



# NEWSLETTER

ISSUE 3 - FEBRUARY 2022



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## 2021 YEAR IN REVIEW

My first year as General Manager of Nelson Hydro was very memorable. It is my hope that you have noticed the improvements in customer service that we have made this past year with the roll-out of the new *Online Account Portal* and enhancements in our outage communications.

Despite the challenges of keeping the lights on during a pandemic and a year of extreme weather events, you should have experienced fewer outages. Our strategic focus on vegetation management and other reliability initiatives this year resulted in the lowest outage frequency and duration in the past 5 years.

Financial year-end accounting is still ongoing, however, preliminary results look like we managed to stay on budget with our operations expenses. Our capital program was underspent due to supply chain delays as well as the postponement of the major overhaul of Turbine #5 at the power plant.

2021 saw some shifts in Nelson Hydro staffing. Our long-serving Meter Technician, Joe Capriglione, retired and our Design Technician, Christian Desrosiers, stepped up to take on this role. The Design team welcomed Bede Bloom to fill the vacancy left by Christian and Jason Procyshyn took a leadership role on the line crew as Sub-Foreman. Carmen Proctor has moved into her new position with the City of Nelson as the Climate and Energy Manager. In this role, Carmen continues to manage the EcoSave Program on behalf of Nelson Hydro. These changes have created fresh energy within the team, with everyone coming together to support each other in their new roles.

Nelson Hydro continues to work hard for you every day to deliver excellent value for service.

**Scott Spencer**  
General Manager, Nelson Hydro

## BABY SURGE!

Nelson Hydro and the City of Nelson are pleased to congratulate our Projects & Customer Service Manager, Jan Sangalang and his wife Catherine on the arrival of their third child, a baby boy named Nathan. Big brother and sister say they are "de-light-ed" to have a new little brother.



Scott Spencer,  
General Manager



Jan Sangalang with his new  
baby boy Nathan.

# WEATHER BULLETIN

Canadians love to talk about the weather and 2021 gave us a lot to talk about!

Here is a summary of the significant weather events that impacted Nelson Hydro this past year:



- **January 13th wind storm** was the second largest event on record behind the August 2015 wind storm. Hundreds of customers were without power for several days.
- **Mid-February cold snap** set low-temperature records in Nelson and a new load peak for Nelson Hydro on Feb 12th.
- **April 18th wind storm** was the 3rd largest on record, leaving hundreds of customers without power for more than 24 hours.
- **Low-water freshet** resulted in only 29 days of full capacity generation; one of the shortest freshets in the past 15 years.
- **June - July heat dome** set temperature records throughout the province. Although Nelson Hydro customer usage did not come close to winter loads, we saw the highest summer peak on record.
- **Prolonged fire season** resulted in the longest period the reclosers have been off since they were installed.
- **November 16th minor wind storm** associated with the atmospheric river resulted in power outages, but also allowed Nelson Hydro to generate at full capacity into early December.
- **End of December cold snap** set a new load peak record, surpassing the February 12th, 2021 record on December 29th.

*Stay up-to-date with Nelson Hydro news at [nelson.ca/hydronews](https://nelson.ca/hydronews)*

## PEAK DEMAND



Reducing our electrical consumption between peak hours will ultimately save all customers money by reducing the peak demand fees charged by FortisBC, our wholesale power supplier.

If you have questions about load shifting and energy conservation, please get in touch with Nelson Hydro at [nelsonhydro@nelson.ca](mailto:nelsonhydro@nelson.ca).

Did you know peak power draw for Nelson Hydro customers is between 5 - 7pm?

*Sign up today!*



## Online Account Portal

[nelson.ca/hydrobill](https://nelson.ca/hydrobill)

### REGULATORY UPDATE

The 2.5% 2022 general rate increase took effect on January 1st, 2022 for all customers. The rural area has been approved on an interim basis while the BCUC reviews the application submitted by Nelson Hydro on November 1st, 2021.

The BCUC proceeding for the **Cost of Service and Rate Design** application, submitted on November 27th, 2020, is still ongoing, with a decision not anticipated until the spring of 2022.

For more info, visit:  
[nelson.ca/nelsonhydro](https://nelson.ca/nelsonhydro)

### CONTACT US!



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