

Nelson Hydro's vision is to be a local, progressive, agile, customer-focused electric utility that provides reliable service that Nelson and area residents can count on.



What we Value



Safety



Environment



Customers



Collaboration



Improvement

How we Work



Develop Staff



Future Plan



Partnerships



Stewardship



Sustainable

2025 Nelson Hydro Goals Aligned to the City Strategic Goals

Foster a Healthy Built and Natural Environment

- Support other departments including:
- Trevor Street land development
 - Urban Forestry Strategy

Our Community is Diverse and Connected

- Support planning with respect to electrical system changes required to meet City Projects:
- Victoria Street Transit Exchange
 - Baker Street Redesign

Our Economy is Thriving and Inclusive

- Support the completion of the waterfront pathway to enhance use of new pier and canopy.

City Services and Infrastructure are Future-Ready

- Enclose the breakroom for staff and expand Nelson Hydro offices to improve productivity and hygiene
- Implement cybersecurity recommendations from the IT Security Audit
- Implement GIS Utility Network
- Establish and maintain robust records management and document control processes
- Maximize benefits of the Computerized Maintenance Management System
- Continue to enhance and expand the System Control and Data Acquisition (SCADA) system
- Develop Business Case for AMI
- Implement Dam Safety repairs and upgrades

City Governance Supports Innovation and Inclusivity

- Continue to modernize key agreements, bylaws and policies that support sustainability
- Continue to develop sustainable regulatory processes and resources
- Establish a project pipeline that can take advantage of grant opportunities
- Employ multimodal methods to engage customers in rate setting and other utility matters
- Recognize good work, encourage professional development and training.
- Plan effectively for succession and recruitment.
- Support staff to adopt new technologies

How Will This Come Alive?

- Communicate this plan to employees and key stakeholders
- Define annual priorities, processes, and plans to align to this strategy
- Prioritize budget and resource allocations through the rolling Five-Year Financial Plan
- Provide context for reports to Council, communications and events
- Remain focused as an organization to these priorities
- Collect and evaluate performance measures.

Key Metrics

The success of the Strategic Plan will be measured in its ability to activate the vision for Nelson Hydro. We should be able to see positive change all around us, the utility grows with the communities we serve.