

# Southern Interior Community Relations 2022 Annual Report

April 2023

Kinbasket Reservoir supplies power to the province and a beautiful location to enjoy the outdoors.  
Photo courtesy of Murray Chapple.

## Support for customers impacted by natural disasters

BC Hydro continues to support our customers across the province that were significantly impacted by wildfires and atmospheric river events in 2021, including our customers in the Village of Lytton, the City of Merritt, and the Highway 8 and Coquihalla corridors from south of Merritt through to Spences Bridge. Employees across the organization are working together to help our customers get back home as quickly as possible, including our engineers, planners, designers, and field services teams.

Following the devastating wildfire in the Village of Lytton on June 30, 2021, BC Hydro employees across the organization worked to rebuild our electrical system and reconnect customers to our grid. Work to rebuild the main circuit was completed on February 5, 2023 and there are also working streetlights on Main Street.

In November 2021, many of our customers in the City of Merritt and along the Highway 8 and Coquihalla corridors were impacted by the atmospheric river event, which resulted in significant damage. Repairs to our system in the City of Merritt and along the Coquihalla were completed in early 2022, and all accessible customers along Highway 8 have now been restored.

## Help for evacuees

In addition to restoring power to customers who were impacted by these events, BC Hydro also has programs available to help customers returning home after an evacuation order. Residential and commercial customers who were affected by an evacuation order are eligible to receive a bill credit for the electricity consumed while they were out of their home if the evacuation order was for five days or longer. We also offer flexible bill payment plans after our customers return home.

## How the bill credit works

We proactively monitor evacuation orders year-round to identify those lasting at least five days. We'll then automatically apply a credit to affected accounts for the electricity consumed during the period that the customer is out of their home or business due to an evacuation order. This credit applies to residential, small business (Small General Service rate), and irrigation (Irrigation Service Rate) customers.

Previously evacuated customers who return to their home can expect to see the evacuee credit applied to their account 30 to 60 days after returning. BC Hydro will continue to waive late payment charges. Once the credit is applied, there are further options available to assist these customers with any remaining balances.



Highway 8 following the atmospheric river in November 2021. Photo courtesy of the Merritt Distribution Line Crew



BC Hydro crews restoring electrical infrastructure in the Village of Lytton in January 2023. Photo courtesy of Clay Rhodenizer

# 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

### SOUTHERN INTERIOR GENERATING CAPACITY

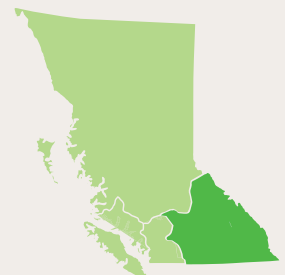
Mica	2,746.5 MW
Revelstoke	2,480 MW
Seven Mile	805 MW
Kootenay Canal	583 MW
Whatshan	59 MW
Aberfeldie	25 MW
Elko	12 MW
Walter Hardman	8 MW
Shuswap	6 MW
Spillimacheen	4 MW

Hugh L. Keenleyside Dam\*

Duncan Dam\*

\* Columbia River Treaty Dam – No Generation

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. Photo courtesy of Site C Team, BC Hydro.

# Regional Information

## Lower Columbia River White Sturgeon Habitat Restoration Project

BC Hydro is delivering a wide range of monitoring studies to learn more about the endangered white sturgeon population in the Canadian portion of the Columbia River. While the specific cause of white sturgeon population decline is still being investigated, improving substrate conditions at spawning sites where dam construction and river regulation have had an impact was identified as a positive initiative to give eggs and larvae the best chance of survival.

A working group comprised of BC Hydro, Columbia Power, Ministry of Land, Water and Resource Stewardship, Okanagan Nation Alliance, and Ktunaxa Nation Council have recommended placing a specific mix of rocks and gravel that will improve conditions for incubating eggs and larvae to help them hide from predators during this critical life stage. This project will enhance the spawning substrate for endangered white sturgeon in the spawning area in the tailrace (outlet channel) of Arrow Lakes Generating Station.

### Working to improve white sturgeon spawning sites

We commissioned a study in 2017 to better understand current substrate conditions and to assess the feasibility of restoration options that would likely benefit white sturgeon. Spawning habitat downstream of the Arrow Lakes Generating Station location is less suitable for sturgeon spawning as it consists of larger substrates that does not allow for adequate egg and larval survival.

This project, as recommended by the working group, involves placing a specific mix of rocks and gravel that will improve conditions for incubating eggs and larvae by giving them more opportunity for hiding from predators during this early, critical life stage. The project will enhance the spawning substrate for endangered white sturgeon in the spawning area downstream of the Arrow Lakes Generating Station. Construction for this project is currently underway and is expected to be completed by April 2023.

This work builds on the success of a prior experiment at the Revelstoke spawning location in 2011 that demonstrated biological benefit for larval white sturgeon, as well as research carried out by the Province on other populations experiencing decline.



BC Hydro's Senior Environmental Coordinator James Crossman releases a hatchery-origin juvenile white sturgeon into the Columbia River. Photo courtesy of Marco Marrello.



A juvenile white sturgeon. Photo courtesy of Angus Glass.

### 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.

## Distribution Line Upgrades in Edgewood

In 2022, BC Hydro upgraded the Monashee distribution line that runs through Edgewood. Approximately 2.5 kilometres of the single-phase line was upgraded to a three-phase line, and we also built approximately 0.45 kilometres of new three-phase line. The project area is shown on the map to the right. This project will improve power quality and provide a more reliable electrical distribution system for our customers in Edgewood.

Work on this project took place in 2022 from May to July and then resumed at the end of October. All work was completed by the end of November 2022. We thank our customers for their patience and support while work was completed.

This work follows a similar project that took place in 2021 in Rosebery, where BC Hydro upgraded the distribution line that runs along Highway 6. Approximately 1.7 kilometres of single-phase line was upgraded to a three-phase line, and we also installed nine new poles along Highway 6.



The old single-phase line was upgraded to a three-phase line. Photo courtesy of Curtis Head.

## Martha Creek Boat Ramp Improvements

BC Hydro maintains a popular boat ramp on Revelstoke Reservoir at Martha Creek Provincial Park, 19 kilometres north of Revelstoke. In April 2022, we invested \$750,000 to make improvements to the boat ramp for the benefit of boaters, kayakers, and other recreational users of the reservoir.

Here are the improvements we made:

- Replaced the pre-cast concrete panels;
- Extended the panels to reach a toe elevation of 570 metres, with a gravel transition to prevent future backwash issues; and
- Replaced the boarding floats.

The work was completed ahead of schedule and in time for the opening of the provincial park in May 2022.



The popular Martha Creek Provincial Park on Revelstoke Reservoir in September 2022. Photo courtesy of Karen Bray

## Upgrades to Joseph Creek Substation

We're committed to delivering safe and reliable electricity to our customers throughout the province. In keeping with this commitment, we are investing \$17 million to upgrade equipment at Joseph Creek Substation in Cranbrook to improve its reliability and safety. The substation serves about 1,700 customers in Cranbrook, Fort Steele, Wycliffe and ʔaąam.



Located in Cranbrook's industrial area, Joseph Creek Substation is undergoing a \$17 million upgrade. Photo courtesy of Sally Masters

The work includes installing new substation equipment and replacing wooden poles with steel structures. Steel structures can last about 80 years, which is double the life expectancy of a wooden pole. Steel infrastructure is also less susceptible to damage from wildfires and wildlife.

The upgrades will maintain system reliability by replacing end-of-life equipment. While the project will keep the capacity of the substation unchanged, the upgrades will allow for future expansion of the facility if a need for additional capacity arises. Construction began in June 2022 and will continue until early 2024.



In March 2022, BC Hydro removed about 68,000 cubic metres of gravel from the mouth of the Illecillewaet River, where it flows into Arrow Lakes Reservoir in Revelstoke. The dredging project is part of a tri-party agreement with the Province and the City of Revelstoke. BC Hydro periodically removes accumulated river gravel and excavates a deep channel in the river to reduce the risk of winter ice jams that can cause flooding to low-lying residences. Photo courtesy of Jen Walker-Larsen



Crews near Field, B.C. working to restore power and protect the electrical supply for our customers. Photo courtesy of Jesse Winchester

# 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).

## 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
Salmon Arm	Street Tree Revitalization and Parks Tree Management	\$7,500
Lake Country	Okanagan Centre Park Improvements	\$6,931
Logan Lake	Community ReGreening – Campground and Maggs Park	\$6,928

<b>Chase</b>	Street Trees	\$2,513
<b>Nakusp</b>	Nakusp ReGreening	\$1,310
<b>Enderby</b>	Tuey Park ReGreening	\$5,350
<b>Kimberley</b>	Cemetery Tree Revitalization	\$7,500
<b>Eagle Bay (Columbia Shuswap Regional District)</b>	Eagle Bay, Loftus Lake and Sunnybrae Tree Planting	\$1,701
<b>Radium Hot Springs</b>	Park Drive Enhancements	\$3,299
<b>Sparwood</b>	Centennial Plaza and Area Redevelopment	\$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.

The application closing date for each year is September 30. For more information, please select [bchydro.com/wraps](https://www.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 one of our Southern Interior team members:

<p><b>Vernon Office</b> Dag Sharman Manager, Community Relations</p> <p>250 549 8531 <a href="mailto:dag.sharman@bchydro.com">dag.sharman@bchydro.com</a></p>	<p><b>Castlegar Office</b> Mary Anne Coules Stakeholder Engagement Advisor</p> <p>250 365 4565 <a href="mailto:maryanne.coules@bchydro.com">maryanne.coules@bchydro.com</a></p>	<p><b>Vernon Office</b> Dave Cooper Public Affairs Officer</p> <p>250 306 9826 <a href="mailto:david.cooper@bchydro.com">david.cooper@bchydro.com</a></p>
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Example of a decorative wrap added to BC Hydro equipment. Photo courtesy of the City of Richmond.



## 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.

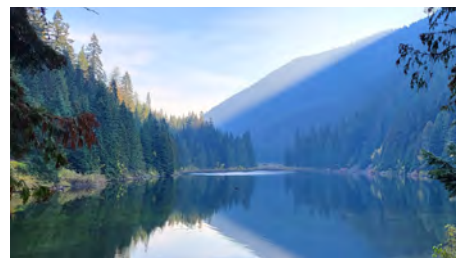
BC Hydro's Southern Interior region includes the Shuswap River Watershed which is part of the FWCP's Coastal Region, and the FWCP's Columbia Region.

The FWCP's Coastal Region board approved funding for two projects in the Shuswap River Watershed: riparian restoration planning near Shuswap Falls, and building awareness about Chinook salmon through the Kingfisher Interpretive Centre.

The FWCP's Columbia Region board supports fish and wildlife projects through grant applications, long-term agreements, and directed projects. Forty-three projects were approved for 2021–2022, for approximately \$5.67 million in funding.

These projects are adding nutrients to Kootenay Lake and the Arrow Lakes Reservoir, recovering Columbia River white sturgeon, operating kokanee spawning channels, stewarding conservation lands, supporting upland and dryland species, enhancing non-game habitat, recovering caribou and northern leopard frog populations, restoring wetlands, and securing conservation lands.

Since 1988, the FWCP has committed more than \$200 million to support fish and wildlife in the province. Learn more at [fwcp.ca](http://fwcp.ca).



Land securement continues to be a priority for the FWCP Columbia Region board. Since 2008, approximately \$4.5 million in funding has been contributed to secure more than 69,000 hectares. This includes Cottonwood Lake, an area near Nelson, that is home to the region's best corridor for the endangered South Selkirk grizzly bear. Photo courtesy of FWCP

## 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 Southern Interior region as of December 31, 2022.

Municipality/District	School taxes*	Grants	Other taxes	Total payments
City of Armstrong	\$49,958.86	\$56,524.08	\$40.00	\$106,522.94
Village of Ashcroft	\$14,068.32	\$24,970.15	0	\$39,038.47
District of Barriere	\$33,779.22	\$29,471.06	0	\$63,250.28
Village of Cache Creek	\$15,672.57	\$32,724.66	0	\$48,397.23
Village of Canal Flats	\$16,275.24	\$41,356.60	\$1,028.00	\$58,659.84
City of Castlegar	\$3,220.80	\$83,746.04	\$1,921.21	88,888.05
Central Kootenay Regional District	0	\$1,005,913.00	0	\$1,005,913.00
Village of Chase	\$20,634.21	\$22,897.01	\$1,155.54	\$44,686.76
District of Clearwater	\$71,649.29	\$38,927.02	\$138.73	\$110,715.04
Village of Clinton	\$9,289.42	\$11,621.67	0	\$20,911.09
District of Coldstream	\$80,174.16	\$121,217.68	0	\$201,391.84
Columbia-Shuswap Regional District	0	\$2,567,015.00	0	\$2,567,015.00

Municipality/District	School taxes*	Grants	Other taxes	Total payments
City of Cranbrook	\$163,765.28	\$349,573.48	\$(0.01)	\$513,338.75
East Kootenay Regional District	0	\$93,919.00	0	\$93,919.00
District of Elkford	\$42,581.48	\$191,849.59	0	\$234,431.07
City of Enderby	\$11,600.64	\$28,190.83	0	\$39,791.47
City of Fernie	\$104,789.11	\$142,447.16	\$9,867.27	\$257,103.54
Town of Golden	\$75,859.40	\$138,523.77	\$1,325.68	\$215,708.85
District of Invermere	\$17,248.32	\$59,403.10	0	\$76,651.42
City of Kamloops	\$953,889.33	\$1,561,717.30	\$506.29	\$2,516,112.92
City of Kelowna	\$5,342.40	\$23,413.45	0	\$28,755.85
City of Kimberley	\$53,588.71	\$70,028.77	0	\$123,617.48
Kootenay Boundary Regional District	0	\$1,664,876.00	0	\$1,664,876.00
District of Lake Country	\$109,565.76	\$189,040.13	\$275.00	\$298,880.89
District of Logan Lake	\$15,489.14	\$557,462.23	0	\$572,951.37
Village of Lumby	\$9,005.76	\$18,608.57	0	\$27,614.33
Village of Lytton	\$2,582.16	\$6,751.94	0	\$9,334.10
City of Merritt	\$175,285.86	\$185,441.36	\$2,520.62	\$363,247.84
Village of Nakusp	\$37,322.97	\$59,220.12	\$1,154.58	\$97,697.67
City of Nelson	\$2,565,560.40	\$523,393.86	0	\$3,088,954.26
Village of New Denver	\$9,648.12	\$9,694.90	0	\$19,343.02
North Okanagan Regional District	0	\$14,287.00	0	\$14,287.00
District of Peachland	\$30,489.84	\$42,551.18	0	\$73,041.02
Village of Radium Hot Springs	\$28,332.53	\$52,235.95	0	\$80,568.48
City of Revelstoke	\$596,994.58	\$3,883,707.09	\$520.00	\$4,481,221.67
City of Salmon Arm	\$241,395.11	\$276,793.82	\$8,333.73	\$526,522.66
District of Sicamous	\$38,266.85	\$56,435.06	0	\$94,701.91
Village of Silverton	\$1,361.04	\$2,955.79	0	\$4,316.83
Township of Spallumcheen	\$180,115.20	\$97,673.89	0	\$277,789.09
District of Sparwood	\$249,259.85	\$236,590.12	0	\$485,849.97
Sun Peaks Mountain Resort Municipality	\$6,690.72	\$37,988.47	0	\$44,679.19
Village of Valemout	\$14,688.51	\$530,388.17	0	\$545,076.68
City of Vernon	\$796,562.80	\$1,051,342.39	\$(4.72)	\$1,847,900.47
City of West Kelowna	\$259,103.99	\$411,886.99	\$3,505.64	\$674,496.62

\* 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
<b>Enderby and District Recreation Services Association</b>	Shuswap River Ambassadors	Enderby, Ashton Creek, Kingfisher, Mabel Lake, Grindrod, Mara	\$5,000
<b>EUREKA! Science Program</b>	EUREKA! InSTEM	Kamloops, Thompson-Nicola Region	\$8,000
<b>Wildsight Revelstoke</b>	Water Stewards of Tomorrow	Revelstoke	\$3,000
<b>Wildsight (Regional)</b>	Girls on Ice- Kootenay Expedition	Nelson, Columbia Basin region	\$4,000
<b>Columbia Basin Environmental Education Network</b>	Wild Voices for Kids	Invermere, Columbia Basin region	\$5,000
<b>Robson Fire and Rescue Society</b>	Rope Rescue PPE	Robson	\$2,000
<b>Community Safety Net</b>	Castlegar Fire Safety Program	Castlegar	\$2,000
<b>Cranbrook Community Forest Society</b>	CCF Trail Maintenance Project	Cranbrook	\$1,000
<b>Wildsight Elk Valley</b>	Little Sprouts	Fernie	\$500
<b>Columbia Lake Stewardship Society</b>	Columbia Lake Biomonitoring and Environmental Education	Canal Flats to Fairmont Hot Springs along the Columbia Lake, within Areas F and G	\$2,000
<b>Castlegar Parks and Trails Society</b>	Maintenance Trail Crew Labourer Training	Castlegar	\$2,000
<b>East Kootenay Regional Science Fair</b>	East Kootenay Regional Science Fair	Fernie, Sparwood, Elko, Cranbrook, Kimberley, Invermere, Golden	\$2,000
<b>Columbia Shuswap Invasive Species Society</b>	CSISS Invasive Species Youth	Revelstoke, Golden, Trout Lake, Parson, Nicholson, Salmon Arm, Sicamous, Malakwa, Sorrento, Falkland, Blind Bay, Scotch Creek, Celista, Seymour Arm	\$2,000
<b>Kingfisher Interpretive Centre Society</b>	Conservation Through Education	Enderby	\$500
<b>Lake Windermere Ambassadors Society</b>	Columbia River Headwater Lakes Monitoring and Education	Invermere, Windermere, Spillimacheen, Canal Flats	\$1,936
<b>Blue Lake Forest Education Society</b>	Get STEMulated	Cranbrook, the East Kootenay School Districts 5 and 6	\$750

# 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 Southern Interior 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
Cache Creek	3.81	2.08	4.58	5.06
Canal Flats	0.18	2.08	1.03	5.32
Cranbrook	2.12	3.81	1.67	1.46
Elkford	3.99	4.08	5.67	5.57
Fernie	1.56	1.89	3.34	4.53
Golden	3.85	3.31	11.65	3.41
Invermere	0.95	1.46	4.70	3.43
Kamloops	2.79	1.92	2.21	2.22
Kimberley	2.00	2.70	1.02	1.49
Merritt	14.03	2.88	2.63	1.57
Nakusp	6.30	4.28	3.69	9.29
New Denver	1.44	5.85	0.63	7.00
Radium Hot Springs	0.92	1.78	5.28	5.03
Revelstoke	2.47	3.52	6.92	1.00
Salmon Arm	2.35	1.95	4.72	4.65
Sparwood	3.48	0.99	3.74	3.51
Valemount	2.01	6.42	12.92	5.76
Vernon	5.65	2.64	3.27	2.53

# 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.

## Southern Interior

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

<b>Vernon Office</b> Dag Sharman Manager, Community Relations 250 549 8531 <a href="mailto:dag.sharman@bchydro.com">dag.sharman@bchydro.com</a>	<b>Castlegar Office</b> Mary Anne Coules Stakeholder Engagement Advisor 250 365 4565 <a href="mailto:maryanne.coules@bchydro.com">maryanne.coules@bchydro.com</a>	<b>Vernon Office</b> Dave Cooper Public Affairs Officer 250 306 9826 <a href="mailto:david.cooper@bchydro.com">david.cooper@bchydro.com</a>
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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	
<b>My Hydro</b> <a href="http://bchydro.com/myhydro/">bchydro.com/myhydro/</a>	Log in to manage your account.
<b>Energy Savings Programs</b> <a href="http://bchydro.com/energysavings">bchydro.com/energysavings</a>	Learn how you can be smart with your power. Take advantage of rebates and programs.
Projects	
<b>Capital Projects</b> <a href="http://bchydro.com/projects">bchydro.com/projects</a>	Learn more about major projects taking place in your region.
Programs	
<b>Decorative Wrap Grant Program</b> <a href="http://bchydro.com/wraps">bchydro.com/wraps</a>	Learn about our program that provides financial assistance to municipal governments looking to install decorative wraps on BC Hydro pad-mounted equipment boxes.
<b>Community ReGreening Program</b> <a href="http://bchydro.com/regreening">bchydro.com/regreening</a>	The regreening program assists municipalities with urban tree planting while helping to make sure appropriate trees are planted around power lines.
Community Giving	
<b>Grants for community groups</b> <a href="http://bchydro.com/grants">bchydro.com/grants</a>	Learn about our grants for community groups and how to apply for them.
<b>Scholarships &amp; Endowments</b> <a href="http://bchydro.com/scholarships">bchydro.com/scholarships</a>	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	
<b>Fast charging stations</b> <a href="http://bchydro.com/ev">bchydro.com/ev</a>	Learn more about how clean and affordable power makes B.C. a great fit for electric vehicles.
Report an outage	
<b>How to report a power outage</b> <a href="http://bchydro.com/outages">bchydro.com/outages</a>	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	
<b>How to report graffiti on our equipment</b> <a href="http://bchydro.com/graffiti">bchydro.com/graffiti</a>	We rely on the public to report graffiti on everything from our pad-mounted transformer boxes to our buildings.

