

Thompson Okanagan Columbia Community Relations 2020 Annual Report

Fall 2020

Sunset over a Coldstream apple orchard.

Ringing in the New Year with a major snowstorm and power outages

Our Southern Interior customers had an interesting start to the year with Mother Nature bringing two days of wet and heavy snow beginning on the last day of the year 2019. Some areas in the Shuswap saw over 35 cm (three feet).

Large amounts of snow cause problems with our electrical system by bringing trees and branches into contact with our powerlines and weighing down our lines and equipment. The result was considerable damage to our equipment in hundreds of different locations causing hundreds of separate outages. Roughly 214,000 customers in the Southern Interior lost power at some point during the storm and the hardest hit areas were the Shuswap, Lardeau Valley, and Thompson.

BC Hydro crews worked round-the-clock to restore power and we brought in crews from around the province to provide support in affected areas. The first priority after a storm event is to ensure safety and to restore power to critical infrastructure and repair transmission lines and substations that serve large numbers of customers. Then we prioritize our work so we can get as many customers on as quickly as possible.

Early on after a storm it is typical that we are able to restore power to hundreds or thousands of customers after crews make repairs at one trouble spot on equipment that serves that large number of customers. After this storm it was no different, we had nearly 60% of customers back on within 24 hours. But crews soon were into the heavy lifting where only a handful of customers, or even just one customer, would be restored after working to make a single repair.

The deep snow compounded the situation by creating very challenging working conditions and in many areas crews had a difficult time accessing our equipment. In some cases where trucks were unable to access power lines by road, line crews used snow cats or went in on snowshoes. Despite the adversity, our crews persevered through long hours until all repairs were complete. The final customers were restored on January 5, 2020.



A tree on a powerline in the north Shuswap.

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 & CEO



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 Thompson Okanagan Columbia region, we completed Phase 1 of the wildlife enhancement project in the Burton Flats. The project design creates a mixture of shallow and deep wetland habitat in the drawdown zone of the Lower Arrow Lakes Reservoir.

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:

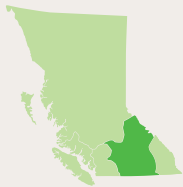
- 4 million customers
- Electricity is delivered through a network of:
 - 79,000 kilometres of transmission and distribution lines
 - over 300 substations
 - 1 million plus utility poles
- Capital investments of approximately \$3 billion a year

THOMPSON OKANAGAN COLUMBIA DAMS AND GENERATING STATIONS:

Revelstoke	2,480 MW
Mica	2,746.5 MW
Seven Mile	805 MW
Kootenay Canal	583 MW
Whatshan	59 MW
Walter Hardman	8 MW
Shuswap	6 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 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

THE NEXT STEP FOR THE ARROW LAKES RESERVOIR WILDLIFE ENHANCEMENT PROGRAM

In the fall of 2019, BC Hydro completed Phase 1 of the wildlife enhancement project in the Burton Flats. The project design creates a mixture of shallow and deep wetland habitat in the drawdown zone of the Lower Arrow Lakes Reservoir. The project consists of a series of habitat features which will be combined in phases to evaluate the effectiveness of the design and habitat establishment prior to completion of the entire proposed works.

The main design features include primary shallow tiered wetlands; a secondary shallow disconnected wetland; habitat and planting mounds constructed of excavated material; a deep waterfowl pond; and drainage channels to connect the wetlands to the existing gravel pond and the reservoir. The total footprint of the wildlife enhancement project is 6.5 hectares.

Did you know?

The full design will create 1.7 hectares of wetland area – that’s about the size of over 300 double-decker buses parked next to each other, with no gaps.

Having a mix of ponds fed from groundwater and from the reservoir will provide a wider range of habitat for wildlife and plants. These wetlands are intended to remain “in the wet” even during the drawdown period, providing wildlife habitat year-round. Kingfishers, larkspurs and elk have already been observed using the newly constructed wetland.

The next phase of the project involves monitoring the areas created in Phase 1, and consulting with stakeholders about the plans for Phase 2, which includes completing the construction of the habitat mounds and ponds. The design details for Phase 2 may be refined following Phase 1 monitoring. The construction schedule will depend on a number of factors, including reservoir levels.



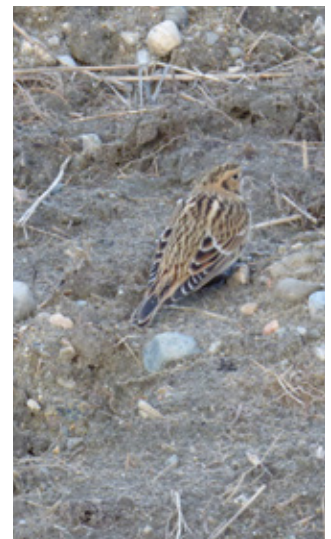
Aerial view of Burton Wetland.



Burton Wetland under construction.



Green-winged teal.



Lapland Longspur.

MERRITT WORK YARD UPGRADE

This summer, we upgraded our Merritt District Office operational yard. This work included lighting upgrades, the relocation of the storage unit, and the installation of a new modular office building.

The lighting upgrades will increase worker safety and security at the site. Lighting is also required for the safe loading and unloading of equipment in the yard during non-daylight hours. Four pole top mounted LED lights were installed along the fence on the west side of the yard, and two additional floodlights were installed above the truck bays to illuminate the main building yard.

The storage unit that was located on the northeast perimeter was moved to the southwest corner of the site. We also installed a one-story office building where the storage unit was previously located. The office was delivered in three pre-built modular sections and placed on the foundation.

WORKING TOWARDS FISH PASSAGE AT WILSEY DAM

We have started a project to determine the best option to achieve fish passage at Wilsey Dam so that salmon can access historical spawning habitat upstream of the facility.

Wilsey Dam is approximately 35 kilometres east of Vernon on the Shuswap River. 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. To make sure we're making the best decision, the first step of our project will investigate whether decommissioning of Wilsey Dam and the Shuswap Falls powerhouse is the best option. We recently completed a review of Wilsey Dam and the Shuswap Falls powerhouse that indicates significant investment is required to refurbish these facilities and construct a fishway channel.

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. Addressing questions like that will be part of our investigation of decommissioning. We anticipate that it will take a year or longer to properly study the fish passage options. Once we complete some preliminary work to



We would like to thank our neighbours in Merritt for their input into these upgrades and their continued support.



Shuswap Falls Generating Station.

identify a leading alternative, we will conduct a more detailed feasibility analysis. Then BC Hydro's Board of Directors will review the feasibility design and decide whether to move ahead with the project.

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're currently in the second year of a two-year incubation study to test different methods for incubating eggs. This information will help us prepare for truck and transport.

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
Clinton	Public Space Re-Greening	\$3,500
Columbia Shuswap Regional District	Park Beautification and Shade Creation	\$3,800
Kamloops	Shade Tree Program	\$6,000
Peachland	Foreshore Reforestation (Todd Campground to Pumphouse)	\$1,500
Revelstoke	Big Eddy Park	\$1,480
Salmon Arm	Downtown Street Tree Rehab	\$4,000
Vernon	32nd Ave Reconstruction (33rd St. to 35th St.)	\$4,185

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 conversion of overhead to underground facilities included:

- Lake Country

Select [bchydro.com/beautification](https://www.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:

- Revelstoke

The application closing date for each year is September 30. For more information, please select [bchydro.com/wrap](https://www.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.

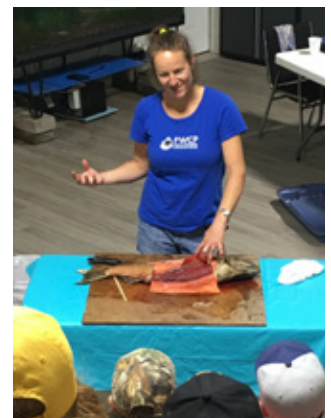
BC Hydro's Thompson Okanagan and Columbia region straddles two of the three FWCP's regions: Coastal and Columbia.

Community engagement is a strategic objective of the FWCP, and the Protection of Shuswap River Chinook Through Education Project is an example of an FWCP-funded project with extensive community engagement. Led by the Kingfisher Interpretive Centre Society, approximately 700 students and 100 parent volunteers took part in the experiential, interactive learning project at the centre near Enderby in 2019–2020. They learned about Shuswap River Chinook salmon, a vital species in the watershed, and its habitat, as well as the culture and traditional ecological knowledge of the Splatins. The project aims to foster future salmon stewards, and salmon restoration and protection, by building knowledge, awareness, and understanding among youth.

Since 1988, the FWCP has committed more than \$183 million to support fish and wildlife in the province. Learn more at [fwcp.ca](https://www.fwcp.ca).

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.



Shona Bruce, executive director of the Kingfisher Interpretive Centre, sharing her knowledge of Chinook salmon. Photo courtesy of J. Fournier.

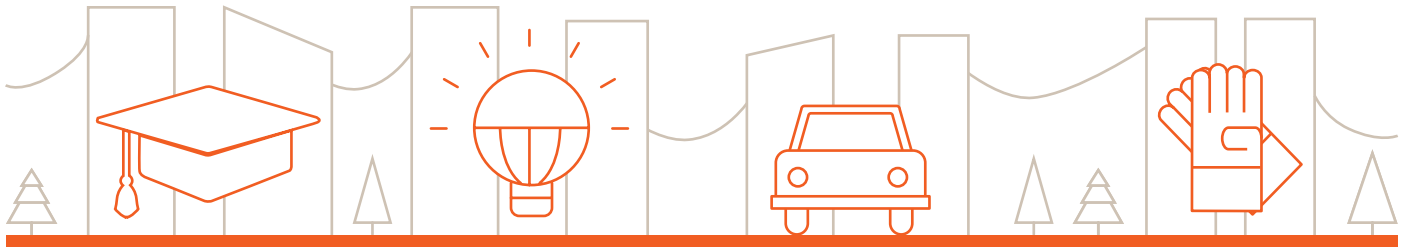
For information on Community Engagement Grants – which are typically \$500 to \$1,000 and help stewardship groups and others take action to benefit local fish and wildlife – please select [fwcp.ca/community-engagement-grants/](https://www.fwcp.ca/community-engagement-grants/).

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 Thompson Okanagan Columbia region as of June 30, 2020.

Municipality/District	School Taxes*	Grants	Other Taxes	Total Payments
City of Armstrong	\$48,024.36	\$55,525.04	\$59.64	\$103,609.04
Village of Ashcroft	\$13,916.04	\$24,442.30	0	\$38,358.34
District of Barriere	\$32,271.17	\$29,783.28	0	\$62,054.45
Village of Cache Creek	\$13,998.35	\$28,905.73	0	\$42,904.08
City of Castlegar	\$844.64	\$76,073.90	\$150.00	\$77,068.54
Central Kootenay Regional District	0	\$921,781.00	0	\$921,781.00
Village of Chase	\$20,623.88	\$24,041.45	\$1,422.64	\$46,087.97
District of Clearwater	\$69,916.17	\$56,827.30	\$138.73	\$126,882.20
Village of Clinton	\$9,117.09	\$33,024.84	0	\$42,141.93
District of Coldstream	\$78,896.65	\$118,307.70	0	\$197,204.35
Columbia-Shuswap Regional District	0	\$2,352,316.00	0	\$2,352,316.00
City of Enderby	\$11,310.04	\$29,714.83	0	\$41,024.87
City of Kamloops	\$897,642.72	\$1,420,229.44	\$498.72	\$2,318,370.88
City of Kelowna	\$5,094.73	\$13,132.92	0	\$18,227.65
Kootenay Boundary Regional District	0	\$1,525,629.00	0	\$1,525,629.00
District of Lake Country	\$104,259.24	\$186,461.83	\$275.00	\$290,996.07
District of Logan Lake	\$15,155.19	\$542,476.12	0	\$557,631.31
Village of Lumby	\$8,938.58	\$18,881.54	0	\$27,820.12
Village of Lytton	\$2,579.94	\$6,932.15	0	\$9,512.09
City of Merritt	\$163,489.19	\$176,607.28	0	\$340,096.47
Village of Nakusp	\$34,279.27	\$56,745.38	0	\$91,024.65
City of Nelson	\$2,534,910.93	\$479,611.00	0	\$3,014,521.93
Village of New Denver	\$2,840.54	\$7,352.21	0	\$10,192.75
North Okanagan Regional District	0	\$13,092.00	0	\$13,092.00
District of Peachland	\$30,229.60	\$42,382.37	0	\$72,611.97
City of Revelstoke	\$595,737.16	\$3,595,535.08	\$400.00	\$4,191,672.24
City of Salmon Arm	\$222,310.75	\$246,776.33	\$7,617.34	\$476,704.42
District of Sicamous	\$36,124.34	\$56,503.10	0	\$92,627.44
Village of Silverton	\$1,342.09	\$2,821.84	0	\$4,163.93
Township of Spallumcheen	\$175,996.21	\$122,459.43	0	\$298,455.64
Sun Peaks Mountain Resort Municipality	\$6,580.15	\$38,675.61	0	\$45,255.76
Village of Valemount	\$13,601.42	\$488,837.10	0	\$502,438.52
City of Vernon	\$727,804.53	\$975,900.49	0	\$1,703,705.02
City of West Kelowna	\$242,480.24	\$398,932.88	\$7.66	\$641,420.78

*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
Literacy Society of the North Okanagan	Math Boost	Vernon	\$1,000
Engineers & Geoscientists of BC	Popsicle Bridge Building Competition	Castlegar	\$500
David Thompson Elementary School	Indoor Garden Reading Room	Kamloops	\$800
Kingfisher Interpretive Centre	Summer Mentorship Program	Enderby	\$2,000
Columbia Shuswap Invasive Species Society	Youth Summer Training Program	Revelstoke	\$2,000
Friends of Kootenay Lake	Kootenay Lake Wetland Monitoring Educational Program	Multiple communities surrounding Kootenay Lake	\$2,000
Rossland Historical Museum Association	Camp Black Bear	Rossland	\$1,800
Enderby & District Recreation Services Association	Shuswap River Ambassador Program	Grindrod	\$2,000
Community Safety Net	Castlegar Fire Safety Program	Castlegar	\$2,000
Okanagan Landing & District Community Association	Paddlewheel Park Safety Program	Vernon	\$2,000
DreamRider Productions	Planet Protector Academy: Climate Action! – inspiring smart energy superheroes across BC	Kamloops, Kelowna and Lower Mainland	\$5,000
Living Lakes Canada Society	Growing STEM in Community-Based Water Monitoring	Nelson, East Kootenay and Invermere	\$4,000

Reliability performance

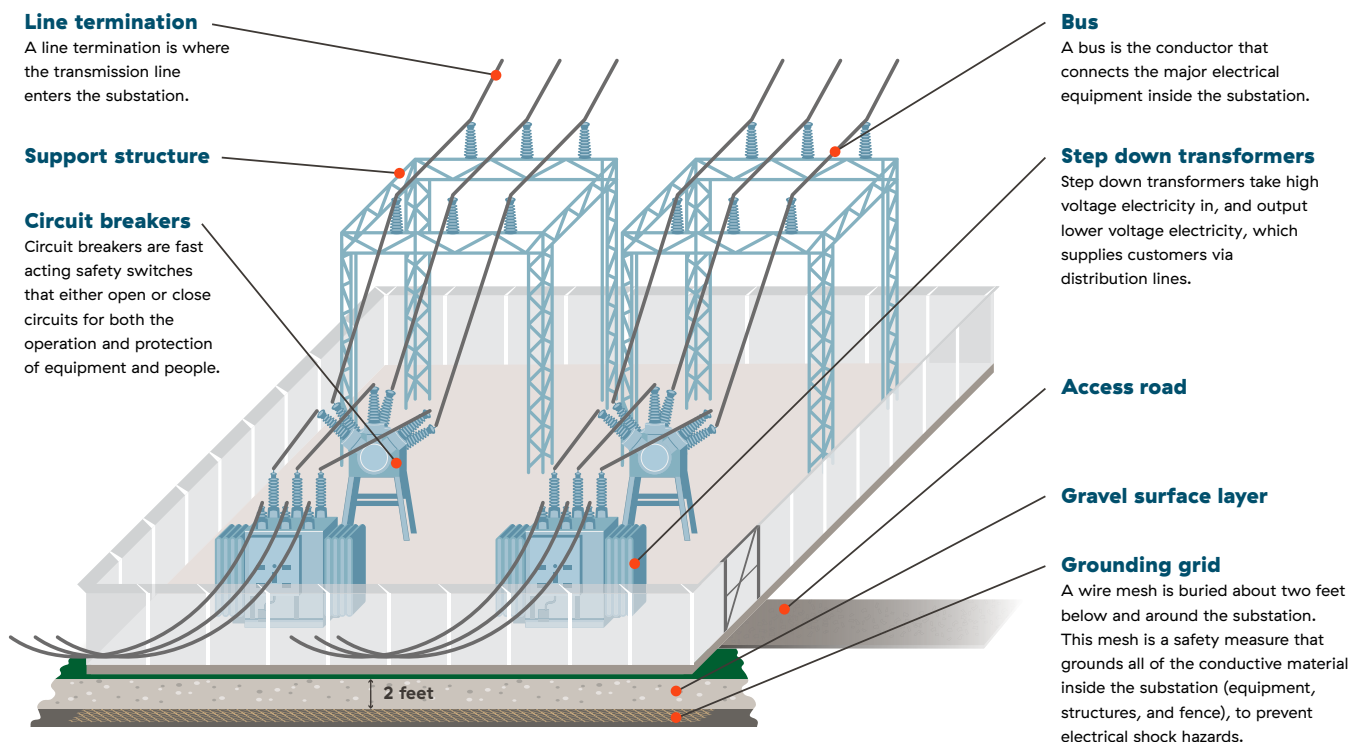


We recognize how important the reliable supply of electricity is to our customers. We'll continue to improve, reinforce and maintain the electrical system.

The information below provides a comparison between Fiscal 2019 and Fiscal 2020 for communities in the Thompson Okanagan Columbia 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
Cache Creek	0.90	1.41	5.03	3.32
Kamloops	1.79	2.19	1.95	3.28
Merritt	2.81	1.84	2.40	2.47
Nakusp	5.82	5.16	4.60	12.27
New Denver	5.53	5.64	3.65	11.95
Revelstoke	2.67	2.36	2.96	2.74
Salmon Arm	2.53	5.27	3.67	8.06
Valemount	2.20	0.61	1.87	5.20
Vernon	2.91	2.67	1.91	3.71

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.

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.

Thompson Okanagan Columbia

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

Vernon Office Dag Sharman Manager 250 549 8531 dag.sharman@bchydro.com	Dayle Hopp Public Affairs Administrator 250 549 8581 dayle.hopp@bchydro.com	Revelstoke Office Jen Walker-Larsen Stakeholder Engagement Advisor 250 814 6645 jennifer.walker-larsen@bchydro.com	Castlegar Office Mary Anne Coules Stakeholder Engagement Advisor 250 365 4565 maryanne.coules@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.