



GOOD
NEIGHBOUR
COMMITMENT

BChydro 

FOR GENERATIONS

GOOD NEIGHBOUR COMMITMENT

BC Hydro is committed to being a good neighbour in the communities in which we work and to treating our neighbours with respect and consideration. We commit to working safely and respectfully in your community as we manage and expand the province's electrical system.

Our goal is to create respectful, long-term relationships with our neighbours by communicating openly as we work.

RESPECT

OUR NEIGHBOURS

BC Hydro expects that our employees and contractors will:

- Endeavour to build relationships with property owners where BC Hydro is working
- Introduce themselves to property owners and review work that will be undertaken
- Be respectful, courteous and polite
- Be an engaged listener and try to understand the property owner's concerns before responding
- Provide contact information

RESPECT

OUR NEIGHBOURS

BC Hydro expects that our employees and contractors will:

- Before working on First Nations reserves or treaty settlement lands, visit the band office, introduce yourself, and explain the nature of the work. If applicable, please take a copy of the notification letter that would have been sent in advance to the First Nations leadership.
- If the First Nation identifies concerns with the work to be undertaken, make note of the concerns and have the Project Manager contact BC Hydro Aboriginal Relations and Negotiations for further instructions.

FENCES & GATES

BC Hydro expects that our employees and contractors will:

- Leave all gates as they were found upon arrival
- Repair any damage to fences or gates resulting from work activities

NOISE

BC Hydro expects that our employees and contractors will:

- Follow municipal bylaws with regards to noise whenever possible. If a variance is required, please contact the appropriate Community Relations or Project Communications Coordinator to arrange.
- Wherever possible, make special accommodations for property owners with specific requests regarding noise
- Keep volume levels on radios to a reasonable level

DUST, MUD & WEEDS

BC Hydro expects that our employees and contractors will:

- Reduce speed on dirt roads in front of properties to keep dust down
- Ensure mud from equipment tracks or tires on properties, driveways or public roads is cleaned up prior to leaving the site
- Ensure that low beds and equipment tracks or tires are free of invasive weeds prior to entering a new property

GARBAGE & WASTE

BC Hydro expects that our employees and contractors will:

- Keep the work site and adjacent areas clean and in a safe condition
- Remove all garbage and waste from the work site on a daily basis and dispose of it in an environmentally responsible manner
- Remove broken equipment from the work site
- Ensure that all materials in the backs of trucks are secure

TRAFFIC

BC Hydro expects that our employees and contractors will:

- Safely operate all vehicles
- Respect posted speed limits
- Use particular caution around school buses and children on roads
- Stay on designated access roads, rights-of-way or approved driveways
- Where necessary, work closely with local officials, property owners and other stakeholders on traffic control measures

TOOLS & EQUIPMENT

BC Hydro expects that our employees and contractors will:

- If the work site is private property, remove all tools and equipment from the work site at the end of the work day, or obtain permission from the property owner for any tools or equipment that must remain overnight at the work site
- Ensure appropriate fencing and signage around work areas is in place before work starts and removed upon completion of work
- Advise property owners of the noise and vibration that can be caused when heavy equipment is in use
- Reduce noise and fumes by not leaving trucks and equipment idling when not in use

IN SUMMARY

Building respectful, long-term relationships with our neighbours is our key focus. We commit to:

- Make safety a priority as we work in your community
- Undertake all of our work with best practices for the electricity industry
- Proactively inform you of our proposed plans and their effects with you
- Understand and listen to your concerns, and where possible, work with you to find appropriate solutions when undertaking work on your property
- Do what we say we are going to do and give you reasons if we are unable to do so
- Minimize disruptions as much as possible
- Regard all complaints as serious and respond to them in a timely manner
- Provide you with a dedicated phone line to talk to a member of our team if you have any concerns

BC Hydro is committed to treating communities with respect as we work to build and maintain the province's electrical system.

Remember Courtesy Counts!

For more information, please contact:

BC Hydro Stakeholder Relations Department

1.866.647.3334

stakeholderengagement@bchydro.com

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