

# BC Hydro Alliance of Energy Professionals Member Guide





# About the Alliance

The Alliance is a dynamic network of businesses that assist BC Hydro customers in identifying and implementing energy management and conservation solutions. Started in 2002, the Alliance was originally formed as a resource for our customers looking for firms that provided energy efficiency related services. As interest in energy management and conservation in B.C. gained momentum, so did interest in the Alliance. Over the last decade, the scope of the Alliance has expanded, and so has the number of member firms.

Membership is free and open to manufacturers, distributors, contractors, consultants, and other trade professional firms. Businesses must meet the Alliance's eligibility requirements to join.

Today, Alliance members are seen as powerful influencers in the adoption of energy-efficient solutions. For decades, industry members have played a pivotal role in helping BC Hydro meet our energy management goals. Looking ahead, the Alliance will continue to play an important role in helping our customers reduce greenhouse gas emissions through efficient electrification while reducing demand and finding innovative solutions to optimize capacity.

## Alliance guidelines

The Alliance operates under specific guiding principles, which were developed to establish and maintain fair business practices, ensure equitable opportunities for members, and support current industry processes.

### THESE KEY GUIDELINES ARE THE FOUNDATION FOR THE ALLIANCE:

- BC Hydro procedures and programs are not designed to interfere with or contradict current industry practices. As new programs and initiatives are developed, we will consult with industry stakeholders where possible to ensure processes align with, and don't contradict, current industry standards and practices.
- BC Hydro does not endorse any particular firm or product brand. Our staff cannot recommend nor promote one member or product over another. While we can help connect members to customers through the Alliance Referral process, we do not promote a particular firm or brand exclusively.
- BC Hydro does not compete with private industry.
- BC Hydro does not bid on projects that can be studied, designed, or implemented by industry firms.



# Benefits for members

There are many advantages to an Alliance membership including the opportunity for members to bring increased value to their customers, align with our brand, and receive recognition as an industry leader in energy management.

## Bring increased value to your customers

Most of our conservation and energy management programs include financial incentives designed to reduce customer costs of energy studies, project implementation, and continuous optimization of energy use. Members can help their clients access these programs.

The Alliance helps members provide first-rate service to their customers by being informed. Members receive “Alliance News,” a quarterly eNewsletter, and have access to a dedicated member portal to keep them informed about:

- Program updates, including changes in process, available incentives, or new technologies.
- Any new programs or pilots we are offering customers.
- Training and educational opportunities.
- Municipal, Provincial or Federal codes, standards, and regulation changes.
- Energy efficiency success stories.

## Project support at your fingertips

Members have access to the Alliance program team who can assist with:

- Membership, benefits, and inquiries.
- Information on Alliance events and training.
- Program assistance, such as how to get started, how to apply, eligible technologies, and process related questions.

## Align with a powerful brand

With over 30 years of experience driving energy conservation and efficiency innovation, we are recognized internationally as a leader in energy conservation and are seen as a champion for best industry practices. Members gain additional recognition with customers through association with BC Hydro.

- Exclusive trade letters and logo usage. Members can request approval to use BC Hydro Alliance logos, as outlined in the terms and conditions of the Alliance Agreement and the Alliance Branding Guide document.
- The opportunity to have your energy management projects featured in our news stories, published online, and circulated in our newsletter.
- Financial support for advertising activities.
- Vendor financing to support customer project execution.



## Connect with other members

The Alliance is an avenue to build your network and connect during BC Hydro led events with other industry professionals interested in advancing energy management in B.C.

## Training & development

BC Hydro facilitates specific industry training programs aimed at improving capacity and quality of energy management services. We have a vested interest in the overall quality of work, professionalism, and skills that relate to the installation of energy-efficient equipment or materials. Industry training is a way to increase both capacity and customer satisfaction. These are the training & development opportunities that we offer to Alliance members:

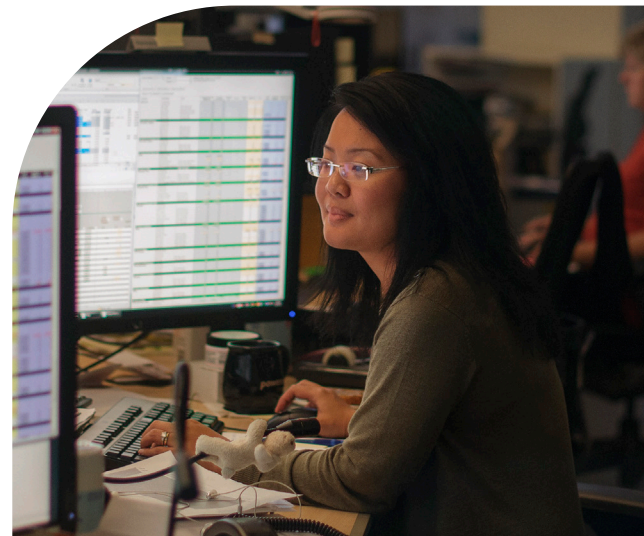
- Webinar learning opportunities for members to keep up to date on our programs and industry developments.
- The option to have onsite learning sessions for employees, delivered by the Alliance program team, subject to availability.
- Access to an online learning site that offers the flexibility to learn at your own convenience, including detailed training content, new member orientation training, and tips for successfully working with our programs.
- Partnership with training providers to offer members access to supported programs and courses.

## Customer referrals

BC Hydro receives requests from customers for referrals to Alliance members who can help them access our energy management programs.

During the Alliance Referral process, we seek to ensure a match of the following criteria:

- Aligned with core technical capabilities.
- Demonstrated experience with our incentive programs, or other conservation and energy management programs.
- Qualified experience in the business sector and expert knowledge with the applicable end-use technologies or processes.
- Proven track record and energy management expertise in the facility type.
- Geographical reach of the business.



# Membership

There are two ways to participate in the Alliance: as an Alliance member or as an affiliate. Participation is dependent on the services a firm provides, the preferred level of engagement, and meeting eligibility requirements.

Affiliates are firms and/or individuals who have an interest in energy management and conservation programs. They can stay informed with program and industry developments through our quarterly newsletter and learning opportunities.

A firm and/or individual becomes an Alliance member once their application has been approved by BC Hydro and the Alliance agreement has been signed. To maintain membership, firms must remain active in our energy management programs and follow member requirements outlined in the agreement. Members must confirm their membership every two years. Those who wish to renew must continue to meet the membership requirements as outlined in this guide.

## Application process

There are four steps a firm must complete when registering for Alliance membership:

1. Submit an application to the Alliance ([bchydro.com/work-with-us/alliance/membership.html](https://bchydro.com/work-with-us/alliance/membership.html)).
2. Provide supporting documentation.
3. Sign the Alliance agreement.
4. Complete the Alliance onboarding training.

After the application has been submitted and reviewed by the Alliance program team, an email will be sent outlining what further documentation is required, including:

- Proof of good standing with WorkSafeBC.
- Written proof of a comprehensive general liability insurance policy of no less than \$2 million, with BC Hydro named as an additional insured.
- Firm's engineer(s) of record licensed with EGBC (for firms applying for Consulting Engineering Services) and EGBC Permit to Practice.

### IN ADDITION, BC HYDRO MAY REQUEST:

- References from either customers, suppliers, previous employers or industry associations.
- Samples of work.
- A list of training, certifications or accreditations that are relevant to the work conducted by the applicant.

## Alliance onboarding training

We have developed an online information portal exclusively for Alliance members which hosts a new member orientation presentation. The presentation provides new members with an overview of the Alliance network, member resources, project support and background on energy conservation in B.C. This is the final step in becoming a member of the Alliance.

### Alliance agreement

The agreement is a legal document that outlines the responsibilities of members and BC Hydro. It specifies the terms and conditions associated with membership.

### Application and documentation requirements

In the membership application, an applicant must outline their areas of business, technical and engineering capability, the energy efficient products, and services offered, as well their interest in accessing incentive funding for potential clients.



## Let's chat

For member questions or additional information,  
call **604 522 4713** in the Lower Mainland or  
**1 866 522 4713**, elsewhere in B.C.

Email [alliance@bchydro.com](mailto:alliance@bchydro.com)  
or visit [bchydro.com/alliance](http://bchydro.com/alliance)

