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March 12, 2020

To our Customers

**Via: webpage**

**RE: SARS CoV-2 concerns and Business Continuity of Nelson Hydro**

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Dear Customer,

We, as you probably are, are concerned about the SARS CoV-2 virus causing COVID-19 illness and the impacts that may have directly on our health as well as the subsequent impacts to the normal course of business. No one has a definitive answer to all those questions, but we can let you know what we are doing at Nelson Hydro to prepare;

1) Social Distancing;

Along with the rest of the country and world we are following personal hygiene recommendations to avoid getting and spreading the infection.

You may notice this when meeting with our staff as we are avoiding handshakes and maintaining as much personal space as possible. We will be limiting in person meetings to only those absolutely necessary. It may seem standoffish but it's not personal – it's for your health as well as ours and our greater community.

Once the SARS CoV-2 virus concern is over we will be returning to the normal social graces.

2) Business Plan in the event of staff shortages

In the event COVID-19 causes staff shortages at Nelson Hydro we have developed a business continuity plan. This plan includes;

- Accessing the assistance of other utilities and contractors to help us,
- Re-deploying trades and office staff to assist the Line department,

- Postponing non-critical work
- Re prioritizing work

It may mean that we have to defer some services like new power connections and planned system maintenance to the future. It could also mean our ability to quickly respond to general customer queries could be reduced.

If we need to re-prioritize our works we will post a notice of that on our webpage which is part of the City of Nelson website. The link to the Nelson Hydro main page is;  
<http://www.nelson.ca/218/Electrical-Services-Nelson-Hydro>

**Our highest priority will be to keep the power on while using safe work practices to do so.**

3) Outage Information Phone Line

The Hydro outage information line will remain a key source of information to find out the status of power outages and remains our high priority means for customers to let us know about power outages. This line is not for general inquiries, it is for power outages only.

**The Nelson Hydro toll free outage information phone line is;**

**877-324-9376.**

Yours truly,



Alexander Love  
General Manager