Corr - Info
Oct 7/13

Lenora

From: Wendy Laluk <wendy.laluk@bchydro.com>
Sent: September-24-13 10:45 AM
To: d-chet Email Group
Subject: BC Hydro CR Annual Report 2013 - Northern Region
Attachments: BC Hydro CR Annual Report 2013 - Northern Region.pdf

Dear Merlin,

On behalf of BC Hydro I'm pleased to provide you with the Community Relations 2013 Regional Annual Report for the Northern communities. The report provides information regarding BC Hydro's operations and activities in our area.

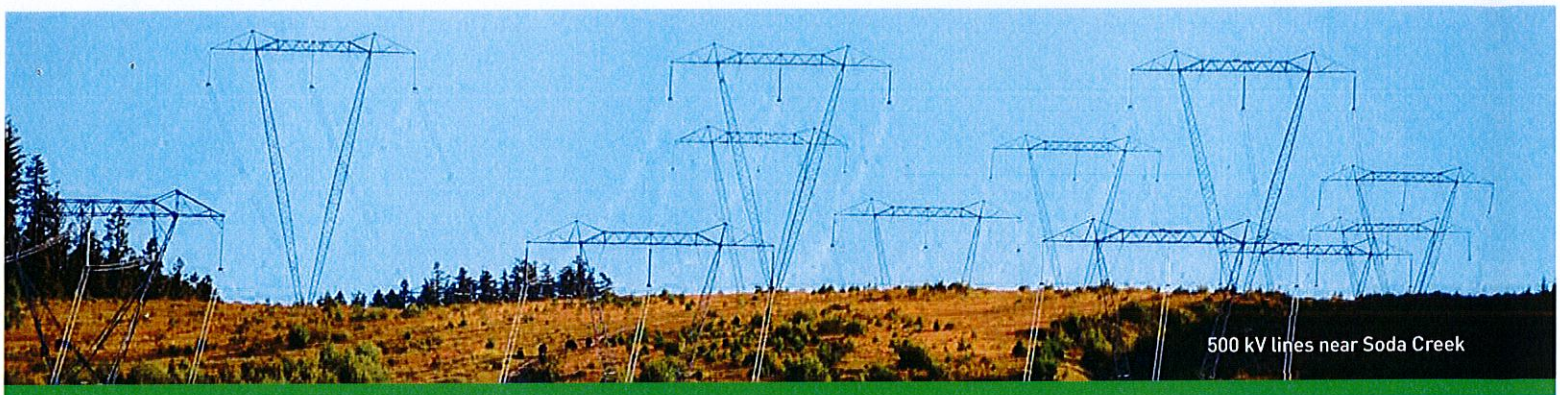
I hope you find this information useful. Please feel free to distribute it to others who may be interested.

It was a pleasure seeing many of you at the UBCM convention last week. As always, we look forward to hearing from you about any BC Hydro related issue during the year. You may contact either myself, or my colleague Dave Mosure at:

Bob Gammer
Central Interior & Peace regions
Office: 250 561-4858
Cell: 250 961-0676
Email: bob.gammer@bchydro.com

Dave Mosure
Cariboo and Northwest regions
Office: 250 561-4906
Cell: 250 961-0574
Email: dave.mosure@bchydro.com

Thank you,
Bob



500 kV lines near Soda Creek

NORTHERN REGION COMMUNITY RELATIONS 2013 ANNUAL REPORT

SEPTEMBER 2013

MESSAGE FROM CHARLES REID

As an employer of thousands of people in communities all over B.C. and with over 100 facilities across the province—we are proud to be part of your community.

We are also directly connected to 1.9 million customers—that's 95 per cent of B.C. households—and that number is growing.

With that in mind, BC Hydro recently released our Integrated Resource Plan for final public and First Nations consultation. The Plan includes BC Hydro's recommended actions to cost-effectively meet the forecasted 40 per cent increase in demand for electricity in the next 20 years.

In order to ensure the electricity you need is available when you need it, BC Hydro is undertaking an ambitious capital program to refurbish aging infrastructure across our service area. We are upgrading existing generating facilities and substations while also building critical new transmission infrastructure to serve growing residential demand and expanding industries in the northwest and northeast of the province.

Our electricity grid is becoming stronger and smarter. Technological advancements, such as smart meters, create the foundation for a safer, more adaptive and reliable system. The culmination of our investment efforts will allow us to serve a growing economy and deliver value to our customers.

In closing, thank you for your support of our operations and various projects in your region. We appreciate the leadership of local government and First Nations being demonstrated in communities throughout the province. Whether it's the collaboration with First Nations to provide electricity to remote communities in the North, coordination with stakeholders to construct boat ramps on the Peace River, or the construction of the Northwest Transmission Line project, we are partners working to serve B.C. communities for generations.

Sincerely,

Charles Reid
President and Chief Executive Officer
BC Hydro

QUICK FACTS

PROVINCE-WIDE:

1.9 million customers

Electricity is delivered through a network of:

- 75,000 kilometers of transmission and distribution lines,
- 300 substations,
- 900,000 utility poles, and
- 325,000 transformers.

Capital investments of $1.9 Billion (Fiscal 2013)

NORTHERN REGION SUPPLY:

Dams:	
WAC Bennett	2,820 megawatts
Peace Canyon	694 megawatts
Falls River	7 megawatts
Clayton Falls	2 megawatts
Thermal:	
Fort Nelson	73 megawatts
Prince Rupert	46 megawatts
Diesel:	
10 Diesels	47 megawatts

BC hydro
FOR GENERATIONS

FINAL REVIEW OF INTEGRATED RESOURCE PLAN

BC Hydro forecasts customers' demand for electricity will grow by 40 per cent over the next 20 years – before accounting for savings from conservation and efficiency measures. The Integrated Resource Plan (IRP) is BC Hydro's long-term plan to cost-effectively meet the forecast electricity needs of its customers over the next 20 years as a result of growing population, broad economic expansion and the development of a liquefied natural gas (LNG) industry. In developing the IRP, BC Hydro consulted with the public, stakeholders and First Nations in 2011 and 2012.

The IRP was submitted to the provincial government on August 2, 2013, as required under the BC Clean Energy Act and is now posted on the BC Hydro website. The plan includes 17 recommendations to meet our customers' needs by continuing to promote conservation and energy efficiency, by developing renewable energy resources for the future, and by planning for the emerging LNG industry. BC Hydro is inviting the public, stakeholders and First Nations to provide final written comments on the IRP by October 18, 2013. View the IRP and provide your comments: **bchydro.com/energy-in-bc/meeting_demand_growth/irp.html**.

SITE C CLEAN ENERGY PROJECT

BC Hydro's Site C Clean Energy Project (Site C) is a proposed third dam and generating station on the Peace River. It would provide 1,100 megawatts of capacity, and produce about 5,100 gigawatt hours of energy each year—enough energy to power the equivalent of about 450,000 homes.

Site C is being proposed to help meet B.C.'s long-term electricity needs.

The project is currently undergoing a cooperative federal-provincial environmental assessment process, which includes a joint review panel. As part of this process, there are opportunities for participation by the public, Aboriginal groups, local/regional governments and other interested stakeholders.

In addition to the consultation opportunities provided by the environmental assessment process, BC Hydro continues to consult and engage with Aboriginal groups, local/regional governments, and property owners. BC Hydro also continues to operate community consultation offices in Fort St. John and Hudson's Hope.

Site C requires environmental certification and other regulatory permits and approvals before it can proceed to construction. In addition, the Crown has a duty to consult and, where appropriate, accommodate Aboriginal groups.

Construction of Site C would create 10,000 person-years of direct employment during construction, and approximately 33,000 total jobs through all stages of development and construction.

More information is available at **bchydro.com/sitec**.

GET INVOLVED

Your Power Poll is an online community of residential customers actively engaging with BC Hydro on a variety of issues. Through surveys and online discussions, customers are invited to share their insights about important topics like smart meters, rates and energy conservation.

Your Power Poll has attracted more than 4,700 volunteer panelists that the Research Services team can survey to gather their opinions on energy-related topics, projects and collateral that BC Hydro develops.

To sign in to Your Power Poll, please visit: **yourpowerpoll.ca**

MYHYDRO AND SMART METERING PROGRAM UPDATE

The electricity system that powers our province has not changed significantly since it was built 50 years ago. Our customers are using more technology in their homes and businesses than ever before. Smart meters are a necessary upgrade to ensure BC Hydro can continue to deliver electricity safely and reliably to homes and business across the province.

Smart meters will help to power our future by:

- getting the lights back on faster and safer during power outages;
- helping BC Hydro operate more efficiently and by reducing wasted electricity, helping to keep rates low; and,
- providing customers with new tools to save energy and money.

Since July 2011, BC Hydro has exchanged over 1.8 million meters - 96 per cent. The meter installation phase of the program will be complete by December 31, 2013; however customers are already seeing the benefits of a modernized grid. For example, 1.6 million customers are now able to view their energy use information through their MyHydro online account.

MyHydro is BC Hydro's new online customer self-serve platform which launched in January 2013. Enabled by smart meters, it is a one-stop shop for customers to conveniently interact with BC Hydro.

With a MyHydro profile, a customer can:

- track electricity consumption;
- view bills and manage payments;
- start, stop or move their service; and,
- access other services like Team Power Smart and alerts.

Customers who have a smart meter will also see additional benefits as the modern grid is completed. For example, when the communications network is complete customers will benefit from automatic outage detection and faster restoration times. Next year customers will also have the option of adopting devices and software solutions to access near real-time energy use information directly from their smart meter.

In July 2013, the Provincial Government announced the Meter Choices Program. Residential customers who do not yet have a smart meter at their home can choose between:

- a standard smart meter at no cost;
- a radio-off meter, for a one-time set up fee and monthly operating fee; and,
- keeping an old meter for a monthly fee.

Customers who choose a non-communicating meter will cover the cost of providing and servicing these options. This will ensure that the majority of customers who have accepted the new meters will not be covering the cost of the other options. All costs will be reviewed by the BC Utilities Commission.

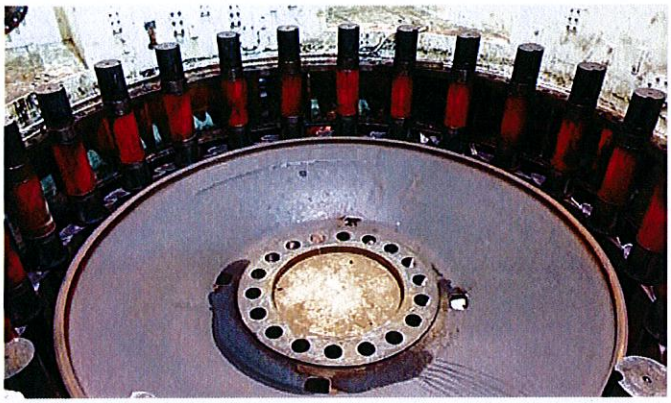
For more information about the Smart Metering Program, please visit **bchydro.com/smartmeters** or contact the Community Relations Manager in your region.

REGIONAL INFORMATION

CAPITAL PROJECTS

G.M. Shrum Units 1 to 5 Turbine Replacement Project

This $198.6 million project will give BC Hydro more operational flexibility and 177 gigawatt hours of additional energy – enough to power 15,000 homes annually. Five turbine runners will be replaced with new turbines with a more efficient, modern design. The first unit was back in service in late February 2013. The next unit is expected to return to service in October, 2013. The last of the new units is scheduled to be operational by the middle of 2015. More information is available at **bchydro.com/energy-in-bc/projects/gm_shrum_projects.html**.



Completion of new turbine runner in a ring of wicket gates on G.M. Shrum Unit 1.

A new turbine runner for G.M. Shrum Unit 2 arrives and is being loaded into the underground power house for installation.

G.M. Shrum Units 6 to 8 Capacity Increase Project

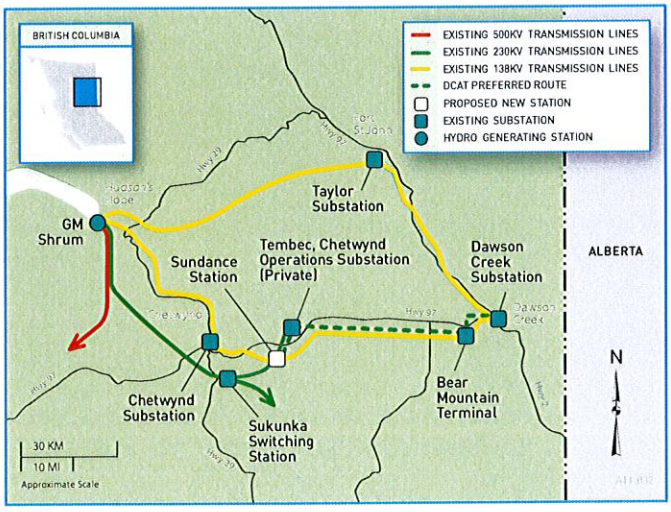
Ninety more megawatts of power are now available since the $41.6 million Capacity Increase Project was completed on Units 6, 7 and 8. The project included the replacement of the generator circuit breakers and upgraded the iso-phase bus, which carries the electricity from the generator to the switchyard located above the underground generating station. The third and final unit was in service in late November 2012, three months ahead of schedule. More information is available at **bchydro.com/energy-in-bc/projects/gm_shrum_projects.html**.

Northwest Transmission Line

The Northwest Transmission Line (NTL) Project is designed to provide an interconnection point for future industrial development and clean power projects in Northwest B.C. The Project consists of a new 344-kilometre, 287 kilovolt transmission line between Skeena Substation (near Terrace) and a new substation to be built near Bob Quinn Lake. Construction is now underway on the $746 million project. Transmission structures are being installed by helicopter along the project route. On April 10, 2013, the B.C. Utilities Commission approved Tariff Supplement 37, which will allow BC Hydro to recover the costs of building the NTL Project from industrial developers and independent power producers who interconnect their projects to the new line. More information is available at **bchydro.com/energy-in-bc/projects/ntl.html**.

Dawson Creek/Chetwynd Area Transmission (DCAT) Project

Electricity demand in the South Peace/Dawson Creek area is growing due to natural gas exploration and development in nearby Montney shale gas deposits. The DCAT project consists of a new substation 19 km east of Chetwynd, a 72 km long 230 kilovolt double circuit transmission line and an expansion of the existing Bear Mountain Terminal station located 12 km west of Dawson Creek. On April 25, 2013, the B.C. Utilities Commission granted a certificate of public convenience and necessity for the DCAT project. With this regulatory approval in place, BC Hydro is now completing the required permitting processes and finalizing right-of-way agreements. Clearing and site preparation work started this summer for the Bear Mountain substation and right-of-way clearing will begin this fall. More information is available at **bchydro.com/energy-in-bc/projects/dcat.html**.



Prince George Regional Office Building Update

Construction of the new BC Hydro offices in Prince George is well underway with up to 80 workers on site. The building is enclosed and most of the external siding is on. Drywall, mudding and taping is more than 90 per cent complete. The new 85,000 square foot building will support approximately 290 BC Hydro staff. The building will meet post-disaster requirements for an Emergency Operations Centre and will feature sustainable building design that reduces energy and water use, improves the indoor environment and reduces operating costs over the long-term. Occupation is expected early next year. Demolition of the existing office building and final landscaping will take place in 2014.

RELIABILITY PERFORMANCE

BC Hydro recognizes how important the reliable supply of electricity is to our customers. We will continue to improve, reinforce and maintain the electrical system.

The BC Hydro average interruption duration per customer during Fiscal 2013 was 2.34 hours compared to 2.65 hours in Fiscal 2012. The average number of interruptions per customer in Fiscal 2013 was 1.6 compared to 1.92 in Fiscal 2012.

These statistics also include interruptions due to planned outages.

The information below provides a comparison between Fiscal 2012 and Fiscal 2013.

Average Number of Interruptions per Customer

BC HYDRO DISTRICT NORTHERN REGION	FISCAL 2012 APRIL 1, 2011 TO MARCH 31, 2012	FISCAL 2013 APRIL 1, 2012 TO MARCH 31, 2013
Quesnel	4.51	1.42
Williams Lake	1.10	2.46
100 Mile House	4.77	2.18
Wells	6.60	2.31
Vanderhoof	2.82	4.01
Mackenzie	3.20	3.47
Prince George	0.89	1.84
Burns Lake	2.71	3.26
Fort St. James	6.12	5.05
Fraser Lake	1.59	6.84
McBride	12.73	6.77
Prince Rupert	5.19	0.94
Queen Charlotte	18.71	7.65
Smithers	4.33	3.17
Stikine	7.61	4.05
Terrace/Stewart	3.43	2.41
Telkwa	3.10	6.16
Port Clements	22.69	6.23

Average Customer Interruption Durations (Hours)

BC HYDRO DISTRICT NORTHERN REGION	FISCAL 2012 APRIL 1, 2011 TO MARCH 31, 2012	FISCAL 2013 APRIL 1, 2012 TO MARCH 31, 2013
Quesnel	1.46	2.17
Williams Lake	2.73	1.17
100 Mile House	3.00	2.93
Wells	2.54	4.43
Vanderhoof	3.64	2.94
Mackenzie	3.91	1.35
Prince George	3.20	2.59
Burns Lake	6.24	1.31
Fort St. James	2.23	3.12
Fraser Lake	2.06	2.26
McBride	3.42	5.21
Prince Rupert	1.81	5.00
Queen Charlotte	3.66	3.40
Smithers	2.59	2.54
Stikine	1.17	0.97
Terrace/Stewart	2.09	3.95
Telkwa	1.79	2.38
Port Clements	3.29	3.55

Average Number of Interruptions per Customer

BC HYDRO DISTRICT NORTHERN REGION	FISCAL 2012 APRIL 1, 2011 TO MARCH 31, 2012	FISCAL 2013 APRIL 1, 2012 TO MARCH 31, 2013
New Hazelton	6.24	2.47
Masset	14.83	5.45
Kitimat	2.55	1.37
Houston	2.58	0.98
Hazelton	5.56	2.22
Granisle	5.17	3.34
Chetwynd	3.77	2.49
Dawson Creek	5.33	5.38
Fort Nelson	3.17	0.86
Fort St. John	2.04	1.57
Tumbler Ridge	3.75	3.72
Taylor	3.39	0.25
Pouce Coupe	4.64	13.87
Hudson's Hope	3.26	3.63

Average Customer Interruption Durations (Hours)

BC HYDRO DISTRICT NORTHERN REGION	FISCAL 2012 APRIL 1, 2011 TO MARCH 31, 2012	FISCAL 2013 APRIL 1, 2012 TO MARCH 31, 2013
New Hazelton	5.04	3.54
Masset	5.24	0.86
Kitimat	1.54	1.91
Houston	2.07	2.92
Hazelton	4.87	3.38
Granisle	13.79	10.67
Chetwynd	4.51	1.80
Dawson Creek	1.85	1.88
Fort Nelson	1.02	2.53
Fort St. John	2.40	2.80
Tumbler Ridge	5.05	0.72
Taylor	2.24	3.00
Pouce Coupe	1.24	1.18
Hudson's Hope	2.77	2.56

Winter Storms and Power Outages

The winter of 2012-13 was quieter for outage restoration, but no matter when they happen, every outage is unique and some can be formidable. On March 13, 2013 a pick-up truck and trailer slid off the road at an intersection about five kilometres northwest of Vanderhoof, and about 50 kilometers south of Fort St. James and wound up with its trailer vertical up against a power pole that carries the main source of power to Fort St. James. The impact of the crash broke the pole carrying the 69,000 volt transmission line. Weather played a factor in the crew's plan to set the new pole with the line energized. With safety being the number one priority and heavy snow starting to fall, live line work was no longer an option and an emergency outage was required. Crews had the broken pole replaced and power restored to the 2,200 Fort St. James area customers in just over two-and-a-half hours.

BC Hydro vehicles are on the scene with the replacement pole in the foreground.

VEGETATION MANAGEMENT

BC Hydro's distribution system is a complex and highly efficient system with more than 56,000 kilometres of overhead distribution power lines throughout the province. BC Hydro's Vegetation Management program is responsible for pruning and removing trees and vegetation in areas where the distribution power lines may be impacted. The program manages a $29 million annual budget that includes maintenance plans and helps to provide safe reliable power to our customers. Even with a proactive management program, trees account for approximately 20 to 25 per cent of all power interruptions.

Vegetation work in the Northern region is carried out on a three to four-year maintenance cycle. This year in the Northern region vegetation work is continuing in Takla, Prince George and in the central interior area of the region because of the pine beetle infestation.

SUPPORTING COMMUNITIES

BEAUTIFICATION PROGRAM

BC Hydro budgets one million dollars annually for municipal beautification projects. Municipalities wishing to place existing overhead distribution lines underground to address environmental concerns, improve visual aesthetics or accommodate community redevelopment projects are invited to apply for funding. Letters with information about the program were mailed to municipalities in August 2013. Applications will be received until October 1, 2013.

REGREENING PROGRAM

BC Hydro and Tree Canada Foundation partner on the Regreening Program and work directly with communities around the province to support tree planting in urban areas. The annual program helps restore and retain green space and encourages low-growing vegetation near power lines which helps BC Hydro maintain a safe and reliable distribution system. It also fosters cooperation and support for BC Hydro's Vegetation Management program. Community projects that meet the Regreening Program criteria can receive up to $10,000.

GRANTS-IN-LIEU

BC Hydro pays net property tax and grant payments to local government. 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 Northern region as at June 30, 2013.

MUNICIPALITY/DISTRICT	SCHOOL TAXES	GRANTS	OTHER TAXES	TOTAL PAYMENTS
100 Mile House, District of	76,803.80	71,870.41	5.78	148,679.99
Burns Lake, Village of	37,618.40	52,094.96	115.87	89,829.23
Central Coast, R.D.	0.00	3,270.00	0.00	3,270.00
Chetwynd, District of	53,652.58	278,968.81	44.63	332,666.02
Dawson Creek, City of	197,249.20	223,160.84	301.15	420,711.19
Fort St. James, District of	41,512.80	43,759.90	0.00	85,272.70
Fort St. John, City of	80,051.00	219,671.13	809.78	300,531.91
Fraser Fort George, R.D.	0.00	670,395.00	0.00	670,395.00
Fraser Lake, Village of	11,981.20	127,689.08	0.00	139,670.28

MUNICIPALITY/DISTRICT	SCHOOL TAXES	GRANTS	OTHER TAXES	TOTAL PAYMENTS
Granisle, Village of	10,689.00	5,917.60	0.00	16,606.60
Hazelton, Village of	3,460.52	7,130.76	121.50	10,712.78
Houston, District of	103,227.60	164,213.18	600.00	268,040.78
Hudson's Hope District of	1,614,291.17	1,351,714.50	15,713.42	2,981,719.09
Kitimat, District of	119,862.40	8,4990.81	0.00	204,853.21
Mackenzie, District of	68,150.78	1,572,294.14	0.00	1,640,444.92
Masset, Village of	47,005.00	21,364.74	81.75	68,451.49
McBride, Village of	27,055.00	9,651.60	0.00	36,706.60
New Hazelton, District of	30,867.20	18,835.73	590.80	50,293.73
Northern Rockies Regional Municipality	392,699.23	210,291.40	2,493.84	605,484.47
Peace River Regional District	0.00	1,112,773.00	0.00	1,112,773.00
Port Clements, Village of	4,525.32	4,049.45	0.00	8,574.77
Port Edward, District of	131,517.40	101,652.52	0.00	233,169.92
Pouce Coupe, Village of	4,256.00	8,981.75	0.00	13,237.75
Prince George, City of	665,824.67	1,318,233.83	0.00	1,984,058.50
Prince Rupert, City of	93,194.19	195,039.41	0.00	285,233.60
Queen Charlotte, Village	49,910.26	15,633.27	708.30	66,251.83
Quesnel, City of	184,027.94	616,546.48	0.00	800,574.42
Skeena-Queen Charlotte Regional District	0.00	11,446.00	0.00	11,446.00
Smithers, Town of	58,321.60	138,940.21	100.00	197,361.81
Stewart, District of	36,411.82	17,056.82	7,727.40	61,196.07
Taylor, District of	26,082.00	316,399.22	0.00	342,481.22
Telkwa, Village of	8,807.40	6,710.15	0.00	15,517.55
Terrace, City of	332,314.62	271,336.41	3,959.31	607,610.34
Tumbler Ridge	224,239.40	80,988.38	0.00	305,227.78
Vanderhoof, City of	60,959.50	105,014.41	5,312.60	171,286.51
Wells, District of	7,014.00	3,143.42	0.00	10,157.42
Williams Lake, City of	93,622.70	195,591.35	249.06	289,463.11

COMMUNITY INVESTMENT AND OUTREACH

BC Hydro supports, educates and strengthens individuals and communities who share our interest in building a bright, sustainable future for British Columbians. Through our Community Investment program, we connect and support those who have demonstrated their commitment to building a conservation culture and energy literacy in British Columbia.

Applications meeting our criteria are accepted online. The application and criteria can be found at **bchydro.com/community/community_investment.html**. Organizations are also welcome to contact Wendy Laluk for more information: **250 561 4929** or **wendy.laluk@bchydro.com**.

Some of the organizations that BC Hydro supported in the Northern region over the past year include:

APPLICANT	COMMUNITY	DONATION/ SPONSORSHIP
Terrace Community Foundation	Terrace	$10,000
Coast Mountain School District Trades Scholarships	Kitimat, Terrace, Smithers	$20,000
Atlin Community Library	Atlin	$1,500
Spirit of the Peace Powwow Society	Fort St. John	$2,000
Kitimat Marine Search and Rescue	Kitimat	$5,000
Barkerville Heritage Trust Education	Barkerville	$2,500
Tlell Fall Fair	Tlell	$500
North East Native Advancing Society	Fort St. John	$7,000
Educo Canada	100 Mile House	$1,700
Young Gitgaat Guardians Gathering Voices	Hartley Bay	$2,500
Village of Pouce Coupe Truck Parade & Food Drive	Pouce Coupe	$1,000
Bulkley Valley Research Centre	Smithers	$1,000
Gavin Lake Forest Education Society	Williams Lake	$4,000
Friends of Hudson's Hope	Hudson's Hope	$4,000

Northern Community Relations visits Barkerville with a group of local students who enjoy the historical village.

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. Community Relations is 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. Community Relations provides you with a single window to BC Hydro.

BC HYDRO COMMUNITY RELATIONS—NORTHERN REGION

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

Bob Gammer
Manager, Northern Community Relations
250 561 4858
bob.gammer@bchydro.com

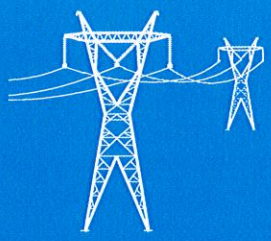
Dave Mosure
Community Relations Coordinator
250 561 4906
dave.mosure@bchydro.com

Wendy Laluk
Community Relations Assistant
250 561 4929
wendy.laluk@bchydro.com

To report a power outage call:
1 888 POWERON (1 888 769 3766) or
***HYDRO** (*49376) from your cellphone.

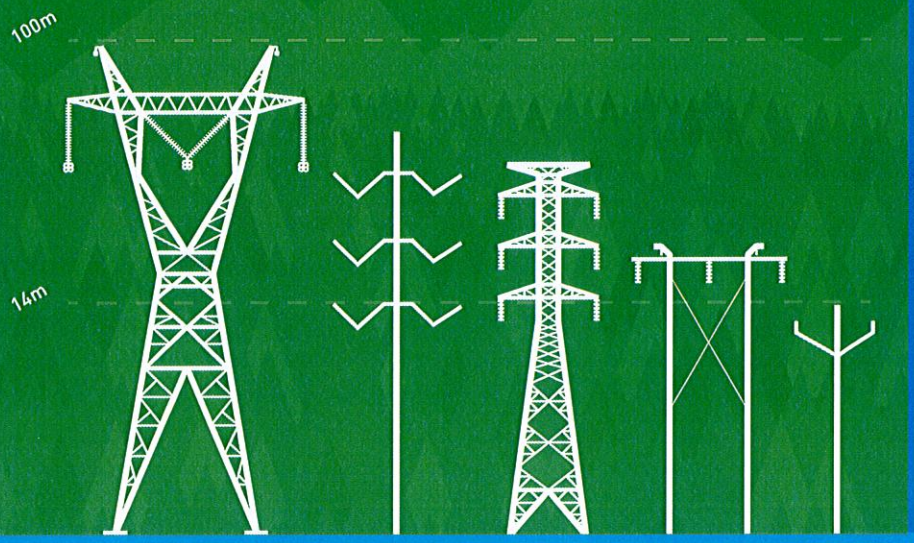
KNOW YOUR POWER LINES

To get power to homes and businesses, BC Hydro relies on two main types of power lines. Use this visual guide to identify what sort of towers, poles and lines may be in your neighbourhood.



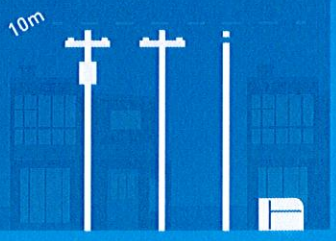
TRANSMISSION TOWERS

To get electricity from our generating stations to communities, transmission power lines carry high voltage electricity quickly and efficiently over great distances to distribution substations.



DISTRIBUTION POLES & PADMOUNTED TRANSFORMERS

Substations "transform" high-voltage electricity to lower voltages. From there, distribution power lines carry electricity to our homes and businesses.



BC HYDRO'S LOCAL GOVERNMENT GUIDE

Quick access to key information on **bchydro.com**

POWER SMART INITIATIVES

Power Smart Programs bchydro.com/powersmart
Learn about how you can be smart with your power. Take advantage of Power Smart rebates and programs.

Power Smart Sustainable Communities
bchydro.com/powersmart/local_government_district/ps_communities.html
Learn about how the Sustainable Communities program works and who is eligible to apply.

Business and Residential Rebates and Savings
bchydro.com/rebates_savings
Find out how you can save big through our Product Incentive Program and Power Smart Commercial and Industrial programs.

How to Green Your Home bchydro.com/guides_tips
Learn how to cut your energy consumption at home, in your strata complex, in your community and in your business.

PROJECTS

Smart Metering Information bchydro.com/smartmeters
Find out why Smart Meter installations are an important upgrade to our electricity system.

Capital Projects bchydro.com/energy_in_bc/projects.html
We are investing in projects that are needed to keep the lights on in our province for the next 50 years. Learn more about projects taking place in your region.

DONATIONS

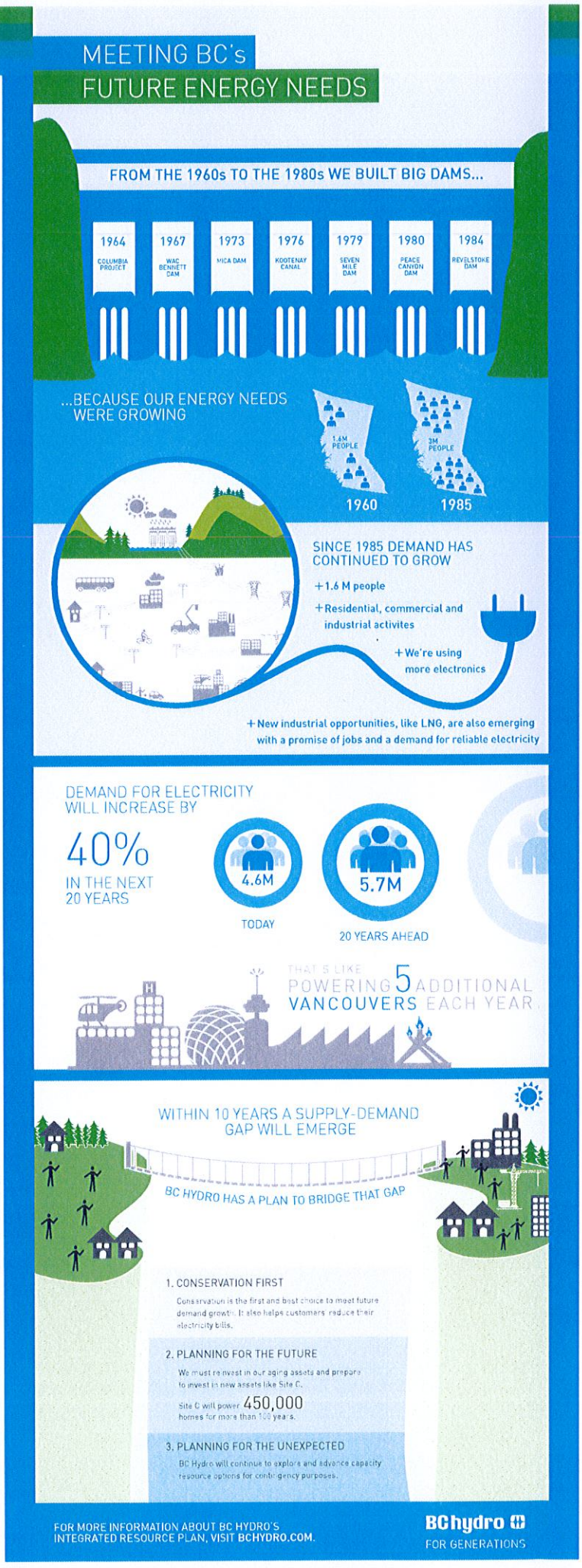
Community Investment
bchydro.com/community/community_investment.html
Learn about our funding opportunities and how to apply for them.

Scholarships & Endowments
bchydro.com/community/community_investment/scholarships.html
We look to build the next generation of engineers, electricians, and many other key roles who will help us deliver clean energy for generations. Learn about our scholarship and endowment opportunities.

POWER OUTAGES

Information about Outages bchydro.com/outages
Find out more about outages in your area, how to prepare for them and how power is restored.

How to Report a Power Outage
bchydro.com/safety-outages/power-outages/reporting_outage.html
Follow these instructions on what to do during a power outage. Call BC Hydro at 1 888 POWERON (1 888 769 3766) or *HYDRO (*49376) on your cell phone.



BC hydro
FOR GENERATIONS

bchydro.com