



Newsletter

Issue 8 | Fall 2023



IN THIS ISSUE

The Local Advantage

How the community benefits from a local utility provider

What's Happening

Crews at work

Energy Saving Tips

Cool weather tips

Voyent Alert!

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The Nelson Hydro Advantage

Nelson Hydro's municipal ownership brings significant benefits to customers.

Folks may know the Nelson Hydro name. But how many know its gain — the big benefits we all enjoy from having our own locally-owned hydro utility? Well firstly, no matter what part of the Nelson Hydro region you live in, we all benefit when it comes to our electricity bills.

Compared to other hydro providers, Nelson Hydro's rates are very competitive. "Nelson Hydro customers pay less per month than FortisBC customers," says City Chief Financial Officer Chris Jury, "and substantially less per kilowatt hour than the Canadian average."

That's because Nelson Hydro is able to generate our community's power efficiently enough to supply much of our local needs. "Further," Jury adds, "by sharing many facilities and administrative costs with the City of Nelson, we can keep overheads down more than if those buildings and services were stand-alone operations."

Secondly, Nelson Hydro is able to make sensible use of its dollars, directing revenues to capital investments that benefit customers in Nelson and its surrounding communities. Those could be short term investments like reliability improvements, vegetation management and pole replacements, or more long-term projects like asset management and tech solutions.

Beyond modernization of the utility itself, Nelson Hydro revenues are invested straight back into the community. Get this: The utility contributes a \$3 million dividend — \$3 million! — towards the support of parks and recreation facilities, transit, \$90,000 a year to the Nelson & District Community Complex, plus donations to local sports groups and societies like Nelson Soccer, the Nelson Leafs, the Nelson Electric Tramway Society, and Kootenay Lake Hospital. On the education front, Nelson Hydro sponsors Kootenay science fairs and engineering competitions — encouraging youth to better understand the role science plays outside the classroom, throughout our modern world.

The Nelson Hydro advantage helps us save more than money. It saves energy too, and helps steward our future in a sustainable way. The utility's all-local staff provide hands-on help to deliver energy-saving solutions. They work alongside other City staff members to walk customers through provincial and federal rebate programs, support made-in-Nelson programs like the EcoSave Retrofit Program and the E-bike financing program too.

So there you have it. Or better — there we have it. Nelson Hydro benefits shared by all of us, our community, and our future.

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/hydroneewsletter to sign up.



What's Happening

CREWS AT WORK

Over the Autumn months here is what our crews are working on:

- ⚡ Supporting the Mill St Substation Upgrade project.
- ⚡ Completing 2023 North Shore pole replacement project.
- ⚡ Completion of the 2023 vegetation management work on the North Shore.
- ⚡ Construction will start on the Generating Unit #3 & #4 Exciter Replacement Project.
- ⚡ Supporting ongoing large construction projects like the Balfour Golf Course subdivision, Provincial Health Campus (902 11th St), Vendure Retirement Building (611 Vernon St), Deane Terrace (266 Baker St.) and Shoreline (900 Lakeside Dr).
- ⚡ New service requests continue to come in at a higher-than-average rate, keeping the design team and line crew very busy.

PLUG-IN HYBRID BOOM TRUCK ADDED TO FLEET

Nelson Hydro is excited to add its first plug-in hybrid boom truck to the fleet! This boom is plugged in overnight and when the truck goes out on a job the boom operates solely on battery power. If or when the battery power lowers to a certain level the truck engine starts automatically (with no delay in performance) and takes over with the conventional PTO hydraulics. The boom battery pack also receives charge from the truck engine during travel to the job sites and whenever the truck engine is running.



MILL STREET SUBSTATION UPGRADE BEGINS

Work is now underway to begin upgrades to the Mill Street substation. In July 2021 a critical transformer failed and was subsequently deemed uneconomical to repair. This failure moved up the planned upgrade of the substation by one year as the substation was at the end of its life. The project will be completed in 2024 at a cost of \$8.3 million.

Learn more at: www.nelson.ca/hydro/projects-studies



2024 BUDGET & RATE OPEN HOUSE

Join us November 23 at the Nelson Innovation Centre from 3:30pm-5:30pm. This is a chance for residents to learn more about Nelson Hydro's plans for 2024 and have open discussions with our staff.



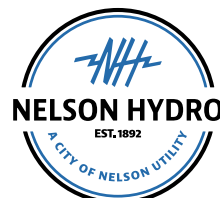
Fall Energy Saving Tips

TIPS FOR A COZY AND EFFICIENT FALL & 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.

ECOSAVE

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



Online Account Portal

SIGN UP TODAY!

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

nelson.ca/hydrobill

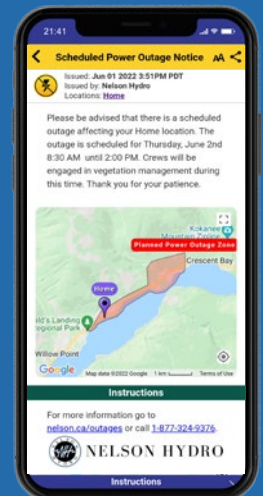
VOYENT ALERT!

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.

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



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