

**FORTISBC**

# Powerlines

## A Message from CEO Philip Hughes



On June 1, 2004, Fortis Inc. successfully completed its acquisition of Aquila's utility operations in British Columbia.

In the last four months, the FortisBC team has begun the task of focusing on customer needs and how to best provide safe, reliable, low cost delivery of electricity. The POWERSENSE program is a good example of our commitment to helping you save energy and money.

Learning what is important to you occurs in many ways; through research involving customers as well as ongoing dialogue between customers and our contact centre personnel, accounts team and our linemen. Every point of contact with you is important, and goes a long way in providing the best service possible, so we encourage you to keep in touch and to continue to provide us with your feedback.

It is a privilege to have the opportunity to operate in the Province of British Columbia. We will continue to have a strong commitment to our customers and the communities we serve. You can count on us, just call us at 310-WIRE (310-9473).

Sincerely,

Philip Hughes



## Thanks for working with us! *...we couldn't have done it without you.*

In 1989, a small electric utility in BC's southern interior took a unique position on its business of selling energy. It would try to encourage customers to use less power by using each kilowatt-hour as wisely as possible. If successful, customers would see their power bills go down and it would enable the company to cut back on expensive power purchases required to meet customers' needs. And so the company launched POWERSENSE.

In October 2004, FortisBC celebrated the 15th anniversary of POWERSENSE, one of Canada's longest-running energy efficiency programs.

"We believed that there were sound environmental reasons and a solid business case for minimizing our costs through energy efficiency," comments POWERSENSE Manager, Brian Parent. "Customers have worked with us over the last 15 years to prove that POWERSENSE was the right initiative at the right time."

Since its inception, customer participation in our POWERSENSE programs is impressive:

- ⚡ 16,000 residential program participants;
- ⚡ 90,000 compact fluorescent light bulbs purchased;
- ⚡ 6,800 students trained in environmental and conservation techniques;

- ⚡ 15,000 water-saver kits installed resulting in annual water savings of 16 million litres;
- ⚡ 2,100 high efficiency heat pump system installations;
- ⚡ 1,300 POWERSENSE new homes;
- ⚡ Over 350 large projects with business, industry and the public sector, each saving at least 100,000 kW.h
- ⚡ Cumulative energy savings of over 200,000,000 kW.h.

What does all this mean? Over the past 15 years, we have saved enough energy to meet the annual energy needs of over 17,000 households and save customers \$10 million annually!

It's accomplishments like these that have helped the POWERSENSE program achieve provincial and national recognition, including a 2000 BC Minister of Environment Award and a 2003 Canadian Energy Efficiency Award from the federal government. The program was also featured in the April 7, 2003, issue of Time Magazine (Canadian edition).

Check out the rest of *Powerlines* to find out how simple it is for you to start saving energy and money with POWERSENSE.

*More comfort, lower bills... it makes sense...*

**POWERSENSE™**

# Building a new home?

If you are building a new home, you may be eligible for some great incentives from POWERSENSE, including:

## Lighting



Compact Fluorescent Lights (CFLs) use only 1/4 the electricity of incandescent bulbs and last ten times longer. In addition, these lights will save

you approximately \$50 annually on your electricity bill. POWERSENSE New Home Program participants can receive a CFL 10-pack valued at \$100.

## Windows

Install high performance units with a low emissivity ("Low E") coating to be eligible for a rebate of \$1.50 per square foot of window. You will recoup the cost of

installing energy efficient windows in as little as 2.5 years.

## Heating and cooling systems

See our Air Source Heat Pump (ASHP) cash-back and loan offers in the next column. Contact us for more information on even greater savings with Ground Source Heat Pump systems (GSHP).

## POWERSENSE Display Home

Last summer, over 5000 people viewed these energy efficient features and others like them, at the POWERSENSE Display Home in Kelowna. If you have time, come view the home built by AuthenTech Homes located in the beautiful Wilden development in north Glenmore (768 Long Ridge Drive). Open Mon.-Thurs. and Sat. & Sun. from 1:00-5:00 pm. Closed on Fridays.



# HOME Comfort 24/7



**Air Source Heat Pumps (ASHP)** can reduce your heating costs by up to 40%, ensuring you save money while staying cozy warm this winter. And, as a bonus, you'll get air conditioning for next summer's sweltering heat. ASHPs, the perfect level of comfort all year long! POWERSENSE invites you to take advantage of one of the following ASHP offers:

- ⚡ Cash rebate of \$250; or more
- ⚡ \$5000 loan @ 4.9% for 10 years (OAC);
- ⚡ A loan of up to \$10,000 with first year interest rates at 4.5% (OAC).

In addition, get cash-back rebates or extended warranties from participating manufacturers **Carrier, Frigidaire, Lennox** and **York**. Visit your local ASHP dealer or call 1-877-392-2200 for more information.

### For more information about POWERSENSE programs, contact:

#### Central Okanagan

Kim Jones Tel. 250-717-0808  
kim.jones@fortisbc.com

#### South Okanagan / Similkameen

Phil Hawkes Tel. 250-770-4606  
phil.hawkes@fortisbc.com

#### Kootenay / Boundary

Suzanne Stansbury Tel. 250-368-0501  
suzanne.stansbury@fortisbc.com

If these numbers are not in your local calling area, or you are inquiring about commercial or industrial programs, call POWERSENSE toll free at:

**1-800-363-3330.**

[www.fortisbc.com/powersense](http://www.fortisbc.com/powersense)

*We'll light up your life...*

# Receive up to \$5.00 OFF

**on a Compact Fluorescent Light!\***

This mail-in rebate coupon is valid towards the purchase of Compact Fluorescent Lights rated for 10,000 hours.

\* Value of coupon up to 50% of cost or \$5.00, whichever is less. Only available to customers served by POWERSENSE.

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**POWERSENSE™**

Complete the rebate form below and mail it along with your sales receipt (circle CFL purchase) to: POWERSENSE, Box 130, Trail, BC V1R 4L4

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_

Postal Code: \_\_\_\_\_

Telephone: (      ) \_\_\_\_\_

Utility account you wish credited with rebate:

# \_\_\_\_\_

## POWERSENSE supports EnerGuide for Houses program

The federal government, through its *EnerGuide for Houses* program, can help you obtain an energy efficiency rating for your home. A professional audit by an independent energy auditor will help you identify ways to save money on your energy bill, whether you heat your home electrically or with gas or oil. And, if you use electric heat and are served by POWERSENSE, we

will help offset the \$150 cost by \$50.

For more information about the *EnerGuide for Houses* program, call 1-800-387-2000 or visit [www.energuideforhouses.gc.ca](http://www.energuideforhouses.gc.ca). To schedule an energy audit, call either Home Performance at 1-877-732-9888 or AmeriSpec at 1-800-763-6881.



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**POWERSENSE™**

POWERSENSE is an energy efficiency initiative and registered trademark of FortisBC and is brought to you in cooperation with the electric utilities of Grand Forks, Kelowna, Penticton, Summerland, Nelson Hydro and Princeton Light & Power.