



## **TELECOM DASHBOARD**

**BC Hydro and TELUS Performance Measures**  
*covering the period*  
*1 October 2023 to 30 September 2024*

**15 October 2024**

## Disclaimer:

This dashboard is issued for specific purposes connected with the BC Hydro and TELUS / P408 Licensee attachment process. This dashboard, and the information within, should not be relied upon by any other party, or used for any other purpose.

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## Document Control

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| Deborah Soo Lum | Manager, Shared Assets | October 15, 2024 |
|                 |                        |                  |

## Glossary of Terms

The following definitions are referred to specifically as they pertain to their reference within the dashboard. These definitions are not to be used or relied upon for any other use than as referred to within the dashboard.

| TERM                              | DEFINITION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|-----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 80 <sup>th</sup> Percentile       | The average value of the data that falls within 80 percent of that dataset.                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| As Built                          | BC Hydro Licensee final construction drawing(s), with field changes incorporated after construction is complete.                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| BC Hydro Detailed Design          | Period of time when BC Hydro is applying for permits, issuing construction drawings, and finalizing make-ready costs.                                                                                                                                                                                                                                                                                                                                                                                                                             |
| BC Hydro MR Work Completed        | The work required by BC Hydro to accommodate Licensee attachments is completed.                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Completion Letter                 | A letter sent to TELUS indicating that the BC Hydro make ready work is complete (only on TELUS and P408 projects).                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Construction Package              | Construction drawings completed by BC Hydro during the detailed design phase.                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| DOH                               | Distribution Overhead attachment (includes only wireline projects)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Key Performance Indicators (KPIs) | Quantifiable measure of performance over time for a specific objective.                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Licensee Response                 | Licensee responds (approves, rejects, etc.) to the cost letter issued by BC Hydro.                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Make-Ready Work (MR)              | For a BC Hydro Licensee the construction or reinforcement of, additions to, or the replacement or relocation of any BC Hydro Assets, or any relocations of equipment of holders of Prior Rights as contemplated under Section 3.1 - Prior Rights, Other Rights of the Master Services Agreement, to make the BC Hydro Assets ready to install the Licensee Facilities.<br>OR<br>For a TELUS Licensee the construction or reinforcement of, additions to, or the replacement or relocation of any BC Hydro Assets, or any relocations of equipment |

| TERM                                | DEFINITION                                                                                                                                                                        |
|-------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Metrics                             | Quantitative assessment commonly used for comparing and tracking performance or production.                                                                                       |
| MPW                                 | Mid Pole Wireless attachment                                                                                                                                                      |
| P408                                | Represents Licensee applications submitted through TELUS.                                                                                                                         |
| Partial Metric                      | Metric is pending incorporation of reason codes and/or measuring against typical durations.                                                                                       |
| Specific Permit of Occupation (SPO) | The site-specific permit that forms the approval for the Licensee to attach their facilities to the BC Hydro and/or jointly owned distribution pole(s) is issued to the Licensee. |
| TELUS                               | Represents applications for TELUS attachments.                                                                                                                                    |
| TELUS Move Down Request             | BC Hydro will request TELUS to move down on BCH infrastructure to accommodate the Licensee attachment.                                                                            |
| TELUS MR Work Completed             | The work required by TELUS to accommodate Licensee attachments is completed.                                                                                                      |
| TELUS Response                      | TELUS responds (approves, rejects, etc.) to the cost letter issued by BC Hydro.                                                                                                   |

## Introduction

Welcome to the Telecom Performance Dashboard. This dashboard provides a comprehensive overview of key performance indicators (KPIs) and metrics to help monitor and analyze the overall performance and progress of Licensee attachment projects which have make-ready work.

The Dashboard contains 2 appendices specific to the Licensee attachment request type:

- **Appendix A:** BC Hydro performance measures.
- **Appendix B:** TELUS / P408 performance measures.

## Objectives

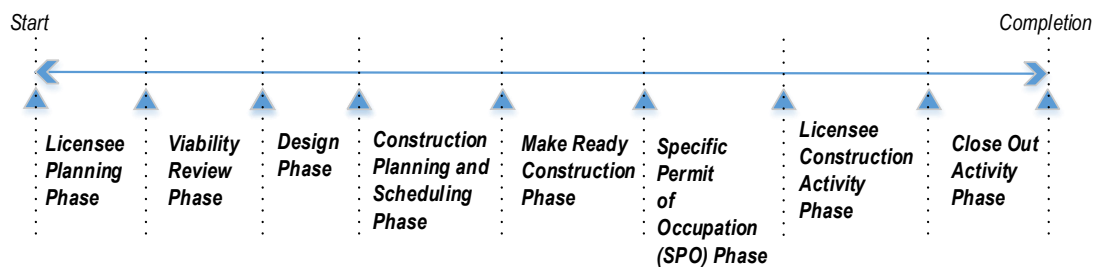
The primary objectives of the dashboard are to:

- Provide transparency into the BC Hydro and TELUS / P408 attachment process.
- Facilitate data-driven decision-making.
- Report on performance across the BC Hydro and TELUS / P408 attachment life-cycle.

## Performance Measurement Overview

The main categories of the performance measures follow the BC Hydro and TELUS - P408 life-cycles as illustrated below.

### A. BC Hydro Performance Measures

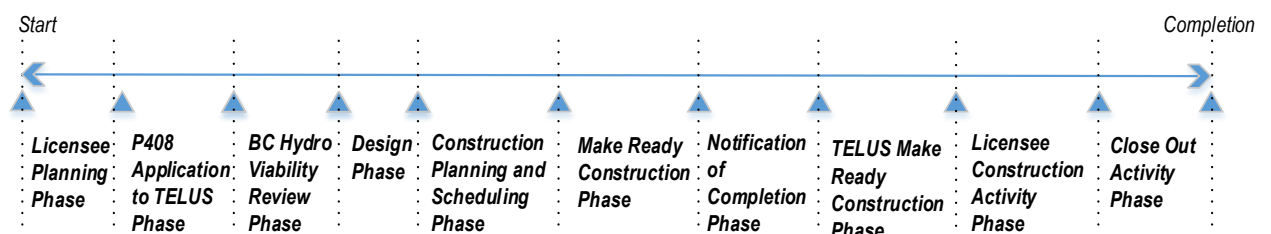


Phase 1 performance measures contained in Appendix A comprise:

1. **Viability Review Phase**
  - Application Viability Review Duration
  - Quality of Application Submissions
2. **Design Phase**
  - Design Duration
  - Licensee Go/No Go Decision Duration
  - TELUS Move Down Cost Estimate Duration
  - TELUS Move Down Cost Estimate Approval Duration (NEW)
  - Issuing Construction Package Duration (NEW)

3. **Make Ready Construction Phase**
  - BC Hydro Make Ready Construction Duration (NEW)
  - TELUS Move Down Construction Duration
4. **Specific Permit of Occupation (SPO) Phase**
  - Issuing SPO Duration
5. **Close Out Phase**
  - Number of outstanding As-Builts
6. **End-to-End**
  - Viability Review Phase to SPO Phase Duration

## B. TELUS & P408 Performance Measures



1. **Viability Review Phase**
  - Application Viability Review Duration
  - Quality of Application Submissions
2. **Design Phase**
  - Design Duration
  - Licensee Go/No Go Decision Duration
  - Issuing Construction Package Duration (NEW)
3. **Make Ready Construction Phase**
  - BC Hydro Make Ready Construction Duration (NEW)
4. **Notification of Completion Phase**
  - Notification of Completion Duration
5. **End-to-End**
  - Viability Review Phase to Notification of Completion Phase Duration

## Contact Information

Any questions or feedback regarding this dashboard should be directed to Deborah Soo Lum at [Deborah.soolum@bchydro.com](mailto:Deborah.soolum@bchydro.com)

# Appendix A - BC Hydro Performance Measures

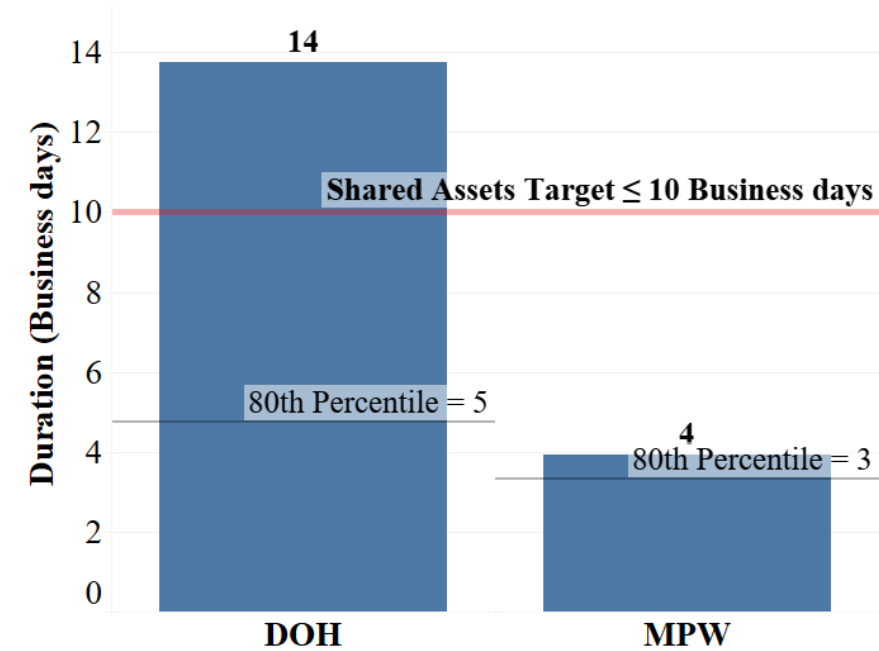
1. BC Hydro Viability Review Phase

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• Application Viability Review Duration (Metric)

**Definition:** Time (BC Hydro business days) calculated as the number of days from the date of the Licensee's application submission to the date BC Hydro Shared Assets submits to BC Hydro Design measured against the BC Hydro Shared Assets Target.

*Note:* Does not include submissions which are incomplete.



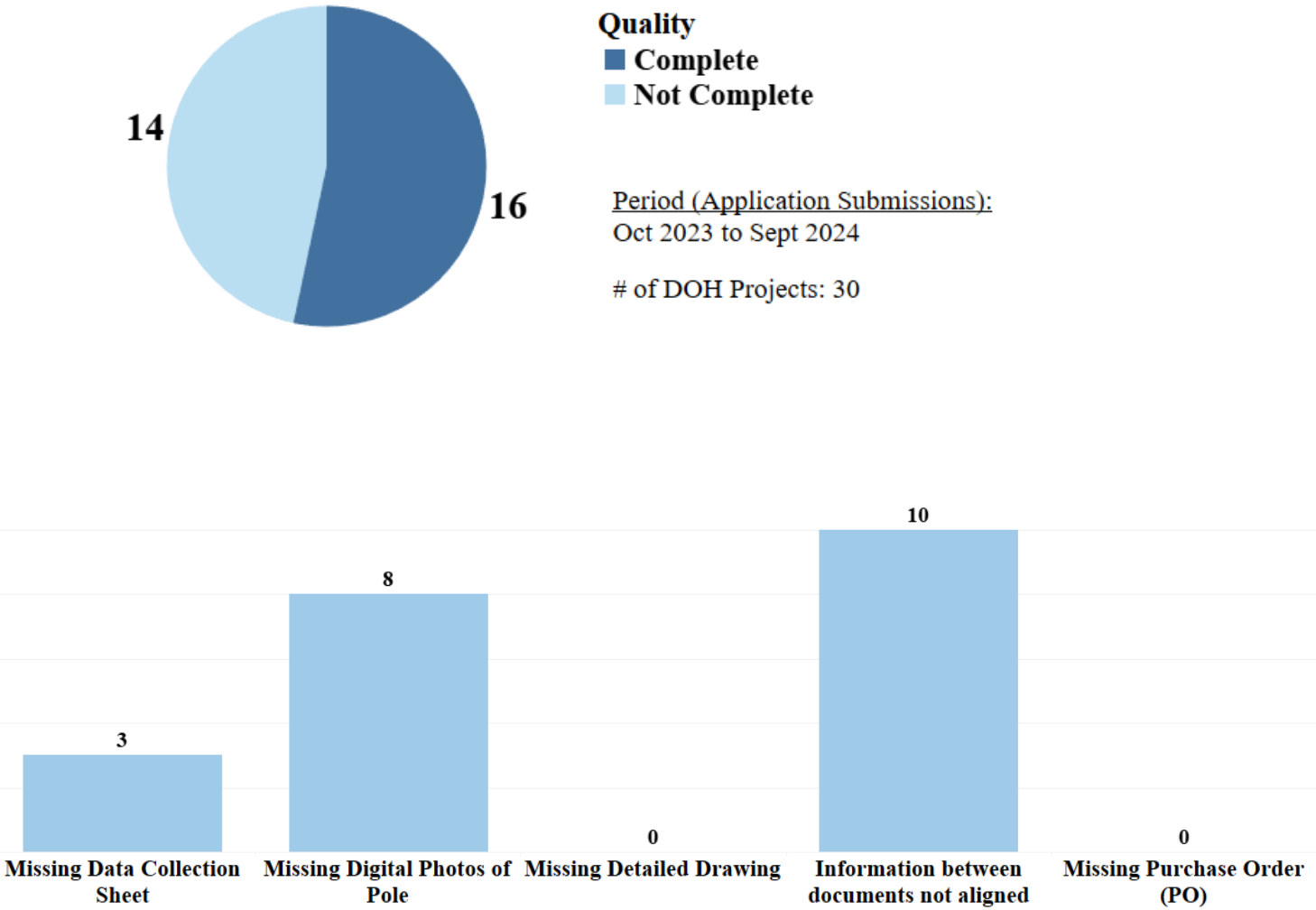
Period (Application Submissions):  
Oct 2023 to Sept 2024  
  
# of DOH Projects: 16  
# of MPW Projects: 14



• Quality of Application Submissions (KPI)

**Definition:** Number of Licensee applications that are incomplete within a defined period.

DOH Quality of Applications

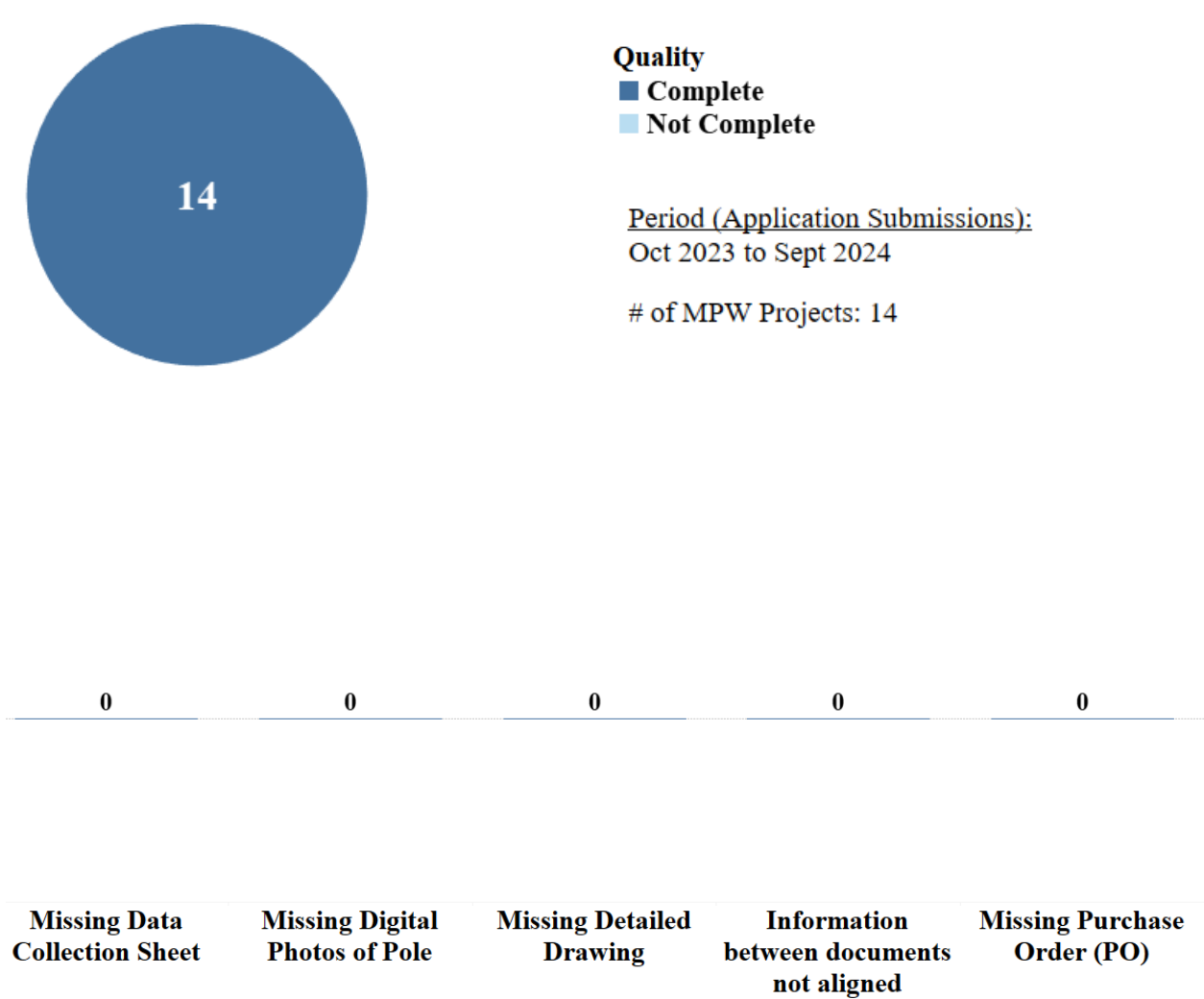


Note: There can be multiple reasons for an incomplete application, so the total number of incomplete applications may not align with the number of reason codes.

• Quality of Application Submissions (KPI)

**Definition:** Number of Licensee applications that are incomplete within a defined period.

MPW Quality of Applications



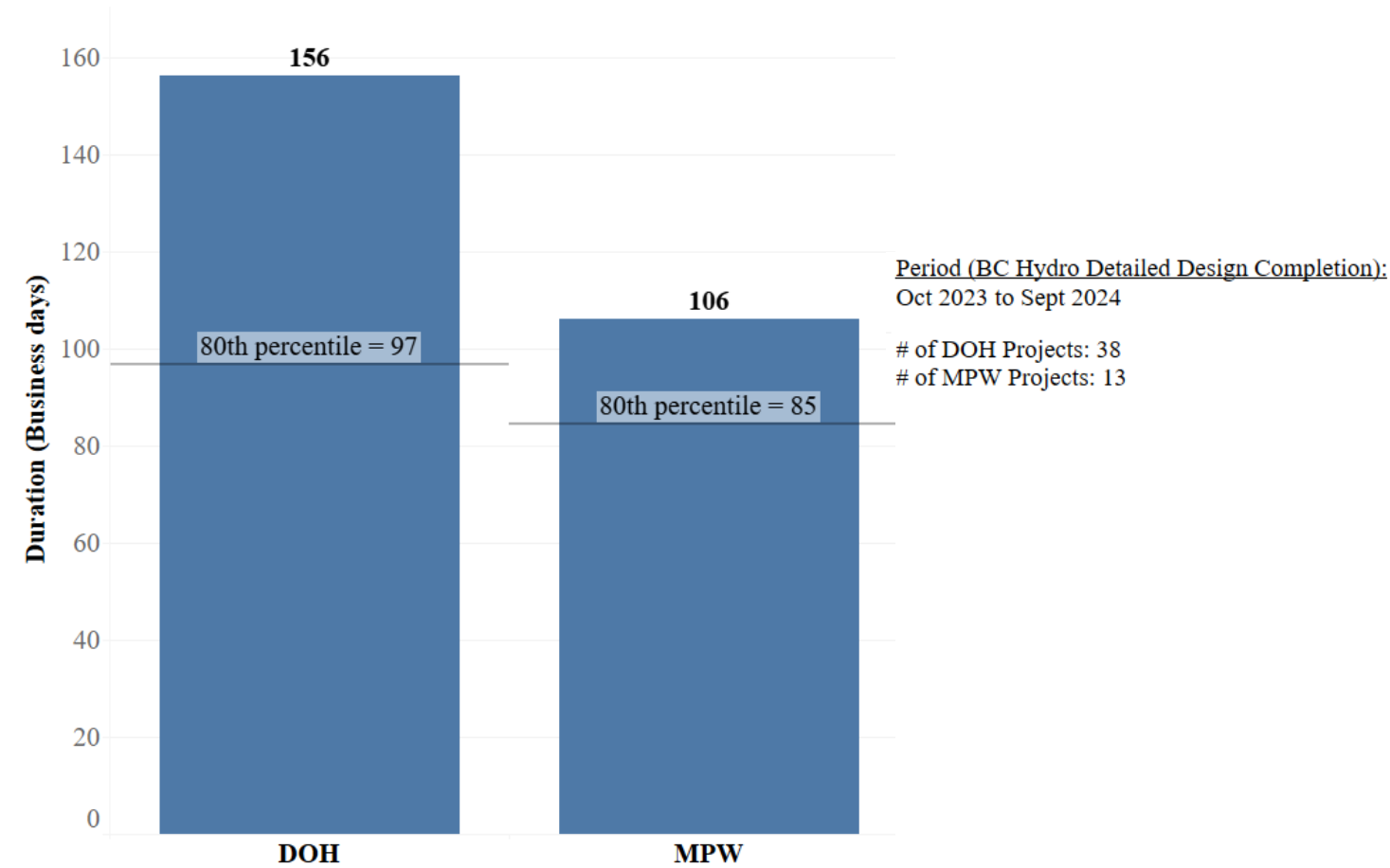
Note: There can be multiple reasons for an incomplete application, so the total number of incomplete applications may not align with the number of reason codes.

2. Design Phase

• Design Duration (Partial Metric)

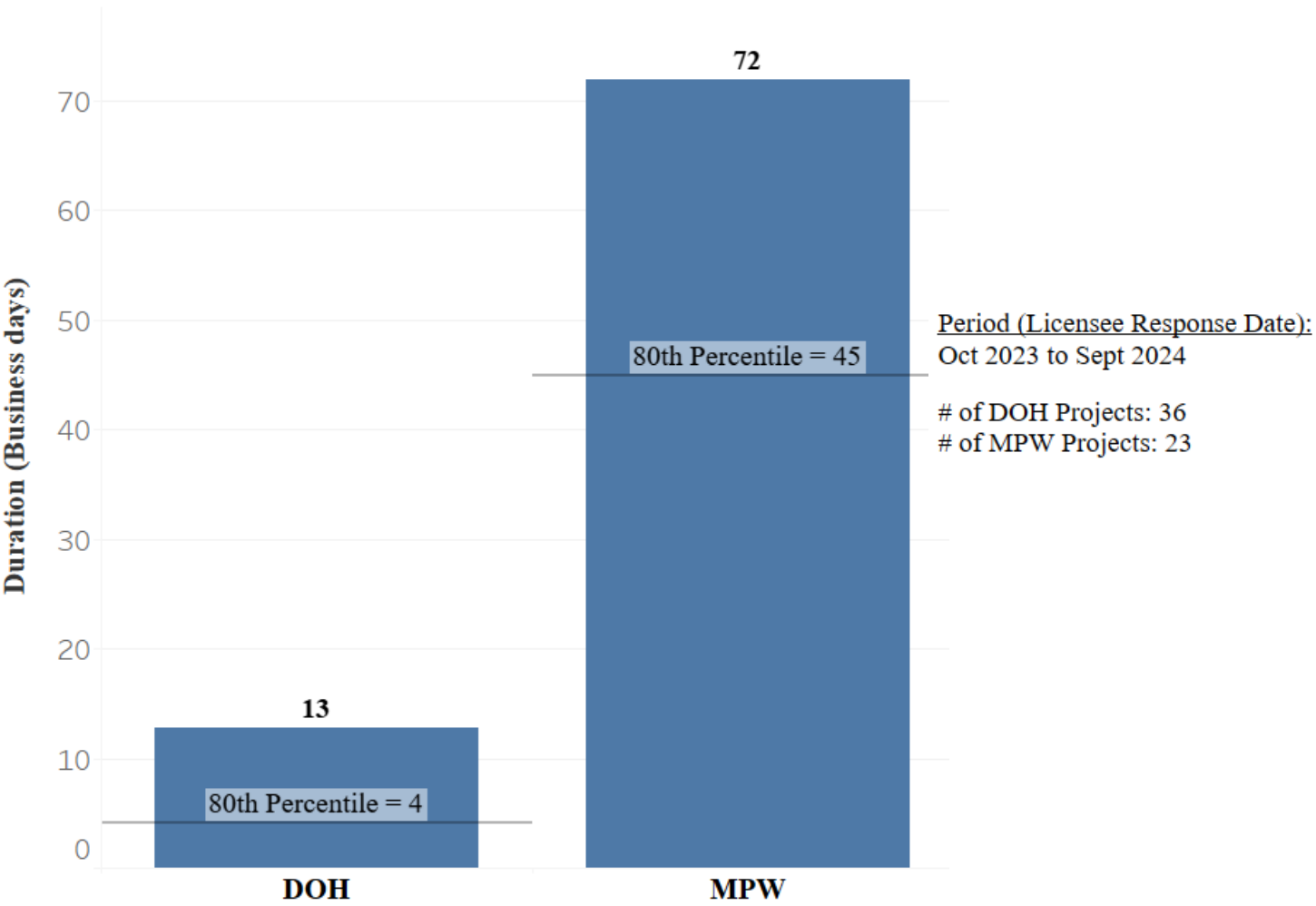
**Definition:** Time (BC Hydro business days) calculated as the number of days from the date BC Hydro Shared Assets issues the Project information to BC Hydro Designer to the date the original cost letter was issued to the Licensee.

**Note:** Excludes Licensee response time



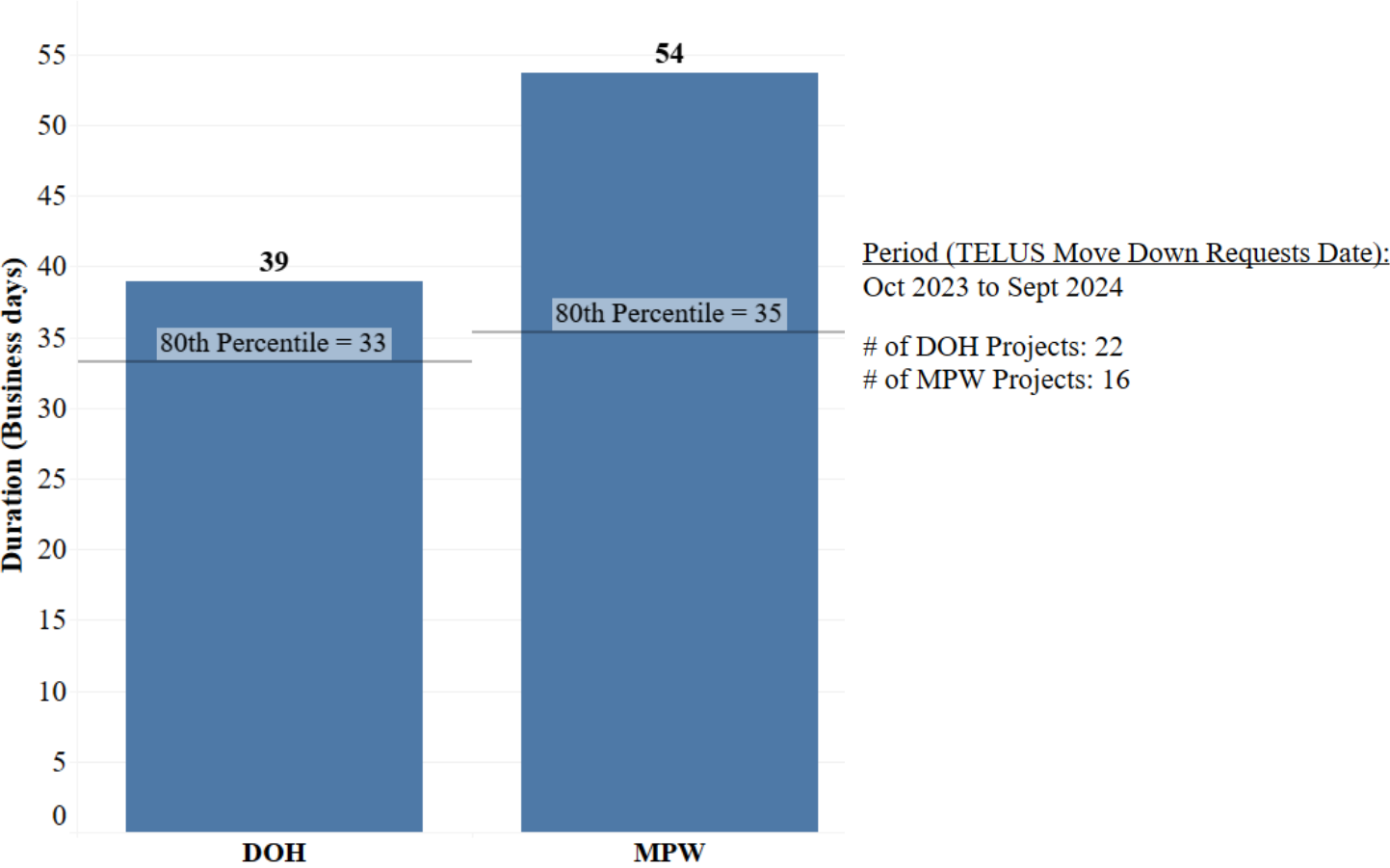
• Licensee Go/No Go Decision Duration (KPI)

**Definition:** Time (BC Hydro business days) calculated as the number of days from the date BC Hydro Shared Assets issues the original cost letter to the Licensee response (decision) date.



• TELUS Move Down Cost Estimate Duration (Partial Metric)

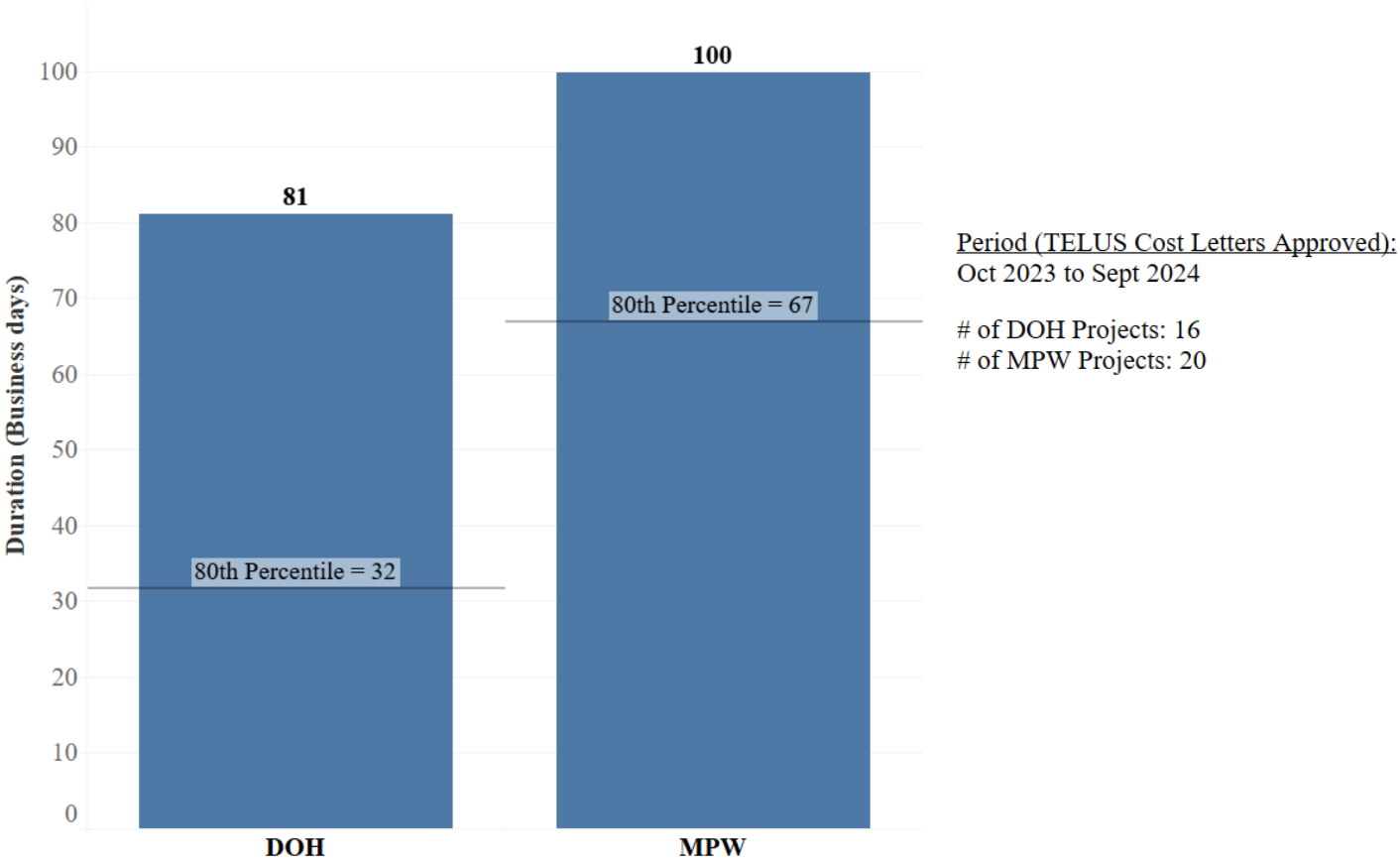
**Definition:** Time (BC Hydro business days) calculated as the number of days from when Design submits a move down request to TELUS to the date that TELUS provides the cost estimate / letter to BC Hydro Shared Assets.



• TELUS Move Down Cost Estimate Approval Duration (KPI) **\*NEW\***

**Definition:** Time (BC Hydro business days) calculated as the number of days from when TELUS provides their move down cost estimate/letter to BC Hydro Shared Assets to the date that the Licensee approves the implementation cost letter, which includes TELUS’ move down costs.

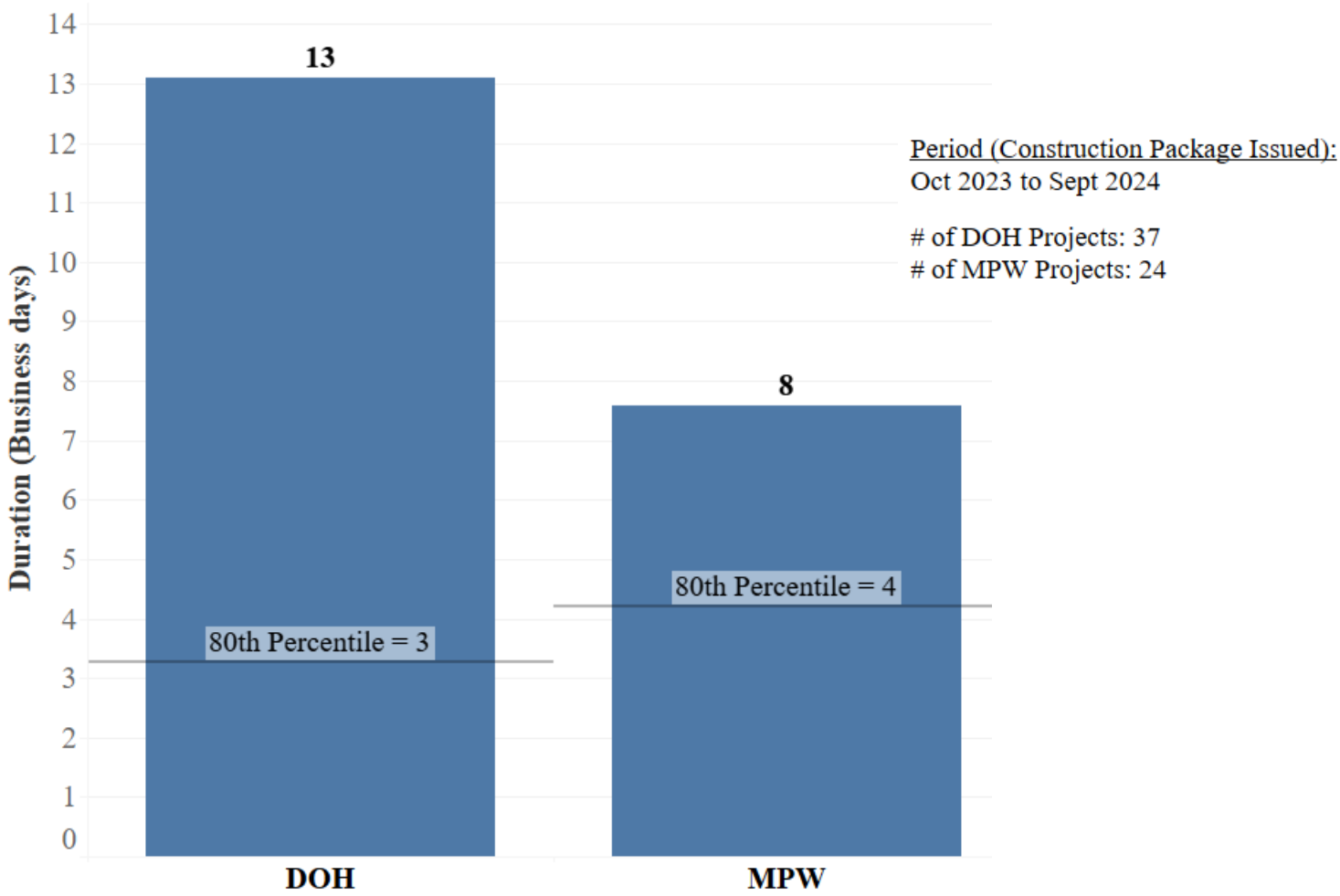
*Note:* This duration is captured as part of the design phase.



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• Issuing Construction Package Duration (KPI) **\*NEW\***

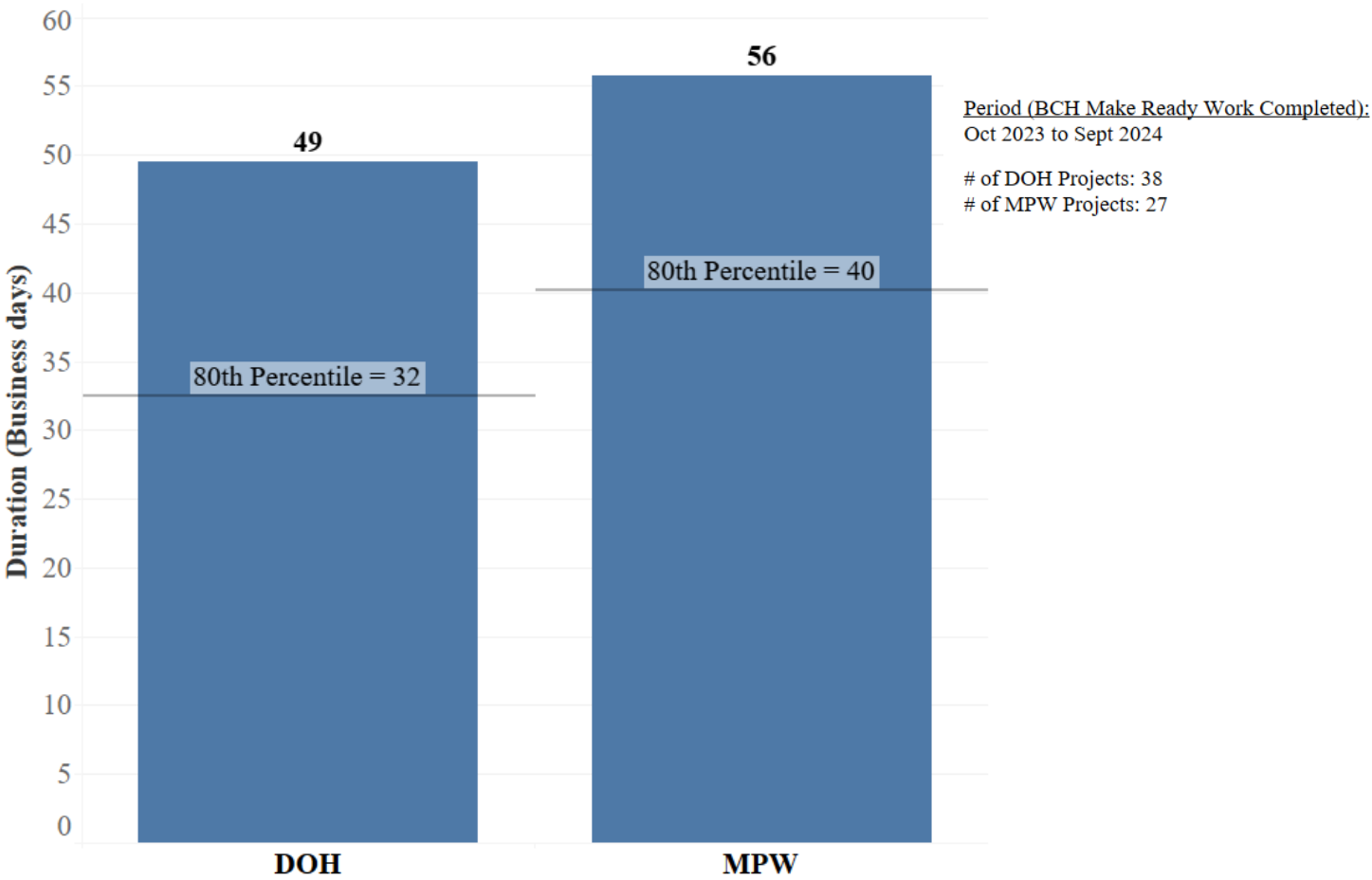
**Definition:** Time (BC Hydro business days) calculated as number of days from the date BC Hydro Shared Assets receives the Licensee decision (PO) to the date BC Hydro Design issues the construction package to BC Hydro construction crews.



3. Make Ready Construction Phase

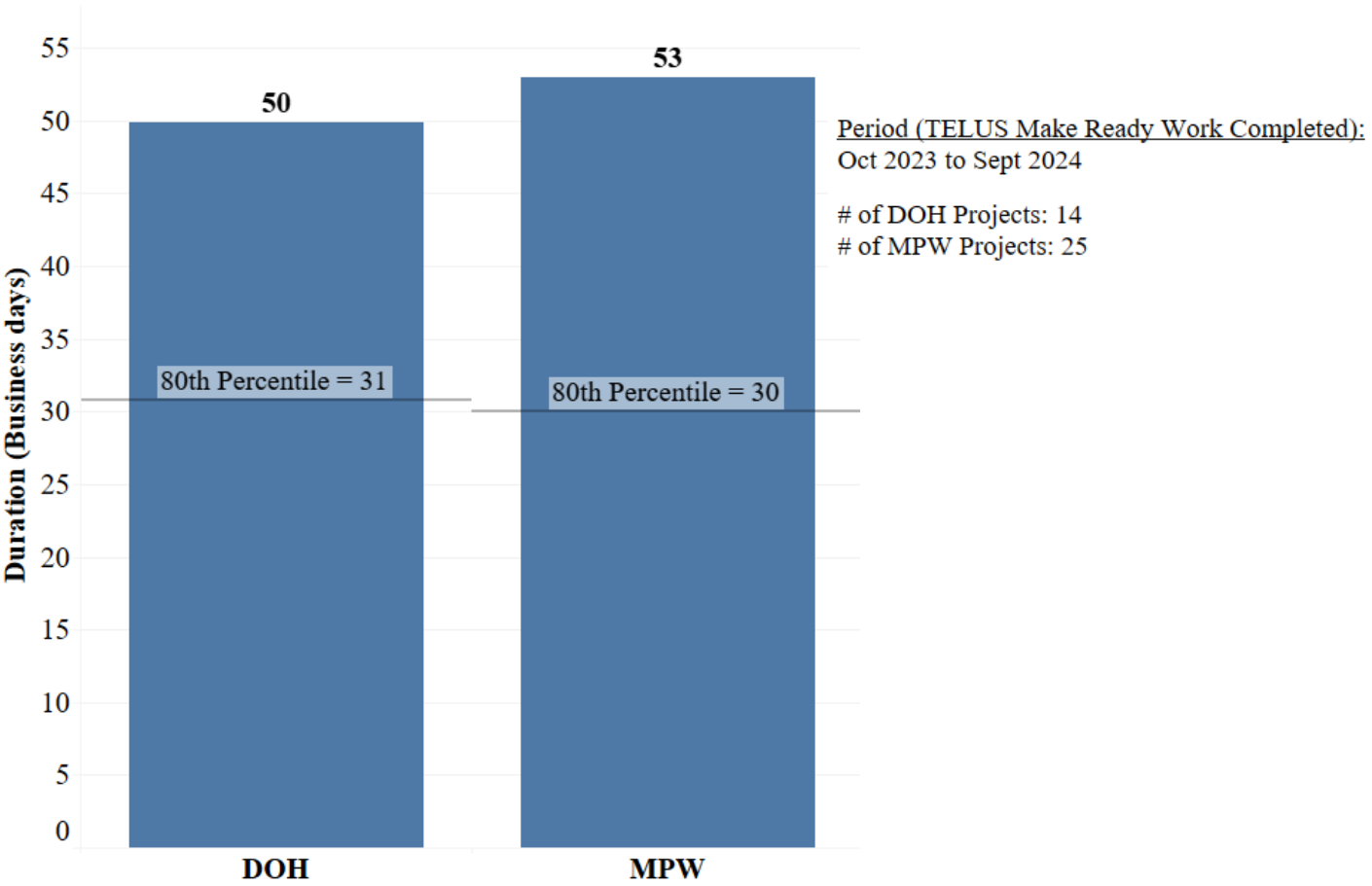
- BC Hydro Make Ready Construction Duration (KPI) **\*NEW\***

**Definition:** Time (BC Hydro business days) calculated as the number of days from when Design issues the construction package to BC Hydro construction crews to the date when BC Hydro make-ready work is complete.



- TELUS Move Down Construction Duration (Partial Metric)

**Definition:** Time (BC Hydro business days) calculated from the date when BC Hydro Shared Assets notifies TELUS to proceed with the move-down to the date TELUS notifies BC Hydro Shared Assets that the move down is completed.

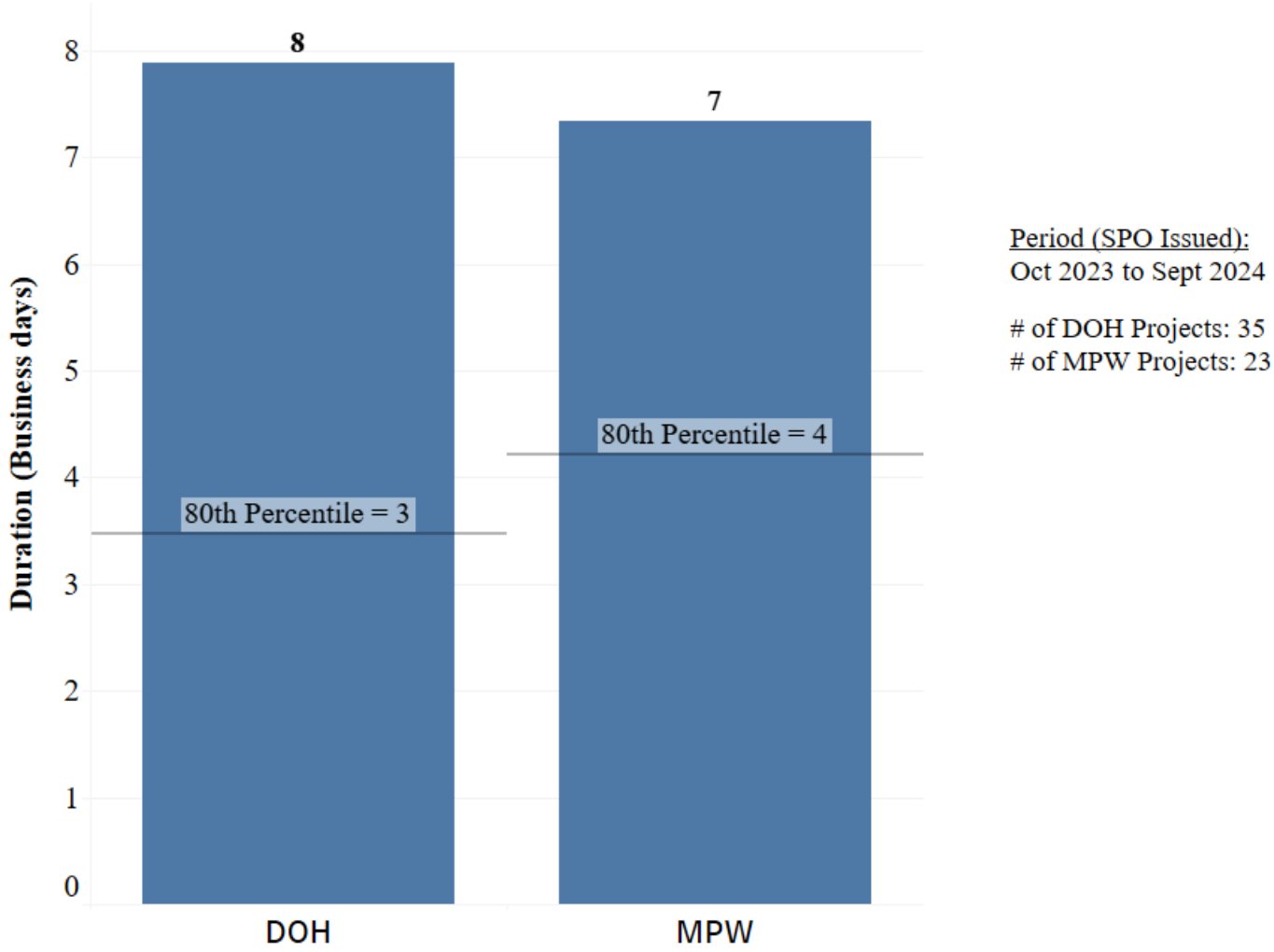


4. Specific Permit of Occupation (SPO) Phase

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• Issuing SPO Duration (KPI)

**Definition:** Time (BC Hydro business days) calculated as the number of days from when the make ready work is completed to the date BC Hydro Shared Assets issues the SPO to the Licensee.





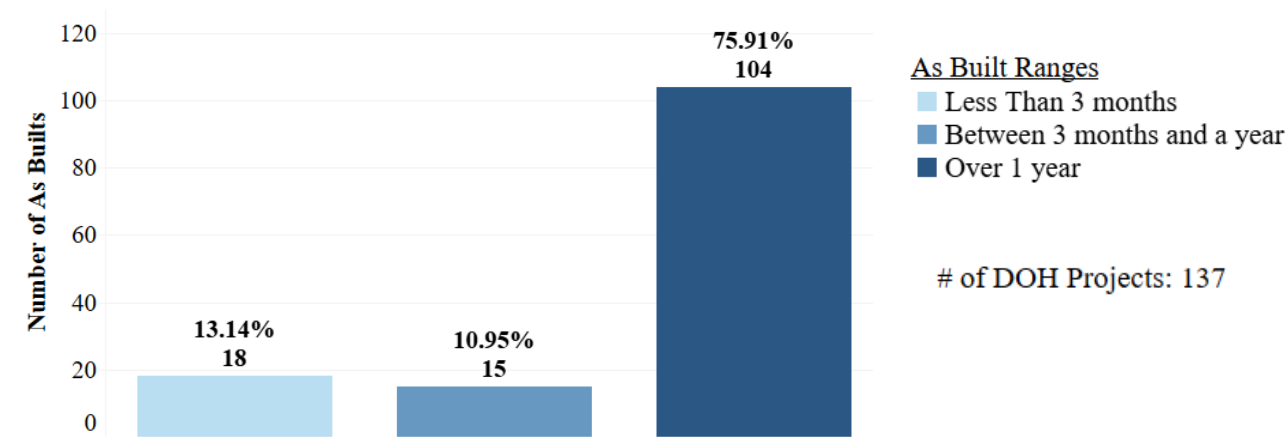
5. Close Out Phase

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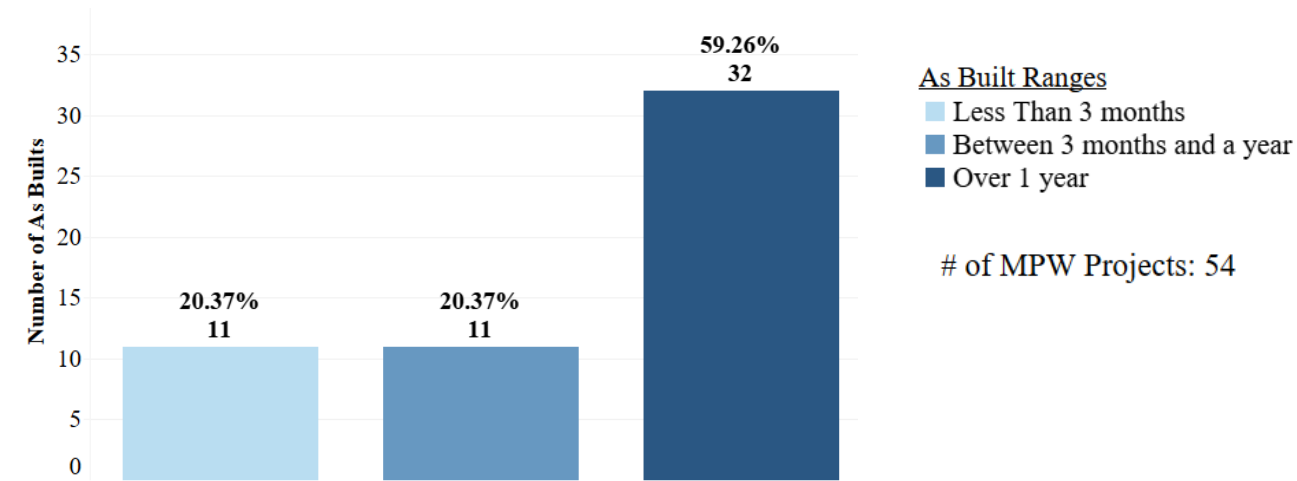
• Number of Outstanding As-Builts (KPI)

**Definition:** Number of as-built records not received by BC Hydro Shared Assets

DOH Outstanding As-Builts



MPW Outstanding As-Builts



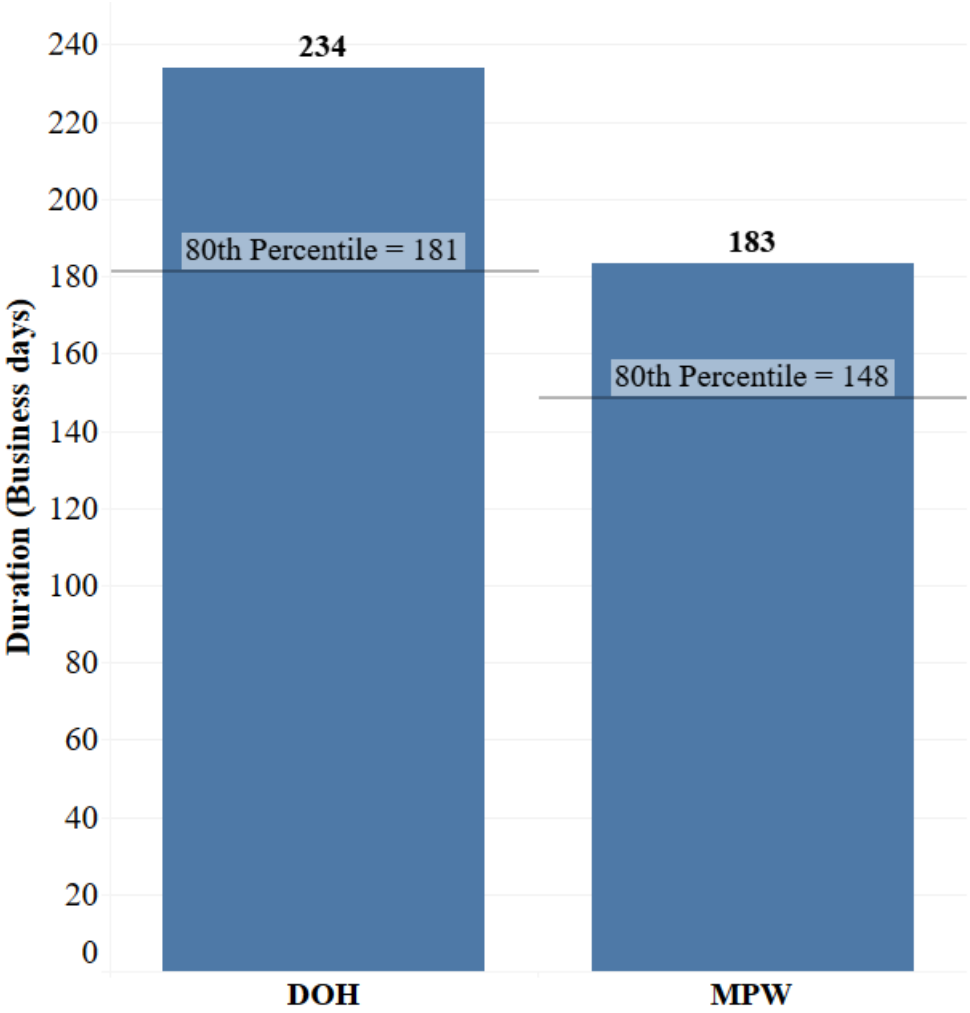
6. End-to-End

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• Viability Review Phase to SPO Phase Duration (KPI)

**Definition:** Time (BC Hydro business days) calculated from the date when the Licensee submits their application to BC Hydro Shared Assets to the issuing of the SPO to the Licensee by BC Hydro.

*NOTE: Includes time for TELUS to complete move down / Excludes Licensee response time*



Period (SPO Issued):  
Oct 2023 to Sept 2024

# of DOH Projects: 35  
# of MPW Projects: 23



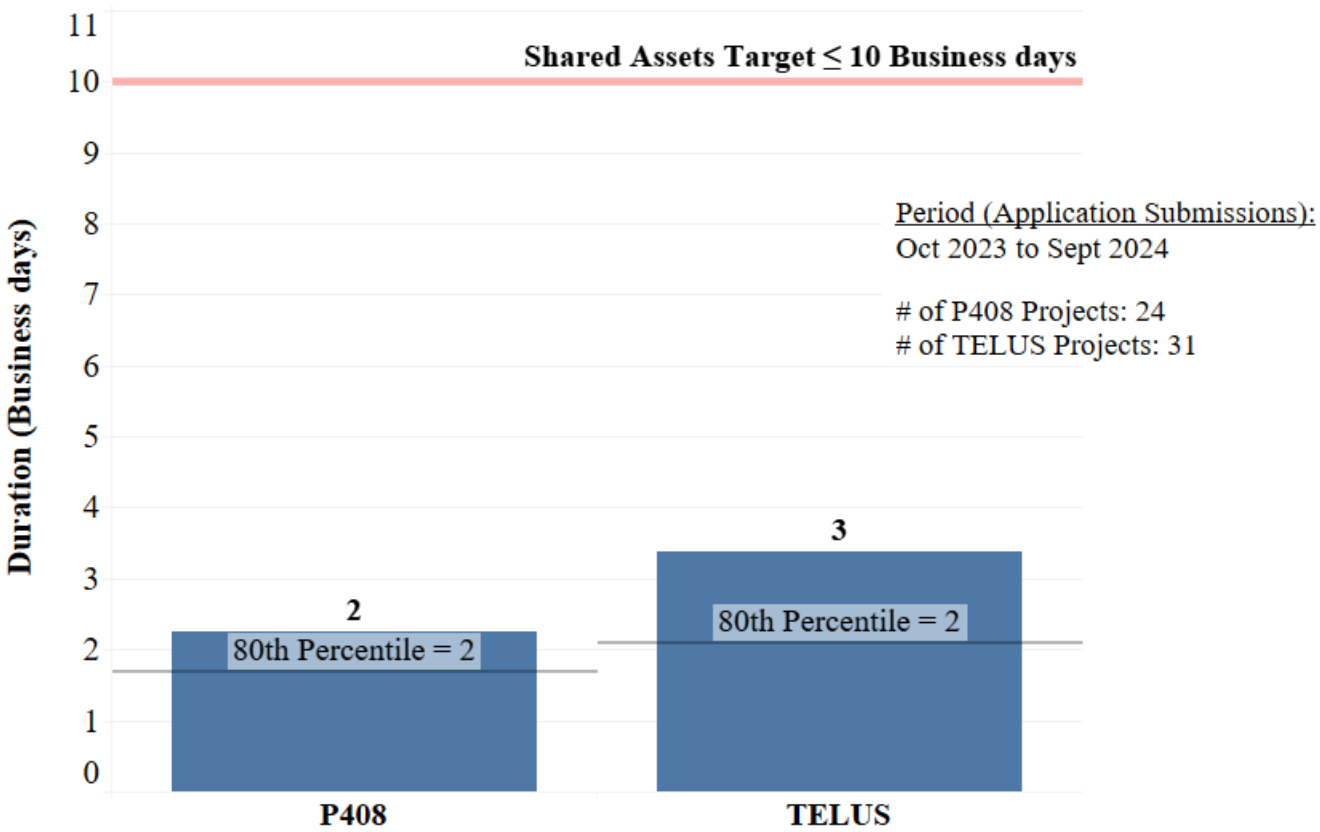
## Appendix B – TELUS & P408 Performance Measures

1. Viability Review Phase

• Application Viability Review Duration (Metric)

**Definition:** Time (BC Hydro business days) calculated as the number of days from the date of the TELUS application submission to the date BC Hydro Shared Assets submits to BC Hydro Design measured against the BC Hydro Shared Assets Target.

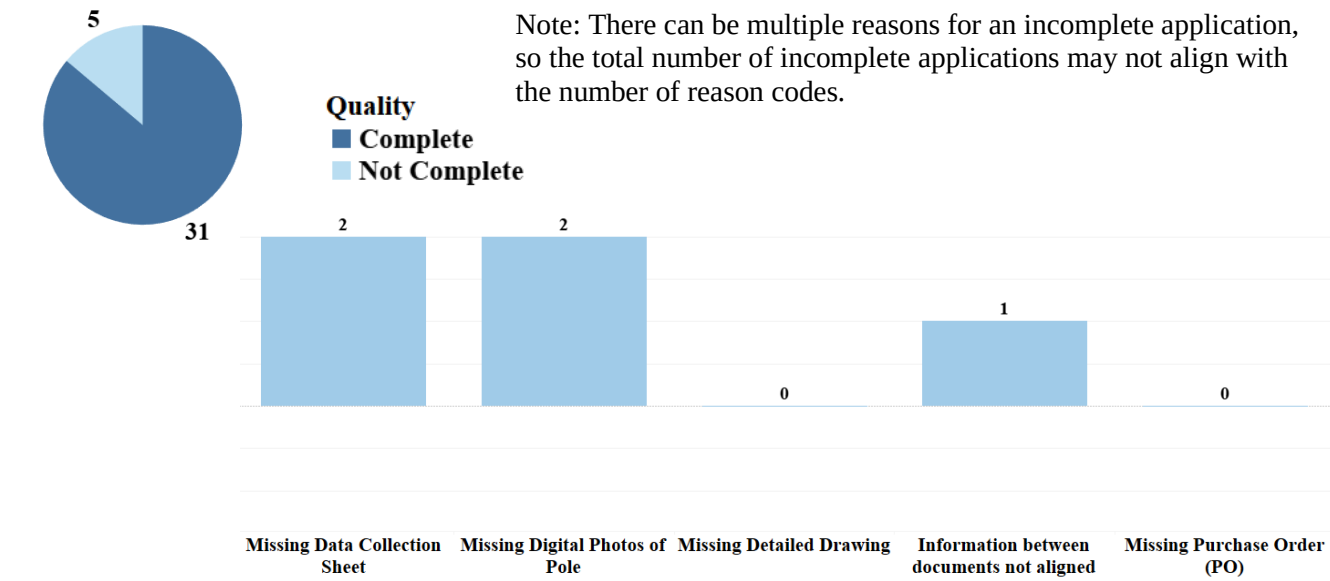
*Note: This does not include submissions which are incomplete*



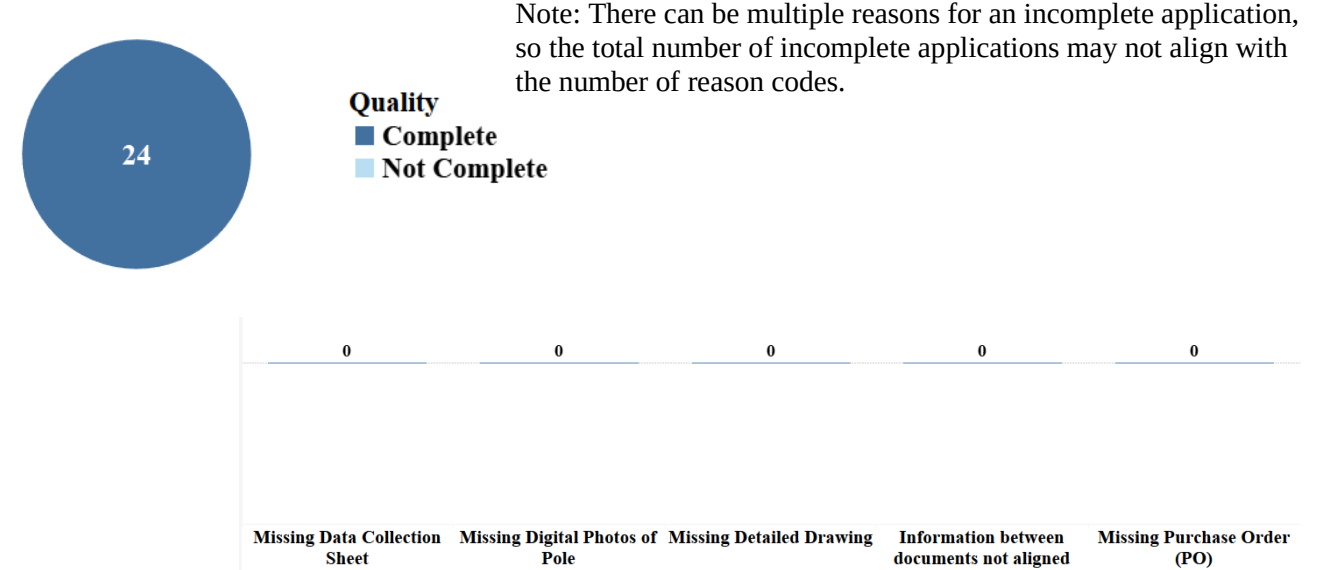
• Quality of Application Submissions (KPI)

**Definition:** Number of TELUS applications that require follow-up within a defined period with Reason Codes.

TELUS Quality of Applications



P408 Quality of Application

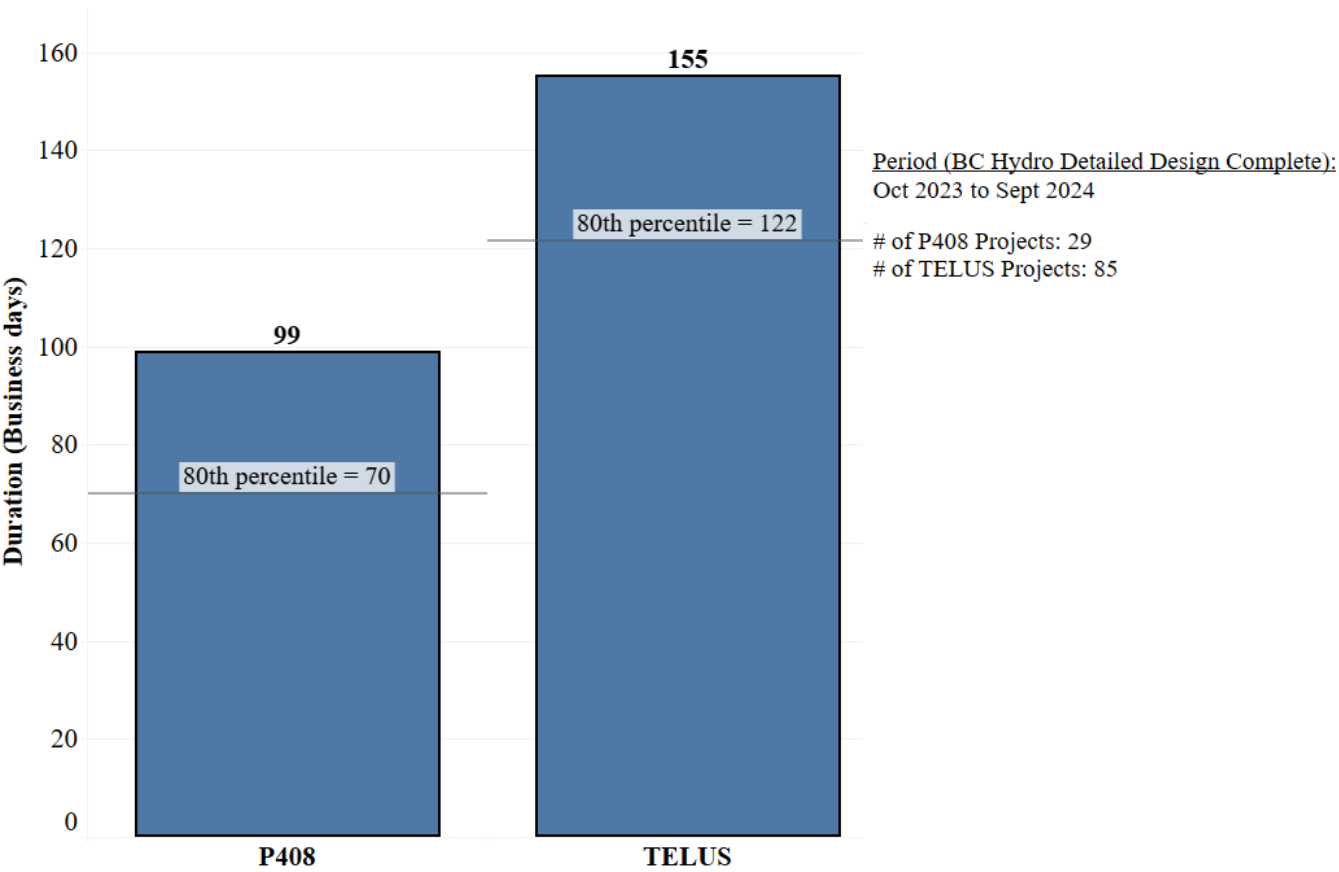


2. Design Phase

• Design Duration (Partial Metric)

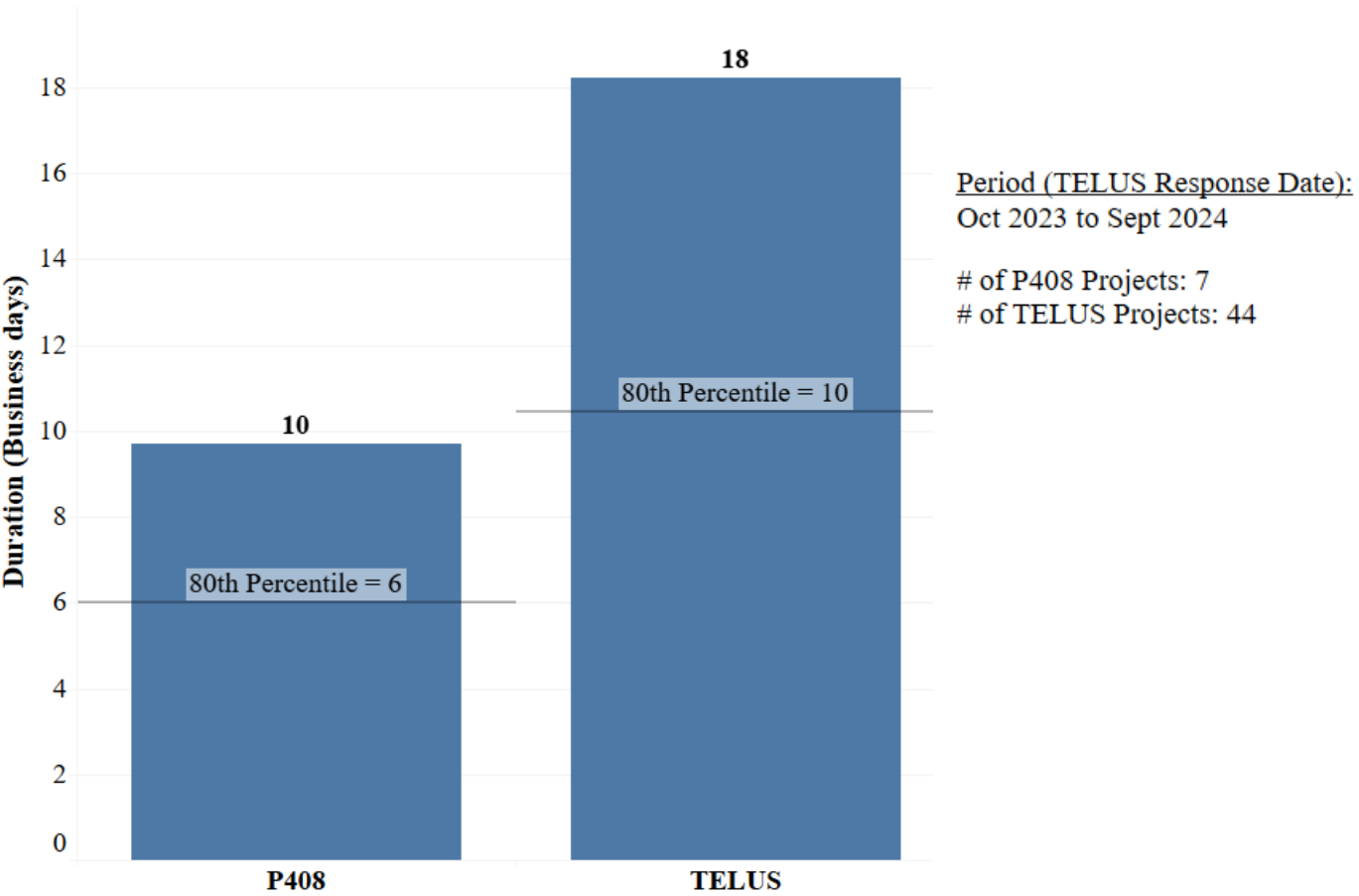
**Definition:** Time (BC Hydro business days) calculated as the number of days from the date BC Hydro Shared Assets issues the Project information to BC Hydro Designer to the date the original cost letter was issued to TELUS or if no cost letter was issued, to the date which the work order was issued.

*Note:* Includes the time for TELUS to approve the preliminary design



• Licensee Go/No Go Decision Duration (KPI)

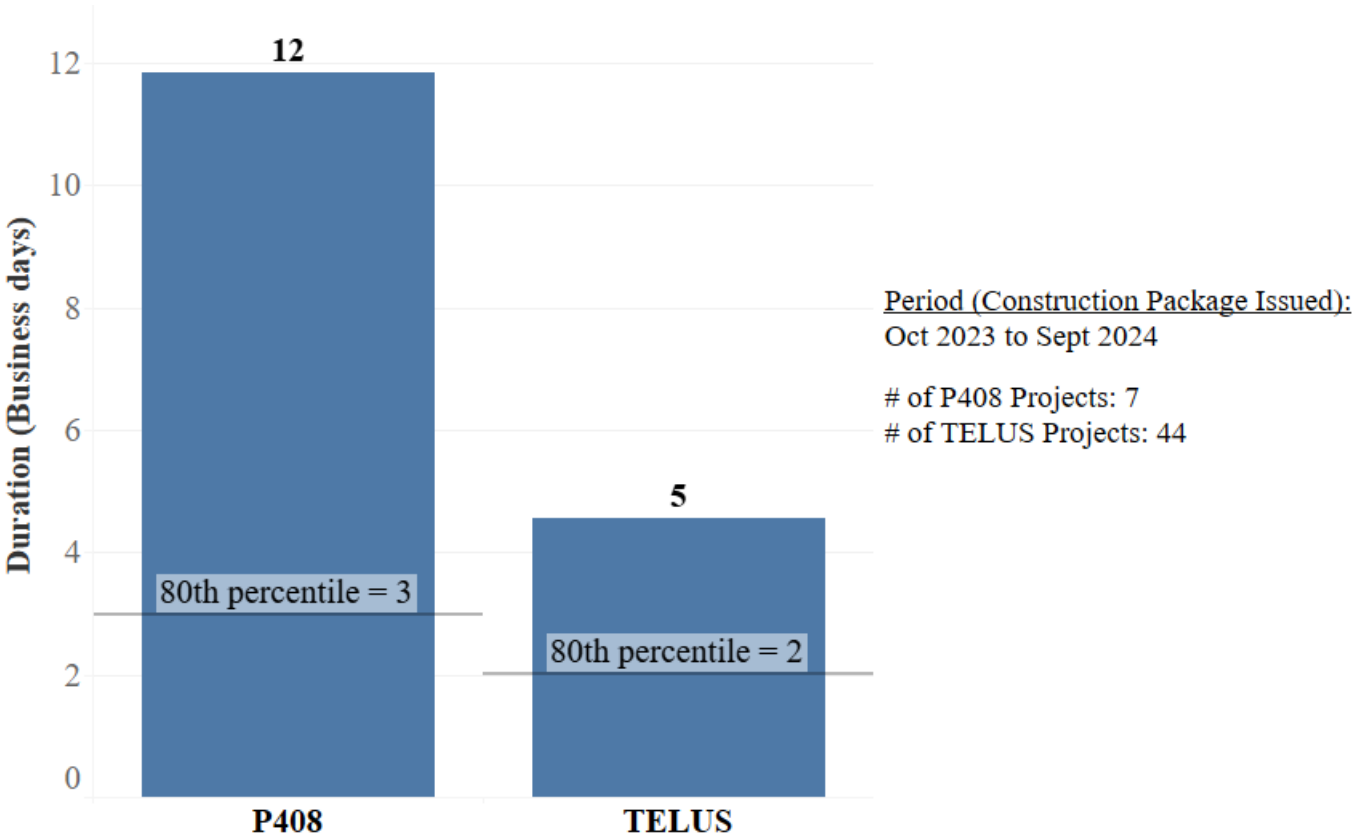
**Definition:** Time (BC Hydro business days) calculated as the number of days from the date BC Hydro Shared Assets issues the original cost letter to the TELUS response (decision) date.



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• Issuing Construction Package Duration (KPI) **NEW**

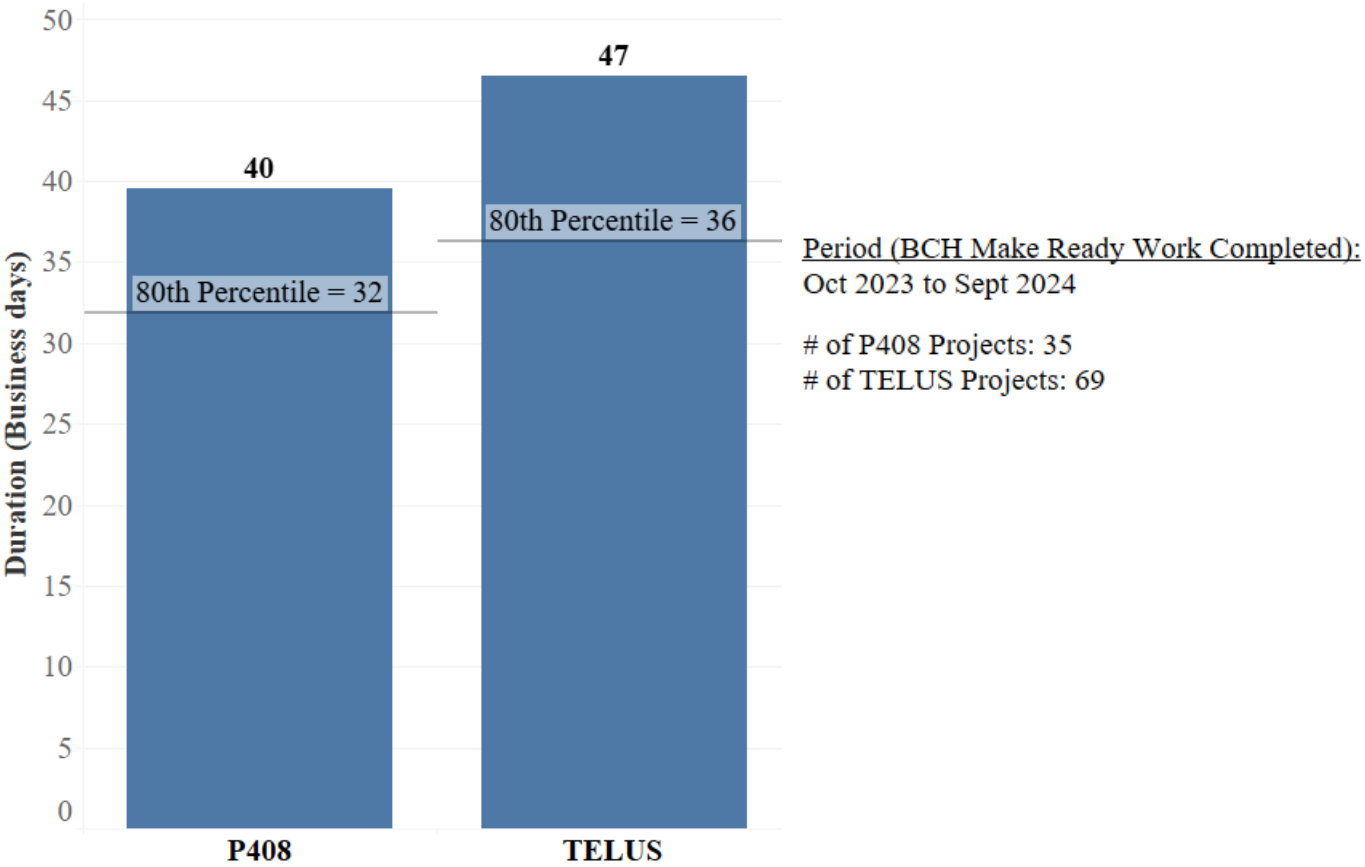
**Definition:** Time (BC Hydro business days) calculated as number of days from the date BC Hydro Shared Assets receives TELUS decision (PO) to the date BC Hydro Design issues the construction package to BC Hydro construction crews.



3. Make Ready Construction Phase

- BC Hydro Make Ready Construction Duration (KPI) \*NEW\*

**Definition:** Time (BC Hydro business days) calculated as the number of days from when Design issues the construction package to BC Hydro construction crews to the date when BC Hydro make-ready work is complete.

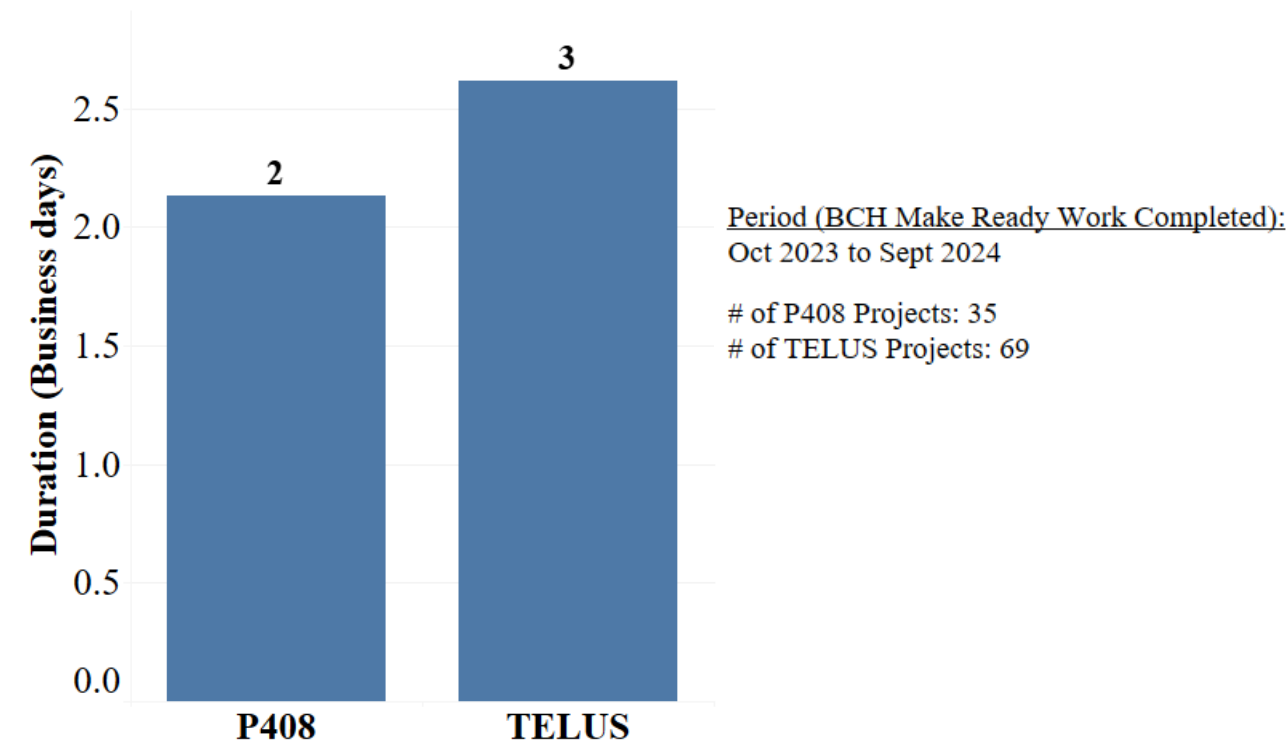


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4. Notification of Completion Phase

- Notification of Completion Duration (KPI)

**Definition:** Time (BC Hydro business days) calculated as the number of days from when BC Hydro make-ready work is completed to the date BC Hydro Shared Assets issues the completion letter to TELUS.



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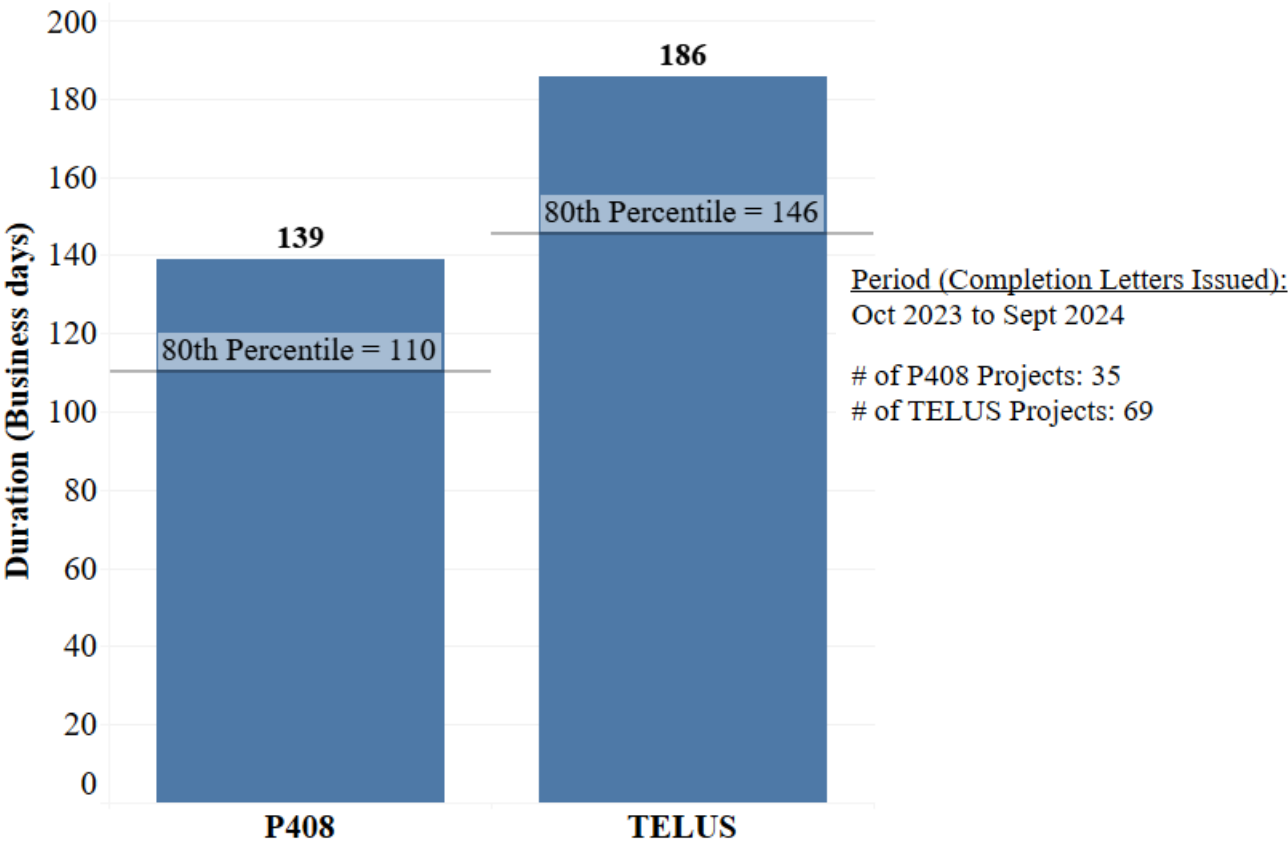


5. End-to-End Phase

- Viability Review Phase to Notification of Completion Phase Duration (KPI)

**Definition:** Time (BC Hydro business days) calculated from the date when TELUS submits their application to BC Hydro Shared Assets to the issuing of the Completion Letter by BC Hydro.

*Note:* Includes the time for TELUS to approve the preliminary design



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