

PUBLIC ENGAGEMENT FRAMEWORK



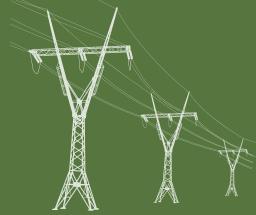
NELSON HYDRO

FEBRUARY 2021

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1. INTRODUCTION



1.1 PURPOSE

The purpose of this Nelson Hydro Public Engagement Framework is to establish the objectives, principles and activities to guide Nelson Hydro's public engagement process.

1.2 VISION

Nelson Hydro provides transparent and effective customer service with clearly defined employee and contractor roles, while efficiently maintaining its distribution and transmission network. An engagement framework guides this customer service to ensure consistent communication and messaging.

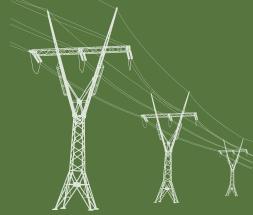
1.3 OBJECTIVES

The objectives of the Nelson Hydro public engagement process are to:

1. Ensure clear, consistent communication between Nelson Hydro and customers and the general public;
2. Define roles and responsibilities within the engagement process for Nelson Hydro staff, vegetation management crews and contractors;
3. Provide an efficient and effective platform for communication that includes print media, social media, a website and email; and,
4. Ensure that Nelson Hydro vegetation management activities are clearly articulated and understood.



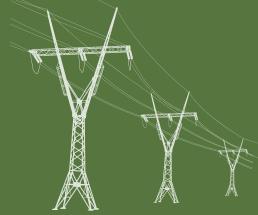
2. ENGAGEMENT STEPS



STEP	ACTIVITY	OUTCOME
1	<ul style="list-style-type: none">• Bi-monthly activity update to all customers about upcoming work• Includes an overview map• Posted via social media, or sent by email if customer has provided consent for updates	<ul style="list-style-type: none">• Customers are informed of where Nelson Hydro will be conducting vegetation management activities• Links to more information: website, contact details• Information on who to call if there are questions or concerns
2	<ul style="list-style-type: none">• Direct contact with affected customers with issues or concerns• Can be initiated by Nelson Hydro or by a customer/landowner• Starts by phone followed up by a site visit, if needed	<ul style="list-style-type: none">• Customer and Nelson Hydro have a shared understanding of the issue• Issue is documented• Options for resolution are discussed and documented in the <u>Nelson Hydro Vegetation Management Consent Record Form (CRF)</u>.
3	<ul style="list-style-type: none">• Resolution• Offer made in writing on Consent Form by Nelson Hydro• Offer on CRF may include accommodation such as replacement trees to be planted, firewood bucked up, or branches removed.	<ul style="list-style-type: none">• If the customer agrees to the proposed offer, a CRF is provided to customer and work commences.• If the customer does not agree with the proposed offer, the CRF is provided to customer and non-agreement is documented.• At a minimum, engagement that results in no agreement must be documented, with a handout that NH has informed, through a formal document, the ratepayer of their liability should damage or injury result from the lack of vegetation management on the property owners' part.• Legalities must be confirmed and reviewed. A Nelson Hydro Manager may contact customer directly to discuss issue.



3. ENGAGEMENT TOOLS



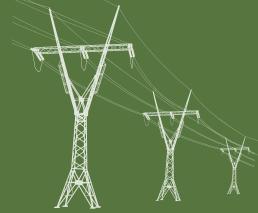
TOOL	WHAT IT DOES
Website	<ul style="list-style-type: none">• Contact information• Vegetation Management Practices• Other communication tools
Facebook	<ul style="list-style-type: none">• Establish strengthened social media presence.• Straightforward for customers and the public to engage• Easy for Nelson Hydro to update new information and to respond to comments received.
Vegetation Management Practices Summary Handout	<ul style="list-style-type: none">• 1-2 page summary that provides basic information on objectives, legal requirements and methods of vegetation management• Includes contact information• Printed and digital version• Can be handed out by pruning crews
Maps with layers of values and jurisdictions	<ul style="list-style-type: none">• Creates a clear visual representation of property lines, values and work areas, making the specifics of each project easy to understand
Prescription	<ul style="list-style-type: none">• Identifies all proposed work, including jurisdiction, sensitive areas, breeding bird requirements



TOOL	WHAT IT DOES
Vegetation Management Consent Record Form (CRF)	<ul style="list-style-type: none"> • Brief site-specific document developed by the Coordinator on a site-specific basis. It includes a map, the legal requirements for vegetation management and the proposed work. • The negotiation of an agreed to CRF may include a field visit with the customer. • In the event of agreement, the CRF will be signed by the Coordinator and delivered to the customer. • In the event of no agreement, the CRF will be signed by the Coordinator and delivered to the customer with a clear statement that NH has no liability for the issues identified on private land.
Dispute Resolution Process	<ul style="list-style-type: none"> • Determined case by case



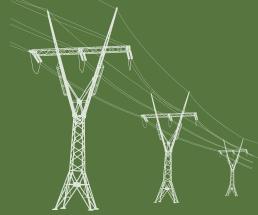
4. ROLES AND RESPONSIBILITIES



ROLE	RESPONSIBILITY
Nelson Hydro	<ul style="list-style-type: none">Approve process for public engagement to avoid and resolve
General Manager	<ul style="list-style-type: none">Customer-related conflictsEngage at Dispute Resolution stage, as required.
Operations Manager	<ul style="list-style-type: none">Assist general Manager and Public Engagement Coordinator sort issues and develop CRFs
Prescription Developer	<ul style="list-style-type: none">Develop site-specific prescriptions to implement Vegetation Management BMPsIdentify potential issues such as danger trees on private land, trees in sensitive areas, etc.Includes link to mapping platform to ensure that ownership jurisdiction and sensitive values are clearly identified.
Public Engagement Coordinator	<ul style="list-style-type: none">Implement Public Engagement ProcessWork with residents and customers to identify issues, discuss options and resolve disputes.This can be arranged as a contract position depending on number of hours required to fulfill duties
Vegetation Management Crews	<ul style="list-style-type: none">Implement Vegetation Management BMPsShare BMP summary with customers and residents, if requestedIdentify potential conflicts to Manager and Coordinator as they arise



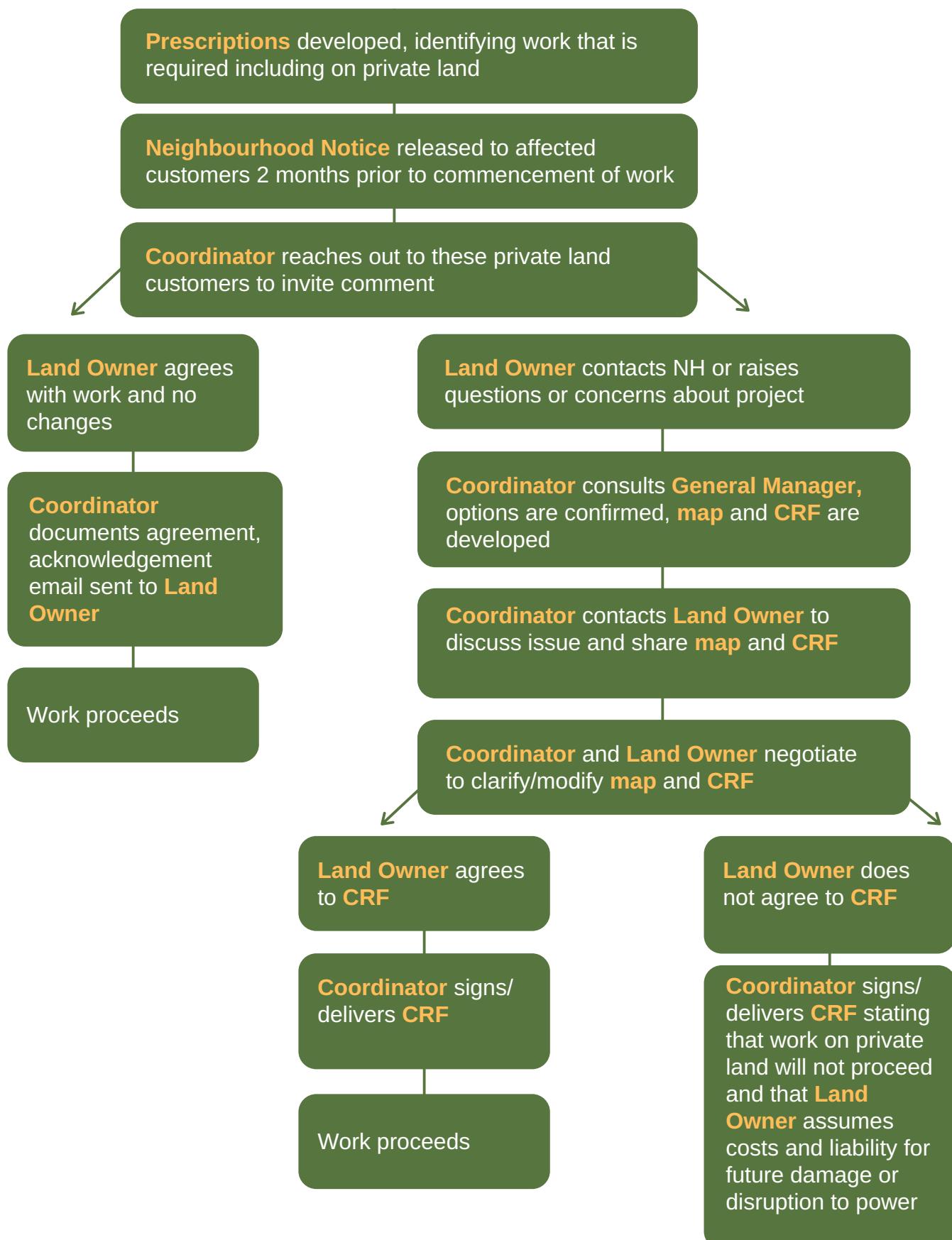
5. PUBLIC ENGAGEMENT



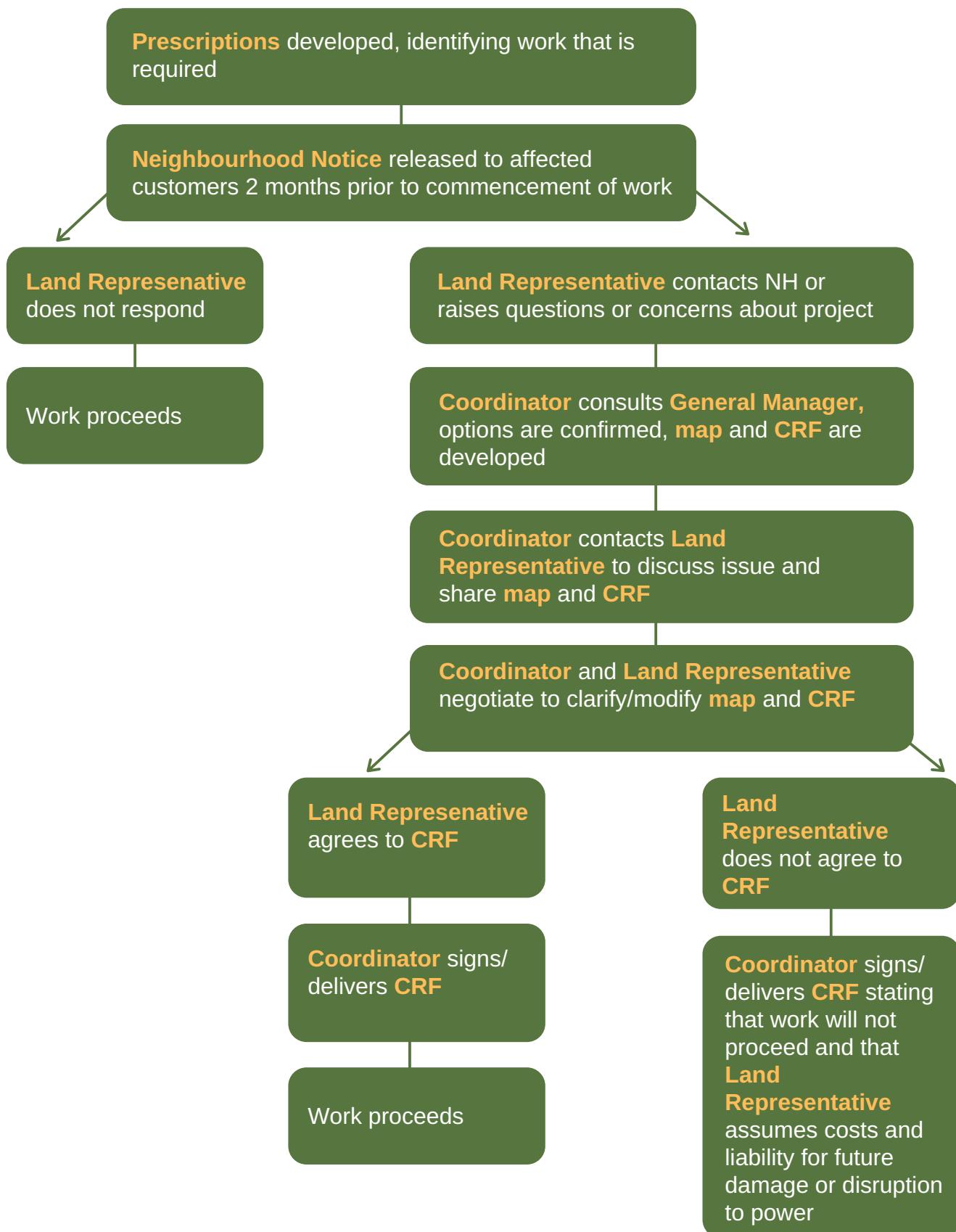
The two charts below outline processes for issues arising on Private Property or on Crown or Municipal land. These scenarios are treated differently, as landowners have more say on decisions on their private land, which may result in a higher level of engagement and potential for conflict.



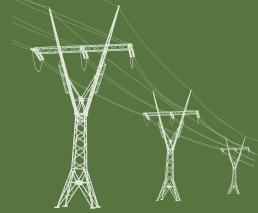
5.1 ON PRIVATE PROPERTY



5.2 ON CROWN OR MUNICIPAL LAND



6. METHOD FOR MONITORING THE PUBLIC ENGAGEMENT FRAMEWORK



Monitoring the effectiveness of the public engagement framework is an essential element of adapting to the changing needs of customers and ensuring that Nelson Hydro is providing clear and effective service.

The Nelson Hydro website will have a Contact Us section with the option for filing comments, complaints or questions. These will be sorted and evaluated statistically by administrative personnel and will be taken into consideration when making adaptive adjustments to the public engagement framework.

