

Vancouver Island— Sunshine Coast Community Relations 2019 Annual Report



September 2019

Crews leave Salt Spring Island following restoration and repair work after the December 2018 storm.

John Hart Generating Station Replacement Project highlights safety, environment and working with the community



The water intake structure and low level outlet valves on the downstream side of the John Hart Dam. The intake goes under the dam with water passing into the power tunnel for power generation or to the two low level outlet valves.

The John Hart project has been able to stay on schedule, and come in just below the \$1.093 billion budget. There are many reasons we are proud of the project, and three areas of highlight include safety, environment and working with the community.

For safety, the project exceeded 3.5 million person hours of work without a lost time accident – a tremendous achievement.

For the environment, we did not have one water quality incident and this was a big success given the domestic water supply for 35,000 people comes from the John Hart Reservoir, and the Campbell River is often referred to as the Salmon Capital of the World. There was also a successful program for finding and relocating 150 red-legged frogs.

For the community, there were positive results for the City of Campbell River's domestic water system, the enabling of the Elk Falls Suspension Bridge, and benefit agreements with First Nations.

The benefit of early community engagement included discussions between BC Hydro, BC Parks and the Campbell River Rotary Club that led to the Rotary Club's construction of the suspension bridge at Elk Falls. Available parking was a show-stopper for the bridge proposal. That ultimately led to BC Hydro, given the three-year road closure across the John Hart Dam, to build a project legacy through a permanent 80-spot parking lot that included RV and bus parking. The Elk Falls Day Use Area had annual visitors climb from about 75,000 visitors a year to about 200,000.

Our relationship with Indigenous Peoples is a high priority for us. Activities included all excess rock going to two Campbell River bands for re-purposing, joint ventures on earthworks, rock hauling and electrical work, and environmental initiatives. About 110 self-identified First Nations worked on the project – at any given time representing about 10% of the workforce.



The underground John Hart Generating Station. The generating station's capacity increased by about 10% over the old facility, using the same amount of water. It creates enough power to serve about 80,000 homes.

Message from Chris O’Riley, President



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

We know that affordable, reliable and clean electricity is vital to British Columbia’s economic prosperity and our quality of life. BC Hydro continues to invest approximately \$3 billion per year to upgrade aging assets and build new infrastructure to ensure our system is there to support British Columbia’s growing population and economy.

At the same time, we have an important responsibility to keep electricity rates affordable for our customers. To support this goal, we worked with the Province to complete Phase 1 of the Comprehensive Review of BC Hydro and developed a new five-year rates forecast to keep electricity rates low and predictable over the long term. We’ve also continued to enhance the affordability programs we provide to our customers, and will continue 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 ensure that BC Hydro is well-positioned to maximize opportunities flowing from shifts taking place in the global and regional energy sectors, technological change and climate action. Phase 2 will also focus on BC Hydro’s role in implementing electrification initiatives critical to **CleanBC**, the Province’s plan to reach its 2030 climate targets through reduction of greenhouse gas emissions in transportation, buildings and industry.

Inside this report, you’ll find many examples of how we’re working with your communities. As you know, we don’t just sell electricity. We work closely with you on a daily basis to address a wide range of topics from infrastructure planning, reservoir water levels and planned outages, to new initiatives like LED streetlight conversions and readying your communities for electric vehicles by installing charging infrastructure. This report also includes some important indicators of how we’re doing in providing you with reliable power.

In the Vancouver Island–Sunshine Coast region, we completed the John Hart Generating Station Replacement Project on time and budget. We’re also providing flexibility to the electrical system that will improve reliability to the more than 3,500 customers on Gabriola and Mudge islands.

With our operations extending to every corner of the province, we’re proud to consider ourselves not just service providers, but also members of your communities. If you have any questions, please contact our Community Relations representatives in your region. We’d be pleased to help.

Sincerely,

Chris O’Riley
President & 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

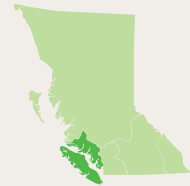
Capital investments of approximately \$3 billion a year

VANCOUVER ISLAND–SUNSHINE COAST GENERATING CAPACITY:

Ash	28 MW
Clowhom	33 MW
John Hart	138 MW
Jordan River	170 MW
Ladore	47 MW
Puntledge	24 MW
Strathcona	64 MW
Others:	
IPPs	1067 MW

MW = megawatt

IPPs = Independent Power Producers



Site C Update: Starting 5th Year of Construction

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

During the fourth year of construction, activities accelerated substantially, particularly the roller-compacted concrete placement work on the powerhouse buttress and the activities required in advance of river diversion in 2020. The project expanded into new work areas, including Highway 29 site preparation and construction, clearing the future reservoir area and transmission line construction.

The project reached several milestones in late 2018 and 2019, including:

- the roller-compacted concrete buttress for the Site C powerhouse was completed in October 2018 and powerhouse construction is well underway
- work began on the earthfill dam
- the excavation of both river diversion tunnels is nearing completion, with concrete lining work in progress
- more than 50 towers were raised along the 75-kilometre-long transmission line corridor between the Site C substation and Peace Canyon substation
- reservoir clearing commenced, as did Highway 29 realignment construction

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, advanced our \$20 million Peace Agricultural Compensation Fund and opened 50 affordable housing units in Fort St. John.

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



The Site C spillways excavation (foreground), powerhouse and main service bay, looking upstream, in July 2019.

New BC Hydro installed fast-charging EV stations

By January 2020 there will be more than 80 BC Hydro-installed fast-charging EV stations that can charge most vehicles to 80% in 30 to 40 minutes. We began installing the stations in 2012 with support from the provincial and federal governments and in partnership with municipalities, regional districts and private businesses throughout the province.

The new network supports EV drivers travelling from the Lower Mainland to Prince George, Ucluelet to the Alberta border, and south to the U.S. border. Over 96% of BC Hydro's charging stations are located within 300 metres of a major road or highway corridor and around 80% are conveniently located within 50 metres of services, food or shopping. To learn more, please select bchydro.com/ev. Check the website in the fall for information on home and workplace charger incentives.

There are now over 26,000 electric vehicles on the road in B.C. and BC Hydro predicts by 2030, that the number will rise to over 350,000. About 98% of the electricity we generate comes from clean and renewable resources, which means making the switch to an electric vehicle will help reduce emissions.

By the end of this year, we'll launch 6 new fast-charging stations in the Vancouver Island-Sunshine Coast region. Communities with new stations include Colwood, Madeira Park/Pender Harbour, Port Hardy, Port McNeill, Powell River and Sayward.

This builds upon an earlier phase that saw 12 new fast-charging stations installed. These included the communities of Campbell River, Colwood, Courtenay, Duncan, Nanaimo (2), Port Alberni, Qualicum Beach, Saanich, Sechelt, Sidney and Ucluelet.



A fast-charging station installed at the Tofino-Ucluelet Junction.

Regional information

IMPROVING ELECTRICAL RELIABILITY FOR GABRIOLA AND MUDGE ISLANDS

BC Hydro is nearing completion of a second feeder that will relieve the current loading constraint on the only feeder providing electrical service to Gabriola and Mudge islands. A feeder distributes electricity from a substation to a set of customers.

The addition of a second feeder provides redundancy and flexibility to the electrical system that will improve reliability to the more than 3,500 customers on Gabriola and Mudge islands.

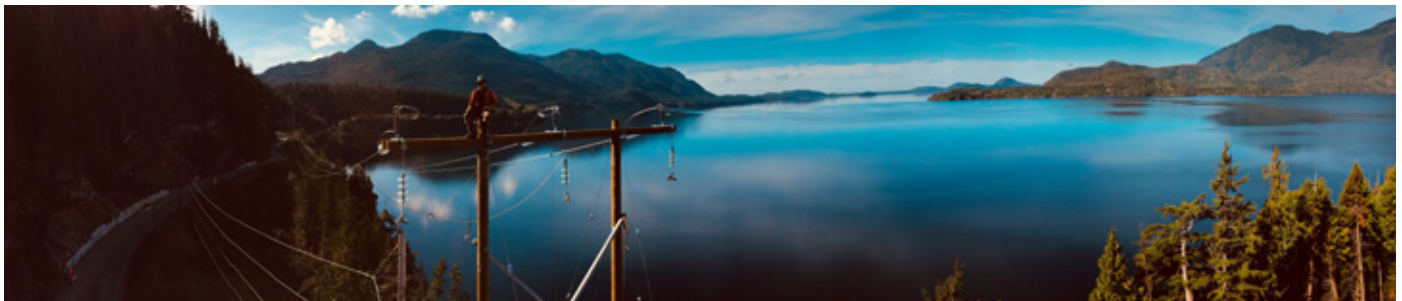
In 2013, the first phase of the project was completed when the over-water crossing between Mudge Island and Gabriola Island was upgraded. Crews replaced the four pole wooden structures on both islands with a steel monopole.

Phase 2 of the project is currently underway. In spring 2019 construction began to upgrade the over-water crossing between Nanaimo and Mudge Island. This included replacing the four pole wooden structures on both sides of the crossing – Nanaimo and Mudge Island. The rebuilt crossing, and associated power line work on Mudge Island, is expected to be complete in advance of the winter peak demands, when the load on the electrical system is highest.



Mudge Island 2019 – old and new. The newly raised steel monopole in close proximity to the four pole wooden structures.

PACIFIC RIM HIGHWAY 4 TRANSMISSION POLE REPLACEMENTS



Dylan Martini, Power Line Technician, BC Hydro, working on the Kennedy Lake project takes a moment away from line work to pose for a photo on top of a new transmission structure near Kennedy Lake.

Pacific Rim Highway 4 is the route between Port Alberni and the west coast.

In May 2018, improving safety for all highway users, the Ministry of Transportation and Infrastructure (MOTI) began an upgrade of 1.5 kilometres of highway near Kennedy Lake. Widening and realigning sections of the highway meant that BC Hydro structures needed to be moved. The majority of BC Hydro's only transmission power line serving the west coast runs parallel to Highway 4. To accommodate the project, 16 transmission poles within the 1.5 kilometre project zone needed to be removed and relocated.

BC Hydro and MOTI worked together from the initial design phase of the project onwards and were able to consider and plan for risks and construction conflicts.

The transmission pole replacements were completed in two phases and each phase required a power outage to the communities – over 4,100 customers. The pole relocation work was coordinated with the project's schedule and timed to minimize impacts of the outage to the communities.

BC Hydro's work was completed by March and MOTI anticipates project completion by summer 2020.

THE MOST DAMAGING STORM IN BC HYDRO'S HISTORY

The December 20, 2018 storm that hit B.C.'s south coast was the most damaging storm to impact BC Hydro operations. At its peak, one third of all customers on Vancouver Island and the Gulf Islands were without power. Responding to the storm involved the single biggest mobilization of staff, contractors and resources in BC Hydro's history.

Before the winds came, it rained – a lot. More than 400 millimetres of rain fell in some areas leading up to the December 20 storm. Heavily saturated soil reduced the stability of some coniferous trees, like Douglas Firs and Hemlocks, as they have shallow roots, and made them more vulnerable.

When the rains stopped and the winds came, they came from three different directions. During the early morning, winds came from the southeast, by the late morning they were coming from the south, and by the early to mid-afternoon they were coming from the southwest. Southwest winds happen less frequently here than other wind directions and as a result can cause significantly more damage. The sustained southwest winds in the Cowichan Valley and Gulf Islands were between 70 and 100 km/hr. and lasted more than 12 hours in some places. The storm's central pressure was 982 millibars; a Category 1 hurricane typically is about 980 millibars. Otherwise healthy trees and branches rained down on BC Hydro's equipment and roads across Vancouver Island and the Gulf Islands, resulting in complete destruction of our equipment.

Regardless of a storm's size, BC Hydro reviews its response to these events to find ways we can improve. Whether it's a community event or an operational meeting with various agencies, we would like to be part of any work your community is doing to review ways that it can improve responses to the expected increase in extreme storm events. Please contact ted.olynek@bchydro.com to include us in your planning.



Damaged forest near Whiskey Creek.



Crews undertaking restoration and repair work in Nanaimo.

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 2018 and Fiscal 2019 for communities in the Vancouver Island–Sunshine Coast region. These statistics include interruptions due to planned outages.

Community	Fiscal 2018 Average customer interruption duration (hours)	Fiscal 2019 Average customer interruption duration (hours)	Fiscal 2018 Average number of interruptions per customer	Fiscal 2019 Average number of interruptions per customer
Campbell River	3.73	2.82	3.82	2.55
Courtenay	2.40	3.61	2.35	2.11
Duncan	2.66	9.43	4.93	4.58
Islands Trust	4.16	12.99	7.51	8.32
Nanaimo	1.40	7.57	1.62	1.90
Parksville	1.61	8.59	1.31	0.76
Port Alberni	2.24	3.99	1.71	2.64
Port Hardy	2.18	2.27	5.68	6.52
Powell River	3.02	3.64	2.32	2.61
Qualicum Beach	1.89	6.65	4.96	5.55
Sechelt	3.02	2.31	3.27	2.42
Victoria	2.42	3.27	0.59	0.57

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.

In 2018–2019, successful applications included:



Community	Project	Funding
Central Saanich	Urban park open space naturalization	\$3,000
Colwood	Colwood Creek park restoration	\$3,000
Courtenay	Ridge neighbourhood development planting	\$4,000
Esquimalt	Tree replacement – Earth Day	\$7,500
Gibsons	Gibsons street tree replacement	\$1,375
Ladysmith	Tree replacement	\$4,500
Langford	Langford parkway tree replacement	\$2,415
Nanaimo (City)	Bowen Park replanting and beautification	\$5,000
Nanaimo (Regional District)	Park restoration at Bluewater Place Community Park	\$2,700
Oak Bay	Urban forest enhancement	\$6,000
Saanich	Residence partnership planting	\$6,000
Sechelt	Adopt-a-tree planting	\$5,000

Beautification fund – new information

BC Hydro's Beautification Fund provides financial assistance to municipal governments for conversion of overhead service to underground facilities to enhance and improve the use of public spaces.

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

This past year, successful applicants for conversion of overhead to underground facilities included:

- Campbell River
- Sidney
- Victoria





Decorative wraps on our pad-mounted equipment in Sechelt.

Decorative Wrap Grant Program – new information

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

This past year, successful applicants for decorative wraps included:

- Port McNeil
- Sidney
- Sechelt

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 2018–2019, the FWCP’s Coastal Region approved 12 projects on Vancouver Island, the Sunshine Coast, and in the Campbell, Puntledge, Clowhom and Ash River watersheds. The total FWCP investment was just over \$735,000.

The projects included improving salmon spawning and rearing habitat, understanding deep-water fish species in Clowhom Lake, securing conservation land and protecting marsh habitat in the K’ómoks Estuary, managing invasive plants in the Campbell River watershed, and supporting aquaculture in the Puntledge River watershed.



Roosevelt Elk caught on a trail camera, following restoration work in the Salmon River Estuary Conservation Area near Sayward. Photo courtesy of The Nature Trust of B.C.

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.

Since 1999, the FWCP’s Coastal Region has invested nearly \$36.5 million in local fish and wildlife projects. To learn more and see a list of projects in the region, please select fwcp.ca.

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 Vancouver Island–Sunshine Coast region as of June 30, 2019.

Municipality/District	School Taxes*	Grants	Other Taxes	Total Payments
Regional District of Alberni–Clayoquot	0	\$58,363.00	0	\$58,363.00
Village of Alert Bay	\$3,586.51	\$8,490.34	0	\$12,076.85
City of Campbell River	\$2,889,615.85	\$927,934.92	(0.01)	\$3,817,550.76
Capital Regional District	0	\$354,352.00	0	\$354,352.00
District of Central Saanich	\$313,571.04	\$253,083.72	\$6,262.46	\$572,917.22
City of Colwood	\$39,428.40	\$137,300.89	0	\$176,729.29
Town of Comox	\$37,540.80	\$119,726.58	0	\$157,267.38
Regional District of Comox Valley	0	\$50,026.00	0	\$50,026.00
City of Courtenay	\$195,361.50	\$415,820.46	0	\$611,181.96
Village of Cumberland	\$10,837.20	\$34,285.09	0	\$45,122.29
City of Duncan	\$8,500.80	\$60,610.85	0	\$69,111.65
Township of Esquimalt	\$174,134.40	\$270,490.15	0	\$444,624.55
Town of Gibsons	\$58,623.84	\$71,548.34	\$607.11	\$130,779.29
Village of Gold River	\$11,391.60	\$20,924.87	0	\$32,316.47
District of Highlands	\$89,113.20	\$29,378.45	0	\$118,491.65
Town of Ladysmith	\$62,767.02	\$112,758.45	0	\$175,525.47
Town of Lake Cowichan	\$26,545.20	\$37,550.22	\$240.00	\$64,335.42
City of Langford	\$201,293.40	\$357,693.23	0	\$558,986.63
District of Lantzville	\$104,511.00	\$64,073.97	\$16.00	\$168,600.97
District of Metchosin	\$56,382.48	\$57,220.42	0	\$113,602.90
City of Nanaimo	\$760,630.32	\$1,987,449.14	0	\$2,748,079.46
Municipality of North Cowichan	\$852,107.81	\$1,192,809.51	\$1,146.00	\$2,046,063.32
District of North Saanich	\$108,349.07	\$175,287.73	\$200.00	\$283,836.80
District of Oak Bay	\$35,824.80	\$135,057.30	0	\$170,882.10
City of Parksville	\$40,629.60	\$136,969.88	0	\$177,599.48
City of Port Alberni	\$182,186.33	\$696,620.59	\$67.35	\$878,874.27
Village of Port Alice	\$6,542.12	\$14,503.49	0	\$21,045.61
District of Port Hardy	\$65,983.11	\$93,626.06	0	\$159,609.17
Town of Port McNeill	\$9,688.80	\$38,772.07	0	\$48,460.87
City of Powell River	\$162,184.98	\$397,795.57	\$2,495.76	\$562,476.31
Town of Qualicum Beach	\$106,972.58	\$166,435.76	\$32.00	\$273,440.34
District of Saanich	\$1,000,005.75	\$1,881,016.11	0	\$2,881,021.86
Village of Sayward	\$2,772.00	\$3,380.47	0	\$6,152.47
District of Sechelt	\$65,704.42	\$147,447.80	\$322.73	\$213,474.95
Sechelt Indian Gov't District	\$6,204.00	\$28,735.35	0	\$34,939.35
Town of Sidney	\$22,174.13	\$125,730.82	0	\$147,904.95

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

Grants-in-lieu continued

Municipality/District	School Taxes*	Grants	Other Taxes	Total Payments
District of Sooke	\$100,242.12	\$150,685.11	0	\$250,927.23
Regional District of Strathcona	0	\$133,404.00	0	\$133,404.00
Regional District of Sunshine Coast	0	\$68,786.00	0	\$68,786.00
Village of Tahsis	\$16,094.76	\$21,977.54	0	\$38,072.30
District of Tofino	\$9,992.40	\$46,204.42	0	\$56,196.82
District of Ucluelet	\$11,814.00	\$38,785.78	0	\$50,599.78
City of Victoria	\$680,363.28	\$1,487,797.55	\$342.11	\$2,168,502.94
Town of View Royal	\$117,144.72	\$145,371.66	0	\$262,516.38
Village of Zeballos	\$1,925.88	\$4,231.73	0	\$6,157.61

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

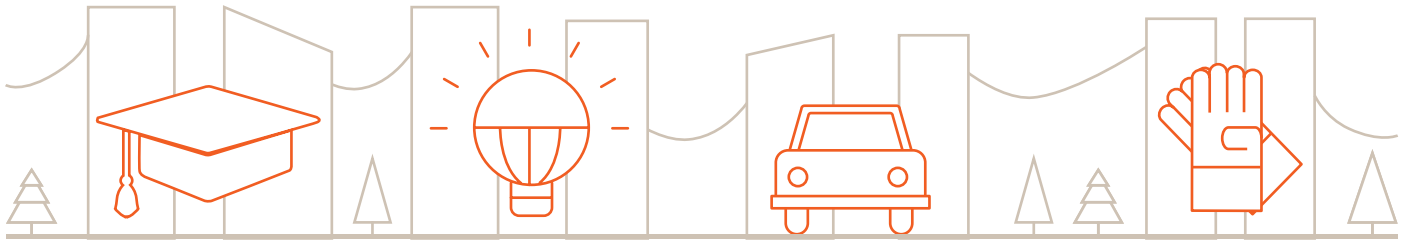
Community grants

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 100 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 are supporting in the region this year include:

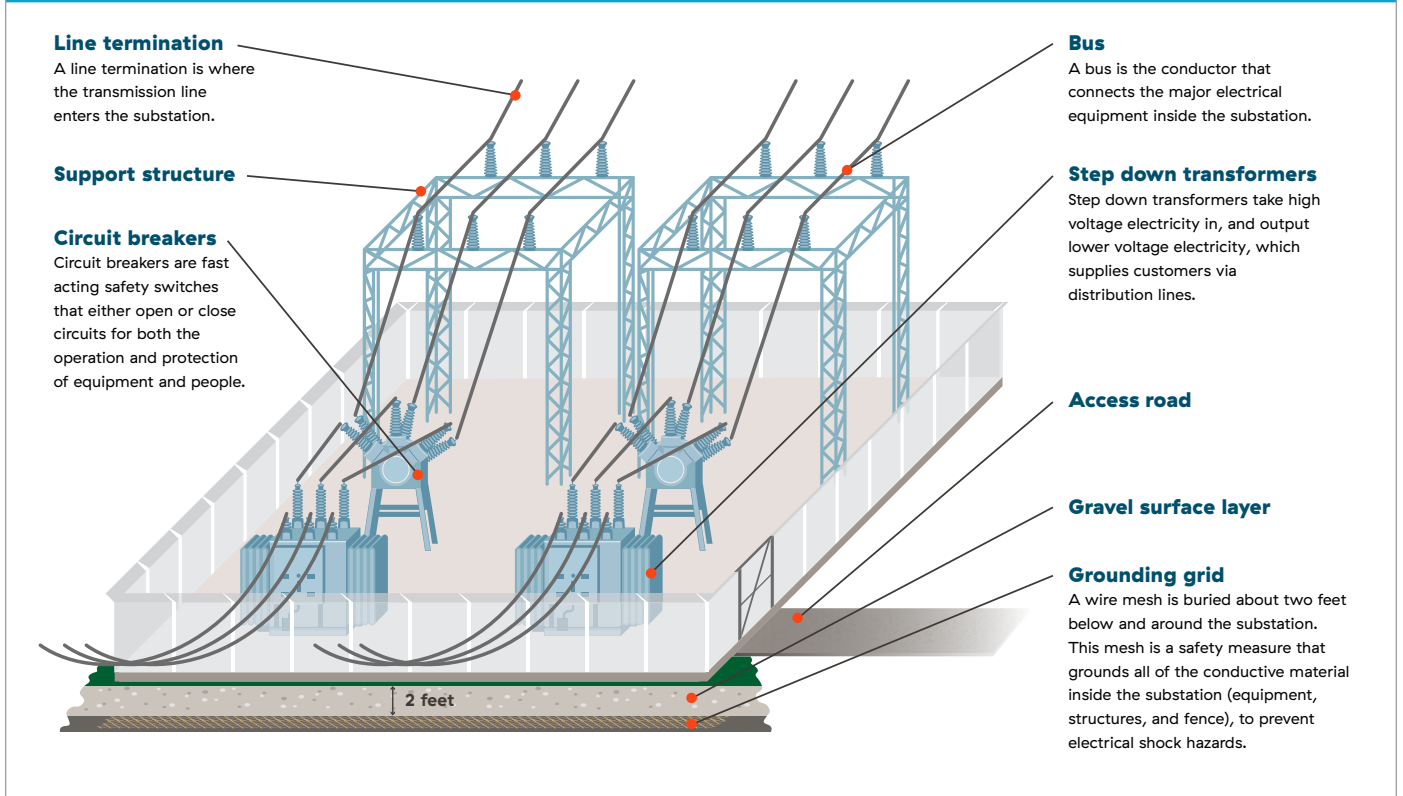
Organization	Project	Community	Grant
Quadra Emergency Program	Neighbourhood Emergency Preparedness	Quadra Island	\$1,000
North Island Emergency Preparedness	2019 Vancouver Island Regional Emergency Support Services Leadership Workshop	North Vancouver Island	\$1,000
Hornby Island Residents' and Ratepayers' Association	Community Emergency Preparedness Initiative	Hornby Island	\$1,000
James Bay Anglers Association	Family Water Safety Initiative	Greater Victoria area	\$1,000
Lighthouse County Marine Rescue Society	RCMSAR Station 59 Kids Don't Float Program Update and Expansion	Bowser, Denman and Hornby islands	\$1,000
Strathcona Regional District	Upper Island Safety Conference	Campbell River	\$1,000
Upper Island Women of Native Ancestry	The I'Kala Garden	Courtenay	\$500
Coast Rogue Arts Society	Rogue Arts Festival Workshop Series	Sunshine Coast	\$1,000
Scouts Canada – Pacific Jamboree	Pacific Jamboree 2019	Province-wide	\$1,000
Peninsula Stream Society	Lochside Garry Oak Meadow Restoration	North Saanich	\$2,000
Gibsons Marine Education Society	Microplastic Investigation Pilot Project	Gibsons	\$2,000
Municipality of North Cowichan	Youth for Community	North Cowichan	\$1,000
Courtenay and District Fish and Game Protective Association	Chum Carcass Distribution	Comox Valley	\$1,000



Community grants continued

Organization	Project	Community	Grant
Powell River Salmon Society	Salmon Preservation Fund	Powell River	\$1,000
North Island College	NIC Bot Camp	Campbell River and Courtenay	\$5,000
Juan de Fuca Salmon Restoration Society	Sooke River Jack Brook's Hatchery	Sooke	\$10,000
Malahat Nation	Passive Construction Training	Greater Victoria	\$2,000

What's in a substation?



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

BC Hydro
Power smart

B16-016

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.

Vancouver Island–Sunshine Coast

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

<p>Ted Olynyk Manager, Community Relations Vancouver Island–Sunshine Coast 250 755 7180 ted.olynyk@bchydro.com</p>	<p>Karla Louwers Public Affairs Officer 250 755 4713 karla.louwers@bchydro.com</p>	<p>Stephen Watson Stakeholder Engagement Advisor 250 755 4795 steve.watson@bchydro.com</p>
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BC Hydro guide for local government

Quick access to key information on bchydro.com

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

