

**ETS:** **What makes you passionate about working in the energy industry?**

Jessica: There's nothing like working in the energy industry, and in particular in my case, for an electricity utility, there's just nothing fundamentally more important to people's lives. Even quality of life, even the basic needs that people have, just right down to shelter and food actually need the electricity behind them. When you're talking about economic development, opportunities for a jurisdiction to thrive, it all comes down to the strength of reliable, affordable, quality power.

**ETS:** **What are some of the future trends in the energy and tech industries that you are watching with the eye to have a significant effect on the energy sector?**

Jessica: Energy planning is certainly taking shape in a different way as the world has more and more conversations about shifting to clean, renewable power. In British Columbia it's a very interesting conversation for us as we have a clean capacity backbone, with hydropower.

We look to integrate more and more intermittence that provide economic opportunity for businesses in our jurisdiction, but also give us more diversity in our mix. Watching the world shift, and being part of that in terms of energy trading, and planning our own system is a really interesting shift. That's a long term conversation for us.

There's really interesting opportunities in terms of energy management. Technologies continue to emerge and adapt as we look to serve our customers in ways where they can get access to information that helps them make their choices, whether it's in-home usage or how to even shape rates that customers can use to make decisions about their consumption of power. The technology behind all of that is constantly evolving.

We've now moved so that we've got digital interfaces, like many other utilities do, where our customers can go on what we call "MyHydro" and can see their data usage, their consumption on a daily, even an hourly basis. These are technologies that we'll keep on building on as they're available to really improve our level of customer service.

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Conducted by Zpryme on December 15, 2016

Electric vehicles and their take-up within the population is another thing that we're watching very, very closely and looking to see: How do we provide the solution so that there's no barriers to that decision being made? How do we look at being part of new building standards and codes, for example, in terms of what people come to expect, in terms of their ability to charge up their vehicles? And how we look at the design and modernization of our distribution grid knowing that we could have significantly increased loads as a result of take-up more rapidly in certain communities. As well, looking in the future at the possibility that electric vehicles that are plugged in pretty predictably, for example, overnight might actually become storage capacity for our system. All of this is very interesting to us at BC Hydro and provides new opportunities for us to continue to advance.

**ETS: What's different about power in British Columbia? How are you different here than other electric utilities around North America?**

Jessica: BC Hydro is different in a couple of fundamental ways. One is the fact that we are a fully integrated utility, so this allows us to make choices and be able to plan our system in a way that can be more challenging in other parts of the world where you've got a piece of the puzzle but not necessarily able to manage the overall picture. That's definitely one thing that's different for BC Hydro. Another thing that's very different is the fact that we operate almost entirely clean. Last year, we generated our highest level of clean resources ever at 98% clean generation. We're mandated to be at least 93% clean and we're also mandated to meet two-thirds of all incremental new demand through conservation measures. These are things that really shape our energy planning differently than might occur for a different utility.

**ETS: Not so typical for the energy industry, how would you attribute BC Hydro being named #1 most influential brand in B.C. this year?**

Jessica: We were very pleased to find out that we were independently polled as the number one most influential brand in our jurisdiction, and I really think it comes down to the priorities that we've set for the company. We've been very clear and had a very disciplined consistent focus on a very short set of clear priorities, the first one being to make it easy for customers to do business with us. I think that, along with a tone that backs up the fact that we really care about being here for our customers, is probably the

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driving force behind having such an influential brand, but I also think the fact that we operate on a very large scale. We have such a large impact on people's lives and businesses, and that we have such high reliability and relative affordability within our system. People appreciate the fact that we operate a clean generation system. These are things that give people confidence, that we make choices for the long term and for the overall benefit of our customers.

**ETS: The future grid looks different to all organizations, aside from initiatives such as Site C, what is the ultimate vision for BC Hydro**

Jessica: Our ultimate vision as BC Hydro is to be the most innovative, most trusted utility in North America by being smart about power in everything that we do. This is our guiding light. It's the thought that we have in terms of every decision that we make and how we approach everything. There's a lot of work to do in the future in the system. We're looking at modernizing our distribution system, we have significant plans to build and refurbish the system, both in terms of aging infrastructure as well as for a growing population. As a company, we have to look at every single decision we make in the smartest way possible.

**ETS: With 4 million customers, how have your technology investments transformed your grid operations and the customer experience?**

Jessica: Smart meters have been a huge opportunity for us. They're now fully installed across our system, they're giving us great advantages in terms of, for example, outage response where we know through remote data provision, we know exactly where we have our outages, we're able to check remotely whether or not a reconnection has occurred as we thought. Our own customers are able to access data online to see what's happening in terms of outages that may be occurring in their community. In addition to that, we've been able to curtail significant amount of theft. We used to lose 10's of millions of dollars in theft, we now have actually curbed 80% of theft through our smart meters being installed.

**ETS: Major emerging challenges in energy?**

Jessica: Well one of the big emerging challenges, I think on a global scale, is with the emergence of renewables that are being invested in around the world. How do you find a clean solution to shaping what's otherwise largely an

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intermittent resource? In BC it's an area that has really received a lot of focus in terms of our energy planning. We want to continue to bring in the intermittent renewables into our system, but we have to make sure that we've got the capacity. Beyond that, clean capacity in order to shape that and still meet our greenhouse gas emission reduction goals.

One of the big investments that we're making as a jurisdiction is building what's called the, "Site C Clean Energy Project." It's an 1,100 megawatt damn. It will be the last large damn that we foresee ourselves building. This will give us not only energy for the future that's clean and renewable, but also clean capacity to help shape future intermittence that are brought into the system.