

Vancouver Island – Sunshine Coast Community Relations 2022 Annual Report

March 2023

Sunrise in Powell River. Photo courtesy of Greg Williams, North Vancouver Island Design Manager, BC Hydro.

Active Pass Submarine Cable Replacement Project

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



A team of specialized crew installing submarine cables in Active Pass.

The Active Pass submarine cable system, between Galiano Island and Mayne Island is a short but significant section of the Gulf Island Loop, a submarine cable system that provides electricity to Salt Spring, Pender, Saturna, Mayne and Galiano Islands. Following years of planning, in April 2022, the Active Pass Submarine Cable Replacement Project concluded with the testing and energization of four new cables. The four new cables, spanning a length of 1680 metres installed in the existing right-of-way between Galiano and Mayne Islands, replaced the three-cable system that existed previously and had reached end-of-life.

In addition to the fourth submarine cable acting as a spare cable for redundancy and load growth, the quality of the new cables surpasses the old ones. They are larger in size to offer greater capacity, heavier to provide greater stability, and more robust for additional corrosion and abrasion resistance, with an expected lifespan of 40–50 years.

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

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.

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

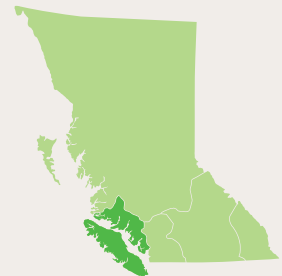
Electricity is delivered through a network of:

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

VANCOUVER ISLAND-SUNSHINE COAST GENERATING CAPACITY

Ash River	28 MW
Clowhom	33 MW
John Hart	136 MW
Jordan River	170 MW
Ladore	47 MW
Puntledge	24 MW
Strathcona	64 MW

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, 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

Generating Stations adapt to extreme weather

Weather in British Columbia over the last few years has proven to be unusual, thanks in part to worldwide climate change. In 2021, our province powered through a heat dome, and an atmospheric river with record-breaking rainfall and floods. In 2022, we tackled widespread droughts, affecting water levels in the Lower Mainland and Vancouver Island. However, our teams have proven to be ready for this new normal.

Extended heat and little rain through the summer and fall in 2022 forced us to adjust our operations to reduce impacts on our communities and the environment. We found that while there was adequate water at our larger facilities and we could easily meet the demand for power, inflows into reservoirs at some of our smaller facilities in the Lower Mainland and on Vancouver Island were at near, or record-breaking, low levels.

Our reservoirs play an important role in managing these dry and hot conditions by using storage and planning releases to provide protection to downstream river flows. While the dry conditions have had an impact on our watersheds, several unregulated natural river systems – not related to BC Hydro – have fared worse, with rivers drying up and thousands of fish killed. Last year, the conditions at many South Coast facilities forced our teams to conserve water in order to protect the fish habitats downstream. In anticipation of these conditions, we began holding back water in July and August to ensure that we would have water storage for later summer and early fall salmon spawning.

The most significant impacts on operations occurred at Puntledge and Campbell River on Vancouver Island, as well as Coquitlam and Stave/Ruskin in the Lower Mainland. Campbell River, for example, broke a 53-year-old record for the month of September with the lowest inflows. To help manage water levels on Vancouver Island, we reduced Puntledge River flows by one-third. By adjusting flows proactively and gradually to conserve the water, we manage the risk of running out of storage and having more sudden or severe drops in flow that can have greater environmental risk.

While many of our smaller systems in the Lower Mainland and on Vancouver Island are under some pressure, there are no concerns about continued power delivery, thanks to our province-wide, integrated system. Most of the electricity generated and used in B.C. is produced by larger facilities in the north and southeast of the province – and while inflows in some of those areas are below normal, there is enough water to meet the province's power needs.



Low water levels at Comox Dam and Strathcona Dam last year

Unusual weather patterns related to climate change are expected to continue in the years ahead and we are constantly adapting to these evolving conditions. Our system is designed and operated to perform safely across a wide range of conditions and extreme events. Some of the ways that we have been preparing for climate change impacts, include:

- Continuously working to improve our weather and inflow forecasting. For example, all coastal watersheds can now be forecasted down to the hour, which improves the forecast accuracy for extreme events.
- Expanding our hydroclimate monitoring technology. This includes custom-made solutions that have been designed inhouse, as well as upgrading snow survey stations to automated, real-time snow and climate stations.
- Investing in capital projects – like spillway gate replacements – that will increase resiliency of the system to climate change.

As we power through the next few years, including the risks and uncertainties of climate change, we will continue the work to protect our services and the environment.

Island Time

When an area is islanded, it is isolated from the rest of the grid and uses local generation that is set up to serve the local load. The system operates with minor variation in frequency, just over or under 60 Hertz, but well within the operating standards.

Islanding happens from time to time and is one of the ways BC Hydro keeps the power on during planned work and power outages. Twice in 2022, we islanded West Coast customers for several days to allow crews to safely replace end-of-life structures on the transmission line near Port Alberni. While islanded, customers in Tofino, Ucluelet, Ahousaht, Salmon Beach, Toquaht Bay and Port Albion were supplied with electricity directly from our Ash River Generating Station, a 28 megawatt (MW) hydroelectric facility located on the north shore of Great Central Lake, near Port Alberni.

A side effect of islanding for customers is that they can experience minor inaccuracy in clocks plugged into electrical power outlets; a loss or gain of about 5 minutes a day until the transmission system is reconnected back into the system. Proving true that time really does slow down on Vancouver Island.



Ash River Generating Station is an important resource that contributes about 6% of BC Hydro's Vancouver Island hydroelectric generation.

Gas vs Electricity

Not surprisingly, the cost of energy is causing growing concern for British Columbians. Home heat is often one of the biggest household expenses. Recent increases in natural gas prices means it's now cheaper to heat with an electric heat pump than a natural gas furnace and a recent [report](#) finds most British Columbians (56 per cent) aren't aware of this cost difference.

Energy costs are soaring in Europe due to the ongoing war in Ukraine and the cost of natural gas in B.C. is also on the rise – up about 31 per cent since the spring of 2022 – with prices set to go even higher for some customers. Despite a rise in cost, nearly half still think it is more expensive to heat with an electric heat pump than with a natural gas furnace, and many who do not use a heat pump said they would not consider switching – often listing the cost of purchase and installation as a top concern. For the average household in B.C., it is less expensive to heat with an electric heat pump than a natural gas furnace. A natural gas furnace costs around \$731/year to operate, compared to \$642/year for an electric heat pump. Switching to an electric heat pump in B.C. where about 98 per cent of the power is from water, the average household's GHG emissions can be reduced by about two tonnes per year.

BC Hydro offers **up to \$3,000 in rebates** for switching from a fossil fuel based system, which can be combined with provincial and federal rebates for a total savings of up to \$11,000 on cost and installation with some municipalities adding additional rebates on top of that. Up to \$2,000 in rebates are available for customers switching from electric baseboard heating.

Facetime

It's ironic that the result from a period of forced isolation, our opportunities for engagement with each other have increased. Conference calls have been replaced with virtual meetings and, while not in person, Microsoft Teams or Zoom meetings have proven to still be personal and inclusive.

At the annual UBCM convention, BC Hydro traditionally met with elected officials in-person on important community issues. During the pandemic, meetings at UBCM were still held albeit virtual with us all ensconced in a corner of our house or office. Now a hybrid model and likely a better product has emerged. BC Hydro still holds meetings with elected officials and other stakeholders, but it has become evident that not everyone needs to be in the same room. It is now easier for our senior leaders and subject matter experts with tight schedules to participate with those unable to travel to the meeting location.

The clear result is that we no longer need to wait for the annual UBCM convention to have our subject matter experts and senior leaders meet with municipal leaders. With the pandemic in the rear-view mirror and new technology at our disposal, we can meet throughout the year. Therefore, I invite all local government officials to not wait for the annual UBCM convention to request a meeting with BC Hydro on issues important for your community. Please do not hesitate to contact **Ted Olynyk** or **Karla Louwers** to arrange a meeting.



BC Hydro Executives and Community Relations staff meet with local government representatives at the 2022 UBCM Convention in Whistler.



Site work has begun to prepare the area around the John Hart Dam in Campbell River for the upcoming John Hart Dam Seismic Upgrade Project. The Project includes seismic upgrades to strengthen the dam so it can withstand a severe earthquake. For more information on this project, as well as the Ladore and Strathcona projects, visit majorprojects.ca

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.

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.



A BC Hydro transmission line near Upper Campbell Lake

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. Check back in November for updates on next year's funding cycle.

This past year, successful applications included:

Community	Project	Funding
Campbell River	Lilelana Park Rejuvenation and Nodales Street Tree Replacement	\$7,500
Langford	Willing Pond Enhancement	\$5,525

Courtenay (Comox Valley Regional District)	Seal Bay Park, Bates Entrance Reforestation	\$6,887
Port Hardy	Granville Street Tree Planting	\$4,560
Chemainus (Municipality of North Cowichan)	Kin Beach Park	\$2,974
Texada Island (qathet Regional District)	Texada Island Green Space Beautification	\$7,369
Cumberland	Village Park Tree Planting and Preservation	\$4,875
Victoria	Enhancing Pollinator Habitat at the Welland Orchard	\$1,900
Victoria (District of Saanich)	Cedar Hill Golf Course Planting Phase 2	\$7,500
Courtenay	2022 Tree and Restoration Planting	\$7,200
Victoria (District of Oak Bay)	Midland Road Restoration	\$6,000
Sechelt	Adopt-a-Street Tree	\$7,500
Ladysmith	Kinsmen Park Reforestation	\$3,500
Esquimalt	Esquimalt ReGreening Project	\$7,500

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:

- Cowichan Valley Regional District
- District of Sechelt

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

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).



The Town of Sidney added decorative wraps to BC Hydro equipment in their community.

Fish & Wildlife Compensation Program

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

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 these obligations through the work of the FWCP.

In 2021–2022, the FWCP’s Coastal Region board approved 13 projects on Vancouver Island and the Sunshine Coast, for nearly \$700,000 in funding.

These projects are improving salmon spawning habitat in the Campbell River, restoring riparian habitat for salmon at a site of cultural significance to the K’omoks First Nation, enhancing western screech-owl habitat, supporting recovery of endangered Vancouver Island marmots, and using eco-cultural restoration techniques in the Puntledge and Campbell River watersheds.

Since 1999, the FWCP has committed more than \$43 million to conserve and enhance fish and wildlife in its Coastal Region. Learn more at fwcp.ca.



Wei Wai Kum Nation Guardians use traditional techniques to help restore the Campbell River estuary and its vital habitats. Photo courtesy of: D. Leowinata, Coast Funds

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 December 31, 2022.

Municipality/District	School taxes*	Grants	Other taxes	Total payments
Regional District of Alberni-Clayoquot	0	\$66,673.00	0	\$66,673.00
Village of Alert Bay	\$3,859.66	\$8,595.41	\$1.18	\$12,456.25
City of Campbell River	\$2,749,377.86	\$1,012,332.80	0	\$3,761,710.66
Capital Regional District	0	\$404,807.00	0	\$404,807.00
District of Central Saanich	\$339,757.73	\$277,414.03	\$8,703.10	\$625,874.86
City of Colwood	\$42,764.64	\$147,261.22	0	\$190,025.86
Town of Comox	\$39,610.08	\$118,357.36	0	\$157,967.44
Regional District of Comox Valley	0	\$57,149.00	0	\$57,149.00
City of Courtenay	\$225,661.22	\$443,634.53	\$9,076.08	\$678,371.83
Village of Cumberland	12,096.72	\$35,660.70	0	\$47,757.42
City of Duncan	\$8,853.12	\$58,638.96	0	\$67,492.08
Township of Esquimalt	\$215,858.40	\$313,924.47	0	\$529,782.87
Town of Gibsons	\$67,821.77	\$123,303.03	\$699.42	\$191,824.22
Village of Gold River	\$12,084.00	\$17,634.44	0	\$29,718.44
District of Highlands	\$93,410.59	\$31,906.34	0	\$125,316.93
Town of Ladysmith	\$67,585.01	\$118,721.07	0	\$186,306.08
Village of Lake Cowichan	\$29,278.89	\$37,922.98	\$550.00	\$67,751.87

Municipality/District	School taxes*	Grants	Other taxes	Total payments
City of Langford	\$221,705.79	\$398,883.74	0	\$620,589.53
District of Lantzville	\$106,961.21	\$72,824.62	0	\$179,785.83
District of Metchosin	\$58,939.39	\$59,813.31	0	\$118,752.70
City of Nanaimo	\$830,057.53	\$2,017,091.46	0	\$2,847,148.99
Municipality of North Cowichan	\$902,661.07	\$905,492.07	\$2,101.00	\$1,810,254.14
District of North Saanich	\$123,276.09	\$188,208.51	\$400.00	\$311,884.60
District of Oak Bay	\$37,231.44	\$136,688.52	0	\$173,919.96
City of Parksville	\$42,891.84	\$138,825.53	0	\$181,717.37
City of Port Alberni	\$193,132.97	\$659,768.68	\$136.96	\$853,038.61
Village of Port Alice	\$6,782.35	\$10,481.71	0	\$17,264.06
District of Port Hardy	\$71,491.01	\$94,827.23	\$(0.29)	\$166,317.95
Town of Port McNeill	\$10,048.80	\$42,908.63	0	\$52,957.43
City of Powell River	\$176,946.71	\$203,136.79	\$2,554.00	\$382,637.50
Town of Qualicum Beach	\$119,134.25	\$223,132.26	\$245.00	\$342,511.51
District of Saanich	\$1,137,746.73	\$1,905,594.46	0	\$3,043,341.19
Village of Sayward	\$2,874.72	\$3,832.01	0	\$6,706.73
District of Sechelt	\$69,680.07	\$159,366.23	0	\$229,046.30
Town of Sidney	\$23,411.78	\$123,477.44	0	\$146,889.22
District of Sooke	\$111,018.89	\$161,643.12	0	\$272,662.01
Regional District of Strathcona	0	\$152,399.00	0	\$152,399.00
Regional District of Sunshine Coast	0	\$78,580.00	0	\$78,580.00
Village of Tahsis	\$16,492.75	\$14,861.11	0	\$31,353.86
District of Tofino	\$10,392.24	\$48,943.49	0	\$59,335.73
District of Ucluelet	\$12,325.68	\$39,986.39	0	\$52,312.07
City of Victoria	\$753,641.15	\$1,693,849.55	\$854.86	\$2,448,345.56
Town of View Royal	\$121,851.24	\$154,826.31	0	\$276,677.55
Village of Zeballos	\$2,153.50	\$3,997.04	0	\$6,150.54

* 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.

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

Applicant	Project	Community	Grant
Epic Exeo	Beach Cleaning Safety Capacity Enhancement	North Vancouver Island	\$2,000
Discovery Island Emergency Preparedness Association (DIEPA)	Discovery Island Emergency Preparedness Awareness Program	Quadra Island	\$2,500
South Quadra Fire Protection District	Quadra Island Neighbourhood Emergency Response Planning	Quadra Island	\$2,000
Hornby Island Resident's and Ratepayers Association	Reception Centre Upgrades	Hornby Island	\$1,000
Strawberry Isle Marine Research Program	Youth in Marine Sciences Program	Tofino	\$2,000
Nanaimo Area Land Trust	Northfield Marsh Riparian Restoration Project	Nanaimo	\$2,000
Salt Spring Elementary	Solar Pump and Rainwater Collection Project	Salt Spring Island	\$1,000
Saanich Legacy Foundation	Restoration of Kings Road Community Nature Green Space	Greater Victoria	\$1,500

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 Vancouver Island–Sunshine Coast 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
Campbell River	4.88	3.03	4.37	3.17
Courtenay	3.68	2.68	3.78	3.55
Duncan	2.00	5.13	2.94	3.82
Islands Trust	2.48	3.28	8.73	8.91
Nanaimo	1.00	2.15	1.24	1.10
Parksville	1.85	1.64	1.00	1.70
Port Alberni	1.13	2.16	4.51	2.21
Port Hardy	6.56	7.12	16.37	11.02
Powell River	2.11	2.20	4.56	3.93
Qualicum Beach	1.26	2.01	5.64	4.91
Sechelt	3.13	2.56	9.14	4.83
Victoria	1.36	2.21	1.31	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. Community Relations is the point of contact for local government, media, local business and community groups. Whether it's for regional 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 Coordinator 250 755 4713 karla.louwers@bchydro.com</p>	<p>Stephen Watson Stakeholder Engagement Advisor 250 755 4795 steve.watson@bchydro.com</p>
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BC Hydro Guide for Local Government

Quick access to key information on bchydro.com

My Hydro and Energy Savings initiatives	
<p>My Hydro bchydro.com/myhydro/</p>	Log in to manage your account.
<p>Energy Savings Programs bchydro.com/energysavings</p>	Learn how you can be smart with your power. Take advantage of rebates and programs.
Projects	
<p>Capital Projects bchydro.com/projects</p>	Learn more about major projects taking place in your region.
Programs	
<p>Decorative Wrap Grant Program bchydro.com/wraps</p>	Learn about our program that provides financial assistance to municipal governments looking to install decorative wraps on BC Hydro pad-mounted equipment boxes.
<p>Community ReGreening Program bchydro.com/regreening</p>	The regreening program assists municipalities with urban tree planting while helping to make sure appropriate trees are planted around power lines.
Community Giving	
<p>Grants for community groups bchydro.com/grants</p>	Learn about our grants for community groups and how to apply for them.
<p>Scholarships & Endowments bchydro.com/scholarships</p>	We look to build the next generation of engineers, electricians, and many other key roles who will help us deliver clean energy to our customers. Learn about our scholarships and endowments.
Electric vehicles	
<p>Fast charging stations bchydro.com/ev</p>	Learn more about how clean and affordable power makes B.C. a great fit for electric vehicles.
Report an outage	
<p>How to report a power outage bchydro.com/outages</p>	Check the outage map or list to see if we know your power is out. If not, call us at 1 800 BCHYDRO (1 800 224 9376) or *HYDRO (*49376) on your mobile phone to report it.
Report graffiti	
<p>How to report graffiti on our equipment bchydro.com/graffiti</p>	We rely on the public to report graffiti on everything from our pad-mounted transformer boxes to our buildings.

