

Southern Interior Community Relations 2021 Annual Report

February 2022

Penstocks at Shuswap Falls Generating Station.

Revelstoke safety project protects roadway

BC Hydro has completed the second year of work for a significant slope stabilization safety project along Highway 23 north of the City of Revelstoke across from Revelstoke Dam. This is an important safety project to reduce the chance of rocks falling onto the highway and the Revelstoke Dam and powerhouse work areas, and to have Highway 23 North stay safe.

When we started building Revelstoke Dam, we completed significant work to stabilize the slope. In 1979, we installed 60 high capacity anchors into the rock face to pin the layers of rock together. Each anchor is a bundle of steel cables encased in a tube filled with grease to protect the cables from water and heat. Each anchor is up to 49 metres long or 160 feet – the length of about four city buses. As part of our dam safety program we installed instrumentation throughout the slope so we can continuously monitor its condition 24 hours a day, seven days a week. We also built walkways to allow crews to regularly inspect and maintain the anchors.

Although we've regularly conducted hand scaling to remove small loose rocks, the condition of the slope has slowly deteriorated over the years and it's time for a significant slope stabilization project. We're removing rock and installing additional slope protection including anchors, wire mesh, and concrete coating. We'll also add protection for the high capacity anchors that can be damaged if struck by falling rocks and replace the aging walkways. We expect to complete the project in summer 2022.

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.



Crane being used to access the slope.



Installing protection for anchors.



Tethered cat installing anchors.

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,

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

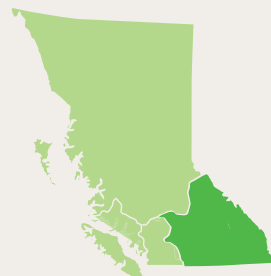
SOUTHERN INTERIOR GENERATING CAPACITY:

Mica	2,746.5 MW
Revelstoke	2,480 MW
Seven Mile	805 MW
Kootenay Canal	583 MW
Whatshan	59 MW
Aberfeldie	25 MW
Elko	12 MW
Walter Hardman	8 MW
Shuswap	6 MW
Spillimacheen	4 MW

Hugh L. Keenleyside Dam*
Duncan Dam*

*Columbia River Treaty Dam
– No Generation

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

Upgrades to the distribution system in Canal Flats

We're making improvements to our distribution system in Canal Flats and the surrounding area to increase the load capability and improve our level of service.

From the fall of 2021 through October 2022, we're replacing the 12 kilovolt (kV) equipment with new 25kV equipment in Canal Flats, Columere Park, Columbia Ridge and Dutch Creek. That means we'll swap out about 110 poles, 180 transformers and 1.5 kilometres of cable, as well as the electrical equipment that supports them. We're also assessing the condition of all equipment in the Canal Flats area.

The work will allow us to continue providing clean and reliable power to more than 800 customers from Canal Flats to Fairmont Hot Springs.

This project is part of a ten-year plan to rebuild the distribution system throughout the Kootenays. Voltage conversion will also remove polychlorinated biphenyl (PCB) materials from all electrical equipment before the federally mandated deadline of December 2025.



Equipment at Canal Flats Substation (pictured) and on poles throughout the community will be replaced between fall 2021 and fall 2022 to improve reliability to our customers in the southern Columbia Valley.



Crews work to replace a pole in Cranbrook in September 2020.



Shuswap Falls Generating Station.

We're expecting there will be minimal impact to residents of Canal Flats while crews are working in the community. Traffic control will assist crews as they carry out the work, and we'll prioritize safety to our staff, contractors and the public. There will be localized outages to small pockets of customers, and we'll notify affected residents prior to doing the work.

Working towards fish passage at Wilsey Dam

We have chosen decommissioning as our leading alternative for a project to achieve fish passage at Wilsey Dam on the Shuswap River. This project will allow salmon to travel upstream of the Wilsey Dam and use 32 kilometres of historical spawning habitat upstream of the facility. Restoring fish passage above Shuswap Falls has been a long process, involving years of work by multiple Indigenous Nations and several stakeholder groups and we're excited to move this work forward.

We're building on the work of the Wilsey Dam Fish Passage Committee that explored a number of options to restore fish passage through BC Hydro's Fish Passage Decision Framework with support of the Fish and Wildlife Compensation Program (FWCP). The Committee recommended construction of a fishway channel along the north riverbank through BC Hydro's Shuswap Falls recreation site and their findings were endorsed by the FWCP in 2018.

After extensive community involvement and our own studies, BC Hydro believes the best option is to decommission the dam and powerhouse. In addition to it being the most cost-effective alternative, we expect this will provide a higher chance of achieving successful fish passage by creating river conditions similar to what existed before the dam was built.

We are currently assessing the feasibility of the leading alternative before any definitive decision is made on the future of the facility. It's too early to know exactly how long decommissioning would take and what it would look like – for example, whether the entire dam would be removed or what additional work might be required in the river channel.

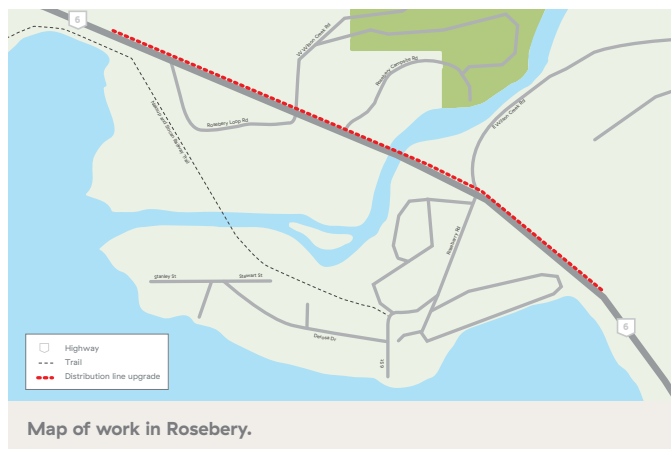
Before a decision is made, we're working on an interim fish passage program with the objective to develop a trap and transport program to move spawning salmon around Wilsey Dam. We recently completed a two-year incubation study to test different methods for incubating eggs.

Distribution line upgrades in Edgewood and Monashee

In fall 2021, BC Hydro upgraded the distribution line that runs along Highway 6 in Rosebery. Approximately 1.7 kilometres of the single-phase line was upgraded to a three-phase line, and we also installed nine new poles along Highway 6.

Distribution line upgrades are also planned in Edgewood. Approximately 2.5 kilometres of the single-phase line will be upgraded to a three-phase line, and we will also build approximately 0.45 kilometres of new three-phase line. Preliminary work was completed in fall 2021, and construction will begin in spring 2022. We expect that this work will be completed by September 30, 2022.

Safety is BC Hydro's top priority and we are working with our contractors to continually plan work in ways that will protect the health and safety of both our workers and the public. We will continue to meet and exceed all B.C. public health and occupational health and safety requirements and recommendations for employees and workplaces to help prevent the spread of the COVID-19 virus. Measures are in place to make sure workers can maintain physical distancing guidelines and stay two metres away from other workers and the public throughout the project.



Lower Columbia River fish habitat recontouring project

As part of the Columbia River Water Use Plan, BC Hydro has been working to support indigenous fish populations in the lower Columbia River. In March 2021 we recontoured the river bottom at the Genelle Main Bar. This site is located adjacent to the community of Genelle, which is approximately eight kilometres downstream of Castlegar.

BC Hydro hired the Osoyoos Band/Lake Excavating to conduct the work. They used the existing sediment on site to fill in two existing stranding pools, and finer sediment was capped using larger sediment to minimize future erosion at the site. Backhoes were used to fill in depressions and the area was then recontoured with graders. This work is intended to protect fish from being stranded at this site by preventing water from pooling following Hugh L. Keenleyside dam discharge flow reductions.



Stranding pools prior to recontouring.



Recontouring in progress.

We have completed recontouring work in the past at Genelle Islands and Norn's Creek Fan, both of which resulted in reduced fish stranding at those locations. This work was done in partnership with regulatory agencies.

Recontouring is a temporary mitigation measure, and some of the fill has already been eroded by the flow of the river. We also have specific operational protocols and mitigation techniques to minimize the effects of fish stranding during scheduled flow reductions. Further information about the Lower Columbia River Fish Stranding Monitoring Study (CLBMON-42) is available online at bchydro.com.

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.

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.

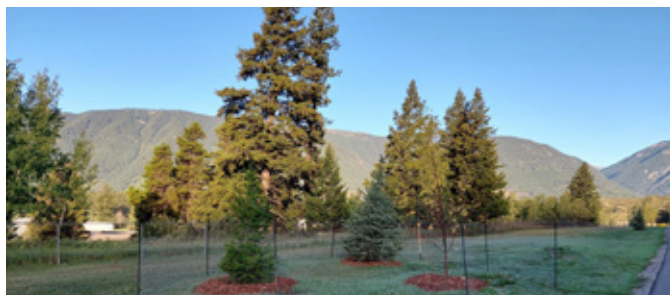


Shuswap River in the North Okanagan.

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 but has now been extended to **February 28, 2022**. For more information, please select bchydro.com/regreening.



Michel Cemetery walkway planting in Sparwood.

Community	Project	Funding
Barriere	Airfield Road Sanitary Collection System Restoration	\$4,750
Cranbrook	Joseph Creek Flood Mitigation and Restoration	\$4,750
Columbia-Shuswap RD	Park Beautification and Shade Creation	\$4,750
Enderby	Riverside RV Park and Campground ReGreening	\$4,750
Fernie	Aquatic Slope ReGreening	\$4,400
Invermere	Athalmer Public Lands Park Development and Enhancement	\$4,750
Kamloops	100 Block Victoria Street Tree Revitalization	\$4,750
Lake Country	Oyama Dog Park Planting	\$4,750
Peachland	Heritage Park Restoration	\$2,352
Radium Hot Springs	Tree Enhancement Planting	\$4,750
Salmon Arm	Street Rehab Program	\$4,000
Sparwood	Michel Cemetery Walkway Planting	\$4,750
West Kelowna	Community ReGreening	\$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:

- Coldstream
- Golden
- Kamloops
- Salmon Arm
- Sicamous
- Vernon

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).

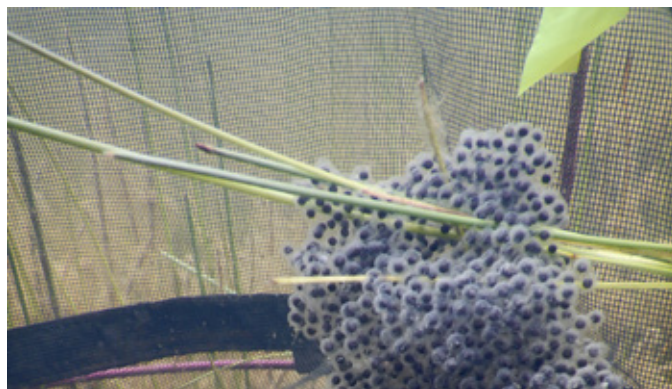
Fish & Wildlife Compensation Program

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.

BC Hydro's Southern Interior region straddles two of the three FWCP's regions: Coastal and Columbia. The FWCP also funds fish and wildlife projects in its Peace Region.

One project the FWCP is funding on an annual and ongoing basis is northern leopard frog recovery, led by the Province of B.C. The northern leopard frog is provincially red-listed (threatened) and is a recovery species for the FWCP, which means it is among those with the highest priority and conservation concern adversely impacted by dam construction and/or operations.

During the 2020–2021 field season, 24 northern leopard frog egg masses were found in the Creston Valley – one of the highest counts since monitoring started in 2000. The high number observed this year enabled biologists to move nearly 11,000 tadpoles to part of the frog's historical range near Brisco, north of Radium Hot Springs.



When the northern leopard frog egg masses are found, they are protected with cages to minimize predation and increase survival. Photos courtesy of Kat McGlynn.

There are plans in 2022 for Nupqu Resource Limited Partnership – owned by the communities of the Ktunaxa Nation – to be actively involved in this important recovery project, alongside the Province of B.C.

Since 1988, the FWCP has committed more than \$191 million to support fish and wildlife in the province. 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/.

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.

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 Southern Interior region as of July 1, 2021.

Municipality/District	School taxes*	Grants	Other taxes	Total payments
City of Armstrong	48,262.03	57,445.78	43.84	105,751.65
Village of Ashcroft	14,094.56	25,232.53	0	39,327.09
District of Barriere	33,087.05	30,220.49	0	63,307.54
Village of Cache Creek	15,275.81	33,276.72	0	48,552.53
Village of Canal Flats	16,257.61	22,287.39	1,028.00	39,573.00
City of Castlegar	2,945.18	80,563.62	1,013.35	84,522.15
Central Kootenay Regional District	0	967,802.00	0	967,802.00
Village of Chase	20,697.34	23,541.75	1,287.59	45,526.68
District of Clearwater	70,842.44	43,381.67	264.29	114,488.40
Village of Clinton	9,286.21	20,099.08	0	29,385.29
District of Coldstream	80,246.40	126,732.29	0	206,978.69
Columbia-Shuswap Regional District	0	2,469,759.00	0	2,469,759.00
City of Cranbrook	154,851.86	334,504.98	4.40	489,361.24
East Kootenay Regional District	0	90,361.00	0	90,361.00
District of Elkford	42,465.00	211,825.18	0	254,290.18
City of Enderby	11,522.56	29,159.32	0	40,681.88
City of Fernie	93,771.22	145,333.52	350.85	239,455.59
Town of Golden	73,959.00	144,031.11	1,333.49	219,323.60
District of Invermere	17,283.84	61,046.27	0	78,330.11
City of Kamloops	923,224.73	1,575,798.56	10,878.20	2,509,901.49
City of Kelowna	5,246.88	16,807.64	0	22,054.52
City of Kimberley	52,947.05	71,207.71	0	124,154.76
Kootenay Boundary Regional District	0	1,601,799.00	0	1,601,799.00
District of Lake Country	107,185.15	187,325.89	275.00	294,786.04
District of Logan Lake	15,426.86	552,201.22	0	567,628.08

Municipality/District	School taxes*	Grants	Other taxes	Total payments
Village of Lumby	9,053.44	19,114.15	0	28,167.59
Village of Lytton	2,597.72	7,109.37	0	9,707.09
City of Merritt	168,386.83	172,387.89	0	340,774.72
Village of Nakusp	35,938.94	59,743.61	0	95,682.55
City of Nelson	2,545,341.22	502,945.88	0	3,048,287.10
Village of New Denver	2,880.64	7,024.20	0	9,904.84
North Okanagan Regional District	0	13,746.00	0	13,746.00
District of Peachland	30,529.64	40,978.83	0	71,508.47
Village of Radium Hot Springs	28,140.25	53,804.92	0	81,945.17
City of Revelstoke	592,347.59	3,754,321.93	403.67	4,347,073.19
City of Salmon Arm	234,569.67	276,263.31	8,081.35	518,914.33
District of Sicamous	36,795.83	56,479.14	0	93,274.97
Village of Silverton	1,363.16	2,797.87	0	4,161.03
Township of Spallumcheen	179,371.28	109,912.32	0	289,283.60
District of Sparwood	249,170.22	251,331.99	0	500,502.21
Sun Peaks Mountain Resort Municipality	6,635.76	39,505.07	0	46,140.83
Village of Valemount	14,469.43	511,138.87	0	525,608.30
City of Vernon	774,749.98	1,017,088.45	10,844.27	1,802,682.70
City of West Kelowna	249,140.67	403,668.07	1,447.58	654,256.32

* 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
Columbia Valley Search and Rescue	Enhancing Backcountry Rescue Response	Columbia Valley	\$2,000
Wasa Volunteer Fire Prevention and Suppression	FireSmart Education Kiosk	Wasa	\$2,000
Moyie Community Association	Emergency Response Storage Building	Moyie Lake	\$1,000
Spark Society for Youth	Electrical Safety and Solar Awareness for Youth	Kimberley	\$1,000

Organization	Project	Community	Grant
Sparwood and District Chamber of Commerce	Changing Exterior Lights	Sparwood	\$1,500
East Kootenay Regional Science Fair	Regional Science Fair	East Kootenay	\$1,000
Wildsight Elk Valley	Little Sprouts	Fernie	\$1,000
Wildsight Golden	Get Wild Camp Field Trips	Golden	\$2,000
Meadowbrook Community Association	Meadowbrook Environmental Education Program 2021-22	Kimberley	\$1,500
Village of Canal Flats	Canal Flats South Highway Gateway Monument	Canal Flats	\$1,000
Community Safety Net	Castlegar Fire Safety Program	Castlegar	\$2,000
Barriere Firefighters Association	Portable Emergency Scene Lighting	Barriere	\$2,000
Fauquier Community Club	Outdoor Court Light Upgrade	Fauquier	\$2,000
Kingfisher Interpretive Centre Society	Conservation Through Education	Shuswap River	\$2,000
Wildsight Revelstoke	"Wild-In-Sight" Youth Programs	Revelstoke	\$2,000
Revelstoke Fabrication Lab Society	Revelstoke Idea Factory Tech Club Pilot Program	Revelstoke	\$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 Southern Interior 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
Cache Creek	1.41	2.08	3.32	5.06
Canal Flats	1.44	2.08	8.12	5.32
Cranbrook	2.25	3.81	1.96	1.46
Elkford	3.52	4.08	7.21	5.57
Fernie	2.75	1.89	2.69	4.53
Golden	2.81	3.31	6.26	3.41
Invermere	1.66	1.46	2.39	3.43
Kamloops	2.19	1.92	3.28	2.22
Kimberley	1.68	2.70	3.20	1.49

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
Merritt	1.84	2.88	2.47	1.57
Nakusp	5.16	4.28	12.27	9.29
New Denver	5.64	5.85	11.95	7.00
Radium Hot Springs	2.53	1.78	3.10	5.03
Revelstoke	2.36	3.52	2.74	1.00
Salmon Arm	5.27	1.95	8.06	4.65
Sparwood	1.87	0.99	0.38	3.51
Valemount	0.61	6.42	5.20	5.76
Vernon	2.67	2.64	3.71	2.53

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.

Southern Interior

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

Vernon Office Dag Sharman Manager 250 549 8531 dag.sharman@bchydro.com	Castlegar Office Mary Anne Coules Stakeholder Engagement Advisor 250 365 4565 maryanne.coules@bchydro.com	Cranbrook Office Sally MacDonald Public Affairs Officer 250 489 6841 sally.macdonald@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.