

# Northern Community Relations 2018 Annual Report

October/November 2018

Crew pictured at top of 35.5 metre tower on the Terrace to Prince Rupert transmission line.

## Repairing Terrace to Prince Rupert Transmission Line after an Avalanche

The Terrace to Prince Rupert transmission line covers some very remote territory. When a large (Class 4) avalanche occurred along it on March 1, just above the BC Hydro right-of-way, the investigation was immediately complex.

With Prince Rupert and the surrounding area in the dark, a power line patrol worked quickly to determine the source of the outage. This aerial inspection showed a fully collapsed transmission tower, which had been brought down when the full strength of the avalanche hit.

Fortunately, Prince Rupert was brought back online by gas powered generation, so disruption to customers was minimized. But with no road access to the avalanche area, crews had to carry out repairs by helicopter, which required a balance of skilled collaboration and expertise.



After roaring through, the avalanche left a crumpled heap of steel.

### NAVIGATING THE CHALLENGES

Following a technical assessment of the avalanche, and after arranging use of a gravel staging pit with the Ministry of Transportation, the aerial repair work was set in motion.

Two days after the avalanche, a helicopter was brought to the site to cut away the downed power lines. Crews used a hydraulic shear as the lines still contained enough energy to be treacherous. The number one priority was safety, which meant there would be no boots on the ground for this task.

Snow volume at the site remained a hazard, so when a heavy lift helicopter arrived from Vancouver Island on March 5, it flew two mini excavators and a skid steer to the site to support snow removal. With a temporary tower on its way from Vancouver, a survey crew determined the location for the new structure and its anchors.

### RAISING THE NEW TOWER

Sourcing the correct helicopter to guide the new 5,443 kilogram tower in place was a crucial step in ensuring the successful completion of the work. The Erickson Sky Crane S-64F was ultimately selected for its specific utility flight configuration and highly experienced crew.

On March 10, the 35.5 metre structure was moved in to place and installed in just under 10 minutes. Once the wires were strung by a helicopter, the line was energized.

An accomplishment of this scale required contributions from a diverse range of people and resources. The full effort engaged crews from Terrace, Dawson Creek, Prince George, Prince Rupert and the Lower Mainland.

# 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 Northern region we completed the Sandspit Submarine Cable Replacement Project, installing new undersea cables across Skidegate Inlet. As well, we’ve started construction of the Peace Region Electricity Supply Project which involves building two parallel 230 kilovolt power lines. This project will help to ensure that we can reliably provide electricity to our industrial customers who want to power their facilities with clean energy.

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 & Chief Operating Officer  
BC Hydro

## Quick Facts

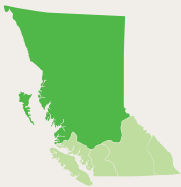
### PROVINCE-WIDE:

- 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

### NORTHERN REGION SUPPLY

Generating Stations:	
GM Shrum	2,778 MW
Peace Canyon	694 MW
Falls River	7 MW
Clayton Falls	2 MW
Thermal:	
Fort Nelson	73 MW
Prince Rupert	46 MW
Diesel:	
16 Diesels	60 MW

MW = megawatt



## Site C Update

Site C will be a third dam and hydroelectric generating station on the Peace River in northeast B.C. Construction started over three years ago in July 2015, and the project is expected to be completed in 2024.

In late 2017, the project underwent a review by the B.C. Utilities Commission and in December the Government of B.C. approved the continuation of the project.

During the third year of construction, the project expanded into new work areas. This includes advancement of earthworks for the dam and generating station, vegetation clearing and access road construction in portions of the transmission line corridor, construction of the Site C substation, and clearing and road maintenance in the lower and eastern reservoir.

The project reached several milestones in 2018, including:

- the large excavation on the north bank slope has been substantially completed and parts of the dam and powerhouse are starting to take shape on the south bank
- the first diversion tunnel began in late August and work is expected to start on the second diversion tunnel in fall 2018
- the majority of large procurements were completed, including contracts for the generating station and spillway, Site C Substation, transmission line construction, and hydro-mechanical equipment

BC Hydro also delivered on several commitments in the region this year. In February, we launched the \$20 million BC Hydro Peace Agricultural Compensation Fund to support agricultural production and agrifood initiatives in the Peace region. We also continued to provide grants to support non-profit organizations in the Peace region through the Generate Opportunities (GO) Fund.

For more information on Site C, please select [sitecproject.com](http://sitecproject.com).



The Site C powerhouse buttress and main service bay pad, looking upstream, in August 2018.

## 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.

Now drivers of electric vehicles can travel across B.C. from Tofino to the Alberta border. The network is designed to provide drivers with charging options when they need them – helping reduce the 'range anxiety' many drivers feel about long road trips.

BC Hydro's 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. As well, tourists driving electric vehicles can confidently travel across the province to visit our communities.

The number of electric vehicles on our roads is growing – there are currently more than 9,000 in B.C. and that is expected to rise to 300,000 by 2030. Since 2017, we've seen a 63% increase in the number of charging sessions at our stations – more than 22,000 charges between May 2017 and May 2018. This represents around 542,000 kilometres of driving and the equivalent of approximately 138,000 kilograms in carbon dioxide emissions savings.

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, like Loblaw's and the first of its kind Accelerate Kootenays initiative. This two-year, \$2.1 million project is the result of an innovative collaboration between local and provincial governments as well as funding agencies that have worked together to address the charging infrastructure gap in the Kootenays.

This year we added 12 new stations in the Lower Mainland, six on Vancouver Island, two along the Coquihalla Highway, and a total of 13 as part of the Accelerate Kootenays network – eight in the East Kootenay and Highway 1, with another five in the West Kootenay owned and operated by FortisBC.

We're now working on stations that will connect drivers from Kamloops north to Prince George, and eventually to Prince Rupert.



# Regional information

## Capital projects

### **PRES-SING AHEAD WITH THE PEACE REGION ELECTRICITY SUPPLY PROJECT**

Construction of the Peace Region Electricity Supply (PRES) Project started this summer. We're building two parallel 230 kilovolt power lines between the Site C Substation that's under construction near Fort St. John and the existing Shell Groundbirch Substation, located about 30 km east of Chetwynd.

Electricity demand in the south Peace region is increasing, mainly driven by the gas industry. PRES will help to ensure that we can reliably provide electricity to our industrial customers who want to power their facilities with clean energy. It will help reduce greenhouse gas emissions by enabling customers to use clean electricity rather than fossil fuels to power their equipment and operations.

Safety during construction is our top priority. We ask hunters, trappers and recreationalists to use caution along our 58 km power line route. Please watch for signs that indicate active work areas and please don't hunt, shoot or set traps in areas where construction is planned or occurring.

We expect the project to be completed in late 2021. Remediation and reclamation will continue for another one to two years after. For more information on PRES, please select [bchydro.com/pres](http://bchydro.com/pres).



PRES will be a double-circuit 230 kilovolt line on parallel wood pole structures.

### **BIRD ON A WIRE — INSTALLING ANIMAL MITIGATION MEASURES**

Small rodents and birds won't have to watch their step so closely. Commonly called "bird guards", the non-conducting housing (the green bits in the photo) protects energized equipment in substations from inadvertent contact by wildlife and reduces a routine cause of power outages.

The Chief Lake Substation in Prince George was upgraded over the past year with new, safer equipment including animal mitigation measures. This equipment, made in Edmonton, is a new standard for BC Hydro and is being installed gradually in substations across the province and is already in place in Fort St. John, Prince Rupert, Terrace, Port Edward, Kitimat and Tatogga.



Animal mitigation equipment at Chief Lake Substation in Prince George.

Fewer exposed hazards means fewer wildlife-related outages for customers.

### **SANDSPIT SUBMARINE CABLE REPLACEMENT — HAIDA GWAI**

Many residents in communities at the southern end of Graham Island, Haida Gwaii, may know that their electricity comes from across Skidegate Inlet via undersea cables. Power is generated at two sources, the BC Hydro Sandspit Diesel Generating Station and the Moresby Lake hydroelectric facility owned by Atlantic Power. What many may not know is that the cables that feed power from Moresby Island needed replacing and the work was completed recently.

The project involved the installation of four new 5,500 metre long power lines on the sea floor in the same location as the existing cables and the removal of the original aging power lines. The old cables were at a high risk of failure which could have resulted in an outage to 1,900 customers for an extended period of time.

Both the civil work and electrical work were equally challenging with their unique complexities. We had to time the project so that we completed the construction of civil work in the summer low-tide season and we replaced the cables before the start of storm season in September. Missing these windows may have delayed the project by a full year, but we had a strong team and were well-prepared.

**What is civil work?**

It is the design, construction and maintenance of the physical and naturally built environment, including works such as roads, bridges and dams.

The project team took less than 18 months from the project’s initial approval to complete all the engineering and design work, as well as the procurement that included nine months to manufacture the submarine cables. Design improvements such as underground ducts and junction boxes on both sides of the cable crossing not only provided us with a beach without any exposed energized cable but also allows us to remove and install new cables without any disturbance to the beach in the future. This design will decrease the number and duration of both planned and unplanned outages.

The civil work was completed during the two low tide cycles of May and June and the four submarine cables were replaced in July. The new cables were put in-service three months ahead of schedule in August.



New cables will run in four new underground ducts placed from above high water mark to zero tide level at both ends of the crossing. This means no digging of beaches in the future and no cables exposed on the beaches.



Leave no stone (or clam) unturned. Marine life was protected during the project. Clams were picked during construction and then sorted, classified, counted and placed back in the same location each day after the civil work.



Cable pickup operation in progress using a dynamic positioning barge, divers, marine surveyors and a remotely operated undersea vehicle.



Diver’s cam shows three new cables on the sea bed while the fourth cable is being pulled through the duct.



# Regional engagement



## Peace River/Williston Reservoir Advisory Committee

The operations of BC Hydro's hydroelectric generating stations spark comments and questions from the public on an ongoing basis. That communities nearest to the Peace River and Williston Reservoir are affected by changing water levels and flows is no surprise.

To ensure that we hear from community leaders about local issues related to the operations, our Board of Directors established, in 1989, the Peace River/Williston Reservoir Advisory Committee, known as PWAC. The committee reports to our Board and has a Board member participating at each meeting.

Members represent:

- Chetwynd
- Dawson Creek
- Fort St. John
- Hudson's Hope
- Kwadacha Nation
- Mackenzie
- Saulteau First Nations
- Taylor
- Tsay Keh Dene Nation



PWAC members at Saulteau First Nations in March 2018.

The PWAC meets about four times annually, rotating the meeting location through the communities that have representation.

The committee hears presentations on electric industry topics from guest speakers and receives regular updates from senior staff on the operations of our Peace River facilities.



# 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 North 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
100 Mile House	2.83	7.89	3.15	2.85
Atlin	0.48	1.57	20.30	11.35
Burns Lake	2.26	3.55	5.05	4.92
Chetwynd	2.68	3.37	3.62	2.98
Dawson Creek	1.99	1.56	5.77	4.01
Fort Nelson	1.29	5.11	2.40	3.66
Fort St. James	2.68	4.75	10.65	8.49
Fort St. John	2.63	2.84	6.42	2.12
Fraser Lake	1.52	2.92	3.00	0.15
Granisle	2.49	2.82	6.32	6.14
Hazelton	1.79	2.23	6.75	3.24
Houston	2.26	3.03	4.39	2.67
Hudson's Hope	3.75	3.00	3.98	4.03
Kitimat	0.54	2.22	3.34	2.93
Mackenzie	2.25	2.88	2.57	2.65
Masset	1.90	1.23	13.67	6.60
McBride	2.24	2.63	7.71	15.66
New Hazelton	1.54	0.60	5.44	3.12
Port Clements	1.89	2.16	15.00	9.98
Pouce Coupe	2.04	0.45	7.01	2.45
Prince George	2.89	2.74	1.97	2.24
Prince Rupert	3.37	1.67	4.29	2.60
Queen Charlotte	1.95	2.07	11.77	11.31
Quesnel	1.26	2.41	1.89	2.80
Smithers	1.80	1.91	2.87	1.86
Stewart	3.74	3.35	4.13	1.05
Taylor	2.02	1.51	16.08	2.56
Telkwa	1.39	1.06	3.38	3.37
Terrace	1.87	2.74	4.56	2.29
Tumbler Ridge	2.93	9.57	9.46	6.15
Vanderhoof	1.94	3.26	6.00	3.33
Wells	1.65	5.95	6.07	6.10
Williams Lake	1.83	5.91	3.74	5.58

# 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](http://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](http://bchydro.com/regreening).



Planting trees in Stewart for community regreening.



In 2017–2018, successful applications included:

Community	Project	Funding
<b>100 Mile House</b>	Park beautification	\$1,800
<b>Bella Coola</b>	Water transfer station beautification	\$2,500
<b>Dawson Creek</b>	Park beautification	\$2,500
<b>Fort St. James</b>	Community greening	\$2,000
<b>Fraser Lake</b>	Community greening	\$2,000
<b>Hudson's Hope</b>	Sports fields greening	\$2,000
<b>Kitimat</b>	Park beautification	\$3,000
<b>Mackenzie</b>	Street and park beautification	\$3,000
<b>Northern Rockies Regional Municipality (Chetwynd)</b>	Park beautification	\$2,500
<b>Northern Rockies Regional Municipality (Fort Nelson)</b>	Arbour Day planting	\$2,500
<b>Prince George</b>	Ospika Boulevard	\$10,000
<b>Prince Rupert</b>	Urban beautification	\$3,000
<b>Stewart</b>	Yard beautification	\$2,500
<b>Taylor</b>	Water plant site beautification	\$3,000
<b>Telkwa</b>	Street beautification	\$2,400
<b>Terrace</b>	Community greening	\$3,500
<b>Tumbler Ridge</b>	Naturalization	\$2,000



## Beautification program – new information

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.

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 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.

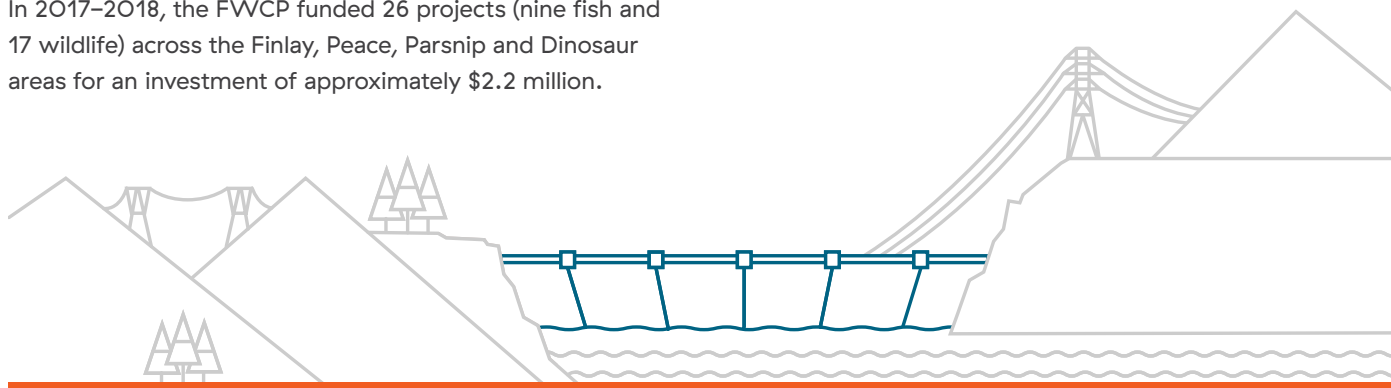
In 2017–2018, the FWCP funded 26 projects (nine fish and 17 wildlife) across the Finlay, Peace, Parsnip and Dinosaur areas for an investment of approximately \$2.2 million.

The projects included locating important bat hibernacula; supporting Arctic Grayling; and monitoring migratory birds. Work also continued on gathering data on mercury levels in fish in the Williston and Dinosaur reservoirs.

Since 1988, the FWCP has invested more than \$29.5 million in fish and wildlife projects in the Peace region. For more details, please select [fwcp.ca](https://fwcp.ca).



Bat hibernacula (winter roosting) even at high elevations is being identified to reduce threat of the spread of White Nose Syndrome. Photo courtesy of Inge-Jean Hansen.



## 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 Orders In Council and current legislation. Listed below are the grants paid to each community in the North region as of June 30, 2018.

Municipality/District	School Taxes*	Grants	Other Taxes	Total Payments
District of 100 Mile House	\$80,521.28	\$89,225.10	0	\$169,746.38
Village of Burns Lake	\$40,474.87	\$81,366.23	0	\$121,841.10
Central Coast Regional District	0	\$3,965.00	0	\$3,965.00
District of Chetwynd	\$52,228.42	\$104,793.86	\$693.58	\$157,715.86
City of Dawson Creek	\$213,889.02	\$576,433.31	0	\$790,322.33
District of Fort St. James	\$31,078.62	\$53,451.78	0	\$84,530.40
City of Fort St. John	\$128,124.22	\$366,201.59	\$62.57	\$494,388.38
Fraser-Fort George Regional District	0	\$1,023,620.00	0	\$1,023,620.00
Village of Fraser Lake	\$11,692.84	\$38,386.87	0	\$50,079.71
Village of Granisle	\$10,492.20	\$8,820.87	0	\$19,313.07
Village of Hazelton	\$3,776.44	\$7,528.82	0	\$11,305.26
District of Houston	\$104,475.78	\$142,444.83	\$600.00	\$247,520.61
District of Hudson's Hope	\$1,579,036.77	\$1,637,993.93	\$17,293.40	\$3,234,324.10
District of Kitimat	\$113,090.64	\$107,309.31	0	\$220,399.95
District of Mackenzie	\$68,451.42	\$2,273,621.26	0	\$2,342,072.68
Village of Masset	\$32,201.46	\$25,588.13	\$38.18	\$57,827.77
Village of McBride	\$26,632.50	\$10,962.53	0	\$37,595.03
District of New Hazelton	\$33,099.24	\$17,700.15	\$620.80	\$51,420.19
Northern Rockies Regional Municipality	\$379,234.87	\$301,165.15	\$1,704.37	\$682,104.39
Peace River Regional District	0	\$1,349,512.00	0	\$1,349,512.00
Village of Port Clements	\$4,528.18	\$5,656.58	0	\$10,184.76
District of Port Edward	\$134,627.12	\$136,983.35	0	\$271,610.47
Village of Pouce Coupe	\$4,341.60	\$12,474.71	0	\$16,816.31
City of Prince George	\$697,133.86	\$1,793,060.18	0	\$2,490,194.04
City of Prince Rupert	\$92,640.28	\$235,502.06	0	\$328,142.34
Village of Queen Charlotte	\$50,004.10	\$18,031.30	\$708.30	\$68,743.70
City of Quesnel	\$186,098.44	\$685,250.56	0	\$871,349.00
Town of Smithers	\$92,505.90	\$160,156.52	\$100.00	\$252,762.42
District of Stewart	\$41,507.80	\$25,993.13	\$9,233.35	\$76,734.28
District of Taylor	\$27,563.80	\$444,519.58	0	\$472,083.38
Village of Telkwa	\$8,787.72	\$9,222.29	0	\$18,010.01
City of Terrace	\$401,301.60	\$329,788.48	\$223.25	\$731,313.33
District of Tumbler Ridge	\$217,134.94	\$49,372.29	0	\$266,507.23
District of Vanderhoof	\$86,826.34	\$137,563.86	\$1,583.00	\$225,973.20
District of Wells	\$7,142.20	\$4,450.47	0	\$11,592.67
City of Williams Lake	\$106,676.64	\$244,124.85	\$256.33	\$351,057.82

\*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](https://bchydro.com/grants).

Some of the organizations that we supported in the North region this past year included:

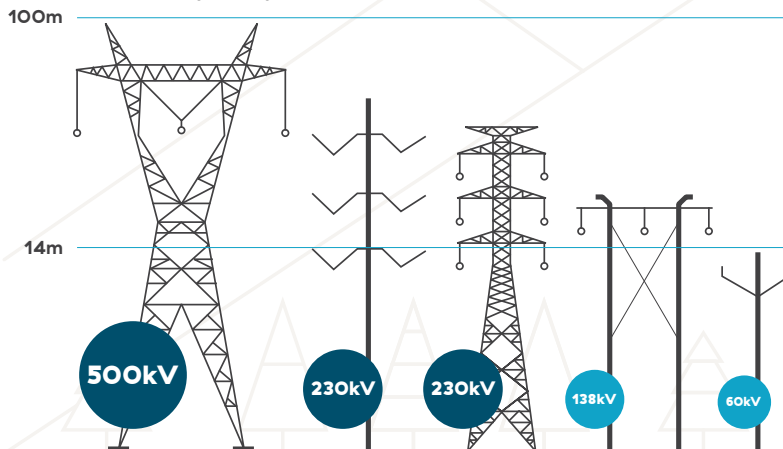
Organization	Project	Community	Grant
Central Interior BC Science Exhibition Society	Central Interior BC Science Exhibition	Prince George	\$2,000
Pacific North West Regional Science Fair	Pacific Northwest Regional Science Fair	Smithers/Houston	\$2,000
Groundbreakers Agricultural Association	Youth on Farms	Smithers	\$1,000
Northern Environmental Action Team	Energy Explorers	Fort St. John	\$2,000
Northern Regional Construction Association	2019 Heavy Metal Rocks	from Haida Gwaii to Prince George	\$2,000
School District 27 – Cariboo Chilcotin	2018 Heavy Metal Rocks	Prince George	\$2,000
Northern British Columbia Regional Science Fair Foundation	Northern BC Regional Science Fair	from Fort Nelson to Tumbler Ridge	\$2,000
Northwest Science & Innovation Society	Northwest Science Fair Extravaganza	Terrace, Kitimat and Prince Rupert	\$2,000

## Types of power lines

We rely on a system of transmission towers and power lines to carry the electricity produced at our generating stations to the homes and businesses in B.C.

### Transmission lines

Transmission lines are the big, high voltage power lines that bring electricity from where it's made at our generating stations to substations near communities across B.C.

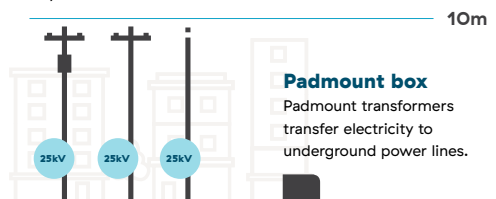


### What's a kV?

kV stands for kilovolt, which is a unit of potential energy. One kV is equal to 1,000 volts.

### Distribution lines

Distribution lines are the smaller, lower voltage lines that carry electricity from the substation to your home or business.



### Padmount box

Padmount transformers transfer electricity to underground power lines.



# 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.

## Northern region

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

<b>Bob Gammer</b> Manager, Northern Community Relations 250 561 4858 <a href="mailto:bob.gammer@bchydro.com">bob.gammer@bchydro.com</a>	<b>Dave Mosure</b> Community Relations Coordinator 250 561 4906 <a href="mailto:dave.mosure@bchydro.com">dave.mosure@bchydro.com</a>	<b>Dayle Hopp</b> Public Affairs Administrator 250 549 8581 <a href="mailto:dayle.hopp@bchydro.com">dayle.hopp@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	
<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.

Get info on energy savings initiatives, our projects, important announcements, outages and more.

