

Vancouver Island–Sunshine Coast Community Relations 2021 Annual Report

January 2022

Helicopter transmission work in Strathcona Park, near Upper Campbell Lake. Photo credit: Brad Masse, BC Hydro Power Line Technician.

2021 Extreme heat dome likely affected Vancouver Island cables

A large part of Vancouver Island’s electricity is served by three submarine circuits. On July 8 this past summer, sensors on the 500 kV system detected an oil leak, resulting in its removal from service. The leak was not underwater, rather it was near the point of contact with equipment within the terminal substation. A definitive cause has not yet been attributed to the leak; however, the strong suspicion is that the extreme heat dome early in the summer either caused it or played a significant role.



Nile Creek Terminal Station, near Qualicum Bay.

Fortunately, the damage occurred during a low demand period of the year, around half of the typical 1800 megawatt peak usage during winter months. Even if the other 500 kV circuit had to be removed from service, there was enough available power from the 230 kV line and our various generation facilities to meet our summer load.

Repairs have been made and the 500 kV circuit has been returned to full service with a few additions to protect the line and reduce any impact of another extreme heat dome event. Over the next two to four years, we will be making upgrades that will provide even more protection to this vital link. This work will take place during the summer months when demand is low, so that each circuit can be taken out of service without impacting customers.

Extreme snow event in 1999

Back in 1999, it wasn’t an extreme heat event that caused us grief, rather an extreme snow event. Along the Tantalus Mountain Range that runs from Squamish to the Sunshine Coast the snowpack was over 200 per cent of normal with some areas having a snow depth of more than eight metres. The pressure from this incredible amount of snow caused “snow creep” which started to move the base of the towers. Fortunately, with reinforcement, no circuits were lost that year.

Vancouver Island supply

Two overhead parallel 500 kilovolt (kV) lines transmit power from Cheekye Substation in Squamish to Malaspina Substation on the Sunshine Coast where the circuit then travels underwater to Texada Island to back underwater to Vancouver Island, landing at Nile Creek Terminal, near Qualicum Bay. A single 230 kV circuit connects Arnott Substation (Tsawwassen) to Vancouver Island Terminal (Duncan).

Powered by Water

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

Message from Chris O’Riley, President & CEO



Hi everyone,

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

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

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

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

We have also advanced affordability initiatives to help our customers save money on their electricity bills and continued to focus on making it easier for our customers to do business with us. We’re working with the Province to strategically position BC Hydro for long-term success, keeping rates affordable, furthering reconciliation with Indigenous Peoples and supporting quality economic development.

Within this report, you’ll find many examples of how we’re working with your communities on a range of topics – from capital projects and corporate programs, to initiatives like our Electrification Plan. This report also includes some important indicators of how we’re doing in providing you with reliable power.

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

Sincerely,

Chris O’Riley
President & CEO
BC Hydro

Quick Facts

PROVINCE-WIDE:

4 million customers

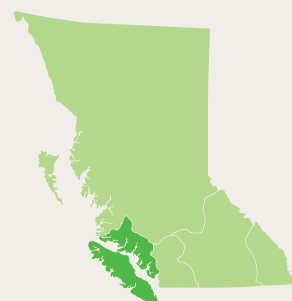
Electricity is delivered through a network of:

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

VANCOUVER ISLAND-SUNSHINE COAST GENERATING CAPACITY:

Ash River	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 six years ago, in July 2015.

During the sixth year of construction, activities continued to advance in all project areas, particularly the completion of both the upstream and downstream cofferdams ahead of schedule in early 2021. The cofferdams create a dry construction area to continue construction activities with the earthfill dam, which is now well underway. Work also advanced along the Highway 29 realignment, transmission line corridor and in the future reservoir area.

The project reached several milestones this past year, including:

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

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

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



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

Powering B.C.'s switch to clean electricity

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

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

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

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

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

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

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

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

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

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

Regional information

This winter a "perfect storm"

A BC Hydro report outlines how drought-weakened trees coupled with stormier La Niña weather conditions may result in more power outages this winter on Vancouver Island and the Sunshine Coast.

In the report titled, "The perfect storm: How summer drought could mean severe fall storm fallout," BC Hydro meteorologists predict this summer's record-breaking temperatures in B.C. could mean a fresh accumulation of dead and weakened trees that could be a risk to electrical infrastructure. La Niña is predicted to bring colder, wetter and windier weather to the west coast this winter. The inclement weather coupled with drought-weakened trees could result in the 'perfect storm' for outages.



Crews work to repair damage and restore power following a December 2018 storm.

Summer 2021 was the hottest summer on record on most parts of the Island and resulted in severe drought—weakening tree roots, wood and soil and leaving them more susceptible to failure. Much like 2015, Vancouver Island had some of the driest conditions from April to July in more than 60 years. You may recall that BC Hydro's two most damaging storms were preceded by a drought followed by unseasonably heavy rainfall events.

We are increasing our vegetation management program this year given the drought and weather-related challenges. We regularly inspect vegetation to identify potential problems.

British Columbia has some of the highest densities of trees per kilometre of power line compared with most jurisdictions in North America. Trees and adverse weather are the single biggest cause of power outages in B.C., and vegetation that grows too close to or into our transmission or distribution lines poses a safety hazard as it can conduct electricity.

We are advising customers to prepare for what could be a challenging storm season. It is important to be prepared by having a well-stocked emergency kit.

We are also reminding the public that if they come across a downed or damaged power line, assume the line is live, stay back at least 10 metres (the length of a city bus), and call 9-1-1 to report. For more information on outages and safety, please select [bchydro.com/outages](https://www.bchydro.com/outages).

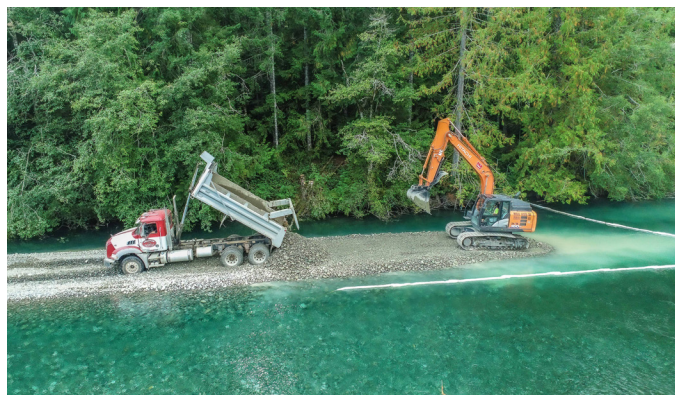
New Puntledge River spawning habitat for Chinook salmon

In September 2021, new salmon spawning habitat was added just downstream of the Comox Dam on the Puntledge River system. Chinook salmon are a key species and this new gravel placement pad was an outcome of engagement with the Comox Valley community on our Puntledge River water use planning process.

The water use plan, which was a consensus plan agreed to in 2004 by a wide range of community representatives, was about how BC Hydro stores and releases water for various water use interests such as fish, domestic water supply, recreation and power generation. There was also one component of the plan that had gravel placement as a restoration target between the Comox Dam and our Puntledge Diversion Dam. The work was moved out until it was determined to be the right time to add more gravel spawning habitat.



Aerial view of Comox Lake reservoir and construction of gravel pad.



Gravel placement in the Puntledge River.

The Puntledge River dams prevent gravel movement down the river. In addition to these BC Hydro-led works, other proponents have added gravel placement projects in various parts of the Puntledge River through funding help from our Fish & Wildlife Compensation Program. Various salmon species benefit from these gravel placement projects.

This project added about 1,350 cubic metres of gravel that will provide the capacity for about 180 pairs of returning Chinook salmon spawners. The gravel pad is located just downstream of the Comox Dam Picnic Area near the left bank of the river.

Leighton Contracting, in partnership with the K'omoks First Nation, was the project contractor. The project mobilized from our Comox Dam Picnic Area, which was closed during the construction period, given its close proximity to the gravel pad. An approximate 150 metre-long road was built into the river to access the new gravel placement area. The temporary road was then deactivated, and good gravels placed along the riverbed in its place.

The project has resulted in a valuable increase in Chinook spawning habitat.

Reclosers – function, benefits and how we operate them

Over the last several years, BC Hydro has made significant investments in grid modernization including an expansive network of automatic reclosers. Since 2015, over 230 reclosers have been installed on Vancouver Island and the Sunshine Coast.

Reclosers act as modern-day circuit breakers. They detect faults on the distribution system, momentarily interrupt electricity flow, and then automatically restore power. Because the majority of faults are momentary, like lightning or when a tree

branch contacts the power lines and then falls to the ground, most outages can be resolved by a simple reclose operation. They protect customers from an outage upstream of the outage cause and help crews identify the fault location. Simply put: reclosers improve reliability—they reduce the number of customer outages and the duration of the outages.

Considering Vancouver Island has the highest tree count per kilometre of utility line, and tree related outages account for approximately half the outages in B.C., this investment into the electrical system makes a difference to our customers. Installation of reclosers has proved to be the best economic solution for reliability improvement.

Automatic reclosers can quickly restore power, but when the fire danger rating is elevated in an area or region, they pose a risk of igniting a wildfire. BC Hydro evaluates risk on a circuit by circuit basis and if needed, operates the electrical system differently to reduce wildfire risk and functions of the automatic reclosers are disabled or operated under a no reclose mode. When operated in this mode, reclosers will not automatically re-energize following a fault. A crew must attend the fault location to investigate prior to power restoration. At the peak of the 2021 wildfire season, the majority of circuits on Vancouver Island and Sunshine Coast were operated in no reclose mode.



Campbell River crews installing reclosers along Highway 28.

Supporting communities

Trees and vegetation management

Our electrical system is complex and highly efficient, with approximately 80,000 kilometres of overhead transmission and distribution power lines throughout the province. Managing trees and plants around these lines is important for safety and service reliability.

B.C. has some of the tallest and fastest-growing trees in North America. Our vegetation management team regularly inspects trees and other tall vegetation growing under or adjacent to our overhead system to identify potential problems. Tall, diseased or dead trees can fall or grow into power lines, causing electrical outages.

Vegetation management contractors – we employ professional arborists and foresters that follow strict environmental guidelines – prune or remove trees and vegetation in areas where the lines may be impacted. What's more, when an area experiences reliability issues, we assess the local distribution lines for potential tree-related causes. Even with a proactive management program, more than half of all outages in B.C. are caused by adverse weather causing trees and vegetation to come into contact with our system. For more information, please select bchydro.com/trees.

Recreation sites

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

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



Vancouver Island's Upper Campbell Reservoir Campground.

Community ReGreening Program

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

Our ReGreening grants fund small-scale community planting projects and are open to all municipal and Indigenous Nations governments within BC Hydro's service area. All new applications are now being accepted through our online form.

The deadline to apply for a 2022 ReGreening grant was January 31, 2022 but has now been extended to **February 28, 2022**. For more information, please select bchydro.com/regreening.

This past year, successful applications included:

Community	Project	Funding
Campbell River	River Urban Forest Revitalization	\$4,750
Central Saanich	Enhance Urban Parks, Naturalize Green Spaces	\$3,000
Cowichan Valley RD	Bright Angel Park Playground Planting	\$2,386
Esquimalt	Township of Esquimalt Re-Greening	\$4,750
Ladysmith	Rutti Park and Transfer Beach Tree Replacement	\$2,860
Langford	Tree Replacement Program	\$4,750
Lantzville	Lantzville Road Multi-Use Pathway	\$4,750
Nanaimo	Protection Island Park Tree Planting	\$3,095
North Cowichan	Chemainus Skate Park and Heard Road Park Planting	\$4,750
North Saanich	Denham Till Park Tree Planting	\$4,750
Oak Bay	Uplands Park and Surrounding Boulevard Planting	\$4,750
Port Alberni	Melrose Street Re-Greening	\$4,750
Qualicum Beach	Hemsworth Road Tree Planting	\$1,941
Saanich	Quicks Bottom Park Planting	\$4,750
Sechelt	Adopt a Street Tree (Phase 11)	\$4,750
Sidney	Melville Park Improvements	\$3,427
Sooke	Urban Forest Enhancement	\$3,680

Beautification Fund

Our Beautification Fund provides financial assistance to municipal governments to relocate BC Hydro equipment on public property. We co-fund projects to move overhead lines and poles to underground duct banks as part of community redevelopment plans or to enhance and improve the use of public spaces. Previous projects have included high traffic areas and community venues such as town centres, parks, commercial districts, civic facilities, and bike lanes.

This past year, successful applicants for beautification projects included:

- Campbell River
- Parksville
- Qualicum Beach
- Sidney
- Victoria

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

Decorative Wrap Grant Program

Our Decorative Wrap Grant Program provides financial assistance to municipal governments, regional districts and First Nations communities looking to improve the visual aesthetics of a neighbourhood by installing decorative wraps on BC Hydro-owned pad-mounted equipment boxes. Eligible applicants can receive grant funding of \$350 or \$700 per unit, depending on the size of the equipment box to be wrapped. The funding amount will be determined by BC Hydro during the application review.

This past year, successful applicants for decorative wraps included:

- Central Saanich
- Nanaimo

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



In 2021, the City of Nanaimo wrapped five pad-mounted transformers in high-traffic areas in the downtown core.

Graffiti Removal

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

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

Fish & Wildlife Compensation Program

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

In 2020–2021, the FWCP's Coastal Region board approved 14 projects on Vancouver Island and the Sunshine Coast, for over \$600,000 in funding.

The projects included supporting Chinook salmon in the Puntledge River Watershed, enhancing salmon spawning and rearing habitat near Campbell River, recovering endangered Vancouver Island marmots, and improving bat science and knowledge.

Since 1999, the FWCP has committed more than \$40 million to support fish and wildlife in its Coastal Region. Learn more at 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.

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/.



Eighteen Vancouver Island marmots – 12 captive-bred and six wild-born marmots—were released into colonies in Strathcona Provincial Park last year as part of an ongoing effort to recover the Red-listed species. Photo courtesy of R. Tidman.

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 July 1, 2021.

Municipality/District	School taxes*	Grants	Other taxes	Total payments
Regional District of Alberni–Clayoquot	0	64,147.00	0	64,147.00
Village of Alert Bay	3,730.57	8,213.25	179.70	12,123.52
City of Campbell River	2,707,927.81	999,909.27	0	3,707,837.08
Capital Regional District	0	389,470.00	0	389,470.00
District of Central Saanich	321,074.08	267,453.67	6,966.60	595,494.35
City of Colwood	42,052.20	148,218.95	0	190,271.15
Town of Comox	39,660.24	118,203.70	0	157,863.94
Regional District of Comox Valley	0	54,984.00	0	54,984.00
City of Courtenay	210,425.90	441,035.11	349.52	651,810.53
Village of Cumberland	12,036.96	36,069.55	0	48,106.51
City of Duncan	8,834.82	61,282.25	0	70,117.07
Township of Esquimalt	204,782.64	289,604.47	0	494,387.11
Town of Gibsons	60,814.94	117,560.94	667.14	179,043.02
Village of Gold River	12,088.40	17,352.71	0	29,441.11
District of Highlands	93,097.40	31,215.16	0	124,312.56
Town of Ladysmith	64,311.62	105,647.24	0	169,958.86
Village of Lake Cowichan	26,921.12	38,117.96	350.00	65,389.08
City of Langford	212,508.92	392,207.03	0	604,715.95
District of Lantzville	106,762.43	71,695.76	20.00	178,478.19
District of Metchosin	58,875.66	58,622.11	0	117,497.77
City of Nanaimo	770,773.30	1,936,514.23	0	2,707,287.53
Municipality of North Cowichan	873,374.72	1,092,920.44	1,275.52	1,967,570.68
District of North Saanich	110,426.19	177,792.94	300.00	288,519.13
District of Oak Bay	37,229.70	136,486.24	0	173,715.94
City of Parksville	42,785.22	138,594.63	0	181,379.85
City of Port Alberni	187,821.62	645,586.21	1,128.06	834,535.89
Village of Port Alice	6,732.96	10,215.95	0	16,948.91
District of Port Hardy	67,814.77	97,774.02	662.05	166,250.84
Town of Port McNeill	10,069.38	43,082.13	0	53,151.51
City of Powell River	170,776.70	382,678.67	2,375.00	555,830.37
Town of Qualicum Beach	111,849.79	209,182.45	260.00	321,292.24
District of Saanich	1,101,597.06	1,877,030.30	0	2,978,627.36
Village of Sayward	2,880.64	3,347.74	0	6,228.38
District of Sechelt	69,336.88	154,177.53	0	223,514.41

Municipality/District	School taxes*	Grants	Other taxes	Total payments
Town of Sidney	23,246.86	127,086.10	0	150,332.96
District of Sooke	106,420.36	158,662.11	0	265,082.47
Regional District of Strathcona	0	146,625.00	0	146,625.00
Regional District of Sunshine Coast	0	75,603.00	0	75,603.00
Village of Tahsis	16,055.71	19,763.31	0	35,819.02
District of Tofino	10,352.30	49,328.77	0	59,681.07
District of Ucluelet	12,332.74	40,589.34	0	52,922.08
City of Victoria	725,795.62	1,701,927.92	297.72	2,428,021.26
Town of View Royal	118,696.52	152,296.19	0	270,992.71
Village of Zeballos	1,971.44	4,103.89	0	6,075.33

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

Community grants

By providing electricity to the people and businesses of this province, we provide an essential and important service. We also believe in doing more than that: we offer two types of grants to support non-profit organizations and registered charities that are making a difference in their communities. In 2021, we supported nearly 90 community-based projects across every region of the province.

Our grants are given out in three focus areas: building the workforce of tomorrow, safety education, and developing smart energy ideas. When planning for your project, please keep in mind that our grants have set criteria and application deadlines.

To learn more, please select bchydro.com/grants.

Some of the organizations that we supported in the region this past year included:



Elementary students interact with BC Hydro's community team at Powell River Salmon Society's Salmon Education Expo.

Organization	Project	Community	Grant
Bike Victoria Society	Greater Victoria Neighbourhood Rides	Greater Victoria	\$1500
Coast Rogue Arts Society	Rogue Arts Festival Winter Series	Sunshine Coast	\$1500
Egmont Community Club	Energy Efficiency	Egmont	\$2000
Mill Bay Marine Rescue Society	Safety Equipment	Mill Bay	\$2000
Powell River Salmon Society	Power our Fish Education and Outreach	Powell River	\$2000
Synergy Foundation	Vancouver Island Green Business Workshop Series	Southern Gulf Islands and Comox Valley	\$2000

Reliability performance



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

The information below provides a comparison between Fiscal 2020 and Fiscal 2021 for communities in the Vancouver Island–Sunshine Coast region. These statistics include interruptions due to planned outages.

Community	Fiscal 2020 average customer interruption duration (hours)	Fiscal 2021 average customer interruption duration (hours)	Fiscal 2020 average number of interruptions per customer	Fiscal 2021 average number of interruptions per customer
Campbell River	3.29	3.03	1.86	3.17
Courtenay	2.38	2.68	1.46	3.55
Duncan	1.72	5.13	4.21	3.82
Islands Trust	3.13	3.28	6.21	8.91
Nanaimo	2.10	2.15	0.98	1.10
Parksville	1.61	1.64	1.26	1.70
Port Alberni	2.51	2.16	1.64	2.21
Port Hardy	2.28	7.12	6.86	11.02
Powell River	1.04	2.20	2.42	3.93
Qualicum Beach	1.67	2.01	5.55	4.91
Sechelt	2.66	2.56	3.52	4.83
Victoria	1.63	2.21	0.57	0.71

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	
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.