

Northern Community Relations 2020 Annual Report

Fall 2020

500,000 volt transmission lines leaving the GM Shrum Generating Station with Mount Frank Roy in the distance.

The big black-out: Northern BC separates from the Provincial Grid

It happened without warning. Instantly, 124,000 customers were cut off from the BC Hydro system and plunged into darkness and silence. What happened?

At around 8:52 p.m. on September 11, 2019 entire communities from north of Quesnel all the way to Fort St John and from Terrace eastward to Prince George were affected by an event that caused most of Northern BC to separate from the grid.

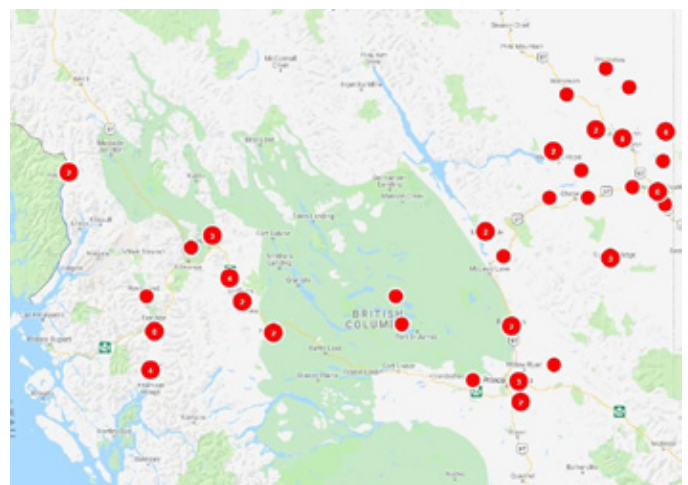
The backbone of the network of power lines in the province is the 500 kilovolt lines that run from the Peace and the Columbia regions to the Lower Mainland and also interconnect BC to the western North American grid via Alberta to the east and Washington state to the south.

Electrical storms were moving across the Cariboo region that night and lightning struck one of the three 500 kV lines between Kelly Lake Substation near Clinton and Williston Substation in Prince George. The lightning caused a short-circuit between the lines and protective equipment on the line then automatically de-energized the lines between Clinton and Prince George to prevent damage to the lines and other equipment.

As a result, the grid north of the Kelly Lake Substation became separated from the provincial electrical system. Once this occurred, there was an imbalance between the production of electricity from the Peace region and the electricity demand of our northern customers; this imbalance led to widespread northern outages.

BC Hydro has prescribed restoration plans that were implemented immediately after this event. Re-energization is done in a methodical, staged manner to ensure that power is returned to customers safely and reliably. This process was implemented efficiently and power was back on to some communities within about 45 minutes and was restored to all customers by 11:30 p.m.

Thanks to our 230,000 volt lines, which were not hit, customers north of Clinton all the way up to Quesnel were not affected as they are not connected directly to the 500 kV system. The Fort Nelson area was not left in the dark either as the community is connected to the Alberta grid. The north coast was also left unscathed as the Prince Rupert area was already on back-up supply from our Rupert Gas plant in order to do maintenance on the 230 kV transmission line from Terrace.



Northern blackout outages map.

Powered by Water

BC Hydro provides clean, reliable and affordable electricity to British Columbians. We generate 96% clean energy for the province, giving us a hydro advantage.

Message from Chris O’Riley, President



Hi everyone,

BC Hydro is pleased to share our Community Relations annual report highlighting some of our work in your region. We’re proud to serve communities and their elected representatives in all parts of the province.

While our annual report looks back at the fiscal year ending March 31, 2020, I want to start by recognizing the unprecedented time we’re currently in. COVID–19 has touched all of us in some way. Like many of you, at BC Hydro we’ve had to adjust our plans to ensure the safety

of our employees, contractors and communities. What hasn’t changed is our commitment to adapting so that we can safely provide you with the electricity our communities rely on.

BC Hydro continues to invest approximately \$3 billion per year in our system to ensure it is there to support British Columbia’s growing population and economy. We have the important responsibility to keep electricity rates affordable for our customers, while funding these necessary investments in our electricity system. To support this goal, we implemented the outcomes from Phase 1 of the Comprehensive Review of BC Hydro and continued to make all reasonable efforts to limit rate increases. We have also advanced affordability initiatives to help our customers save money on their electricity bills and continued to focus on making it easier for our customers to do business with us.

We’re working with the Province on Phase 2 of the Comprehensive Review to strategically position BC Hydro for long–term success, while meeting the Province’s climate goals, keeping rates affordable, furthering reconciliation with Indigenous Peoples and supporting quality economic development. The actions taken as part of the Phase 2 Review will support the government’s CleanBC plan, including expanding the electrification of our growing economy over the coming decades.

Within this report, you’ll find many examples of how we’re working with your communities on a range of topics – from capital projects and corporate programs, to initiatives like the Integrated Resource Plan (Clean Power 2040). This report also includes some important indicators of how we’re doing in providing you with reliable power.

Specifically in the Northern region, we’re upgrading aging equipment at Peace Canyon and Williston substations and Kennedy and McLeese capacitor stations. As well, we’ve upgraded the electromechanical systems of the spillway gates at the W.A.C. Bennett Dam to increase the overall reliability of the dam safety water discharge system.

We’re proud of our accomplishments this year. We’ll continue to work closely with you on a daily basis to meet the needs of your community. 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 & CEO
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 approximately \$3 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

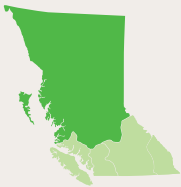
Thermal:

Fort Nelson	73 MW
Prince Rupert	46 MW

Diesel:

16 Diesels	57.7 MW
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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 more than five years ago, in July 2015.

During the fifth year of construction, activities accelerated substantially in all project areas, particularly the roller-compacted concrete placement work on the spillways buttress and the activities required in advance of river diversion in fall 2020. Work also advanced along the Highway 29 realignment, transmission line corridor and in the future reservoir area.

The project reached several milestones this past year, including:

- river diversion was successfully achieved on October 3, 2020, which involved opening the two diversion tunnels and completing the rockfill berm across the Peace River
- the temporary fish passage facility is now operational
- the Site C Substation and one of two 75-kilometre-long transmission lines that run between Site C and the Peace Canyon Substation were energized in October 2020
- the roller-compacted concrete buttress for the Site C spillways was completed in October 2019; work continues on the buttress for the dam core
- powerhouse construction advanced and penstock installation began; to date, one of six penstock units are complete
- work advanced on all sections of the Highway 29 realignment

BC Hydro also delivered on several commitments in the region this year. We continued to provide grants to support non-profit organizations in the Peace region through the Generate Opportunities (GO) Fund; as of September 2020, \$487,000 had been distributed to 55 projects. We distributed the first funds from our \$20 million Peace Agricultural Compensation Fund; as of March 2020, \$400,000 had been distributed to 16 projects.

For more information on Site C, please select sitecproject.com.



The Site C project achieved river diversion in October 2020.

Clean Power 2040 – Building a bright electricity plan for B.C.

Clean Power 2040 is our province-wide, long-term resource planning process. Engaging with you will help us make informed strategic decisions to meet future electricity demand. These decisions will become part of our next Integrated Resource Plan (IRP).

Over the next year, through Clean Power 2040, we'll be looking at options for our power system over a 20 year horizon.

JOIN US AS WE EXPLORE B.C.'S CLEAN ELECTRICITY FUTURE.

- What should we do to meet everyone's electricity needs over time?
- How should BC Hydro meet the demand for electrification?
- What new technology could support our power systems?

We already have one of the cleanest renewable power systems in the world, but our ability to meet your needs now and in the future depends on different assets and factors. This includes our power stations, power lines, conservation initiatives and our understanding of potential demand.

Through Clean Power 2040, we're gathering input from customers, Indigenous communities, regulators and governments. We're also looking at technical, financial, environmental and economic development considerations. Your forward-thinking input alongside those factors will help us draft actions.

Five Fast Facts on Clean Power 2040

- BC Hydro must submit an Integrated Resource Plan (IRP) to the B.C. Utilities Commission.
- The IRP is a plan for our power system over the next 20 years.
- The IRP is structured to look at early years (now to approximately 2030) and the remaining years to 2040.
- Engagement with Indigenous communities, our customers, and our future customers is key.
- Clean Power 2040 kicked off in September and will take one year to complete.

Sign up for our updates, and learn more about participating in the Clean Power 2040 consultation process that started this fall, by selecting bchydro.com/CleanPower2040.

Regional information

Capital projects

PEACE TO KELLY LAKE STATIONS RENEWAL PROJECT

The Peace to Kelly Lake Capacitor Project (PKCP) was cancelled in December 2019 based on our October 2019 load forecast. Our planning studies determined that our current transmission system can meet load requirements until 2031 at a minimum.

To maintain the existing transmission system, upgrades need to be done to address aging equipment at the Kennedy and McLeese Capacitor Stations and at the Peace Canyon and Williston Substations, previously part of PKCP. The new project is named the Peace to Kelly Lake Stations Renewal Project (PKSP).

This project involves upgrading the aging equipment at Peace Canyon Substation (near Hudson's Hope) and Williston Substation (near Prince George) and Kennedy Capacitor Station (near Mackenzie) and McLeese Capacitor Station (near Williams Lake). We'll be replacing the aging voltage stabilization equipment in the two substations and the end-of-life capacitor control system in the two capacitor stations.

At Kennedy Capacitor Station and at Williston Substation, the existing control buildings will also be replaced.

For more information, please select bchydro.com/pksp.

What's a capacitor station?

A capacitor station is a facility where electricity from a high-voltage transmission line is carried through a series of devices called capacitors. This helps maintain the voltage levels in a transmission line, allowing more electricity to pass through a line over long distances.

What's a substation?

Substations are usually located in open-air sites. Transformers in those substations are used to "step-up" or "step-down" voltage to ensure power is delivered efficiently. Voltage is increased when delivering power over long distances to minimize energy losses and decreased for distribution lines to deliver electricity at lower voltages.

W.A.C. BENNETT DAM SPILLWAY RELIABILITY UPGRADE

We've upgraded the electromechanical systems of the spillway gates at the W.A.C. Bennett Dam to increase the overall reliability of the dam safety water discharge system.

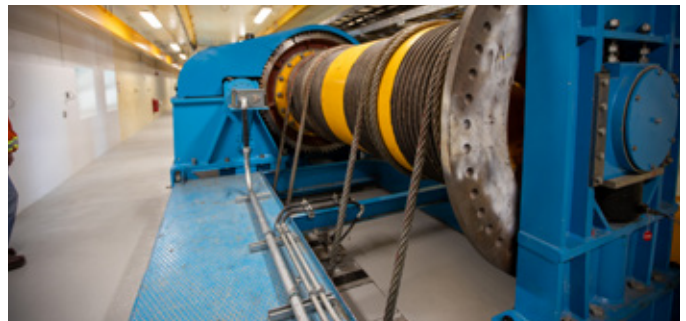


Water being released down the spillway during our testing of the spillway reliability upgrade work at W.A.C. Bennett Dam in summer 2019. Photo courtesy of John Verney, BC Hydro.

What's a spillway?

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.

The three spillway gates at this site weigh 162 tonnes each and are used to release water to lower the Williston Reservoir when required. Construction started in May 2019 and was completed in June 2020. The spillway was in use in July and August due to much higher than normal reservoir inflows this spring and summer.



Spillway gate hoist.

FAST CHARGING COMES NORTH

BC Hydro's network of fast charging stations for electric vehicles is making its way north. Last October, McBride and Valemount were added and in January 2020 the stations in Quesnel, Hixon and Williams Lake went live. The fast charging stations will power up a car or truck equipped with an electric battery to 80 per cent of full charge in about 30 to 40 minutes. Funding for the fast charging stations comes from Natural Resources Canada, the provincial government and BC Hydro. BC Hydro applies to a federal program for a grant and then builds the station the following year. Future plans include completing fast charging stations in Prince George and west along Highway 16 to Prince Rupert and then further north into the Peace region.



Community Relations manager Bob Gammer (L) and Mayor Eugene Runtz with students from McBride Elementary School at the new McBride Fast Charging Station.

The fast charging stations, also called Level 3 stations, are not the only ones in the north. Level 2 stations, which deliver the charge over a few hours, are becoming more and more plentiful thanks to the Community Energy Association and the provincial government. The two levels of charging stations go well together. One is not superior to the other when you consider that a longer stay for shopping, recreation and meals accommodates a longer charging session. Vehicles passing through needing a quick top up, just like a gas station fill up, make better use of the fast chargers. Communities and small businesses benefit from both.

Eventually, the fast charging network will be built out across the province and BC Hydro will have fulfilled its mandate to government. The commercial sector also plans to add their own fast charging stations, including Petro-Canada, who have completed 51 stations; and Tesla with proprietary stations for their brand of vehicle in nearly 600 locations dotted from coast to coast.

As the cost of electric vehicles comes down with more competition from manufacturers entering the market, more and faster stations are expected to be in operation.



Testing the newly in-service Hixon Fast Charging Station are landowner Tammy Colebank (L) and RDFFG Chair and Area E Director Art Kaehn.

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 dead 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 – 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.

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.

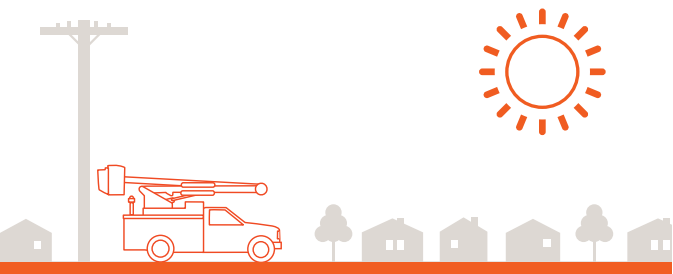


Successful applications included:

Community	Project	Funding
100 Mile House	Beautification & Tree Replacement Project	\$1,700
Burns Lake	Spirit Square Revitalization	\$3,950
Houston	9th Street Revitalization	\$4,000
Kitimat	2020 Kitimat Parks Tree Enhancement	\$5,000
McBride	Village of McBride ReGreening Project	\$3,500
Mackenzie	Morfee Campground	\$3,200
New Hazelton	Municipal Office ReGreening Project	\$1,400
Pouce Coupe	Pouce Coupe Skate Park	\$2,050
Telkwa	2020 Telkwa Cemetery Beautification Project	\$3,250
Terrace	FireSmart Tree Replacement	\$1,450
Vanderhoof	Ferland Park	\$3,500



Community members involved in the ‘Replanting the residential/ Beautifying the boundary’ project in Prince George in 2019.



Beautification Fund

Our Beautification Fund provides financial assistance to municipal governments to relocate BC Hydro equipment on public property. We co-fund projects to move overhead lines and poles to underground duct banks as part of community redevelopment plans or to enhance and improve the use of public spaces. Previous projects have included high traffic areas and community venues such as town centres, parks, commercial districts, civic facilities, and bike lanes.

Select bchydro.com/beautification for more information and to apply. Applications must be submitted by September 30 to be considered for the following year.

Decorative Wrap Grant Program

Our Decorative Wrap Grant Program provides financial assistance to municipal governments looking to improve the visual aesthetics of a neighbourhood by installing decorative wraps on BC Hydro-owned pad-mounted equipment boxes. Eligible applicants can receive grant funding of \$350 or \$700 per unit, depending on the size of the equipment box to be wrapped. The funding amount will be determined by BC Hydro during the application review.

This past year, successful applicants for decorative wraps included:

- Kitimat
- Prince George
- Terrace
- Vanderhoof
- Williams Lake

The application closing date for each year is September 30. For more information, please select bchydro.com/wrap.



Example of a decorative wrap on our pad-mounted equipment.

Fish & Wildlife Compensation Program

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

In 2019–2020, the FWCP's Peace Region board approved funding for 26 projects (nine fish and 17 wildlife) across the Finlay, Peace, Parsnip and Dinosaur sub-regions, for approximately \$1.5 million.

Some of the projects funded include assessing bull trout spawning habitats, studying Arctic grayling in the Williston Reservoir watershed, improving fish passage, restoring habitat to support endangered caribou, improving caribou calf survival through maternity penning, studying endangered bats, conserving fisher habitat, and identifying opportunities for wetland restoration.

A three-year mercury study was also concluded with the goal of improving our understanding of mercury in fish in the Williston and Dinosaur reservoir watersheds, and to provide this information to agencies responsible for advising the public on fish consumption. The full report, and a concise plain-language public summary, is available at fwcp.ca/mercury.

Since 1988, the FWCP has committed more than \$39 million to support fish and wildlife in the Peace region. Learn more at fwcp.ca.



Thirteen caribou calves born inside the Klinse-Za maternity pen were all safely released in July of 2019 – the most since the project started in 2014. Photo courtesy of Wildlife Infometrics Inc.

For information on Community Engagement Grants – which are typically \$500 to \$1,000 and help stewardship groups and others take action to benefit local fish and wildlife – please select fwcp.ca/community-engagement-grants/.

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 Northern region as of June 30, 2020.

Municipality/District	School Taxes*	Grants	Other Taxes	Total Payments
District of 100 Mile House	\$87,015.81	\$94,314.89	0	\$181,330.70
Village of Burns Lake	\$40,826.97	\$93,801.67	\$(0.12)	\$134,628.52
Central Coast Regional District	0	\$4,363.00	0	\$4,363.00
District of Chetwynd	\$61,852.20	\$110,526.70	\$1,333.67	\$173,712.57
City of Dawson Creek	\$204,881.90	\$1,099,213.70	0	\$1,304,095.60
District of Fort St. James	\$30,830.28	\$457,516.13	0	\$88,346.41
City of Fort St. John	\$117,436.75	\$391,844.49	\$(0.10)	\$509,281.14
Fraser-Fort George Regional District	0	\$1,126,488.00	0	\$1,126,488.00
Village of Fraser Lake	\$11,449.46	\$39,489.88	0	\$50,939.34
Village of Granisle	\$10,692.42	\$10,057.97	0	\$20,750.39
Village of Hazelton	\$3,979.61	\$8,183.47	0	\$12,163.08
District of Houston	\$110,749.79	\$116,727.17	\$618.00	\$228,094.96
District of Hudson's Hope	\$1,666,947.89	\$1,768,721.86	\$24,191.37	\$3,459,861.12
District of Kitimat	\$130,205.72	\$133,723.41	0	\$263,929.13
District of Mackenzie	\$79,769.41	\$2,457,820.76	0	\$2,537,590.17
Village of Masset	\$34,507.84	\$26,494.89	0	\$61,002.73
Village of McBride	\$29,549.43	\$16,884.96	0	\$46,434.39
District of New Hazelton	\$32,603.00	\$17,376.33	\$632.80	\$50,612.13
North Coast Regional District	0	\$15,274.00	0	\$15,274.00
Northern Rockies Regional Municipality	\$384,171.86	\$301,988.37	\$1,354.76	\$687,514.99
Peace River Regional District	0	\$1,485,130.00	0	\$1,485,130.00
Village of Port Clements	\$4,649.12	\$4,964.12	0	\$9,613.24
District of Port Edward	\$141,595.70	\$150,859.17	0	\$292,454.87
Village of Pouce Coupe	\$4,560.50	\$13,082.59	0	\$17,643.09
City of Prince George	\$695,529.89	\$1,821,401.12	0	\$2,516,931.01
City of Prince Rupert	\$92,655.76	\$252,363.76	0	\$345,019.52
Village of Queen Charlotte	\$51,730.51	\$15,042.78	\$733.13	\$67,506.42
City of Quesnel	\$190,818.47	\$728,205.44	0	\$919,023.91
Town of Smithers	\$94,119.56	\$173,869.37	\$100.00	\$268,088.93
District of Stewart	\$40,587.45	\$95,943.62	\$9,259.60	\$145,790.67
District of Taylor	\$27,832.08	\$470,045.63	0	\$497,877.71
Village of Telkwa	\$9,149.67	\$9,608.71	0	\$18,758.38
City of Terrace	\$391,663.34	\$342,512.41	\$223.25	\$734,399.00
District of Tumbler Ridge	\$237,483.47	\$75,962.26	0	\$313,445.73
District of Vanderhoof	\$96,239.86	\$153,341.65	\$1,583.00	\$251,164.51
District of Wells	\$7,505.28	\$5,161.21	0	\$12,666.49
City of Williams Lake	\$108,212.60	\$256,009.54	\$248.50	\$364,470.64

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

Community grants

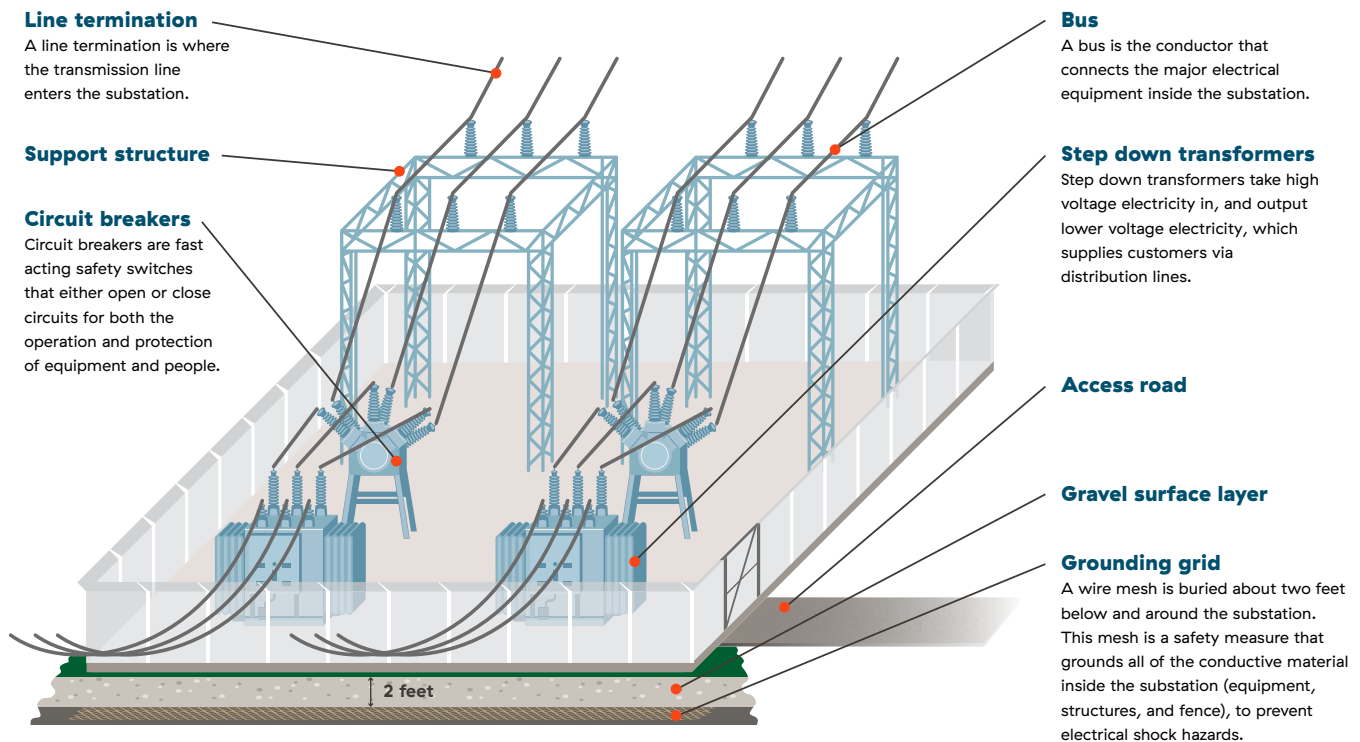
By providing power to the people and businesses of this province, we provide an essential and important service. We also believe in doing more than that: we offer two types of grants to support non-profit organizations and registered charities that are making a difference in their communities. This year, we supported nearly 80 community-based projects across every region of the province.

Our grants are given out in three focus areas: building the workforce of tomorrow, safety education, and developing 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.

Some of the organizations that we supported in the region included:

Organization	Project	Community	Grant
Fraser-Fort George Museum Society	Science Alliance Summer Day Camps	Prince George	\$2,000
Horsefly Volunteer Fire Department	Traffic Control Safety Equipment	Horsefly	\$2,000
Williams Lake Cross Country Ski Club	LED Lighting Upgrade	Williams Lake	\$2,000
Prince George Chamber of Commerce	2020 Chamber Carbon Action Plan	Prince George	\$2,000
BC Sustainable Energy Association (BCSEA)	Cool It! Climate Leadership Training	Northern and Lower Mainland	\$4,000
The Upper Skeena Community Learning Society	Youth Works	Northern	\$2,000
SkeenaWild Conservation Trust	Skeena Salmon Education Program	Northern	\$8,000

What's in a substation?



Electricity is usually generated and transmitted at high voltages. As the electricity approaches communities, it enters a substation so it can be stepped down to a lower voltage, which is safer and more efficient to use in homes and businesses. This is an outdoor air-insulated distribution substation, which means the equipment is outdoors in the open air. If the location, environment, and regulations allow, we prefer to build this type of substation instead of an indoor substation because they are more economical to build.

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 2019 and Fiscal 2020 for communities in the Northern region. These statistics include interruptions due to planned outages.

Community	Fiscal 2019 Average customer interruption duration (hours)	Fiscal 2020 Average customer interruption duration (hours)	Fiscal 2019 Average number of interruptions per customer	Fiscal 2020 Average number of interruptions per customer
100 Mile House	3.74	1.56	1.20	3.43
Atlin	4.04	0.85	2.41	1.55
Burns Lake	8.97	3.07	5.31	10.80
Chetwynd	2.15	2.11	3.23	3.65
Dawson Creek	1.59	2.20	3.06	3.71
Fort Nelson	1.86	7.52	8.61	6.09
Fort St. James	7.01	2.99	1.60	13.99
Fort St. John	1.90	2.29	3.33	3.90
Fraser Lake	1.38	2.71	1.04	4.49
Granisle	11.83	2.72	0.13	6.76
Hazelton	2.90	1.95	3.80	3.49
Houston	2.21	1.88	1.68	3.89
Hudson's Hope	1.87	1.75	5.31	2.73
Kitimat	1.10	3.02	1.54	4.03
Mackenzie	5.37	2.26	1.61	6.26
Masset	2.12	1.10	5.22	4.42
McBride	0.83	0.49	7.40	6.21
New Hazelton	0.52	1.61	1.16	4.94
Port Clements	5.17	2.28	13.98	12.05
Pouce Coupe	0.85	1.68	3.10	2.40
Prince George	2.31	1.94	1.61	2.45
Prince Rupert	4.38	3.14	2.16	2.58
Queen Charlotte	3.46	2.30	10.52	11.74
Quesnel	1.30	2.26	2.47	3.08
Smithers	2.44	1.57	3.04	6.80
Stewart	7.37	9.51	3.76	7.07
Taylor	0.70	1.36	2.12	2.19
Telkwa	1.77	1.20	9.66	5.64
Terrace	2.78	2.78	2.32	4.69
Tumbler Ridge	0.43	1.81	2.05	2.51
Vanderhoof	2.65	1.85	3.82	11.74
Wells	3.11	5.88	9.46	9.44
Williams Lake	2.66	2.98	3.07	4.18

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:

Bob Gammer Manager, Northern Community Relations 250 561 4858 bob.gammer@bchydro.com	Dave Mosure Community Relations Coordinator 250 561 4906 dave.mosure@bchydro.com	Dayle Hopp Public Affairs Administrator 250 549 8581 dayle.hopp@bchydro.com
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BC Hydro guide for local government

Quick access to key information on bchydro.com

My Hydro and Energy Savings initiatives	
My Hydro bchydro.com/myhydro/	Log in to manage your account.
Energy Savings Programs bchydro.com/energysavings	Learn how you can be smart with your power. Take advantage of rebates and programs.
Projects	
Capital Projects bchydro.com/projects	Learn more about major projects taking place in your region.
Programs	
Beautification fund bchydro.com/beautification	Find out more about our beautification program that provides financial assistance to municipal governments for conversion of overhead to underground facilities.
Decorative Wrap Grant Program bchydro.com/wraps	Learn about our program that provides financial assistance to municipal governments looking to install decorative wraps on BC Hydro pad-mounted equipment boxes.
Community ReGreening Program bchydro.com/regreening	The regreening program assists municipalities with urban tree planting while helping to make sure appropriate trees are planted around power lines.
Community Giving	
Grants for community groups bchydro.com/grants	Learn about our grants for community groups and how to apply for them.
Scholarships & Endowments bchydro.com/scholarships	We look to build the next generation of engineers, electricians, and many other key roles who will help us deliver clean energy to our customers. Learn about our scholarships and endowments.
Electric vehicles	
Fast charging stations bchydro.com/ev	Learn more about how clean and affordable power makes B.C. a great fit for electric vehicles.
Report an outage	
How to report a power outage bchydro.com/outages	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	
How to report graffiti on our equipment bchydro.com/graffiti	We rely on the public to report graffiti on everything from our pad-mounted transformer boxes to our offices.