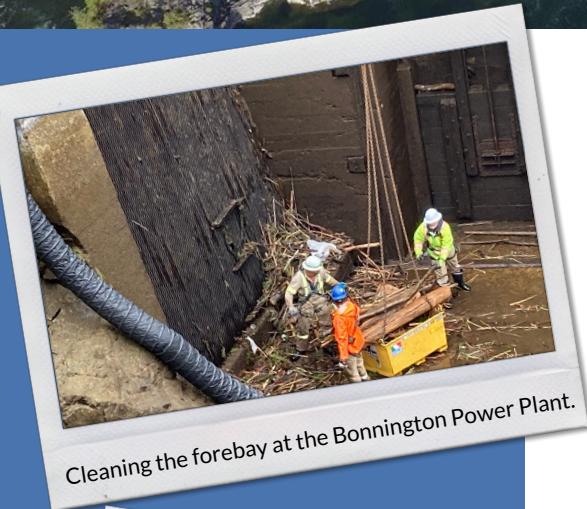


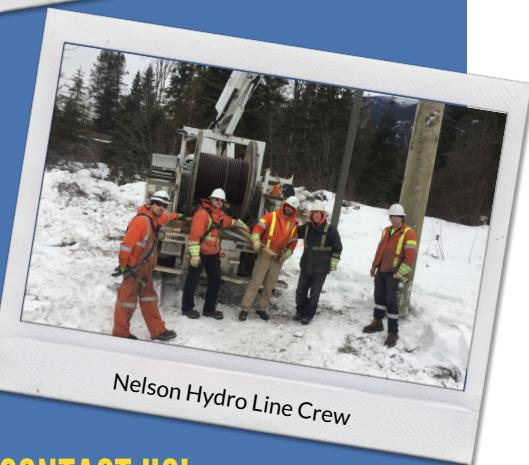


NEWSLETTER

ISSUE 1 - APRIL 2021



Cleaning the forebay at the Bonnington Power Plant.



Nelson Hydro Line Crew

CONTACT US!



nelsonhydro@nelson.ca



General Inquiries
250-352-8240



Account Inquiries
250-352-8206

IN THIS ISSUE:

- *Notice of Rate Change*
- *Two BCUC Applications?*
- *Your New Online Account*
- *Vegetation Management*

NOTICE OF RATE CHANGE

Nelson Hydro wishes to advise our customers of a rate increase to our electrical rates for 2021. The rate change will be a general rate increase of 3.32% effective April 1, 2021 for the urban and rural residential and commercial customers, through all rate classes.

Billing consumption that overlaps with the April 1st transition date will be pro-rated and reflected on your bill as a separate line item.

The 3.32% rate increase on April 1st will result in an effective rate increase of approximately 2.25% for the calendar year. The rate increase requested was 3.32% to allow for collection of the same revenue in the nine months remaining that is required over 12 months. This increase takes into consideration the seasonality of consumption.

On March 8th, 2021, Nelson City Council, who are responsible to urban ratepayers, approved the increase which absorbs the FortisBC rate increase of 4.36% as well as inflationary and contractual cost escalation. On March 15th, in response to Nelson Hydro's General Rate Increase Application, the BC Utilities Commission (BCUC) also approved the rate change for all rural customer classes on an interim and refundable/recoverable basis. Questions about the increase can be directed to dco@nelson.ca.

TWO BCUC APPLICATIONS?

Nelson Hydro also has another application filed with the BCUC, which may be confusing to some. This second application is seeking approval for its *Cost of Service Analysis* (COSA), which indicates that there is a revenue shortfall from rural residential customers. If approved, Nelson Hydro is recommending a phased approach to resolve the shortfall by increasing rural residential rates over 3 years, starting on September 1st, 2021. Questions about this application can be directed to dco@nelson.ca.

YOUR NEW ONLINE ACCOUNT & BILLING OPTION



Coming Soon! Nelson Hydro customers can register for their online account.

Nelson Hydro will be launching a new online customer account portal in the coming weeks. Once the site is live, you can visit www.nelson.ca to be directed to our new online hydro account portal.



The Nelson Hydro online account portal makes looking after your utility bills much easier. Set up your online account to receive e-bills and you can enjoy:

- **Less Paper** – You'll no longer get a paper copy of your bill in the mail.
- **Notifications** – You can receive notifications when your bill is ready to view.
- **Access to Account** – You can access your account online 24/7.
- **Payment History** – You can access your bills for up to three years from the day you sign up for e-billing.
- **Print as Needed** – If you need a copy for your records, you can print your online bill.
- **Multiple Accounts** – If you have multiple accounts, you can view them all with one registration.
- **Pay Online** – You can pay your bill online. Or talk to a customer service representative and set up equalized payments at 250-352-8206.

...Plus, you can view your electric usage and previous transactions for up to three years.

When can you expect your first e-bill?

With your **My Account** profile, you will be able to view your bills immediately online. You will receive your first e-bill notification when your next bill is ready. Depending on the date that you sign up, you may still receive one final paper bill.

SAVE ENERGY, SAVE MONEY!

Visit nelson.ca/ecosave to register for the Regional Energy Efficiency Program to access:

- An income qualified program (ECAP) that provides free installation of energy efficiency products and may result in a new gas furnace, added insulation and more.
- Free EnerGuide home energy evaluation (after rebates). In order to access the maximum energy upgrade rebate amounts, you must start with the evaluation before you begin any work.

If you would like guidance to determine which program is best for you, please email the EcoSave Program Manager at ecosave@nelson.ca.

ON-BILL FINANCING

EcoSave offers on-bill financing to City of Nelson residents for energy upgrades and for E-bikes.



nelson.ca/ecosave

