



LONG TERM RELATIONSHIP, A BASE FOR SOCIAL ACCEPTABILITY ?

**Positive Energy Workshop
Ottawa University**

October 4 2017 | Myriam Truchon

Regulatory Context

- Hydro-Québec's Act
- Act respecting the Régie de l'énergie.

The electric power distributor ...(is) required to distribute electric power to every person who so requests within the territory where its exclusive rights obtain.

S. 76 – Act respecting the Régie de l'énergie

Beyond legal issues, we need to create social acceptability.

Constant communication with citizens and partners is the foundation that allows us to pursue our mission to distribute electric power to every person who so requests.

Hydro-Québec at a glance

- **36 908 MW** Installed capacity
- **34 292 km** Transportation lines (largest network in North America)
- **116 794 km** Distribution lines
- **\$3,46G** Investments in 2016
- **\$11,6G** Sales in 2016 for **4,2 millions** customers
- **\$2,77G** Spendings in 2016
- **\$4G** Dividends sent back to Quebec Govt in 2016.

**More than 99 % of the electricity we generate is from renewable sources.
Hydro-Quebec offers one of the lowest electricity rates in North America**

Direction – Affaires régionales et collectivités



9 Community Relations Teams
« RAM » based on Quebec's administrative regions

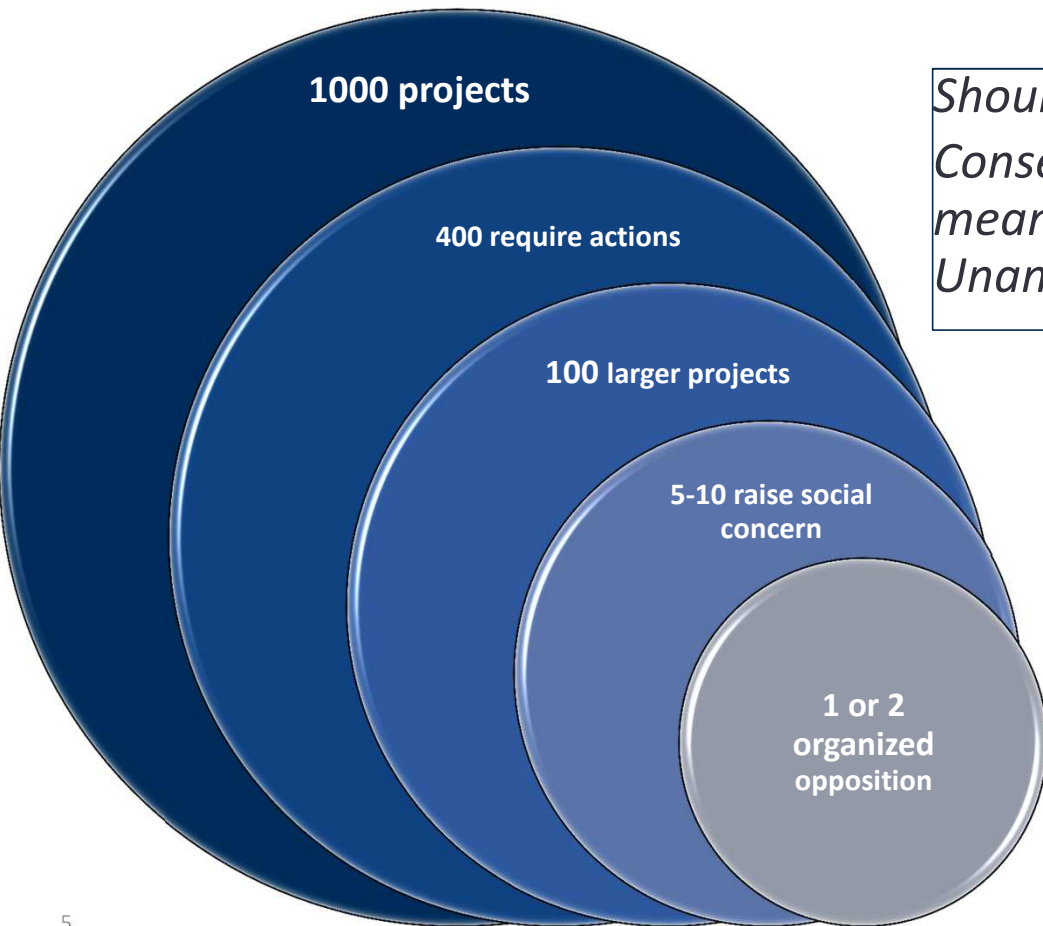
65 experts for:

- 1133 municipalities
- 43 municipal districts
- 87 regional county municipalities
- 2 metropolitan community

With help from other business units

- Public participation
- Medias Relations
- Sponsorship
- Government relations
- Social Medias
- Etc.

Numerous projects ; some, but loud, concerns



*Should
Consensus
means
Unanimity ?*



Quebec: can we crack/respect the code ?



In Québec, there is an absolute ground for constant discussion in order to get an agreement with communities.

villager spirit, consensus-seeking temper

Source: Cracking the Quebec Code,
The 7 Keys to understanding Quebecers

Long term investment calls for long term relationship





MIEUX FAIRE.
VOIR GRAND.
BÂTIR DEMAIN.