BC Hydro

Platform Approach to Mobility

Mike Seblani
Manager, Enterprise Analytics, Mobility and Integration

March 7, 2024

BC Hydro
Power smart

Our integrated system

30 Hydro Plants

Over 300 substations

BC Hydro has a network of approximately **80,000 kms** of transmission & distribution lines

BC Hydro
Power smart

2022 BC's Top Employers

Canada's Top Employers for Young People 2022

2022 Canada's Greenest Employers

2022 Canada's Best Diversity Employers

B.C.'s most Influential Brands

Powering a cleaner more sustainable future for all British Columbians

BC Hydro's Five-Year Strategy

Fiscal years 2022—2026

APRIL 2023 REFRESH

BC Hydro
Power smart

FOUROVERFIVE

Four goals make up our plan to move BC Hydro forward over the next five years.

- **Energize our province**
- **Control our costs**
- **Strengthen our resilience and agility**
- **Advance reconciliation with Indigenous Peoples**

SAP at BC Hydro today

Operations

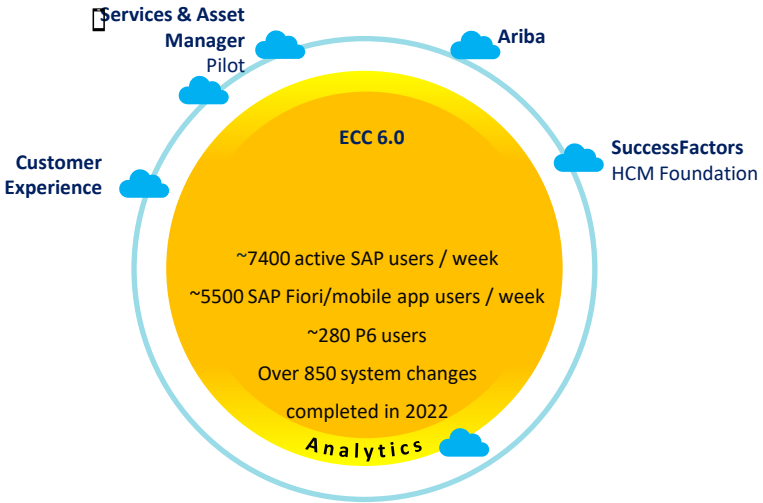
Plan, schedule, execute, close work
Project financial
130K+ work orders generated/year
$697M capital work delivered
$271.6M maintenance work delivered

Finance, Technology & Supply Chain

Procure to pay, manage inventory, manage warehouse
Record to report
~26K purchase orders issued /year
~3900 active vendors
3,700+ active SKU's
82,471 expense reports (~$75M) process in F23
579 from Powerex (~$740K)

Customer & Corporate Affairs

Meter to Cash
4.8 million customers
2.2 million accounts
$5.3B in revenue
16 Millions bills sent out in 2022



Human Resources

Hire to Separation
8000+ employees
3800+ contractors
1550+ retirees

Capital Infrastructure Project Delivery

Project Initiation to Close
Portfolio Reporting
300+ projects managed in PPM solution
$612M F23 Capital Expenditure
(Project Delivery Scorecard F23)

Safety & Compliance

Incident Management
6000 Safe Work Observations
59% from Mobile App

BCH SAP ERP Stakeholders

~ 8000 Employees
Get paid, Enter timesheets, Claim travel & expenses, Take training, Change jobs, Log incidents

~ 700 Contractors
Directly access SAP doing various transactions

~ 1200 Managers
Recruit new employee, Approve time/leave/expenses

~ 3050 Vendors
Perform procurement transactions via SAP Ariba

~ 300 Project Practitioners
Manage and Schedule Project

~ 2.1M Customer Accounts
Report outage, Bill Inquiry, Request work, Move in/out, and Other account related transactions via IVR, MyHydro, and agents.

SAP ERP Platform

~ 1300 EAM Users
Plan, Schedule, Dispatch, Execute, and inspect work

~ 60 Procurement Professionals
Procure materials and services

~ 1300 Customer Service Users
Contact Centre and Billing Operations, Revenue Assurance, Customer Metering, Rates Operations, Service Requests

~ 180 Storekeepers & Materials Planners
Plan, replenish, and move materials across the province

~ 200 Safety Practitioners
Manage Safety and Incidents

~ 420 Finance Professionals
Plan, Control and perform financial transactions

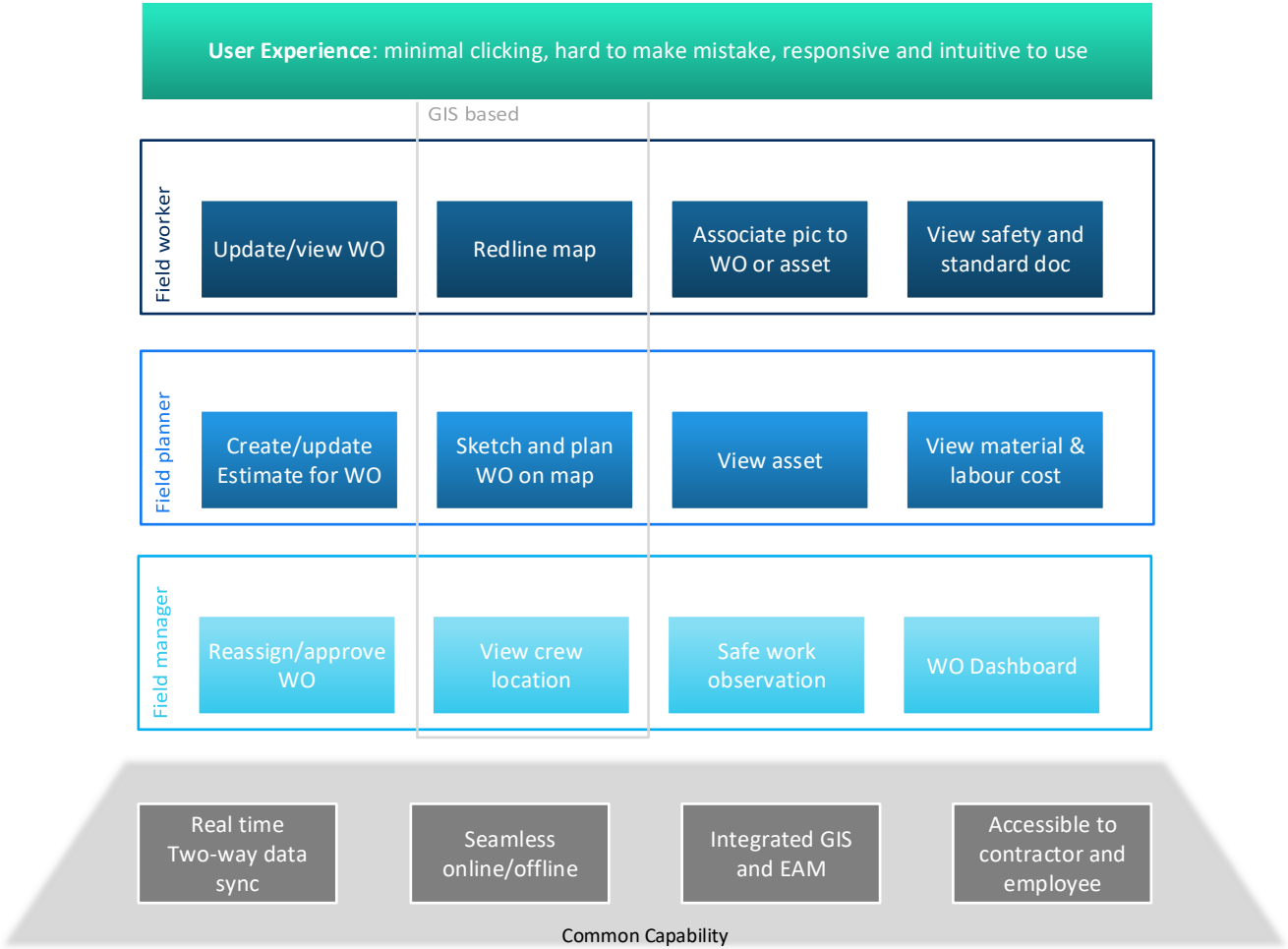
~ 400 HR Practitioners
Recruit, administer employees

~ 3600 BW Users
Report and Analyze Business Information

Principles

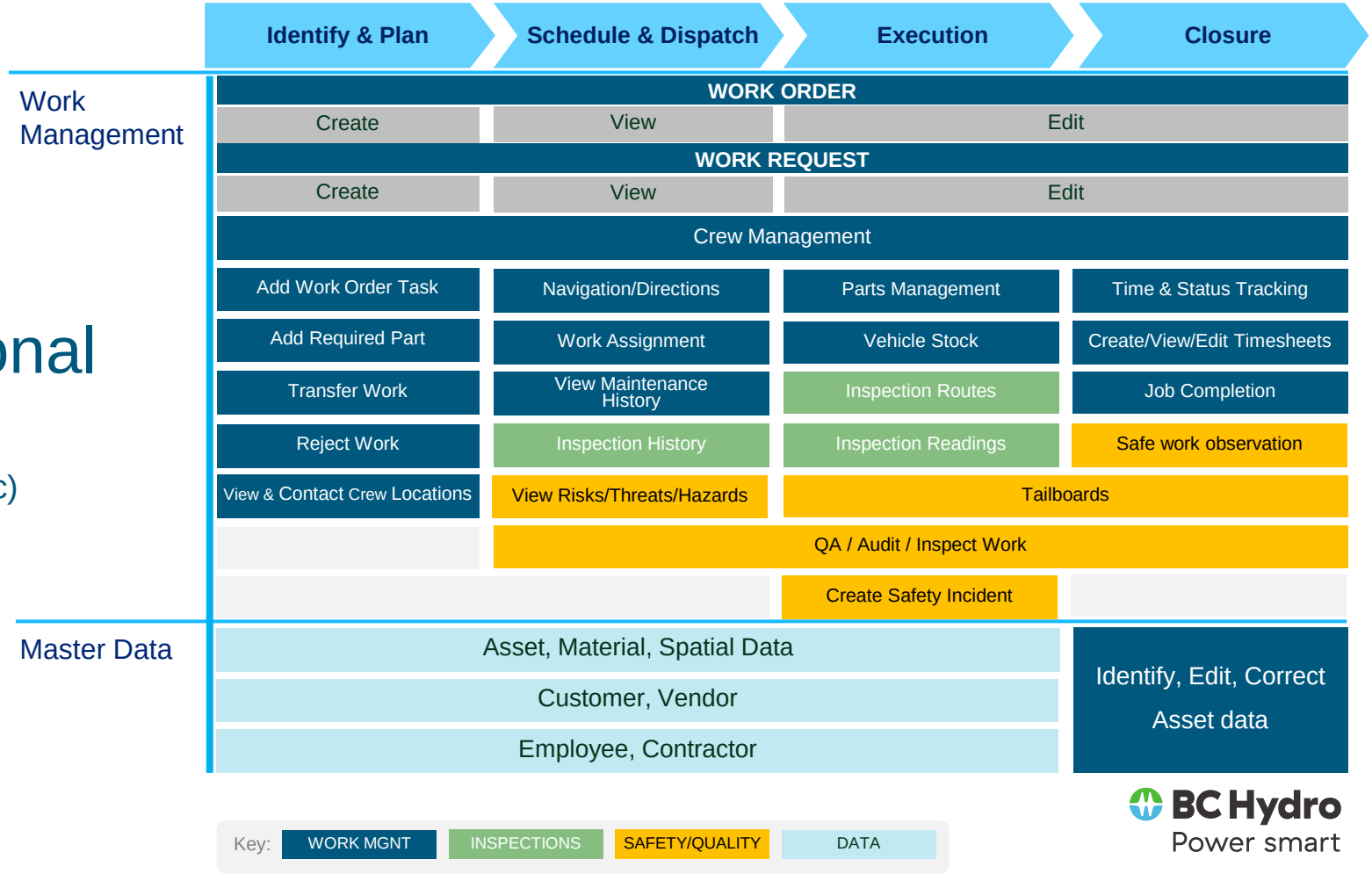
1. Ease of use for field workers
2. **Consolidated platform** addressing critical business needs
3. Platform and **vendor maturity**
4. Efficiency of Technology **integration with SAP**
5. Cross-functional **GIS compatibility**
6. Home grown mobile apps and other inspection solutions replaced with a **Commercial Off-The-Shelf (COTS)** evolving solution
7. Robust **security**
8. **Flexible** and **scalable**
9. **Cross-Platform** (mobile, tablet, desktop web)
10. **Easy to customize** and tailor to different business group's requirements
11. Modernized architecture promoting **mobile shared services (**composable services packaged into targeted mobile experiences)

What does success look like for field users?



Functional View

(mobile centric)



BC Hydro
Power smart

Mobile Services, Service and Asset Manager, Mirata and Locana Limur

- Different user workflows (e.g., Field Technician, Safety Technician, Inventory Clerk, Supervisor)
- Different types of work orders (e.g., restoration, inspection, damage assessment)
- Integrated or standalone compliance, QA and safety Inspections
- Different types of labour (e.g., contractor, employee)
- Ability to enable seamless online/offline work
- Advanced GIS capabilities
- Modern open architecture allowing integration beyond SAP and GIS systems using BTP

BC Hydro
Power smart