

# Northern Community Relations 2022 Annual Report

March 2023

The W.A.C. Bennett Dam at left on September 11, 2022, with the Battleship Mountain Wildfire at right, burning along Williston Reservoir. Photo courtesy of: Kim Trask, a member of the Hudson's Hope Fire Department.

## Battleship at the Reservoir

The largest wildfire of 2022 was located just a few kilometres west of BC Hydro's largest hydroelectric facility.

Relative to recent years, the 2022 wildfire season was low key. However, in the week leading up to the Labour Day long weekend, several wildfires straddling Williston Reservoir were sparked by lightning.

By September 2, a fire on Battleship Mountain (south of the Reservoir and west of the dam and District of Hudson's Hope) had grown to nearly 10,000 hectares in size and was classified by B.C. Wildfire Service as "out of control" and "a fire of note." A week later, the blaze was more than 317 square kilometres – around twice the size of Salt Spring Island.

The Peace River region had enjoyed a long, hot summer and was entering fall with unseasonably warm weather, made worse by gusty winds blowing from the west and southwest that fanned flames closer to the dam and community, which is home to roughly 1,000 residents including 100 BC Hydro employees.

BC Hydro was actively monitoring the wildfire situation in the province in partnership with Emergency Management B.C. and the B.C. Wildfire Service. We activated our emergency coordination centre to support employees and operations at the W.A.C. Bennett and Peace Canyon Dams and other areas under threat.

On the evening of September 10, the District of Hudson's Hope issued an evacuation order, which included the Peace Canyon and W.A.C. Bennett Dams. Completed in 1968, the G.M. Shrum Generating Station, located at the Dam, can generate 2,730 MW of power for the province. Combined with the Peace Canyon Dam, the facilities on the Peace River supply almost a third of BC Hydro's electrical capacity.

"These dams and their generating stations are critical public infrastructure," said BC Hydro Media Relations during the wildfire. "Given this, both facilities will continue to be operated with limited staff. Understandably, BC Hydro has long-established plans to support the reliable supply of power to the province should the fire risk change to either



A view of the W.A.C. Bennett Dam from the Visitor Information Centre on July 12, 2022. Photo courtesy of: Mike Kellett, BC Hydro Community Relations.

the generation or transmission system."

Many staff remembered the Mount McAllister fire in July 2014, which resulted in a full evacuation of W.A.C. Bennett and Peace Canyon Dams. Fortunately, throughout the Battleship Wildfire emergency, no BC Hydro infrastructure was directly impacted. However, precautionary work was conducted to further protect BC Hydro's people, assets, and facilities.

At its peak, the Battleship fire came within five kilometres of the W.A.C. Bennett Dam and eight kilometres of Hudson's Hope – though much of the closest sections of the blaze were strategic backburns initiated by the B.C. Wildfire Service.

By mid-September the B.C. Wildfire Service re-classified the fire as being contained and the Evacuation Order was lifted on September 17. Residents of Hudson's Hope, including B.C. Hydro staff, returned to their homes and to work at these critical components of B.C.'s public infrastructure.

### 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 in all parts of the province.

BC Hydro is one of the largest electric utilities in Canada. We generate and provide electricity to 95 per cent of B.C.’s population and serve approximately five million people. We are powered by water. We have 30 hydroelectric plants, which provide the foundation for our clean, reliable, low-cost power system. This ensures our hydroelectric supply can be used to help B.C. reduce its carbon footprint and mitigate the impacts of climate change both today and for future generations.

Climate change, technological advances, and evolving customer energy needs continue to transform our business. While we navigate these ongoing developments, we have the important responsibility of keeping electricity rates affordable for our customers and funding necessary investments in our system.

Within this report, you’ll find many examples of how we’re working with your communities on a range of initiatives – from regional capital projects and corporate programs, to our Electrification Plan. The plan has us pursuing electrification opportunities in three sectors that account for the most emissions in our province: homes and buildings, transportation, and industry. You can read more at: [bchydro.com/electrificationplan](https://bchydro.com/electrificationplan).

We’ll continue to encourage conservation as it’s an important part of the Province of B.C.’s climate plan. At the same time, we’ll be offering new programs and incentives to help British Columbians make the switch from fossil fuels to clean hydroelectricity to power their homes, vehicles, and businesses. We’ll also help 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.

We’ll continue working closely with you to support your community. If you have any questions, please reach out to 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:

Approximately 5 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

#### NORTHERN REGION SUPPLY

##### Generating Stations Capacity:

GM Shrum	<b>2,857 MW</b>
Peace Canyon	<b>694 MW</b>
Falls River	<b>7 MW</b>
Clayton Falls	<b>2 MW</b>

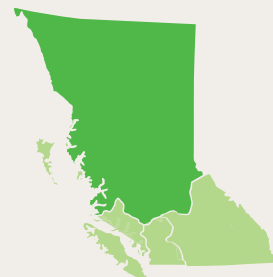
##### Thermal:

Fort Nelson	<b>73 MW</b>
Prince Rupert	<b>46 MW</b>

##### Diesel:

16 Diesels	<b>57.7 MW</b>
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MW = megawatt



## Site C update

Located in northeast British Columbia, BC Hydro's Site C Clean Energy Project will be the third dam and hydroelectric generating station on the Peace River.

Construction on the Site C project began in July 2015. The project is more than two-thirds complete and on schedule to have all six generating units fully in-service in 2025.

The Site C powerhouse building structure is finished, the new substation and transmission lines are already in-service and work on the earthfill dam is about 70 per cent complete. Over the next year, work will continue on the earthfill dam to reach the necessary elevation gains in preparation for reservoir filling.

The project hit peak construction in the summer of 2022 with more than 5,000 workers. Nearly 70 per cent of workers are from British Columbia and about 1,000 workers are from the local Peace region.

BC Hydro also continued to deliver on several commitments in the region this year. For example, we continued to provide grants to support non-profit organizations in the Peace region through the Generate Opportunities (GO) Fund. As of fall 2022, 73 projects had received more than \$638,000 since the fund was launched in 2016.

The Site C project plays a key role in British Columbia's plan to electrify its economy by encouraging customers to choose clean electricity powered by water over fossil fuels.

Once the project is up and running, Site C will provide British Columbians with 1,100 megawatts of firm capacity and produce about 5,100 gigawatt hours of clean electricity each year. This is the equivalent amount of energy needed to reliably power about 450,000 homes or 1.7 million electric vehicles per year in British Columbia.

## Our Plan to Electrify B.C.

BC Hydro will be instrumental in building a sustainable economy in B.C. We'll continue to support conservation efforts, while also offering new programs and incentives to help British Columbians make the switch from fossil fuels to clean hydroelectricity to power their homes, businesses, fleets, 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 business-to-business website, [choose.bchydro.com](https://choose.bchydro.com), is now live!

The Why Choose B.C.? site was created to promote the Load Attraction Program with businesses and industry – one of the key pillars of our Electrification Plan.

The site is geared towards clean tech and high-tech businesses interested in establishing operations in the province. BC Hydro is offering eligible new customers support and access to favourable industrial rates and funding/incentives for their businesses, as well as support to identify potential industrial sites.

At the same time, we are working with existing customers and municipalities to find capacity and identify suitable industrial sites for these customers. If you have questions about the Load Attraction Program, please contact **Business & Economic Development**.



This aerial view shows Site C's spillways, penstocks, powerhouse and operations building for BC Hydro's third dam along the Peace River.

# Regional Information

## Electrifying the North

In 2022, BC Hydro added new electric vehicle fast charging sites in northern B.C. with new units now operational in Houston, Fraser Lake, New Hazelton, and McLeod Lake.

The Houston, Fraser Lake, and New Hazelton sites include two 50-kilowatt charging units. Each unit can add 50 kilometres of driving to an average electric vehicle in about 10 minutes.

The New Hazelton site is also now the most northern location within the provincial network while the McLeod Lake site is the most northern location along Highway 97 in BC Hydro's electric vehicle fast charging network.

The Fraser Lake site is one of three in the province that can accommodate large electric trucks and trailers because of its "pull-through" design. The other two are in Powell River and Lillooet.

Meanwhile in 2022, BC Hydro doubled the capacity of its electric vehicle fast charging site in McBride with the addition of a new 50-kilowatt charging unit. The charging location in McBride makes public charging more convenient as a growing number of people in Northern British Columbia make the switch to electric vehicles.

Transportation accounts for about 40 per cent of greenhouse gas emissions in B.C. In 2021, BC Hydro revealed its Electrification Plan, with initiatives to encourage B.C. residents, businesses, and industries to switch to hydroelectricity from fossil fuels to help reduce carbon emissions. The plan encourages switching from gas-powered cars to electric vehicles.

BC Hydro's provincewide fast charging network includes 121 charging units at 80 sites in communities throughout B.C. The chargers are funded in a partnership with the Province of B.C. and Natural Resources Canada.



The recently upgraded electric vehicle fast charging site in McBride. Photo courtesy of: BC Hydro Media Relations.

## Working around ‘the Bulbous Toe’

Sometimes it is best to work around a difficult issue. This was certainly the case when a large, slow moving landslide began to threaten critical BC Hydro infrastructure in the province’s northwest region.

Northwest British Columbia is interconnected to the B.C. electrical grid by a series of 500 kilovolt transmission lines running between Prince George and Terrace. One of these circuits (built in 1973/74) is a radial line between Telkwa and Skeena substations that is essential for this large region of the province.

Previously, this line passed through a large landslide (known to locals, informally, as the Bulbous Toe Landslide) located on the north side of the Telkwa River, approximately 20 kilometres west of Telkwa. One of the towers is located in an unstable area and moving between 15 and 44 cm per year.

The movement of the slide was first detected in the late 1970s and BC Hydro has regularly monitored its activity. The movement of one of the electrical towers led to a growing risk of failure and posed a safety risk to maintenance crews.

Recently, BC Hydro engineers developed a solution through by-passing the slide area with a new section of line. Pre-construction commenced in 2021 and was completed by the end of 2022. Energization of the new section of line is planned for late summer 2023.

BC Hydro’s work force on the site averaged 40 persons monthly from May to October 2022, including members of contracted crews and staff at the Telkwa site.



## Complete! W.A.C. Bennett Dam spillway and safety boom projects

Earlier this year, BC Hydro completed two important upgrades at the W.A.C. Bennett Dam. Crews completed an operation on the spillway chute’s concrete surface to ensure continued safe operation of the spillway. The spillway is an important dam component, as it may be used to manage water levels in the Williston Reservoir as well as to maintain flows downstream of the dam.

The project follows the Spillway Chute Upgrade Project, which resurfaced the highest priority section in the inclined chute and identified areas throughout the entire length of the chute that required improvements to ensure its continued good performance. The specific sections of the spillway chute that were remediated as part of this project are the next highest priority sections, both above and below the previously resurfaced area.

During 2022, the W.A.C. Bennett Dam Reservoir Boom Replacement Project was also completed. This project involved the replacement of the aging and deteriorating debris boom at the dam with a new boom that meets both debris interception and public safety requirements.



New boom made of galvanized steel

The previous boom was a simple construction of logs and heavy chains linked together, forming a floating barrier near the spillway forebay. The new boom is made of galvanized steel and includes public safety signage. New boom anchors were also installed as part of the project. The project ensures BC Hydro continues to safely provide reliable, affordable, clean electricity to British Columbians.

# 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.

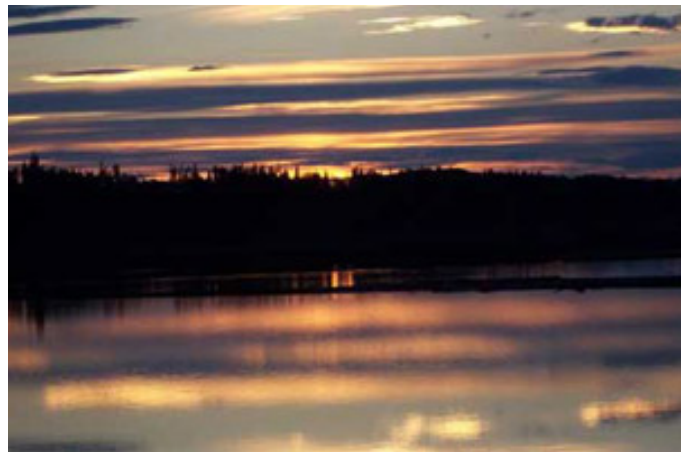
B.C. has some of the tallest and fastest-growing trees in North America. Our vegetation management team regularly inspects trees and other tall vegetation growing under or adjacent to our overhead system to identify potential problems. Tall, diseased or dead trees can fall or grow into power lines, causing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

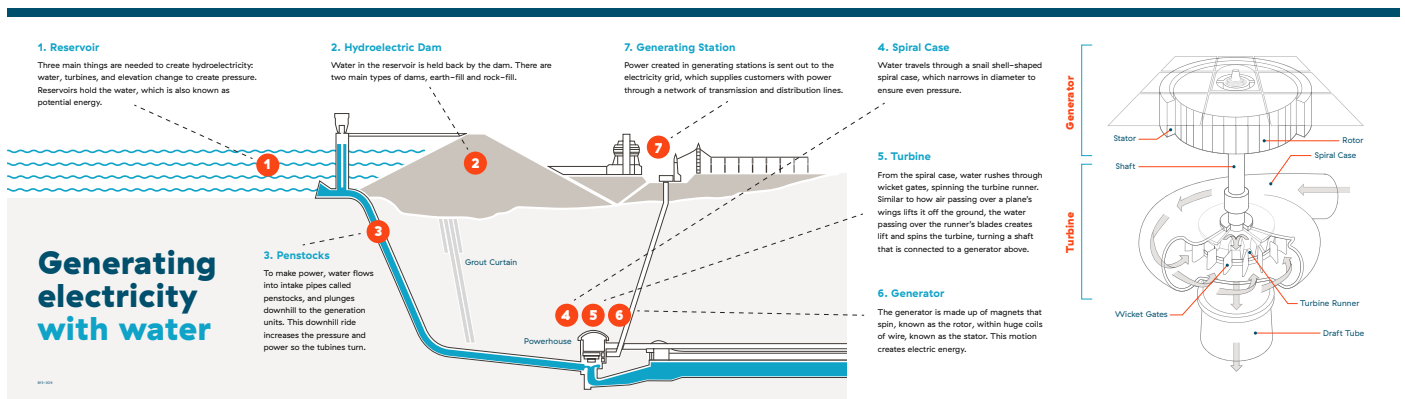
## Recreation sites

We 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](https://bchydro.com/recreation).



Alexander Mackenzie's Landing at sunset, located near Mackenzie.



## 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 powerlines.

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 applications are accepted through our online form.

The application intake for 2023 grant funding closed on January 31, 2023. All applicants will be notified of funding decisions by email within approximately four to six weeks. For more information, please select [bchydro.com/regreening](https://bchydro.com/regreening). Check back in November for updates on next year's funding cycle.

This past year, successful applications included:

Community	Project	Funding
Williams Lake	City Hall/Herb Gardner Park Tree Replacement Project	\$2,046
100 Mile House	Beautification of North End of Birch	\$2,849
Hudson's Hope	Cemetery ReGreening	\$7,500
Vanderhoof	Riverside Park	\$5,609
Fraser Lake	Fraser Lake ReGreening Project	\$4,733
Hazelton	Eagle Down Trail ReGreening	\$2,107
Telkwa	Riverside Park Beautification	\$3,000
Fort St. John	Pickell Park Revitalization	\$7,500
Dawson Creek (Peace River Regional District)	Blackfoot Regional Park ReGreening	\$7,500
Kitimat	Riverlodge Pollinator Gardens	\$3,020

## 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.

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



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

## 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 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 2021–2022, the FWCP’s Peace Region board approved funding for 26 projects – nine fish and 17 wildlife – across the Finlay, Peace, Parsnip and Dinosaur sub-regions, for approximately \$1.3 million.

The projects funded helped to enhance habitat for fish and wildlife, fill important data gaps to define what conservation actions come next, support at risk caribou, bats, bull trout and other species including Arctic grayling, moose, migratory birds, amphibians, and more.

With funding from the FWCP’s Peace Region, seven new Motus stations were installed by Birds Canada that will detect birds and bats affixed with radio transmitters, including the at-risk northern long-eared bat, little brown bat, and the at-risk olive-sided flycatcher. All are priority species for the FWCP and the data generated will help determine what habitats they use within the Peace Region.

One of the Motus towers was installed at Mugaha Marsh bird banding station near Mackenzie. The station, located between central and western flyways for migratory birds, is operated by the Mackenzie Nature Observatory and has been funded by the FWCP for the last 25 years.

Banding is done during fall migration for about two months starting in late July, and relies on thousands of volunteer hours each season plus staff time.

More than 2,600 birds representing 56 species were banded in the fall of 2021 and contributed to the long-term data set for birds in Northern B.C., which is critical to inform future conservation efforts.

Since 1988, the FWCP has committed nearly \$42 million to support fish and wildlife in its Peace Region. Learn more at [fwcp.ca](https://www.bchydro.ca/fwcp).

### Did you know?

BC Hydro has water licence obligations in the Columbia and Peace regions, and has made voluntary commitments to address the impacts of dams in the Coastal Region. BC Hydro fulfills the applicable obligations through the work of the FWCP.



A boreal owl was one of more than 50 species recorded at Mugaha Marsh banding station. Photo courtesy of: S. Johnston



## 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 Northern region as of December 31, 2022.

Municipality/District	School taxes*	Grants	Other taxes	Total payments
District of 100 Mile House	\$90,034.79	\$65,895.07	0	\$155,929.86
Village of Burns Lake	41,466.67	\$99,935.35	\$(3.64)	\$141,398.38
Central Coast Regional District	0	\$4,761.00	0	\$4,761.00
District of Chetwynd	\$61,724.36	\$108,964.92	\$417.48	\$171,106.76
City of Dawson Creek	\$213,645.83	\$1,024,582.75	0	\$1,238,228.58
District of Fort St. James	\$30,891.79	\$36,929.48	0	\$67,821.27
City of Fort St. John	\$120,901.67	\$376,223.74	\$11.64	\$497,137.05
Fraser-Fort George Regional District	0	\$1,229,305.00	0	\$1,229,305.00
Village of Fraser Lake	\$11,469.62	\$35,253.62	0	\$46,723.24
Village of Granisle	\$12,087.82	\$12,241.75	0	\$24,329.57
Village of Hazelton	\$4,107.02	\$8,995.97	0	\$13,102.99
District of Houston	\$112,493.14	\$107,308.53	\$654.00	\$220,455.67
District of Hudson's Hope	\$1,670,793.29	\$1,935,974.75	\$7,866.06	\$3,614,634.10
District of Kitimat	\$172,870.54	\$154,702.89	0	\$327,573.43
District of Mackenzie	\$81,093.18	\$2,544,737.54	\$170.83	\$2,626,001.55
Village of Masset	\$35,693.26	\$26,992.33	0	\$62,685.59
Village of McBride	\$30,063.72	\$14,982.38	\$63.19	\$45,109.29
District of New Hazelton	\$32,809.16	\$16,909.99	\$632.80	\$50,351.95
North Coast Regional District	0	\$16,669.00	0	\$16,669.00
Northern Rockies Regional Municipality	\$380,277.63	\$304,431.60	\$1,915.13	\$686,624.36
Peace River Regional District	0	\$1,620,681.00	0	\$1,620,681.00
Village of Port Clements	\$4,755.58	\$5,205.21	0	\$9,960.79
District of Port Edward	\$144,580.61	\$180,532.69	0	\$325,113.30
Village of Pouce Coupe	\$4,617.36	\$11,775.40	0	\$16,392.76
City of Prince George	\$753,401.55	\$1,883,881.64	0	\$2,637,283.19
City of Prince Rupert	\$101,425.71	\$276,715.49	0	\$378,141.20
Village of Queen Charlotte	\$54,166.10	\$14,894.58	\$381.05	\$69,441.73
City of Quesnel	\$186,526.21	\$659,556.58	\$87.76	\$846,170.55
Town of Smithers	\$97,832.10	\$187,863.81	\$35.56	\$285,731.47
District of Stewart	\$50,816.97	\$119,104.52	\$9,259.60	\$179,181.09
District of Taylor	\$28,721.76	\$451,232.39	0	\$479,954.15

Municipality/District	School taxes*	Grants	Other taxes	Total payments
Village of Telkwa	\$9,486.58	\$9,994.52	0	\$19,481.10
City of Terrace	\$403,636.34	\$402,861.35	\$244.79	\$806,742.48
District of Tumbler Ridge	\$240,068.37	\$74,177.06	0	\$314,245.43
District of Vanderhoof	\$97,054.65	\$181,537.99	\$1,583.07	\$280,175.71
District of Wells	\$7,644.72	\$5,165.43	0	\$12,810.15
City of Williams Lake	\$112,612.15	\$264,771.28	\$249.08	\$377,632.51

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

## Community Grants

By supplying electricity to the people and businesses of this province, we provide an essential and important service. But we also believe in doing more than that. We're offering two types of grants to support non-profit organizations and registered charities that are making a difference in their communities. In 2022, we supported over 60 community-based projects across every region of the province.

Our grants are given out in three focus areas: building the STEM workforce of tomorrow, safety education, and developing a clean and sustainable future. 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](https://bchydro.com/grants).

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

Applicant	Project	Community	Grant
Fort St John Public Library Association	2022 Summer Reading Program	Fort St John	\$500
Northern B.C. Regional Science Fair Foundation	2022, Northern B.C. Regional Science Fair	Fort St. John, Dawson Creek, Chetwynd, Tumbler Ridge, Fort Nelson	\$2,000
School District No. 27	Heavy Metal Rocks – 100 Mile House	South Cariboo from 70 Mile House to Lac La Hache and from Bridge Lake to Canoe Creek	\$2,000
Prince Rupert Salmonid Enhancement Society (PRSES)	Oldfield Creek Hatchery Revitalization Project	Prince Rupert	\$3,000
SkeenaWild Conservation Trust	SkeenaWild's Explore Your Watershed Program	Terrace, Prince Rupert, Kitimat, New and Old Hazelton, Kitwanga, the Nisga'a communities in the Nass Valley, Smithers, Telkwa and Houston	\$8,000

# 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 2021 and Fiscal 2022 for communities in the Northern region. These statistics include interruptions due to planned outages.

Community	Fiscal 2022 average customer interruption duration (hours)	Fiscal 2021 average customer interruption duration (hours)	Fiscal 2022 average number of interruptions per customer	Fiscal 2021 average number of interruptions per customer
100 Mile House	4.43	2.42	2.73	4.72
Atlin	3.18	3.72	9.07	6.88
Burns Lake	2.78	3.22	6.06	3.20
Chetwynd	2.27	2.98	6.34	5.97
Dawson Creek	1.50	1.75	3.57	3.88
Fort Nelson	2.73	3.53	4.63	3.93
Fort St. James	4.77	3.34	5.43	5.50
Fort St. John	6.90	2.91	2.26	2.05
Fraser Lake	1.55	1.31	3.63	1.75
Granisle	5.85	3.54	3.52	3.36
Hazelton	4.88	4.60	5.43	4.95
Houston	4.01	2.62	3.13	3.99
Hudson's Hope	2.54	3.81	1.42	1.68
Kitimat	2.96	7.17	1.35	4.83
Mackenzie	5.24	3.81	1.42	1.68
Masset	1.51	1.77	6.83	6.12
McBride	1.78	4.85	15.45	11.57
New Hazelton	5.36	5.66	4.52	3.06
Port Clements	2.73	3.49	15.46	20.07
Pouce Coupe	0.81	1.50	3.44	1.35
Prince George	2.06	3.51	1.78	1.58
Prince Rupert	1.46	2.66	6.52	3.50

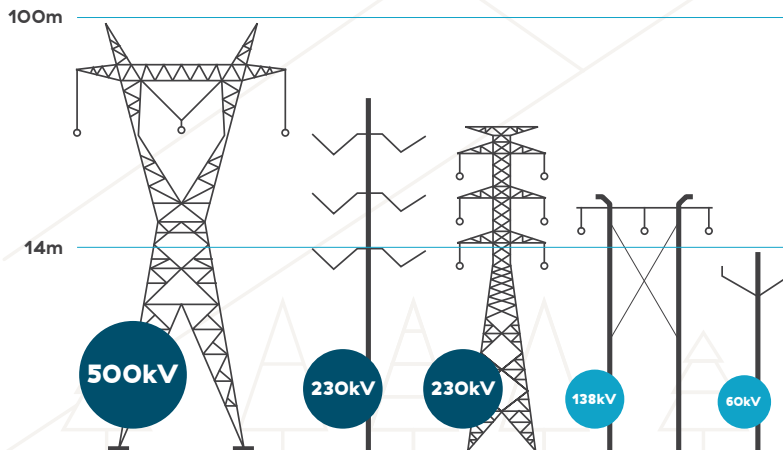
Community	Fiscal 2022 average customer interruption duration (hours)	Fiscal 2021 average customer interruption duration (hours)	Fiscal 2022 average number of interruptions per customer	Fiscal 2021 average number of interruptions per customer
Queen Charlotte	2.11	2.33	11.21	14.83
Quesnel	1.89	2.16	2.34	3.06
Smithers	5.54	3.84	4.77	4.32
Stewart	13.63	6.22	6.13	11.86
Taylor	5.38	1.89	0.54	1.19
Telkwa	5.68	2.93	6.08	5.07
Terrace	5.21	3.58	2.80	3.21
Tumbler Ridge	2.13	1.48	4.33	3.87
Vanderhoof	2.52	2.56	3.18	3.08
Wells	2.10	3.76	9.45	16.26
Williams Lake	3.01	2.32	2.16	4.28

## Types of power lines

We rely on a system of transmission towers and power lines to carry the electricity produced at our generating stations to the homes and businesses in B.C.

### Transmission lines

Transmission lines are the big, high voltage power lines that bring electricity from where it's made at our generating stations to substations near communities across B.C.

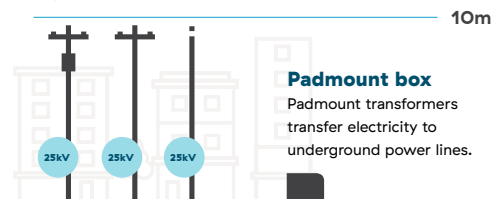


### What's a kV?

kV stands for kilovolt, which is a unit of potential energy. One kV is equal to 1,000 volts.

### Distribution lines

Distribution lines are the smaller, lower voltage lines that carry electricity from the substation to your home or business.



### Padmount box

Padmount transformers transfer electricity to underground power lines.

**BC Hydro**  
Power smart

# 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.

## Northern Region

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

<p><b>Mike Kellett</b>          Manager, Northern Community Relations          250 613 9087  <a href="mailto:mike.kellett@bchydro.com">mike.kellett@bchydro.com</a></p>	<p><b>Dave Mosure</b>          Community Relations Coordinator          250 561 4906  <a href="mailto:dave.mosure@bchydro.com">dave.mosure@bchydro.com</a></p>
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## BC Hydro Guide for Local Government

Quick access to key information on [bchydro.com](http://bchydro.com)

My Hydro and Energy Savings initiatives	
<p><b>My Hydro</b>  <a href="http://bchydro.com/myhydro/">bchydro.com/myhydro/</a></p>	Log in to manage your account.
<p><b>Energy Savings Programs</b>  <a href="http://bchydro.com/energysavings">bchydro.com/energysavings</a></p>	Learn how you can be smart with your power. Take advantage of rebates and programs.
Projects	
<p><b>Capital Projects</b>  <a href="http://bchydro.com/projects">bchydro.com/projects</a></p>	Learn more about major projects taking place in your region.
Programs	
<p><b>Decorative Wrap Grant Program</b>  <a href="http://bchydro.com/wraps">bchydro.com/wraps</a></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><b>Community ReGreening Program</b>  <a href="http://bchydro.com/regreening">bchydro.com/regreening</a></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><b>Grants for community groups</b>  <a href="http://bchydro.com/grants">bchydro.com/grants</a></p>	Learn about our grants for community groups and how to apply for them.
<p><b>Scholarships &amp; Endowments</b>  <a href="http://bchydro.com/scholarships">bchydro.com/scholarships</a></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><b>Fast charging stations</b>  <a href="http://bchydro.com/ev">bchydro.com/ev</a></p>	Learn more about how clean and affordable power makes B.C. a great fit for electric vehicles.
Report an outage	
<p><b>How to report a power outage</b>  <a href="http://bchydro.com/outages">bchydro.com/outages</a></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><b>How to report graffiti on our equipment</b>  <a href="http://bchydro.com/graffiti">bchydro.com/graffiti</a></p>	We rely on the public to report graffiti on everything from our pad-mounted transformer boxes to our buildings.

