



NEWSLETTER

ISSUE 4 | JUNE 2022



IN THIS ISSUE

- Introducing Voyent Alert!
- High Voltage Vault Lids Replaced
- 2022 Pole Replacements
- Busy Times!
- Nelson Hydro Vegetation Management Tour
- Communications Survey

INTRODUCING VOYENT ALERT!

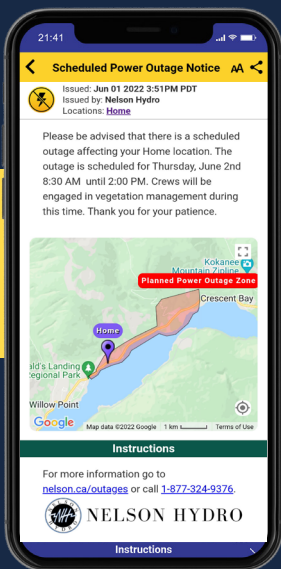
Nelson Hydro is pleased to announce the launch the new Voyent Alert! notification service to communicate important information to our customers such as planned power outages. This is the same service used by the City of Nelson and the RDCK for emergency notifications so no need to register if you are already subscribed to one of these notifications.

If you have not already, we encourage you to register to receive these important alerts. Alerts can be received on the Voyent Alert! app, or by email, text message or phone call. Please help promote Voyent Alert! to family and friends. Your participation is greatly appreciated.

Get the Voyent Alert app at the App store or Google Play.

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

For more information please visit: voyent-alert.com/ca/community



HIGH VOLTAGE VAULT LIDS REPLACED

Due to the poor condition of the existing steel transformer vault lids in the downtown core, the lids were replaced with upgraded galvanized lids which will prevent deterioration for the foreseeable future. In total, 26 new vault lids were installed.



2022 POLE REPLACEMENTS

Every year, Nelson Hydro inspects and tests 13% of the approximately 7300 poles in our service area for rot, damage and other defects. Poles that fail will be marked for replacement. For 2022, crews will be working in the Queen's Bay to Coffee Creek area where it is expected that up to 100 poles will need to be replaced. Please be respectful of flaggers and powerline crews working along roadways performing this critical maintenance work.



NELSON HYDRO VEGETATION MANAGEMENT TOUR

Nelson City Council and the RDCK Directors for Areas E & F got a good look at some of the vegetation management work Nelson Hydro has been doing on the North Shore during a tour of several sites on May 3, 2022.

Nelson Hydro is following its 'Vegetation Best Management Practices' to reduce vegetation-related outages and manage wildfire risks. Representatives from FortisBC and the BC Ministry of Forests were also on hand for the tour to discuss and answer questions about vegetation management from their perspectives.

For more information about Nelson Hydro's Vegetation Management program visit: nelson.ca/vegetation



PLUG IN. SO WE CAN PLAN. (And you can win!)

Nelson Hydro would like to hear from you about its efforts to keep you informed. Your opinion will help make Nelson Hydro's current and future communications even better. Please take just five minutes to share your thoughts. You'll be entered to win a tour of Bonnington Falls Generating station for you and two guests. It's a fascinating and beautiful place that few folks ever get to see.

Five winners will be drawn and each will be able to bring two guests. Snacks and beverages will be provided by a local business. Winners must have their own transportation to and from the tour location. The draw will take place on August 5, 2022.

Scan the QR code or visit nelson.ca/plugin to complete the survey!



SIGN UP TODAY!



Online
Account
Portal

[NELSON.CA/HYDROBILL](https://nelson.ca/hydrobill)

BUSY TIMES

Our customers are very busy and have initiated a significantly higher than average number of BC One Call and service requests in the past year. Nelson Hydro crews are working hard to keep up, however sometimes supply chain issues have caused delays beyond our control. We appreciate everyone's patience as we strive to respond promptly to inquiries.



CLICK OR CALL BEFORE YOU DIG!

"Click or call BC 1 Call before you dig" applies to outdoor improvement projects, big or small.

www.bc1c.ca

CONTACT US

- Email Us
nelsonhydro@nelson.ca
- General Inquiries
250-352-8240
- Account Inquiries
250-352-8206