

# Lower Mainland Community Relations 2018 Annual Report

Fall 2018

Transmission line feeding into Cheekye Substation, north of Alice Lake, near Squamish.

## Message from Chris O'Riley, President



BC Hydro is pleased to share our Community Relations annual reports detailing some of our work in your region.

With municipal elections recently completed, I want to start by welcoming new and returning elected officials. We look forward to working with you over the course of your tenure.

We know that affordable, reliable and clean electricity is vital to British Columbia's economic prosperity and our quality of life. We continue to invest over \$2 billion per year to upgrade aging assets and build new infrastructure to ensure our system is ready to support British Columbia's growing population and economy.

At the same time, we have an important responsibility to keep electricity rates affordable for our customers. We're working with the Government of B.C. to keep electricity rates low and predictable over the long-term, while ensuring we have the resources we need to continue to provide clean, safe and reliable electricity. We've also enhanced our customer-facing affordability programs, and will continue to focus on making it easier for our customers to do business with us.

Inside this report, you'll find many examples of how we're working with your communities. You'll also find some important indicators of how we're doing, for example, in providing you with reliable power.

In the Lower Mainland, we recently completed upgrading the Ruskin Dam and Powerhouse in Mission. The facility generates enough energy per year to power over 30,000 homes. As well, we're upgrading a number of substations and planning for new ones to ensure we can continue to deliver safe and reliable electricity.

With our operations extending to every corner of the province, we're proud to consider ourselves not just service providers, but also members of your communities. If you have any questions, please contact our Community Relations representatives in your region. We'd be pleased to help.

Sincerely,

Chris O'Riley  
President  
BC Hydro

### Quick Facts

#### PROVINCE-WIDE:

4 million customers

Electricity is delivered through a network of:

- 79,000 kilometres of transmission and distribution lines
- over 300 substations
- 1 million plus utility poles

Capital investments of more than \$2 billion a year

#### LOWER MAINLAND DAMS AND GENERATING STATIONS:

Alouette	9 MW
Bridge River	478 MW
Buntzen	76.8 MW
Cheakamus	158 MW
La Joie	25 MW
Ruskin	105 MW
Seton	48 MW
Stave Falls	91 MW
Wahleach	65 MW

MW = megawatt



# Capital projects

We're continuing to invest significantly in our aging electrical system and build new facilities for future growth. Some of our Lower Mainland capital projects are described below.

## RUSKIN DAM AND POWERHOUSE UPGRADE COMPLETED

Imagine a mechanic fixing the brakes and engine on your 1930s vintage car while you're driving it down the highway. From an engineering perspective that's a fair analogy to describe the work that we completed this year on the Ruskin Dam and Powerhouse in Mission. While upgrading the facility over six years, we continued to generate electricity for our customers.



Upgraded generating units at Ruskin Powerhouse in Mission.

The upgrade included:

- Replacing seven 30-tonne spillway gates and eight piers that were over 85 years old with five new 80-tonne spillway gates and six new piers
- Replacing and refurbishing the original three 35 megawatt generating units
- Replacing and relocating the original switchyard

### What's a spillway gate?

A spillway is a structure built into a dam to enable the release of water from the reservoir into the water course below the dam. A spillway gate is a moveable structure that can retain water in the reservoir and release it when required.



New spillway gates and piers being constructed at Ruskin Dam in Mission.

A 40-metre long, 262,175-kilogram movable bulkhead had to be designed and installed on the dam to hold back the Hayward Reservoir as we replaced the spillway gates and piers in three different phases over three and a half years. The new gates and piers are now designed to withstand an extreme earthquake (1 in 10,000 chance of occurring in any one year).

The upgraded Ruskin facility generates enough energy per year to power over 30,000 homes. For more information, please select [bchydro.com/ruskin](https://bchydro.com/ruskin).

### Did you know?

We operate some of the largest dams in the world. Today, we manage the safety of the structures – 80 dams at 41 locations across the province – that retain the reservoirs and control the passage of water.

Our dam safety program – which is based on provincial regulations, guidelines published by the Canadian Dam Association and international best practices – has been modelled by other jurisdictions in North America and around the world. For more details, please select [bchydro.com/damsafety](https://bchydro.com/damsafety).

## PEMBERTON FIELD OPERATIONS CENTRE UPDATE

To meet current and growing customer needs in the Pemberton area and improve safety for our workers, we had to replace our field operations centre.

We conducted a review of over 50 potential sites evaluating each to identify suitable properties that meet our post-disaster guidelines – as our field buildings must remain operational after a natural disaster so that we can provide emergency response to the community.

Once it was determined that rebuilding on the existing site was the best available option, we worked closely with staff from the Village of Pemberton, other members of the community and our field crews to improve the overall aesthetics and site re-development plan. As well, the new building will:

- Improve sustainability by shadowing Leadership in Energy and Environmental Design (LEED™) certification
- Meet design requirements for 1:500 year flood protection
- Reduce environmental impact and load on the Village's infrastructure by collecting and managing storm water surge onsite
- Improve security by following Crime Prevention Through Environmental Design (CPTED) principles



Our Pemberton Field Operations Centre was originally built in the early 1960s. Photo courtesy of Pemberton & District Museum and Archives Society.



Architectural drawing of new field operations centre in Pemberton.

At a public open house, we offered a virtual reality tour of the proposed design to give members of the community a better sense of what the project will look like when completed. Please select [bchydro.com/pembertonfo](https://bchydro.com/pembertonfo) to check it out.

### New and upgraded electrical substations

We're upgrading a number of existing substations in the Lower Mainland as well as planning for new ones to ensure we can continue to deliver electricity to meet future demand.

For example, our electricity system in downtown Vancouver is aging and needs upgrades. A new substation is required in the west end of the city to replace an existing, 65-year old downtown substation so our customers continue to have access to safe and reliable power.

For more details, please select [bchydro.com/projects](https://bchydro.com/projects).



# Regional information



## Planned Outages

We must regularly work on the electrical system to maintain its safe and efficient operation. Unfortunately, some of this work can only be done with the power lines de-energized, which usually means an outage for some customers.

It's nearly impossible to find a date for a planned outage that works best for everyone who's affected but we start planning weeks in advance to get feedback from municipal officials and the community.

We make phone calls to specific people, send letters to customers who will be affected and run advertisements in community newspapers and on local radio stations. The advance notice also allows businesses to arrange for alternate generation for the duration of the outage so that they can keep their businesses open.

### HOW WE DECIDE ON AN OUTAGE DATE

We consider various factors when finalizing a date:

- **Safety:** public and worker safety is always our primary concern.
- **Availability of experts:** some of the work we do is specialized and can only be performed by crews with very unique skills and equipment. If this is the case, we must schedule work around their availability.
- **Weather:** some work can't be done when it is raining; other work can be done under all weather conditions. This is why outages can sometimes be cancelled at the last minute.
- **Schools:** if an outage may impact a school, we do our best to ensure it falls on a day when school is not in session.
- **Community events:** if there is a community event or celebration scheduled, we'll rule out that day.
- **Traffic management:** some work may cause disruptions to traffic. We need to work with municipal officials to ensure our work fits into their traffic management plans.

### Keep account information up to date

Preparing for an outage starts long before it happens by keeping account information up to date.

When a resident or business owner calls us to report a power outage, we'll ask for information to help pinpoint their location. If you don't have a BC Hydro account or Site Location ID (SLID) number handy, the easiest and fastest way for us to identify an account is through a main telephone number.

Ensuring we have the current contact information will help us answer questions faster, and helps to pinpoint the location of power outages.

We can all take steps to prepare for an outage when we know it's going to happen, but most often, power outages are caused by factors beyond our control – wind, lightning, motor vehicle accidents – and can happen at any moment. To get specific information on how to prepare, please select [bchydro.com/outages](http://bchydro.com/outages).

## Hives for Humanity at Vancouver park

Hives for Humanity installed two hives in Cathedral Square – a small urban park that sits atop a BC Hydro substation. Bumble bees, honey bees, mason bees and butterflies provide essential ecosystem services by pollinating crops, backyard gardens, fruit trees, and native plants. Activities have included pollinator and garden workshops, including one where visitors sampled the honey.

The bee hives are designed with a protective fence that not only dissuades visitors from getting too close, but also ensures the bees exit the hive at an upward angle that largely takes them clear of those who use the park.



Bee hives at Cathedral Square Park in August 2018.

## Installing Mobi Bikes at Murrin Substation

Mobi had been looking to expand their network and install more bike stations in Chinatown and approached us about hosting one at Murrin Substation. It was an ideal spot, because of its close proximity to a number of bike lanes leading into the downtown core.

Bike share is a service that makes public bicycles available for shared use to individuals on a short-term basis. The bikes can be unlocked from one station and returned to any station in the system. It's ideal for short one-way trips and a great way to commute.

Murrin itself has been providing electricity to the community around it since 1947, and this partnership presented an exciting chance to re-purpose some underutilized space in support of a new community endeavour.

The station was installed in mid-July, and that very weekend saw over 50 riders use the bikes on site.

This project is an example of BC Hydro working with a community partner in an innovative way. By keeping an open mind, it's often possible to discover solutions that may not be immediately apparent from the start. In this case, we were able to reach an agreement that worked for everyone.



Murrin Substation with newly installed Mobi bike share station.

## Supporting communities

### Trees and vegetation management

Our electrical system is complex and highly efficient, with over 79,000 kilometres of overhead transmission and distribution power lines throughout the province. Managing trees and plants around these lines is important for safety and service reliability.

Our vegetation management team regularly inspects trees and other tall vegetation growing under or adjacent to our overhead system to identify potential problems. Tall, diseased or flawed trees can fall or grow into power lines, causing electrical outages.

Vegetation management contractors – we employ professional arborists and foresters that follow strict environmental guidelines – then prune or remove trees and vegetation in areas where the lines may be impacted. What's more, when an area experiences reliability issues, we assess the local distribution lines for potential tree-related causes. Even with a proactive management program, more than half of all outages in B.C. are caused by trees. For more information, please select [bchydro.com/trees](https://bchydro.com/trees).

### Community ReGreening Program

Our Community ReGreening Program helps fund urban tree planting that's related to visual aesthetics and environmental enhancements. We pay for seedlings, medium and large trees in cities and towns across B.C. Over the past 20 years, we've funded the planting of more than 300,000 trees.

We partner with local communities and Tree Canada to help make sure appropriate trees are planted around power lines, while enhancing open spaces. The program is intended for small-scale community projects and is open to local governments served by BC Hydro. All applications need to be received by January 31, to be eligible for funding within the same year. For more information, please select [bchydro.com/regreening](https://bchydro.com/regreening).



Successful applicants over the past year included:

Community	Project	Funding
Abbotsford	Townline Hill Park – Arbour Day	\$3,500
Bowen Island	Beach access trail beautification	\$1,600
Burnaby	Park beautification	\$6,000
Chilliwack	Yale and Spadina plum tree replacements	\$4,270
Coquitlam	Growing community root	\$4,000
Delta	Park beautification	\$5,000
Kent	Cemetery beautification	\$2,000
Langley Township	Park beautification	\$3,000
Lillooet	Highway beautification	\$2,500
Maple Ridge	Boulevard and street tree replacement	\$8,000
Mission	Parks beautification	\$4,000
North Vancouver City	Growing community root	\$5,000
North Vancouver District	Mount Fromme MBA Cedar projects	\$6,000
Port Coquitlam	Community regreening	\$2,000
Surrey	Park beautification	\$3,700
Vancouver	Everett Crowley Park	\$12,000
White Rock	Tree replacement	\$5,000



Highway beautification in Lillooet.



September Morn beach access beautification on Bowen Island.



## Beautification program

We provide financial assistance to municipal governments for conversion of overhead electrical distribution lines to underground facilities, and for installation of decorative wraps on our existing pad-mounted equipment.

This past year, successful applicants for conversion of overhead to underground facilities included:

- North Vancouver (City)
- Port Coquitlam
- Surrey
- West Vancouver

As well, successful applicants for decorative wraps included:

- Chilliwack
- Delta
- Kent
- North Vancouver (District)
- Pemberton
- Pitt Meadows
- West Vancouver

Since wraps were first added to the program a few years ago, we've seen year-over-year increases. Due to this popularity, we're establishing a stand-alone funding program and simplifying the application process. The beautification fund will remain and continue to support undergrounding projects.

While we work to launch this new program, we're not currently accepting any new applications. Please check back with us in the coming months for additional information by selecting [bchydro.com/beautification](https://bchydro.com/beautification).



Decorative wrap installed in Squamish in 2017.

## Decorative wrap policy

We allow decorative wraps to be installed on our pad-mounted equipment. Municipal governments, strata councils, property managers and well-established community groups (i.e. Business Improvement Associations, Kinsmen, Lions or Rotary Clubs, Neighbourhood Associations) or businesses (established for five years or more) are eligible to apply. Requests from individual homeowners or renters aren't being accepted at this time.

For more information about the decorative wrap policy and installation guidelines, please select [bchydro.com/wrap](https://bchydro.com/wrap).

## Fish & Wildlife Compensation Program

The Fish & Wildlife Compensation Program (FWCP) is a partnership of BC Hydro, the B.C. Government, Fisheries and Oceans Canada, First Nations, and public stakeholders, to conserve and enhance fish and wildlife in watersheds impacted by BC Hydro dams.

Since 1999, there's been more than \$34 million invested in fish and wildlife projects in the Coastal region (which includes the Lower Mainland) through the FWCP. For more details, please select [fwcp.ca](https://fwcp.ca).



In 2017–2018, the FWCP funded projects in the Lower Mainland for an investment of just under \$900,000. Examples include:

Project	Project Lead	FWCP \$ Contribution	Watershed
Supporting anadromous salmon in Alouette River watershed	Alouette River Management Society	\$137,877	Alouette
Restoring species of conservation and cultural value in Alouette and Pitt River watersheds	Katzie Development Limited Partnership	\$62,500	Alouette
Supporting recovery of Northern Spotted Owls	British Columbia Conservation Foundation	\$68,892	Bridge–Seton
Testing artificial fisher dens in Bridge–Seton watershed	Davis Environmental Ltd.	\$41,120	Bridge–Seton
Restoration of the Lillooet Sub–Population of Northern Spotted Owls	Ministry of Forests, Lands and Natural Resource Operations	\$67,370	Bridge–Seton
Removing invasive plants in Bridge–Seton River watershed	Lillooet Regional Invasive Species Society	\$9,980	Bridge–Seton
Improving fish habitat at Gates Creek	Lillooet Tribal Council	\$25,320	Bridge–Seton
Restoring endangered Whitebark Pine in Bridge–Seton River watershed	Lillooet Tribal Council	\$21,829	Bridge–Seton
Creating habitat for salmon in Cheakamus River watershed	Squamish River Watershed Society	\$147,735	Cheakamus
Improving flows in Squamish River	Squamish River Watershed Society	\$5,000	Cheakamus
Restoring Sockeye in Coquitlam Reservoir	R2 Resource Consultants, Inc.	\$93,000	Coquitlam
Tagging salmon in Coquitlam Reservoir	LGL Limited Environmental Research Associates Ltd.	\$96,536	Coquitlam
Restoring salmon habitat in Stave River watershed	Fraser Valley Watersheds Coalition	\$78,894	Stave
Supporting mesocarnivores in Wahleach and Stave River watersheds	Ministry of Environment	\$34,238	Stave and Whaleach



Northern spotted owl chick – in May 2018 when it was born – and again in June. Photos courtesy of the Northern Spotted Owl Breeding Program.



## Grants-in-lieu

We pay net property tax and grant payments to local governments. The grant program is a provincial government initiative and the amounts paid are determined under the current legislation. Listed below are the grants paid to each community in the Lower Mainland as of June 30, 2018.

Municipality/District	School Taxes*	Grants	Other Taxes	Total Payments
City of Abbotsford	\$1,554,876.86	\$1,934,740.24	\$1,871.76	\$3,491,488.86
Village of Anmore	\$301,947.02	\$96,097.13	0	\$398,044.15
Village of Belcarra	\$17,929.20	\$6,546.23	0	\$24,475.43
Municipality of Bowen Island	\$40,334.00	\$49,716.69	0	\$90,050.69
City of Burnaby	\$3,982,842.82	\$6,346,352.09	\$270,056.27	\$10,599,251.18
City of Chilliwack	\$857,615.10	\$899,743.17	0	\$1,757,358.27
City of Coquitlam	\$1,880,076.71	\$1,642,791.69	\$17,587.47	\$3,540,455.87
Corporation of Delta	\$1,452,774.73	\$2,194,149.63	\$1,533.10	\$3,648,457.46
Regional District of Fraser Valley	0	\$130,298.00	0	\$130,298.00
Village of Harrison Hot Springs	\$14,954.40	\$18,269.06	0	\$33,223.46
District of Hope	\$81,489.66	\$102,532.19	0	\$184,021.85
District of Kent	\$347,661.66	\$83,642.16	0	\$431,303.82
City of Langley	\$81,975.03	\$244,496.92	\$68.76	\$326,540.71
Township of Langley	\$1,163,234.12	\$1,475,980.40	\$56,066.86	\$2,695,281.38
District of Lillooet	\$527,739.17	\$206,931.34	0	\$734,670.51
Village of Lions Bay	\$28,113.20	\$43,257.24	0	\$71,370.44
City of Maple Ridge	\$1,131,595.89	\$911,914.03	\$1,151.94	\$2,044,661.86
District of Mission	\$2,160,771.98	\$1,088,875.07	\$52.92	\$3,249,699.97
City of New Westminster	\$145,686.99	\$180,924.65	(0.16)	\$326,611.48
City of North Vancouver	\$425,183.14	\$795,967.84	0	\$1,378,077.77
District of North Vancouver	\$1,610,083.04	\$3,135,055.68	\$17,243.00	\$4,762,381.72
Village of Pemberton	\$72,544.92	\$91,915.29	\$3,168.32	\$167,628.53
City of Pitt Meadows	\$127,920.42	\$177,941.46	0	\$305,861.88
City of Port Coquitlam	\$164,557.78	\$476,394.02	\$10,202.90	\$651,154.70
City of Port Moody	\$837,174.38	\$443,877.37	0	\$1,281,051.75
City of Richmond	\$1,837,481.02	\$3,087,326.02	\$15,240.36	\$4,940,047.40
District of Squamish	\$946,019.24	\$378,308.77	\$146.00	\$1,324,474.01
Regional District of Squamish-Lillooet	0	\$1,312,547.00	0	\$1,312,547.00
City of Surrey	\$7,243,059.55	\$11,166,613.66	\$289,069.15	\$18,698,742.36
City of Vancouver	\$8,717,596.82	\$16,867,832.17	\$232,391.36	\$25,817,820.35
District of West Vancouver	\$410,048.04	\$384,013.73	0	\$794,061.77
Resort Municipality of Whistler	\$449,891.38	\$461,228.68	\$1,796.31	\$912,916.37
City of White Rock	\$83,581.16	\$152,035.94	\$4,816.09	\$240,433.19

\*Local governments collect school taxes which are then forwarded to the provincial government to help fund school districts.



## Community grants

By providing power to the people and businesses of this province, we provide an essential and important service. We also believe in doing more than that: we offer two types of grants to support non-profit organizations and registered charities that are making a difference in their communities. Last year, we supported over 63 community-based projects across every region of the province.

Our grants are given out in three focus areas: building the workforce of tomorrow, public safety, and promoting smart energy ideas. When planning for your project, please keep in mind that our grants have set criteria and application deadlines. To learn more, please select [bchydro.com/grants](http://bchydro.com/grants).

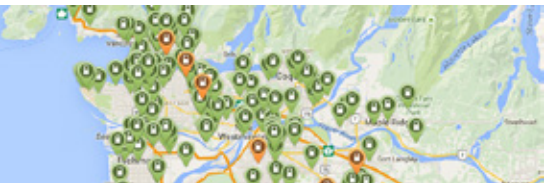
Some of the organizations that we supported in the Lower Mainland this past year included:

Organization	Project	Community	Grant
Engineers and Geoscientists BC	BC Science Games	Lower Mainland	\$1,000
Fraser Valley 4 H Regional Council	Awards Program	Fraser Valley	\$1,500
Greater Vancouver Regional Science Fair Society	2019 Regional Science Fair	Lower Mainland	\$1,000
Langley Environmental Partners Society	Community Based Environmental Stewardship	Langley	\$2,000
Northwest Wildlife Preservation Society	Nature Walks and Workshops	Lower Mainland	\$2,000

As well, we’ve established two \$500 scholarships which are offered to students pursuing post-secondary studies in STEM (Science, Technology, Engineering and Math) or trades training. These are open to all students graduating from Lillooet Secondary School. For more information, please contact the school.

For information on other post-secondary opportunities, please select [bchydro.com/scholarships](http://bchydro.com/scholarships).

## Electric vehicle charging stations added to cross-province network



This year, we’ve added 28 new fast-charging stations to our electric vehicle charging network – including 12 new stations in the Lower Mainland.

Drivers of electric vehicles can travel across B.C. from Tofino to the Alberta border. Our fast-charging network can charge an electric vehicle’s battery to 80% in 30 minutes or less. With this infrastructure in place, electric vehicle ownership becomes a feasible option for all residents of B.C.

We’ve been installing charging stations throughout the province since 2012 with support from the provincial and federal governments and in partnership with municipalities, regional districts and others.

There are now about 1,000 public charging stations in B.C. and most of them are easy to find on Plug Share, both online and via an app.

# Reliability performance



We recognize how important the reliable supply of electricity is to our customers. We'll continue to improve, reinforce and maintain the electrical system.

The information below provides a comparison between Fiscal 2017 and Fiscal 2018 for communities in the Lower Mainland region. These statistics include interruptions due to planned outages.

Community	Fiscal 2017 Average customer interruption duration (hours)	Fiscal 2018 Average customer interruption duration (hours)	Fiscal 2017 Average number of interruptions per customer	Fiscal 2018 Average number of interruptions per customer
Abbotsford	2.38	5.08	1.86	3.11
Anmore	3.22	0.63	8.89	6.43
Belcarra	3.83	1.27	12.15	6.19
Bowen Island	4.19	1.51	5.02	7.66
Burnaby	3.10	2.88	0.94	0.72
Chilliwack	2.01	2.39	4.08	2.41
Coquitlam	1.89	1.78	1.71	1.40
Delta	1.37	2.18	1.62	1.71
Harrison Hot Springs	1.91	2.02	4.12	3.09
Hope	2.22	2.42	4.36	4.83
Kent	2.63	4.88	9.33	6.51
Langley City	1.43	1.89	1.73	1.15
Langley Township	1.86	4.15	2.99	3.18
Lillooet	5.32	3.37	2.24	4.18
Lions Bay	2.73	0.89	2.18	4.78
Maple Ridge	2.32	1.98	2.97	1.76
Mission	2.59	7.58	6.62	5.09
New Westminster	2.93	1.11	1.05	3.92
North Vancouver City	2.92	3.04	0.37	0.71
North Vancouver District	3.14	3.15	1.21	1.72
Pemberton	1.07	1.05	5.95	5.62
Pitt Meadows	3.28	2.12	1.96	0.65
Port Coquitlam	1.64	1.62	3.38	2.56
Port Moody	2.08	2.25	1.54	1.82
Richmond	2.35	1.64	1.17	1.82
Squamish	2.00	1.98	0.57	2.41
Surrey	1.73	2.23	1.53	1.69
Vancouver	2.61	2.36	0.65	0.74
West Vancouver	4.85	1.90	1.62	1.52
Whistler	1.58	2.58	1.00	1.67
White Rock	2.99	2.24	0.29	0.71



# BC Hydro Community Relations

At BC Hydro we build strong relationships to support the unique needs and strengths of the communities we serve. Our Community Relations team does this by listening, providing information and working together with communities. We're the point of contact for local government, media, local business and community groups. Whether it's for capital projects, corporate initiatives and programs, local BC Hydro activities, significant planned outages, emergency response or unplanned power outages, we work hard to meet the needs of our stakeholders and ensure communities are kept informed.

## Lower Mainland

If you have questions or comments for us, please contact:

<b>Jerry Muir</b> Community Relations Manager 604 623 3986 <a href="mailto:jerry.muir@bchydro.com">jerry.muir@bchydro.com</a>	<b>Steve Higginbottom</b> Community Relations Coordinator 604 623 3593 <a href="mailto:steve.higginbottom@bchydro.com">steve.higginbottom@bchydro.com</a>	<b>Lisa Waddell</b> Public Affairs Research Assistant 604 623 4144 <a href="mailto:lisa.waddell@bchydro.com">lisa.waddell@bchydro.com</a>
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## BC Hydro guide for local government

Quick access to key information on [bchydro.com](http://bchydro.com)

My Hydro and Energy Savings initiatives	
<b>My Hydro</b> <a href="http://bchydro.com/myhydro/">bchydro.com/myhydro/</a>	Log in to manage your account.
<b>Energy savings programs</b> <a href="http://bchydro.com/energysavings">bchydro.com/energysavings</a>	Learn how you can be smart with your power. Take advantage of rebates and programs.
<b>Smart Meters</b> <a href="http://bchydro.com/smartmeters">bchydro.com/smartmeters</a>	Find out how smart meters help us better manage our electricity grid, and improve service and reliability.
Projects	
<b>Capital Projects</b> <a href="http://bchydro.com/projects">bchydro.com/projects</a>	We're investing more than \$10 billion in our province over the next five years. Learn more about projects taking place in your region.
Programs	
<b>Beautification program</b> <a href="http://bchydro.com/beautification">bchydro.com/beautification</a>	Our beautification fund assists municipal governments in achieving their objectives related to environmental concerns and visual aesthetics. Learn more about the program and the principal considerations that should be included in a proposal.
<b>Community ReGreening Program</b> <a href="http://bchydro.com/regreening">bchydro.com/regreening</a>	The regreening program assists municipalities with urban tree planting while helping to make sure appropriate trees are planted around power lines.
Community Giving	
<b>Grants for community groups</b> <a href="http://bchydro.com/grants">bchydro.com/grants</a>	Learn about our funding opportunities and how to apply for them.
<b>Scholarships &amp; Endowments</b> <a href="http://bchydro.com/scholarships">bchydro.com/scholarships</a>	We look to build the next generation of engineers, electricians, and many other key roles who will help us deliver clean energy for generations. Learn about our scholarship and endowment opportunities.
Report an outage	
<b>How to report a power outage</b> <a href="http://bchydro.com/outages">bchydro.com/outages</a>	Check the outage map or list to see if we know your power is out. If not, call us at 1 800 BCHYDRO (1 800 224 9376) or *HYDRO (*49376) on your mobile phone to report it.
Report graffiti	
<b>How to report graffiti</b> <a href="http://bchydro.com/graffiti">bchydro.com/graffiti</a>	We rely on the public to report graffiti on everything from our pad-mounted transformer boxes to our offices.