



# NOTICE TO: NELSON HYDRO'S NORTH SHORE CUSTOMERS

On Monday, April 2, 2018, we experienced a heavy, wet snowfall, with some areas receiving up to 15 cm of snow.

Many customers experienced multiple outages – both sustained and intermittent. Our North Shore customers were the most affected.

The outages were further complicated by the fact that FortisBC was dealing with the same snow and tree related issues on their transmission system, which we are interconnected with.

This is how heavy, wet snow affects an electrical distribution system:

- **Trees** adjacent to power lines fall on the power lines and sometimes take them down. The trees need to be removed before power can be restored.
- **Heavy, wet snow** on the power lines can cause the lines to sag into undergrowth, power lines and telecommunications lines which can impact power distribution.

Nelson Hydro understands how frustrating losing power can be. We get it! We are doing everything we can to improve your experience and reduce the number of outages.

On the bright side, we are currently working on a system upgrade project on the North Shore. Over the past few weeks, our crews have been working in the 14 Mile area. They will continue to progress westwards toward 12 Mile in the coming weeks. The system upgrade project is scheduled to be completed by the end of May.

This upgrade will provide:

- More flexibility to feed power in two directions more consistently.
- Faster restoration time during outages.
- An increase in our electrical capacity.

These upgrades will assist us in restoring power more quickly in the future.

*Thank you for your patience.*

*City of*  
**NELSON**



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