the public. The suite of indicators included in this section shows BC Hydro's performance in these areas.

#### Social Indicators

- HR12(2) Documented Management Principles, Policies, Guidelines and Procedures Regarding Aboriginal Peoples
- HR14(4) Aboriginal Business Partnership Program
- LA1(2) Number of Active Employees
- LA6(1) Health and Safety at Work
- LA13(1) Provision for Formal Worker Representation in Decision Making or Management, Including Corporate Governance
- SO1(2) Involvement in Education
- SO1(4) Visitors to BC Hydro Recreation Sites
- PR4(1) Customer Health and Safety
- PR8(3) Customer Satisfaction Rating for Call Centres
- PR8(4) Customer Care Calls Answered Within 30 Seconds
- PR8(5) Trouble Call Service Level
- PR8(8) Meters Read Accurately
- PR11(1) Privacy Complaints Received

#### HR12(2) Documented Management Principles, Policies, Guidelines and Procedures Regarding Aboriginal Peoples

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BC Hydro is committed to building mutually beneficial relationships with Aboriginal Peoples. Strategies to build these relationships are guided by BC Hydro's Statement of Principles for Relations with Aboriginal People which was developed in 1992. These Principles were confirmed by British Columbia's First Nations opinion leaders in late 1999 as the critical issues for a relationship building strategy focus on cooperation, communication, minimizing the negative and maximizing the positive impacts of Hydro's operations, dispute resolution, and community and economic involvement.

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### HR14(4) Aboriginal Business Partnership Program

	2003	2002	2001	2000
Participants (number)	32	33	26	8
Expenditures (\$'000s)	300	300	150	75

This is one of a number of programs BC Hydro has to support the economic and social development of Aboriginal communities. In f2003, the Aboriginal Business Partnership Program received 152 applications from Aboriginal-owned businesses to receive start up or expansion grants.

### LA1(2) Number of Active Employees

f2003		Full-time regular	Part-time regular	Total regular	Full-time temporary	Part-time temporary	Total temporary	Total all
	IBEW	1254	2	1256	34	0	34	1290
BC Hydro	M&P	1372	33	1405	55	20	75	1480
	OPEIU	2151	165	2316	339	129	48	2784
		4777	200	4977	428	149	577	5554
	IBEW	0	0	0	0	0	0	0
Powertech	M&P	37	2	39	0	0	0	39
	OPEIU	50	3	53	6	0	6	59
		87	5	92	6	0	6	98
	IBEW	27	0	27	292	0	292	319
Construction	M&P	12	0	12	1	0	1	13
Unit	OPEIU	17	0	17	8	4	12	29
		56	0	56	301	4	305	361
	IBEW	1281	2	1283	326	0	326	1609
All Units	M&P	1421	35	1456	56	20	76	1532
	OPEIU	2218	168	2386	353	133	486	2872
		4920	205	5125	735	153	888	6013

BC Hydro maintains collective agreements with unionized employees through IBEW (International Brotherhood of Electrical Workers) and OPEIU (Office and Professional Employee International Union). M&P (Management & Professional) staff are not covered under collective agreements.

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### LA6(1) Health and Safety at Work

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The B.C. Employment Standards Act, B.C. Labour Code and the negotiated collective agreements (IBEW & OPEIU) cover health and safety at work. Related to this is the existence of joint management-union committees, created by Workers' Compensation Board law, to oversee adherence to health and safety regulations. Provincial occupational health and safety regulations require BC Hydro to establish joint health and safety committees comprising management and worker representatives. BC Hydro complies with these regulations and in some instances exceeds regulations. One hundred per cent of the workforce are covered by these regulations and are covered by a hierarchical structure of committees.

### LA13(1) Provision for Formal Worker Representation in Decision Making or Management, Including Corporate Governance

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There is currently no provision at BC Hydro that mandates input from union or M&P employees in setting company direction. Neither is there any provision for worker/union representation on the Board of Directors, although union representatives are occasionally invited to specific portions of Board meetings, but for information purposes only.

### SO1(2) Involvement in Education

Average Number	2003	2002	2001
Daily visitors to the IIE website	135	216	126

Teachers have found a valuable resource in the BC Hydro Involvement in Education (IIE) website, using it extensively to view, download and order energy education materials. Even though the number of visits to the site has declined from the previous year due to the program being wound down, the IIE site still accounted for 7.3 per cent of all visits to BC Hydro's web pages in f2003. Next year, the IIE program will be replaced by one more closely focused on energy conservation and Power Smart.

### SO1(4) Visitors to BC Hydro Recreation Sites

Number/Calendar Year	2002	2001	2000	1999	1998
Visitors to recreation sites	1 393 388	1 354 890	1 243 172	1 269 715	1 426 771

BC Hydro had enhanced recreational opportunities in many of the watersheds in which it has facilities. The number of day visits is considered a proxy for the success of these improvements.

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### PR4(1) Customer Health and Safety

	2003	2002
Number of regulatory violations	0	0
Penalties imposed (\$000s)	0	0

### PR8(3) Customer Satisfaction Rating for Call Centres

Percentage	2003	2002	2001
Customer overall satisfaction (Actual)	61	64	76
Customer overall satisfaction (Target)	68	68	59

This indicator measures the percentage of BC Hydro external customers that are satisfied with services by the Customer Care Call Centre to a level of satisfied or better. The Customer Satisfaction rating was below target for the f2003 due to a decrease in the number of customers responding as "very satisfied" on our customer survey. Major improvements will target the Integrated Voice Response (IVR). System changes will be made to better respond when the customer has no call centre agent contact and when the customer elects to contact the call centre agent using the Voice Menu. Technology upgrades will also be made to reduce wait times.

### PR8(4) Customer Care Calls Answered Within 30 Seconds (average of all four call centres)

Percentage	2003	2002	2001
Actual	83	80	76
Target	80	80	80

This indicator measures the percentage of customer care calls answered by the Customer Care Call Centre representatives from the time the call enters the queue until the time the caller speaks to a Customer Care Call Centre Representative. The number shown is adjusted to exclude trouble, storm, and Power Smart calls. The unadjusted result was 82 per cent. Improvement over previous years can be traced to reduced call volumes, reduced average handle time, as well as a mild winter resulting in minimal outages. Also a factor was the repatriation of BC Gas billing resulting in fewer calls for gas problems.

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### PR8(5) Trouble Call Service Level (non-emergency trouble calls answered within 30 seconds)

Percentage	2003	2002	2001
Actual	89	88	81
Target	90	90	90

This indicator measures the percentage of trouble calls answered by the Customer Care Call Centre representatives from the time the calls enter the queue until the callers speak to a Call Centre representative. Results shown have been adjusted to exclude storm and major outage calls. Improvement over previous years can be traced to improved utilization of resources to handle call volumes, and an increased usage of the Outage Management System in the IVR.

### PR8(8) Meters Read Accurately

Percentage	2003	2002	2001
Actual	99.90	99.90	99.92
Target	99.85	99.70	99.50

This indicator is a measure of customer service and is the percentage of time that meters were read correctly. It is determined by the number of correct meter reads in a month divided by total number of meter reads multiplied by 100. Our accuracy remains very high and slightly above target.

### PR11(1) Privacy Complaints Received

Number	2003	2002	2001	2000	1999
Total received	1	2	0	0	3

The tally is for complaints received under the Freedom of Information and Protection of Privacy Act. Our target remains zero complaints.