



# Newsletter

Issue 13 | Winter 2024/25



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## 2025 Rates

Nelson Hydro is a caring utility that empathizes with our customers' concern over rising rates because we are customers too. We review our costs annually to ensure that i) customers are receiving value for service, ii) the utility can provide a safe and reliable electric service in compliance with provincial and federal regulations, and iii) the utility provides an equitable return on investment back to the City of Nelson.

### What will the 2025 rate increase be?

The rate increase for rural customers (those living outside the City of Nelson municipal boundary) will be 7.54% effective January 1, 2025. The residential rural rate for 2025 will be \$0.1397/kWh. The rate increase for urban customers (those living inside the City of Nelson municipal boundary) will be 5.00% effective January 1, 2025. The residential urban rate for 2025 will be \$0.1279/kWh.

### Has the rate increase been approved?

Yes. The urban rate increase for City of Nelson residents has been approved by Nelson's Mayor and Council. The BCUC approved the 2025 rural rate increase on an interim and refundable basis while it formally reviews the Nelson Hydro application.

### Why are rates increasing?

The rates are increasing in large part due to the cost to purchase power from FortisBC which is increasing by 5.30% and capital additions to the Nelson Hydro rate base including the new Mill St Substation and pole replacements in 2024 and planned for 2025.

### Why do rural customers pay a different rate than urban customers?

The geographically larger area and consequent lower population density means that there is more infrastructure per customer. Further distances, low-density development, longer lines, more equipment, remote conditions, and extensive vegetation management needs in these areas all add up to a higher cost of service.

### Does Nelson Hydro offer an Equalized Payment Program?

Yes...Nelson Hydro offers a payment option for monthly equalized payments through automatic debit withdrawals. The monthly amount owing is calculated based on the average of your last 12-month electric consumption. Every Fall the equalized payments are reconciled to calculate the new monthly fee for the next 12 months. If you are interested, please contact a Customer Service Representative at City Hall to set up your account through telephone, in-person or via email.



### What does Nelson Hydro do to give back to the community?

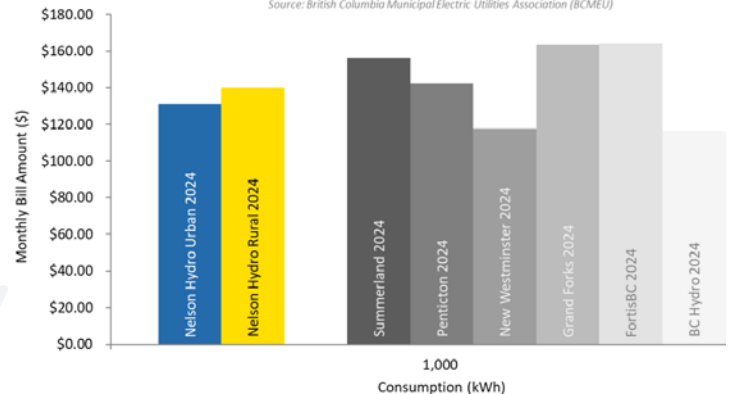
At Nelson Hydro, we're proud to power our community in more ways than one. Our contributions to the City of Nelson's budget help fund vital programs, parks, and recreation facilities. Through initiatives like the Regional Energy Efficiency Program (EcoSave), Energy Retrofit and E-bike loans, we make sustainable living more accessible. We keep rates low for our customers, provide local employment for skilled workers, and support local organizations and sports teams. We're committed to sustainability and clean energy, ensuring a bright future for Nelson.

### What is the Regional Energy Efficiency program, and how can it benefit customers?

The Regional Energy Efficiency Program (formerly EcoSave) is designed to help Nelson Hydro customers make energy-efficient upgrades to their homes, leading to lower energy bills and a smaller environmental footprint. Through EcoSave, customers can access rebates, and expert advice on how to improve their home's energy efficiency. Whether you're interested in upgrading your insulation, installing a heat pump, or making other energy-saving improvements, EcoSave offers the tools and resources to get started.

#### BC Residential Electrical Bill Comparisons

Source: British Columbia Municipal Electric Utilities Association (BCMUEU)



← For more information scan the QR code or visit: [nelson.ca/931/How-Rates-are-Set](https://nelson.ca/931/How-Rates-are-Set)

# What's Happening

## BYLAW CHANGES

On January 1, 2025 the new Nelson Hydro Services Bylaw takes effect. There have been many changes since it was last updated in 2012 to how Nelson Hydro delivers service; technologies, equipment, codes and standards, materials, and staff costs.

On June 20th, 2024 Nelson Hydro hosted an open house to share the proposed updates to the bylaw with the public. It was well attended and several clarifications to the bylaw were made as a result of feedback received. BCUC and City Council approved the changes in October 2024.

Learn more at: [www.nelson.ca/1018/2025-Nelson-Hydro-Services-Bylaw](http://www.nelson.ca/1018/2025-Nelson-Hydro-Services-Bylaw)

## CONTEST WINNER

Congratulations to our Yeti300 winner, Dave - wishing you many fun adventures! We're pleased to be able to give back to our customers in a small way. Don't miss our next giveaway and follow us on social media.

@nelson.hydro  
@nelsonbc.hydro



# Peak Power Demand

Every winter morning, we wake up, turn up the heat, take hot showers, make breakfast, and turn on appliances, gadgets and devices before heading out for the day. In the evenings, we return home and run through a similar routine of cooking, running appliances, using hot water, watching television and using our home computers and devices until bedtime. These daily routines create electrical consumption peaks between 7:00 to 9:00 am and 5:00 to 7:00 pm.

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



## TIPS FOR A COZY AND EFFICIENT WINTER

- Use Ceiling Fans in Reverse:** Running your ceiling fan in reverse at a low speed will help distribute warm air that naturally rises to the ceiling. This can make your space feel warmer without cranking up the heat.
- Insulate Your Water Heater:** Wrap your water heater in an insulating blanket to reduce heat loss. This is especially important in colder months when your water heater has to work harder to maintain hot water temperatures.
- Seal Drafts:** Inspect your doors, windows, and any other potential entry points for drafts. Seal any gaps with weatherstripping to prevent warm air from escaping and cold air from entering.



## REGIONAL ENERGY EFFICIENCY PROGRAM

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](http://nelson.ca/EcoSave)

## PAY BILLS ONLINE

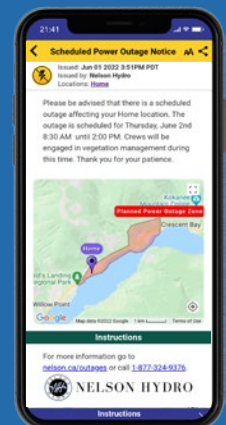
You can now pay your hydro bills online through the online account portal.

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



## NELSON HYDRO ON SOCIAL MEDIA

Nelson Hydro is on Facebook and Instagram!

We encourage you to follow along to stay up to date on projects, initiatives, outages, stories, and more!

@nelson.hydro  
@nelsonbc.hydro

## CONTACT US

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- Account Inquiries: 250-352-8206

