

Vancouver Island – Sunshine Coast Community Relations 2020 Annual Report

Fall 2020

Crews at work overlooking Pender Harbour. Photo courtesy of Dylan Martini.

Vancouver Island dam safety and seismic upgrades proposed for the Campbell River system

There are four hydroelectric watersheds on Vancouver Island – Jordan River near Sooke, Ash River near Port Alberni, Puntledge River in the Comox Valley, and the Campbell River. Together, they can generate about 25% of Vancouver Island’s peak electricity demand in the winter.

We have a rigorous Dam Safety Program to monitor our dams 24/7, and when determined, we’ll upgrade them following the Canadian Dam Association guidelines.

For the Campbell River hydroelectric system, we have three dams, built in the 1940s and 1950s, that will have improvements so they can withstand a severe earthquake. We’ve proposed seismic upgrades for the Strathcona Dam, downstream at the Ladore Dam, and below that at the John Hart Dam.



Ladore Dam is one of the dams in the Campbell River system.



Strathcona Dam, one of the dams in the Campbell River system, is the largest dam on Vancouver Island.

Since 2014, we continue to consult with First Nations and engage the community on the three proposed projects. We plan to begin the regulatory process with a BC Utilities Commission application filing of the John Hart project in early 2021, and hopefully get approval to begin construction in 2023, which could then last about five years. We’ll file the BCUC applications for the other two dam projects after the John Hart application. The construction period for the Ladore and Strathcona projects will be about three to four years, pending regulatory approval. The capital cost for each project is in the hundreds of millions of dollars and cost estimates are being refined as we complete the designs.

For more information, please select [bchydro.com/crdamsafety](https://www.bchydro.com/crdamsafety).

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



Hi everyone,

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

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

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

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

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

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

Specifically in the Vancouver Island – Sunshine Coast region, we're carrying out a project to replace old submarine cables – the Protection Island Crossing. There are over 250 kilometres of distribution submarine cables providing power to islands off Vancouver Island.

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:

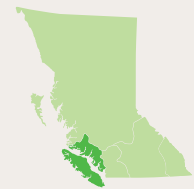
- 79,000 kilometres of transmission and distribution lines
- over 300 substations
- 1 million plus utility poles

Capital investments of approximately \$3 billion a year

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

MW = megawatt



Site C Update

Site C will be a third dam and hydroelectric generating station on the Peace River in northeast B.C. Construction started more than five years ago, in July 2015.

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

The project reached several milestones this past year, including:

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

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

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



The Site C project achieved river diversion in October 2020.

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

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

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

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

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

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

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

Five Fast Facts on Clean Power 2040

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

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

Regional information

Capital projects

PROTECTION ISLAND CROSSING

Many coastal communities are reliant on submarine cables for their electrical service. About 40% of our power is generated on Vancouver Island, with the remainder supplied by two transmission submarine cable systems crossing the Strait of Georgia. The older of the two systems, built in the 1980s, crosses from the Sunshine Coast, over Texada Island and lands at Qualicum Bay. In 2008, new transmission cables replaced the 1950s cable system between Tsawwassen and Duncan. In addition to those two transmission crossings, over 250 kilometres of distribution submarine cables provide power to islands off the Island, and to islands off islands off the Island.



Crews installing conduit on Protection Island.

Protection Island receives electricity via two submarine cables from Nanaimo to Newcastle Island, a small island in Nanaimo's harbour, and then from Newcastle Island to Protection Island. The cables linking Newcastle Island to Protection Island are over 45 years old. A failure of one cable in 2013 leaves a single submarine cable in service between Newcastle Island and Protection Island. Following years of planning, a new cable route for two new submarine cables was selected; direct from Nanaimo to Protection Island.

Construction on the new crossing began in spring 2020 and included conduit (duct) installation at Pirates Park on Protection Island and Maffeo Sutton Park in Nanaimo. Laying of the submarine cable occurred over two days in August with a team of divers working off a large barge in McKay Channel to place with precision the new cable on the ocean floor. Careful consideration is given to tides, currents, undersea terrain, ecosystems and marine traffic. A portion of the on-shore work must be coordinated with extreme low tides, leaving a construction timeline with little wiggle room.



Crews place concrete mats over newly installed conduits (ducts) in the intertidal zone on Protection Island.

Vancouver Island has more trees per kilometre of utility power line than any place else in North America; add to that more than 250 kilometres of submarine cables that connect the Island and smaller islands to the provincial grid and it results in many challenges for our crews and planning engineers. We'll never eliminate outages completely, but with the work we do above and below the water we can lessen the impacts on our customers.

Protection Island has been connected to BC Hydro's grid since 1969. The newly installed submarine cables ensure they continue to receive reliable power for many years to come.

NEW DISTRICT OFFICE TO SERVE THE WEST COAST

At the end of the world's longest car wash, sometimes referred to as Highway 4, you will find Ucluelet and Tofino perched on the edge of the Pacific. Although a logging road connected the divide to Port Alberni in 1959, it wasn't until a year after the Pacific Rim National Park was created in 1971 that pavement linked the tiny west coast communities with the rest of the Island. Each year, thousands of visitors take the drive to experience the park and other amenities of the west coast; not surprisingly, some are staying behind. Tofino was one of the fastest growing communities on the Island, which means greater pressure on BC Hydro to meet the electricity demand and expectations of the area.

Due to the growth in the region, BC Hydro expanded the Long Beach Substation. Initiated in 2012, the \$56 million Long Beach Area Reinforcement project added additional substation capacity. The project was brought into service in the summer of 2015 and included the expansion of the Great Central Lake and Long Beach substations. In the Long Beach Substation, two new transformers were installed with more than three times the capacity of the original transformers to supply load in the area for the next 10 years and beyond.



Vehicle truck bays at the new office can accommodate the new, larger field trucks.

This substation expansion resulted in less than ideal access to the office building as the existing 470 m² (5056 ft²) Long Beach Office, built in 1999, is located within the confines of the substation, just east of the Tofino/Ucluelet junction. The current local office does not meet the operational needs of our 5 full-time and 2 drop-in personnel.

The current facility cannot accommodate the new, larger field trucks, and has inadequate yard space. Any future expansion would have encroached further into the operations space and render the site unusable. Before the end of 2020, a new and larger BC Hydro district office will be built near Ucluelet to meet the growing requirements of our staff. Completed by this fall, the \$9 million project will support a regional response to operational requirements for a residential and commercial population of approximately 4,000 customers.

As BC Hydro is an essential service, all of our new buildings are built to rigorous standards to ensure we are available and functional after any natural disaster. When considering the new site, the most important requirement was that it be located outside of the tsunami inundation zone. The new prefabricated modular main administration building is designed with an estimated service life of 40 years and the flexibility to accommodate up to 20 additional staff in a storm or emergency event.

The building will accommodate two new distribution line truck bays, a large-bucket truck bay, a tool crib, and a workshop and warehouse space. There is ample room for future expansion and storage on the 5-acre property, as well as staff and visitor parking stalls, including an accessible stall and infrastructure to add electric charging stations in the future.

Our capital project investments are creating thousands of jobs for skilled workers in a wide range of disciplines and generating economic opportunities for local contractors and businesses across the province. 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.

Check out what the road was like in the 1960s to the west coast:

tranbc.ca/2017/04/06/see-what-tofino-and-ucluelet-was-like-in-the-1960s/

BC HYDRO CREWS REPLACING 8,000 AGING POWER POLES

Our crews are replacing more than 8,000 wooden power poles across B.C. as part of our ongoing maintenance program.



Top community on Vancouver Island for pole replacements



Top community on Sunshine Coast for pole replacements

The average lifespan of a wooden power pole is 40 to 50 years, with many lasting much longer. In fact, more than 10% of BC Hydro's poles are more than 50 years old.

Adverse weather, insects and wildlife all contribute to the deterioration of the poles over time, which results in them needing to be replaced.

We have about 900,000 wooden poles that hold more than 58,000 kilometres of overhead distribution lines. Replacing power poles is one of the investments we're making to our aging infrastructure to improve the safety and reliability of the electricity system.

BC HYDRO EXPANDS EV NETWORK WITH NEW STATIONS

With the reduced station usage during the COVID-19 pandemic, BC Hydro has been able to accelerate station upgrades on Vancouver Island. Stations at Sidney, Nanaimo, Port Alberni, Ucluelet, Courtenay and Campbell River have all received upgrades including new or additional fast chargers, signage and lighting.

Electric vehicle drivers can now use the BC Hydro EV mobile app and RFID card to activate stations at 20 former Greenlots network locations. FLO and ChargePoint apps are also supported at these locations. These include the following: Campbell River, Colwood, Courtenay, Nanaimo, Port Alberni and Qualicum.

Some stations are more popular than others, and BC Hydro is moving to better meet increasing demand at some of the busiest stops in B.C.

So far, dual stations have been installed at Sidney's Beacon Plaza, Nanaimo Superstore, and Port Alberni's No Frills. On the way are dual stations at the Courtenay Superstore, and the Campbell River Community Centre.

Good etiquette, good karma, at EV fast-charge stations

Here are some points about etiquette that will help everyone get along.

1. Take only what you need, and limit your charge to 30-40 minutes
2. Stay close by in case you need to move your vehicle to let someone else charge
3. Don't park in an EV charging stall if you're not charging or waiting to charge
4. Put the charging cord away, and keep the station tidy
5. Don't unplug others, unless there's a note that gives you the green light



Electric vehicle charging station at the Tofino/Ucluelet junction.



Electric vehicle dual charging stations at Port Alberni's No Frills.

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
Alberni-Clayoquot Reg. Dist.	Shades of Color – Community Regreening Program	\$1,500
Campbell River	Heritage Cemetery/City Hall	\$5,980
Central Saanich	Central Saanich 2020	\$2,700
Comox Valley Reg. Dist.	One Spot Trail – Hedgerow Planting	\$3,700
Cowichan Valley Reg. Dist.	Bright Angel Park Playground Tree Project	\$4,500
Courtenay	Courtenay River Air Park & Estuary Planting	\$4,000
Esquimalt	Town of Esquimalt Regreening Project	\$6,764
Ladysmith	Ladysmith Green Street Trees Enhancement	\$2,700
Langford	Irwin Bike Park	\$5,800
Lantzville	Peterson Road Re-Greening	\$4,750
North Saanich	2020 Lillian Hoffar Park Tree Planting Project	\$5,675
Oak Bay	Uplands Park Garry Oak Boulevard Planting	\$7,500
Salt Spring Island (Conservancy)	Tree Planting on Salt Spring Island Nature Reserves	\$3,060
Saanich	Saanich Arboretum	\$6,000
Sechelt	Adopt a Street Tree (Phase 10)	\$5,000
Sidney	Rathdown Park Improvements	\$4,400

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:

- Qualicum Beach
- Sidney

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.



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

This past year, successful applicants for decorative wraps included:

- Port McNeil
- Sidney
- Sechelt

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

Fish & Wildlife Compensation Program

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

In 2019 – 2020, the FWCP's Coastal Region board approved 14 projects on Vancouver Island and the Sunshine Coast, for nearly \$622,000 in funding.

The projects included improving salmon spawning and rearing habitat, eco-cultural restoration of estuary habitat, increasing our understanding of bat conservation, purchasing 22 hectares of conservation lands, improving nutrients for salmonids, and restoring riparian areas.

Since 1999, the FWCP has committed more than \$38.6 million to support fish and wildlife in its Coastal Region. Learn more at [fwcp.ca](https://www.fwcp.ca).



In the summer of 2019 with FWCP funding, 4,000 metric tonnes of gravel were placed 300 metres downstream of the John Hart Generating Station in the Campbell River area. The project, led by the Campbell River Salmon Foundation, has added 3,143 m² of Chinook salmon spawning habitat. It will also support coho, chum, and steelhead population. Photo courtesy of Campbell River Salmon Foundation.

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.

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 Vancouver Island–Sunshine Coast region as of June 30, 2020.

Municipality/District	School Taxes*	Grants	Other Taxes	Total Payments
Regional District of Alberni–Clayoquot	0	\$61,097.00	0	\$61,097.00
Village of Alert Bay	\$3,482.31	\$8,467.49	\$18.05	\$11,967.85
City of Campbell River	\$2,687,405.63	\$962,382.95	0	\$3,649,788.58
Capital Regional District	0	\$370,950.00	0	\$370,950.00
District of Central Saanich	\$319,005.83	\$274,655.36	\$6,781.85	\$600,443.04
City of Colwood	\$40,966.32	\$140,313.91	0	\$181,280.23
Town of Comox	\$38,425.47	\$118,685.04	0	\$157,110.51
Regional District of Comox Valley	0	\$52,369.00	0	\$52,369.00
City of Courtenay	\$202,404.36	\$432,989.20	\$349.06	\$635,742.62
Village of Cumberland	\$11,492.46	\$36,149.26	0	\$47,641.72
City of Duncan	\$8,730.10	\$61,578.39	0	\$70,308.49
Township of Esquimalt	\$180,673.98	\$280,782.22	0	\$461,456.20
Town of Gibsons	\$58,392.65	\$117,294.37	\$636.39	\$176,323.41
Village of Gold River	\$11,883.36	\$21,477.13	0	\$33,360.49
District of Highlands	\$90,800.86	\$30,028.05	0	\$120,828.91
Town of Ladysmith	\$64,107.25	\$116,989.75	0	\$181,097.00
Town of Lake Cowichan	\$26,771.44	\$37,946.06	\$350.00	\$65,067.50
City of Langford	\$209,196.65	\$373,732.09	0	\$582,928.74
District of Lantzville	\$106,388.65	\$69,190.61	\$20.00	\$175,599.26
District of Metchosin	\$58,057.77	\$57,478.96	0	\$115,536.73
City of Nanaimo	\$713,184.81	\$2,005,441.49	\$92.76	\$2,718,719.06
Municipality of North Cowichan	\$863,685.68	\$1,188,090.69	\$1,182.00	\$2,052,958.37
District of North Saanich	\$109,337.57	\$193,079.60	\$204.72	\$302,621.89
District of Oak Bay	\$36,744.60	\$136,739.54	0	\$173,484.14
City of Parksville	\$41,357.22	\$138,640.38	0	\$179,997.60
City of Port Alberni	\$182,284.61	\$697,761.59	\$40.86	\$880,087.06
Village of Port Alice	\$6,666.00	\$14,723.31	0	\$21,389.31
District of Port Hardy	\$67,102.14	\$93,758.53	0	\$160,860.67
Town of Port McNeill	\$9,928.86	\$44,224.38	0	\$54,153.24
City of Powell River	\$167,117.16	\$395,745.42	\$2,210.20	\$565,072.78
Town of Qualicum Beach	\$107,133.34	\$204,596.44	\$40.00	\$311,769.78
District of Saanich	\$1,039,676.60	\$1,735,581.67	0	\$2,775,258.27
Village of Sayward	\$2,853.57	\$4,396.90	0	\$7,250.47
District of Sechelt	\$60,000.53	\$151,542.94	\$(0.42)	\$211,543.05
Town of Sidney	\$22,739.19	\$125,338.92	0	\$148,078.11
District of Sooke	\$104,740.36	\$147,861.52	0	\$252,601.88

*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
Regional District of Strathcona	0	\$139,653.00	0	\$139,653.00
Regional District of Sunshine Coast	0	\$72,008.00	0	\$72,008.00
Village of Tahsis	\$16,080.32	\$20,339.18	0	\$36,419.50
District of Tofino	\$10,319.76	\$48,246.47	0	\$58,566.23
District of Ucluelet	\$12,117.90	\$39,251.23	0	\$51,369.13
City of Victoria	\$690,131.69	\$1,548,610.00	\$198.26	\$2,238,939.95
Town of View Royal	\$117,486.30	\$149,940.82	0	\$267,427.12
Village of Zeballos	\$1,961.02	\$4,374.50	0	\$6,335.52

*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 this past year included:

Organization	Project	Community	Grant
Sooke Fire and Rescue Department	Medical Aid Equipment Update Project	Sooke	\$2,000
Cowichan Valley Amateur Radio Society	Mount Brenton DC System Update Project	Ladysmith to Malahat including Gulf Islands and Lake Cowichan	\$1,000
Denman Island Neighbourhood Emergency Preparedness Organization	Post Disaster Communicating	Denman Island	\$900
FED Urban Agriculture Society	Street to Sky Project	Victoria	\$2,000
Gibsons Landing Heritage Society	Heritage Playhouse Lighting Upgrade	Gibsons	\$1,000
Powell River Salmon Society	Power Our Fish 2020	Powell River	\$2,000
Nanaimo Science and Sustainability Society	Science Saturday	Nanaimo Regional District and Parksville	\$1,000
The Mustard Seed Street Church	Life Skills, Education and Employment Programming	Greater Victoria and Duncan	\$2,000
Timberlane Barracks Sponsor Committee	Building Upgrades	Powell River	\$1,000
Society for the Advancement of Young Scientists	Vancouver Island Regional Science Fair	Vancouver Island communities from Campbell River to Victoria	\$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 2019 and Fiscal 2020 for communities in the Vancouver Island–Sunshine Coast 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
Campbell River	2.82	3.29	2.55	1.86
Courtenay	3.61	2.38	2.11	1.46
Duncan	9.43	1.72	4.58	4.21
Islands Trust	12.99	3.13	8.32	6.21
Nanaimo	7.57	2.10	1.90	0.98
Parksville	8.59	1.61	0.76	1.26
Port Alberni	3.99	2.51	2.64	1.64
Port Hardy	2.27	2.28	6.52	6.86
Powell River	3.64	1.04	2.61	2.42
Qualicum Beach	6.65	1.67	5.55	5.55
Sechelt	2.31	2.66	2.42	3.52
Victoria	3.27	1.63	0.57	0.57

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.