

Northern Community Relations 2021 Annual Report

March 2022

Downburst winds from a severe storm toppled trees like this area near Red Creek Road north of Fort St John. Photo courtesy of the Northern Tornadoes Project.

Not a tornado, but it blew just as hard

Early summer 2021 in the Peace region; residents sweltering in days of heat approaching 40°C at times. Some were about to witness another weather extreme of which they had no inkling. “On June 30 at about 9 in the evening, we were hit by a powerful storm that broke down hundreds of trees and took out power lines,” wrote former Chetwynd mayor Merlin Nichols. “As I was watching from my front porch, I thought that my survival was in question.”

A sudden, widespread wind event, that many suspected was a tornado, knocked out power to over 6,000 BC Hydro customers from Chetwynd and Hudson’s Hope to Dawson Creek and well north of Fort St John. Environment Canada later reported what occurred was a straight-line wind event from a powerful bow echo storm — resulting in clusters of downbursts with embedded microbursts reaching speeds of 190 km/h.

Hardest hit may have been Red Creek Road in the Montney area, where damage was so severe, power restoration took many days with the last customer finally getting service back in the late afternoon of July 6.

BC Hydro crews responded to the storm outages immediately and some customers had their lights back on hours later and one thousand customers were already on by the next morning. Why other customers were without electricity much longer was due to the extent of the damage. “Over the past several days, we have replaced more than 330 spans of wire, 60 cross-arms, 30 power poles and 15 transformers,” our Media Relations department reported. “As you can see, the damage to the electrical system was significant.”

On Sunday, July 4, four days after the storm, one thousand customers still needed power. While the end was now in sight, as we expected then that everyone would be on by Tuesday, it was not going to be easy. There were 110 outage orders to attend to with 90 of those attached to a single customer, meaning the 18 crews on duty were



Downed lines from downburst winds: trees and power lines lay broken along Highway 97 north of Charlie Lake.

waist-deep in a tangle of tree trunks, powerlines, broken cross-arms and broken branches. On duty were both power line technicians and certified utility arborists, working 16-hours at a time in staggered shifts ensuring repairs would continue around the clock. The Blueberry River and Halfway River communities were back on Sunday evening with Doig River having been restored about 24 hours earlier.

Ten more crews joined the effort the next day. Overall, help came from Prince George, Terrace and the Lower Mainland to supplement the local crews. We thanked our customers for their patience and many in the rural areas spoke with crews directly to express thanks for their hard work in the difficult conditions.

Tuesday came and there were just a few customers to go and all were energized by dinner time. The crews from out of the region headed home, but the natural disasters were only just getting started in a year many would like to forget.

Powered by Water

BC Hydro provides clean, reliable and affordable electricity to British Columbians. We generate about 98% clean energy for the province, mostly from our hydroelectric resources.

Message from Chris O’Riley, President & CEO



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.

In 2021, our teams continued to adapt to the COVID-19 public health emergency, while also managing through the extreme weather such as wildfires brought about by climate change. Through everything, our focus remained on safely providing you with the clean electricity that our B.C. communities rely on.

In September 2021, we introduced our Electrification Plan, which features new programs and incentives to help British Columbians make the switch from fossil fuels to clean hydroelectricity to power their homes, businesses, and vehicles. We’ll also help to attract new energy-intensive industries to B.C. and offer programs to reduce the time and costs for new customers to get connected to our grid.

Our goal is to reduce greenhouse gas emissions in the province by 900,000 tonnes per year by April 2026 – that’s around the same as taking 200,000 gas-powered cars off the road for one year. Our Electrification Plan outlines how we’ll get there. At the same time, we continue to help customers with conservation initiatives designed to save energy and money.

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 to strategically position BC Hydro for long-term success, keeping rates affordable, furthering reconciliation with Indigenous Peoples and supporting quality economic development.

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 our Electrification Plan. This report also includes some important indicators of how we’re doing in providing you with reliable power.

We’ll continue to work closely with you to support your community. If you have any questions, please contact our Community Relations representatives in your region. We’d be pleased to help.

Sincerely,

A handwritten signature in black ink, appearing to read 'Chris O'Riley'. The signature is fluid and cursive, written on a white background.

Chris O’Riley
President & CEO
BC Hydro

Quick Facts

PROVINCE-WIDE:

4 million customers

Electricity is delivered through a network of:

- approximately 80,000 kilometres of transmission and distribution lines
- over 300 substations
- 1 million plus utility poles

NORTHERN REGION SUPPLY

Generating Stations Capacity:

GM Shrum	2,857 MW
Peace Canyon	694 MW
Falls River	7 MW
Clayton Falls	2 MW

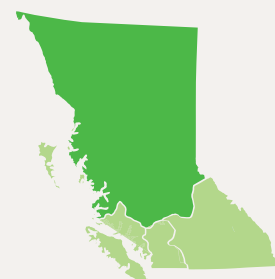
Thermal:

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 six years ago, in July 2015.

During the sixth year of construction, activities continued to advance in all project areas, particularly the completion of both the upstream and downstream cofferdams ahead of schedule in early 2021. The cofferdams create a dry construction area to continue construction activities with the earthfill dam, which is now well underway. 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:

- construction of a 2.6-kilometre-long berm along the shoreline below Hudson's Hope began in October 2020
- powerhouse construction advanced and penstock installation continued; to date, steel construction for four of the six penstock units has been completed
- the completion of roller-compacted concrete placements in the dam and core buttress, marking the end of the project's overall roller-compacted concrete program
- work advanced on all sections of the Highway 29 realignment
 - The Halfway River bridge is substantially complete and the new alignment at Farrell Creek East opened to traffic in October 2021
- stringing on the second of two Site C transmission lines is in progress
- installation of steel piles is underway as part of the right bank foundation enhancements

BC Hydro also delivered on several commitments in the region in 2021. We continued to provide grants to support non-profit organizations in the Peace region through the Generate Opportunities (GO) Fund; as of October 2021, \$552,566 had been distributed to 63 projects. We distributed additional funds from our \$20 million Peace Agricultural Compensation Fund; as of March 2021, \$771,319 in funding had been approved for 33 projects.

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



A view of the Site C dam core trench, dam buttress, powerhouse, spillways, and the operational substation in the background.

Powering B.C.'s switch to clean electricity

With our unique advantage as a clean-energy powerhouse, British Columbians have plentiful opportunity to make the switch to clean power.

Ninety-eight per cent of our electricity is generated from clean or renewable resources, making us western North America's leader in clean electricity generation. Our hydroelectric resources, which are powered by water, give us a clean advantage to power a greener economy in B.C.

While almost all the electricity we produce is from clean or renewable resources, we still have some work to do. Nearly three-quarters of the energy used to power homes and buildings, cars and industrial operations in B.C. comes from fossil fuels.

As we look to the future, we have an ambitious goal to do better. That's why, in September 2021, BC Hydro released our \$260 million Electrification Plan. (Electrification refers to switching from fossil fuels like gasoline, diesel and natural gas to clean electricity.)

Supported by our government partners, we launched a comprehensive plan that lays the foundation for how B.C.'s clean electricity can be used to power three key sectors.

- **Buildings:** Almost 11 per cent of the total greenhouse gas emissions in B.C. come from residential and commercial buildings, mostly due to heating. We've introduced new heat pump rebates and we'll connect with different levels of government and standard-making bodies to increase energy efficiency standards to advance electrification for builders and developers.
- **Transportation:** About 40 per cent of B.C.'s emissions come from cars, trucks and other transportation equipment. BC Hydro plans to expand our fast charging network by having 325 electric vehicle charging stations at 145 sites across the province by the end of 2025. We'll also bring in new programs to encourage commercial fleets, including large trucks and buses, to switch to clean electricity.
- **Industry:** About 40 per cent of emissions in B.C. come from the industrial sector, from things like compressors in the natural gas sector, diesel engines in mining and forestry, and process heat in the forest products industry. Clean electricity switching is possible for this sector too, and we'll provide incentives to businesses. We're also working to attract new clean industry to B.C., including hydrogen production, carbon capture, synthetic fuel production and data centres.

These incentives, rebates and planning are expected to result in greenhouse gas emission reductions of 930,000 tonnes per year by the end of fiscal 2026. That's the equivalent of taking about 200,000 gas-powered cars off the road. In the process, we expect to add about 3,100 gigawatt hours of load to our system.

We'll also continue to support conservation efforts. Conservation and electrification go well together. It's ultimately about being efficient in our choices and uses of energy, including consideration of the emissions that result from fossil fuels.

In addition to reducing greenhouse gas emissions, our Electrification Plan offers the added benefit of helping us keep our rates affordable.

Overall, electrification will help us ensure our province's future will be cleaner, brighter and full of electricity. For more information, please select bchydro.com/electrificationplan.

Regional Information

W.A.C. Bennett Dam Spillway Concrete Upgrades Project

The objective of this project is to upgrade the W.A.C. Bennett Dam spillway chute's concrete surface to ensure continued safe operation of the spillway. Spillways are a necessary component of water storage dams. They may be used to manage water levels in the reservoir, to maintain flows downstream of the dam or in emergencies, to release water to protect the dam structure.

What is a flip bucket?

There are several types of spillways in use at hydroelectric dams. One feature of the spillway at the W.A.C. Bennett Dam is the flip bucket at the bottom end of the downslope section of the spillway. It has a slight upward angle to direct water upward as it leaves the spillway to dissipate the force of the falling water before it flows into the river downstream.



Flip bucket at W.A.C. Bennett Dam.

This project follows the Spillway Chute Upgrade Project, completed in 2016, which identified areas throughout the entire length of the spillway chute that required improvements to assure its continued good performance and then remediated the highest priority areas. The specific sections of the spillway chute to be remediated as part of this project are the next highest priority sections in the inclined chute, both above and below the previously resurfaced area.

Due to the timing and pace of work, the upgrades will continue in the 2022 construction season. This was attributable to a month-long delay in the start of construction due to operational spill requirements and a lower rate of concrete demolition than had been anticipated. The project team is satisfied with work that has been completed to date.



Before, during and after conditions of one remediated joint in the spillway.

W.A.C. Bennett Dam Reservoir Boom Replacement Project

The scope of the project includes the replacement of the aging and deteriorating debris boom at W.A.C. Bennett Dam with a new reservoir boom that meets both debris interception and public safety requirements.

The existing boom is a simple construction of logs and heavy chains all linked together to form a floating barrier near the spillway forebay.

The new boom will be made of galvanized steel and will include public safety signage. New boom anchors will also be installed as part of the project. Fabrication of the new boom is underway and installation of the new boom and anchors is planned for summer 2022.

Peace Canyon Spillway Bay 3 & 4 Concrete Repairs Project

Completed in the summer of 2021, this project included the repair of a crack in bay 3 and two spall repairs in bay 4 near the Spillway Operating Gate sills. Spalling occurs when fragments of concrete break off leaving an uneven surface. If repairs are not done in a timely manner, it could lead to further deterioration of the spillway surface.



W.A.C. Bennett Dam spillway and existing debris boom.



Example of a section of a new debris boom.

The work location, at the top of the spillway adjacent to the spillway gate and underneath the dam deck, is difficult to access and required several measures to ensure the safety of the construction personnel while performing the work, as well as our ability to recall the spillway if needed, including: an Interim Dam Safety Risk Management Plan, engineered mechanical blocking and basket lifts to and from the work location from the spillway bridge, and confined space and fall protection procedures. Work was performed by BC Hydro Construction Services with engineering design and support by our Stations Maintenance Civil Engineering team.



Peace Canyon spillway operating gates.

Supporting Communities

Trees and Vegetation Management

Our electrical system is complex and highly efficient, with approximately 80,000 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.

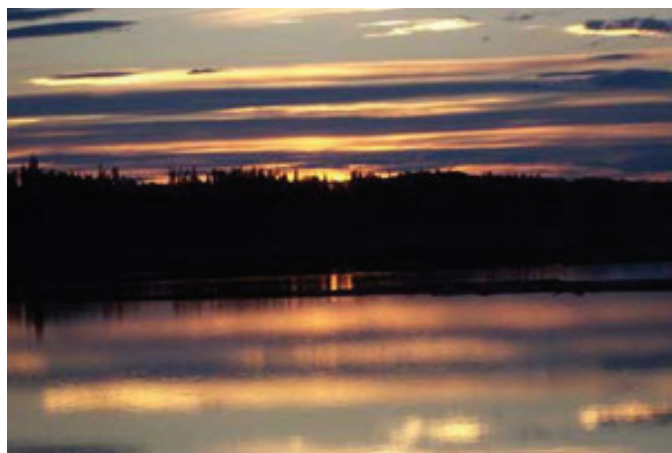
B.C. has some of the tallest and fastest-growing trees in North America. Our vegetation management team regularly inspects trees and other tall vegetation growing under or adjacent to our overhead system to identify potential problems. Tall, diseased or dead trees can fall or grow into power lines, causing 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 adverse weather causing trees and vegetation to come into contact with our system. For more information, please select [bchydro.com/trees](https://www.bchydro.com/trees).

Recreation sites

We've developed and maintain a wide range of recreation areas as one part of our efforts to balance the province's energy needs with the preservation of the natural environment.

BC Hydro reservoirs make it possible to provide clean energy to the province. Those reservoirs also serve as recreational sites that many people enjoy for things like hiking, boating, camping and swimming. For more information, please select [bchydro.com/recreation](https://www.bchydro.com/recreation).



Alexander Mackenzie's Landing at sunset, located near Mackenzie.

Community ReGreening Program

BC Hydro is proud to assist local governments through our Community ReGreening Program which supports the planting of trees and other vegetation that help enhance ecological networks across the province. The program also helps to ensure the right trees are planted near our power lines.

Our ReGreening grants fund small-scale community planting projects and are open to all municipal and Indigenous Nations' governments within BC Hydro's service area. All new applications are now being accepted through our online form. The deadline to apply for a 2022 ReGreening grant was January 31, 2022 and had been extended to February 28, 2022. For more information, please select bchydro.com/regreening.

This past year, successful applications included:



Riverside Park Washhouse planting in Vanderhoof.

Community	Project	Funding
100 Mile House	Beautification and Tree Replacement	\$4,750
Houston	Highway 16 Industrial Park Beautification	\$4,750
Kitimat	Kitimat Parks Tree Enhancement	\$4,480
Mackenzie	Community Planting	\$4,300
Pouce Coupe	Village Park Tree Planting	\$3,360
Stewart	Beautify Stewart	\$2,110
Telkwa	Library Park Delineation/Shade Trees	\$2,016
Vanderhoof	Enhance Parks and Create Green Space	\$4,750

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.

This past year, successful applicants for beautification projects included:

- [Houston](#)

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, regional districts and First Nations communities 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.

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



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

Graffiti removal

Graffiti vandalism is a crime that affects everyone. BC Hydro prioritizes the removal of graffiti that is socially offensive (e.g. obscenities, racial or religious slurs) as well as graffiti that is located in high-profile or sensitive areas (e.g. adjacent to schools, churches, and community centres).

We rely on the public around B.C. to report graffiti on everything from pad-mounted transformer boxes to our buildings. As an alternative, graffiti removal agreements offer financial support to local governments or community groups to remove graffiti on our behalf. For more information on graffiti removal agreements, please contact your local Community Relations office (see last page of this report).

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 2020–2021, the FWCP's Peace Region board approved funding for 28 projects (10 fish and 18 wildlife) across the Finlay, Peace, Parsnip and Dinosaur sub-regions, for approximately \$1.5 million.

Some of the projects funded include studying Arctic grayling in the Williston Reservoir watershed, assessing bull trout spawning habitats, building the capacity of local First Nations to address invasive species, restoring caribou habitat and improving calf survival through maternity penning, expanding the data collection on birds and bats, and supporting restoration activities for amphibians.

One key project that was completed in 2021 was the Williston Wetland Explorer Tool. The first step in conserving and enhancing wetland habitat is to determine where it is, but the FWCP's Peace Region is approximately 7.2 million hectares, and mapping remote areas is challenging. The FWCP invested in this predictive mapping tool, developed by the B.C. Ministry of Environment and Climate Change Strategy, to predict the abundance, distribution, and connectivity of wetlands and riparian areas.

Did you know?

The FWCP is funded annually by BC Hydro. The FWCP directs those funds towards priority actions across its three regions to fulfill its mission and work towards its vision of thriving fish and wildlife populations in watersheds that are functioning and sustainable.

The cost-effective model not only predicts the location of wetlands and riparian areas, but further classifies them into types of wetland and riparian habitat.

Since 1988, the FWCP has committed more than \$40 million to support fish and wildlife in its Peace Region. Learn more at fwcp.ca.

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 July 1, 2021.



Monitoring and maintenance are important to sustaining benefits for fish and wildlife. During F21, Blackbird Environmental inspected 53 nest structures in the Parsnip Arm. Here, an infertile egg is removed before fresh wood chips are added to the box. Photo courtesy of C. Coady.

Municipality/District	School taxes*	Grants	Other taxes	Total payments
District of 100 Mile House	87,368.88	79,844.73	8.33	167,221.94
Village of Burns Lake	41,300.43	96,759.24	138.81	138,198.48
Central Coast Regional District	0	4,581.00	0	4,581.00
District of Chetwynd	62,137.64	112,131.14	1,284.97	175,553.75
City of Dawson Creek	216,027.34	1,131,279.43	366.94	1,347,673.71
District of Fort St. James	30,914.15	41,837.13	0	72,751.28
City of Fort St. John	118,254.46	389,532.55	395.46	508,182.47
Fraser-Fort George Regional District	0	1,182,730.00	0	1,182,730.00
Village of Fraser Lake	11,566.28	37,179.92	0	48,746.20
Village of Granisle	10,579.92	10,684.33	0	21,264.25
Village of Hazelton	4,097.89	9,196.66	300.00	13,594.55
District of Houston	110,821.05	116,251.69	630.00	227,702.74
District of Hudson's Hope	1,674,020.45	1,865,065.86	5,402.14	3,544,488.45
District of Kitimat	121,579.90	159,320.12	0	280,900.02
District of Mackenzie	80,848.54	2,589,278.07	166.94	2,670,293.55
Village of Masset	35,039.73	27,321.43	0.34	62,361.50
Village of McBride	29,729.75	17,255.13	53.46	47,038.34
District of New Hazelton	32,790.30	17,060.37	632.80	50,483.47
North Coast Regional District	0	16,037.00	0	16,037.00
Northern Rockies Regional Municipality	378,573.71	302,547.59	1,552.55	682,673.85
Peace River Regional District	0	1,559,278.00	0	1,559,278.00
Village of Port Clements	4,750.01	5,727.88	0	10,477.89
District of Port Edward	143,686.07	173,630.09	0	317,316.16

Municipality/District	School taxes*	Grants	Other taxes	Total payments
Village of Pouce Coupe	4,616.74	12,706.07	0	17,322.81
City of Prince George	747,110.39	1,849,967.45	5.59	2,597,083.43
City of Prince Rupert	96,225.86	256,578.81	0	352,804.67
Village of Queen Charlotte	52,918.12	14,908.75	759.20	68,586.07
City of Quesnel	192,089.40	720,431.66	35,536.11	948,057.17
Town of Smithers	95,822.51	182,837.52	0	278,660.03
District of Stewart	40,994.87	109,810.22	9,259.60	160,064.69
District of Taylor	28,304.86	460,236.21	0	488,541.07
Village of Telkwa	9,323.50	9,778.86	0	19,102.36
City of Terrace	403,367.85	344,849.65	529.99	748,747.49
District of Tumbler Ridge	239,432.62	67,469.03	0	306,901.65
District of Vanderhoof	97,455.69	170,276.16	1,583.00	269,314.85
District of Wells	7,625.98	5,063.93	0	12,689.91
City of Williams Lake	111,398.75	252,957.43	248.50	364,604.68

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

Community Grants

By providing electricity 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. In 2021, we supported nearly 90 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 this past year included:

Organization	Project	Community	Grant
Riske Creek Volunteer Fire Department Society	Electrical Back-up	Riske Creek and Hwy 20	\$2,000
Horsefly Volunteer Fire Department	Traffic Control Initiative	Horsefly	\$1,750
Mackenzie and Area Radio Society (MARS) CHMM 103.5 FM	Broadcast Infrastructure Upgrades	Mackenzie and MacLeod Lake	\$2,000
McLeese Lake Volunteer Fire Department Society	Emergency Scene Lighting	McLeese Lake	\$2,000
The Air Cadet League of Canada, 899 Vanderhoof Sponsoring Committee	Outdoor Adventure Training and Leadership Program	Vanderhoof	\$2,000
Mackenzie Public Library	Tech Lending Library	Mackenzie	\$2,000

Organization	Project	Community	Grant
Gavin Lake Forest Education Society	2021 Grade 6 Fall School Program	Williams Lake	\$2,000
Bulkley Valley Collaborative Learning Society (BVCLS)	Flow Learning Lab STEM Camps	Bulkley Valley	\$2,000
Fort St. John Public Library Association	2021 Summer Reading Program	Fort St. John	\$2,000

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 2020 and Fiscal 2021 for communities in the Northern region. These statistics include interruptions due to planned outages.

Community	Fiscal 2020 average customer interruption duration (hours)	Fiscal 2021 average customer interruption duration (hours)	Fiscal 2020 average number of interruptions per customer	Fiscal 2021 average number of interruptions per customer
100 Mile House	1.56	2.42	3.43	4.72
Atlin	0.85	3.72	1.55	6.88
Burns Lake	3.07	3.22	10.80	3.20
Chetwynd	2.11	2.98	3.65	5.97
Dawson Creek	2.20	1.75	3.71	3.88
Fort Nelson	7.52	3.53	6.09	3.93
Fort St. James	2.99	3.34	13.99	5.50
Fort St. John	2.29	2.91	3.90	2.05
Fraser Lake	2.71	1.31	4.49	1.75
Granisle	2.72	3.54	6.76	3.36
Hazelton	1.95	4.60	3.49	4.95
Houston	1.88	2.62	3.89	3.99
Hudson's Hope	1.75	2.77	2.73	4.54
Kitimat	3.02	7.17	4.03	4.83
Mackenzie	2.26	3.81	6.26	1.68
Masset	1.10	1.77	4.42	6.12
McBride	0.49	4.85	6.21	11.57
New Hazelton	1.61	5.66	4.94	3.06
Port Clements	2.28	3.49	12.05	20.07
Pouce Coupe	1.68	1.50	2.40	1.35
Prince George	1.94	3.51	2.45	1.58
Prince Rupert	3.14	2.66	2.58	3.50
Queen Charlotte	2.30	2.33	11.74	14.83

Community	Fiscal 2020 average customer interruption duration (hours)	Fiscal 2021 average customer interruption duration (hours)	Fiscal 2020 average number of interruptions per customer	Fiscal 2021 average number of interruptions per customer
Quesnel	2.26	2.16	3.08	3.06
Smithers	1.57	3.84	6.80	4.32
Stewart	9.51	6.22	7.07	11.86
Taylor	1.36	1.89	2.19	1.19
Telkwa	1.20	2.93	5.64	5.07
Terrace	2.78	3.58	4.69	3.21
Tumbler Ridge	1.81	1.48	2.51	3.87
Vanderhoof	1.85	2.56	11.74	3.08
Wells	5.88	3.76	9.44	16.26
Williams Lake	2.98	2.32	4.18	4.28

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:

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Dave Mosure

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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.



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