



# Newsletter

Issue 11 | Summer 2024



## IN THIS ISSUE

**2024 Freshet**

**Free Air Conditioning**  
*Government of BC Rebates*

**Osprey Pole Replacement**

**Expanded Eligibility for Regional Energy Efficiency Program**

**FOLLOW US!**

@nelson.hydro

@nelsonbc.hydro

## 2024 Freshet

Freshet refers to the rapid increase in water flow typically seen in rivers and streams during the Spring, caused by melting snow and ice. This annual event is crucial for replenishing our water sources and maintaining healthy ecosystems. Freshet 2024 was 25 days. Slightly shorter than 2023 at 28 days, though not the shortest in recent memory, 16 days in 2015. The longest recent freshet was 115 days in 2012. The longer the freshet period the more power Nelson Hydro is able to generate, reducing the amount purchased from FortisBC to meet customer load.

### AIR CONDITIONING FOR LOW INCOME HOUSEHOLDS

The government of BC is providing \$10 million in funding for air conditioning units for low income households and for individuals who have received a recommendation letter from their regional health authority's Home Care Program.

You can apply to the Energy Conservation Assistance Program today to be considered for the air conditioner offer.

Learn more here: [www.fortisbc.com/rebates/home/free-home-energy-evaluation-and-upgrades](http://www.fortisbc.com/rebates/home/free-home-energy-evaluation-and-upgrades)

Households that do not qualify for the offer but are still interested in energy efficiency rebates can sign up for the Regional Energy Efficiency Program ([www.nelson.ca/reep](http://www.nelson.ca/reep)) and they can access support through their energy retrofit journey.



### BE PREPARED FOR HEAT

There are many things you can do to prepare for an Extreme Heat Emergency. Prepare your home. A few modifications can make a big difference during periods of extreme heat. Options include:

- Install a window air conditioner in at least one room
- Install thermal curtains or window coverings
- Keep a thermometer to accurately measure indoor temperatures (31° C or higher is dangerous for vulnerable people)
- Have fans available to help move cooler air indoors during the late evening and early morning hours
- Consider a heat pump: [betterhomesbc.ca/heatpumps](http://betterhomesbc.ca/heatpumps)
- Install exterior covers or reflective films that block the sun from hitting the windows.

### 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](http://nelson.ca/hydronewsletter) to sign up.



# What's Happening

## OSPREY POLE INSTALLATION

This Spring our line crew removed the early stages of the osprey nest due to its hazardous location. The nest was incomplete, with visible voids and no eggs present. The birds were in regular contact with the primary line, posing an immediate risk of harm. Additionally, wet weather could have turned the nest into a conductor, causing a fault or fire.

NH has installed bird guards on the pole and a new "Osprey Pole". This new pole was placed within 100 meters of the original and is taller to attract the nesting pair away from the danger.



## MILL STREET SUBSTATION UPGRADE

Phase 1 of the new Mill Street substation is now complete and taking load from the City and North Shore. Crews have disassembled and removed the equipment from the old substation and are constructing phase 2 in preparation for the second transformer. The project is expected to be complete in the fall of 2024.



## PAY BILLS ONLINE

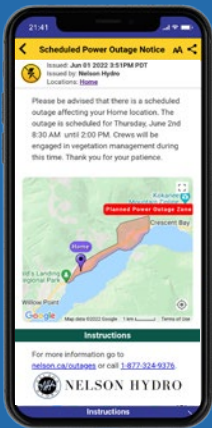
You can now pay your hydro bills online through the online account portal.

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



# Regional Energy Efficiency Program

## EXPANDED ELIGIBILITY AND UPDATED PROGRAM!

Clean BC Better Homes' new income tested program is called the Energy Savings Program. As of June 18th, 2024, there are increased rebate amounts for heat pumps and electrical upgrades, and an added income-level to encourage middle-income homeowners. Participants in the current Income Qualified program will not be automatically eligible for the new rebate amounts.



If you'd like to know more about this program, and other energy efficiency rebates and financing options, please register for the Regional Energy Efficiency Program by visiting [www.nelson.ca/reep](https://www.nelson.ca/reep).

See below for the new income-level benchmarks. Additional eligibility at: [betterhomesbc.ca/rebates/Energy-Savings-Program](https://betterhomesbc.ca/rebates/Energy-Savings-Program).

Combined pre-tax annual income of all adults in your home			
Total # people in household (adults & children)	Income Level 1	Income Level 2	Income Level 3 (NEW)
1 person	\$47,007	\$61,697	\$99,891
2 persons	\$58,522	\$76,810	\$124,358
3 persons	\$71,945	\$94,428	\$152,884
4 persons	\$87,350	\$114,647	\$185,620

## 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](https://nelson.ca/1008/Peak-Demand)



## REEP

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

## CONTACT US

- Email Us [nelsonhydro@nelson.ca](mailto:nelsonhydro@nelson.ca)
- General Inquiries 250-352-8240
- Account Inquiries 250-352-8206

