



Newsletter

Issue 10 | Spring 2024



IN THIS ISSUE

BC Affordability Credit
Nelson Hydro bill credit

What's Happening
Crews at work and visit from Minister Josie Osborne

Spring Energy Tip
Revisit your energy consumption habits

FOLLOW US!

@nelson.hydro

@nelsonbc.hydro

Power to the People!

This past year has been a testament to growth and progress. With 11,310 customers, we've witnessed a significant 48% decrease in customer outage minutes! We're also thrilled to have reduced the average outage time per customer to 3.5 hours, a significant improvement from 2022's 7.5 hours.

A massive thank you to our remarkable team of 19 employees, along with the invaluable part-time support from other city staff. Your dedication propels us forward, and we're excited about the journey ahead.

BC ELECTRICITY AFFORDABILITY CREDIT

On February 22, the Government of B.C. announced a new B.C. Electricity Affordability Credit that will provide Nelson Hydro customers with an annual savings of around 4.6% of their previous year's electricity costs.

To be eligible, you must have an active account as of December 31, 2023. The credit will be automatically calculated and applied as a one-time payment to your next electricity bill. The exact credit amount you'll receive will vary as it's based on your electricity consumption between January 1, 2023, and December 31, 2023.

There's no action you need to take. You'll receive the credit on your first bill after April 15, 2024.

Learn more here: nelson.ca/231/Electrical-Rates/#affordability



SUPPORTING OUR STREETCAR

Nelson Hydro is proud to give back to our community and support this community staple with an annual sponsorship and help maintain their poles and infrastructure. We recently replaced one of their poles in the Chahko Mika Mall parking lot after it was hit by a car.



E-NEWSLETTERS

Want to receive these newsletters in your email inbox in the future? We're transitioning to e-newsletters. Scan the QR code or visit nelson.ca/hydronewsletter to sign up.



What's Happening

PLANT OUTAGE

Nelson Hydro completed a plant outage March 20-21 to remove debris from the forebay and trash racks ahead of freshet, complete critical equipment and dam safety inspections and perform the final plant tie-in for the backup generator project.

MILL STREET SUBSTATION UPGRADE

All of the major pieces of equipment for the Mill St Substation Phase 1 upgrade are now in place! The next significant component awaiting arrival is the E-house, set to be transported from Okanagan Falls to Nelson with special permits. The delivery of the E-house, originally slated for early February, was delayed due to weather and road restrictions and will now take place later in the Spring.

G4 EXCITER INSTALLATION

G4 Exciter is fully commissioned and this project is complete!

MINISTER OSBORNE VISIT BONNINGTON FALLS GENERATING STATION

Josie Osborne, Minister of Energy, Mines, and Low Carbon Innovation visits the Bonnington Generating Station and solar garden to meet with the city workers and staff who work onsite.

Left to Right: City Councilor Rik Logtenberg, Nelson Hydro GM Scott Spencer, City CAO Kevin Cormack, Minister Josie Osborne, City Councilor Leslie Payne, MLA Brittney Anderson, City Energy Advisor Arlo Bryn-Thorn, Nelson Hydro Operations Millwright Andrew Miedreich



Spring Energy Saving Tips

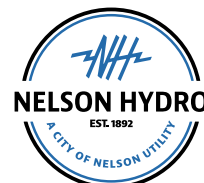
⚡ Optimize Your Thermostat: As temperatures rise, resist the urge to crank up the air conditioning. Program your thermostat to adjust based on your schedule. Take advantage of natural ventilation by opening windows during cooler times of the day to let in fresh air.

⚡ Harness Natural Light: Take advantage of longer daylight hours by maximizing natural light in your home. Keep curtains and blinds open during the day to allow sunlight into living spaces. This reduces the need for artificial lighting, and can improve your mood and energy levels.

⚡ Unplug and Power Down: Many electronic devices continue to draw power even when not in use, contributing to "phantom" energy consumption. Unplug chargers and electronics when they're not in use, or use power strips to easily disconnect multiple devices at once.

PEAK POWER DEMAND

Did you know peak power draw for Nelson Hydro customers is between 5 - 7pm? 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. Learn more at: nelson.ca/1008/Peak-Demand



PAY BILLS ONLINE

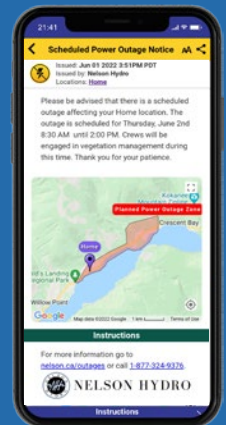
You can now pay your hydro bills online through the online account portal.

nelson.ca/hydrobill

VOYENT ALERT!

Sign up for the Voyent Alert! notification service for alerts on important information to our customers such as power outages.

For email, sms or phone registration get started here: nelson.ca/em_info



ECOSAVE

Interested in saving energy and money in your home? The Regional Energy Efficiency Program can help you find rebates, get a home energy evaluation, and figure out your next steps. Learn more at: nelson.ca/EcoSave

CONTACT US



Email Us
nelsonhydro@nelson.ca



General Inquiries
250-352-8240



Account Inquiries
250-352-8206