

Construction Communications Annual Report

Site C Clean Energy Project

July 27, 2021

Table of Contents

Table of Contents..... 1

1.0 Background 2

2.0 Environmental Assessment Certificate Requirements 2

 2.1 Construction Communications Plan Structure 4

 2.2 Implementing the Construction Communications Plan 4

 2.3 COVID-19 Communications 9

Appendix A. Project Website10

Appendix B. Public Enquiry Program.....11

Appendix C. Construction Bulletins.....15

Appendix D. Letters, Emails and Mailings.....15

Appendix E. Information Materials.....15

Appendix F. Media Relations16

Appendix G. Social Media.....16

Appendix H. Open Houses, Community Events, Presentations and Tours17

Appendix I. Council Presentations and Meetings18

Appendix J. Regional Community Liaison Committee18

Appendix K. Advertising18

1.0 Background

The Site C Clean Energy Project (the project) is a hydroelectric dam and generating station under construction in northeast B.C. Construction started in July 2015 and the project will be in service in 2025. The project will help meet future electricity needs by providing 1,100 megawatts of dependable capacity and producing about 5,100 gigawatt hours of energy each year — enough to power the equivalent of 450,000 homes per year. Once built, the project will be a source of clean, reliable and cost-effective electricity in B.C. for more than 100 years.

The key components of the project are:

- Access roads and a temporary construction bridge across the river, at the dam site.
- Worker accommodation at the dam site.
- Upgrades to 240, 269, 271 and Old Fort roads.
- The realignment of seven segments of Highway 29.
- Two temporary cofferdams across the river to allow for construction of the earthfill dam.
- Two new 500 kilovolt transmission lines connecting Site C to the Peace Canyon Substation, within an existing right-of-way.
- Shoreline protection at Hudson's Hope, including upgrades to DA Thomas Road.
- An 800-metre roller-compacted-concrete buttress to enhance seismic protection.
- An earthfill dam, approximately 1,050 metres long and 60 metres high above the riverbed.
- A generating station with six 183 MW generating units.
- An 83-kilometre-long reservoir that will be, on average, two-to-three times the width of the current river.

2.0 Environmental Assessment Certificate Requirements

The [Site C Construction Communications Plan](#) (the Plan) has been developed in accordance with the Conditions 39, 43 and 72 of the Environmental Assessment Certificate (EAC), and guides construction communications and community relations during the construction phase.

This annual report provides a review of the construction communications activities undertaken as part of the Plan during the third year of construction. Note that the reporting period covered by this annual report is **July 1, 2020 – June 30, 2021**.

Table 1 describes how BC Hydro is meeting the EAC Conditions that relate to the Plan.

Table 1. EAC Conditions Addressed in the Construction Communications Plan

Condition Number	Condition	Plan Reference
EAC Condition 39	The EAC Holder must provide information to the Province of Alberta, during construction and operations, to assist in their communications with anglers in Alberta regarding changes in downstream fishing opportunities due to construction activities and longer-term changes in fish community composition.	No downstream effects have originated from the Site C project as of June 30, 2021. A letter will be sent to the Province of Alberta with the required information when available.
EAC Condition 43	The EAC Holder must develop an Emergency Services Plan that includes at least the following to describe how the EAC Holder will implement measures to: Communicate project emergency management plans to all emergency service providers and provide updates as plans are amended.	BC Hydro is meeting this condition. BC Hydro Site C Emergency Action Plan is reviewed and updated regularly. During the reporting period, the Diversion Phase Emergency Response Planning Guide was finalized and accepted by local government and the Water Comptroller.
EAC Condition 72	The EAC Holder must manage effective communications for the Project by implementing measures in communication plans and a business participation plan. The following communication and participation plans are to be developed and implemented: <ul style="list-style-type: none"> • Business Participation Plan; • Construction Communication Plan; and • First Nations Communication Plan. Each plan in addition to plan specific conditions identified in this document will include: <ul style="list-style-type: none"> • Clear Statement of Objectives; • Audiences; • Key activities and tools; and • Annual summary reporting. 	BC Hydro is meeting this condition. The following plans have been developed and are actively being implemented. <ul style="list-style-type: none"> • Business Participation Plan; • Construction Communication Plan (Appendix C); and • Aboriginal Group Communication Plan (Appendix D).

2.1 Construction Communications Plan Structure

Consistent with EAC Condition 72, the [Construction Communications Plan](#) provides the following items:

- A clear statement of objectives,
- Audiences,
- Key activities and tools, and
- The requirement to provide annual summary reporting.

2.2 Implementing the Construction Communications Plan

In order to implement the Construction Communications Plan and achieve the goal of keeping members of the public and project stakeholders informed about current and upcoming construction activities, a variety of key activities and tools are being used.

These key activities and tools cover a range of items to ensure a broad distribution of construction-related information. In addition, information and notification will be provided through ongoing community relations, as well as Indigenous group engagement and consultation. Please refer to the [Aboriginal Group Communication Plan](#) for more information about how construction information is being shared with Indigenous groups.

During this reporting period, the project focused its attention on managing and communicating with stakeholders about BC Hydro's response to the COVID-19 pandemic.

Despite the pandemic and its impacts on the project, Site C reached its most important milestone to date when the Peace River was successfully diverted around the dam site on October 3, 2020.

Numerous meetings and presentations were held virtually from March 2020 onward with Indigenous groups, community groups and stakeholders to proactively communicate about and enhance community readiness for river diversion. A slate of communications materials was developed to support these efforts, including videos, brochures, a new webpage, and ads.

In addition to this important milestone, the project also completed and energized the Site C substation, and the first of two new transmission lines was placed into service. Both milestones occurred last fall and were completed ahead of schedule.

The key activities and tools listed below have been implemented to meet the specific objectives of the Plan. Please see the report appendices for detailed information.

Status of Construction Communications Plan Activities, July 2020– June 2021		
Construction Communications Activities		
Activity or Tool	Purpose	Status During the Reporting Period (July 2020 – June 2021)
Project Website (sitecproject.com)	<p>The project website will be updated to include regular information about COVID-19 updates, site preparation, early works and construction activities, as well as all construction-related information.</p> <p>This information is expected to include an eight-year construction schedule summary, a one-month look-ahead schedule for construction, and background information on construction. In addition, the website will include relevant project maps, a construction photo gallery, and information for businesses and workers.</p>	<p>The project website was updated frequently over the course of the sixth year of construction to include information about the COVID-19 status on the project and updates from provincial and regional health authorities, current and planned construction activities, as well as general construction-related information.</p> <p>This information includes biweekly construction bulletins, and background information on construction activities. In addition, the website includes project maps, a construction photo gallery and information for businesses and workers.</p> <p>Please see Appendix A for more information.</p>
Public Enquiries Program	<p>A public enquiries program has been developed to support two-way communication with members of the public and project stakeholders. This system includes a toll-free phone line, Site C email address, online enquiry form and staffed consultation office.</p> <p>Using these various methods, members of the public can receive up-to-date information about construction activities and provide feedback or comments about the project</p>	<p>The Site C communications team monitors all communications channels, and tracks, reviews and responds to all public enquiries.</p> <p>1,056 public enquires were received and responded to during the reporting period of July 1, 2020 – June 30, 2021.</p> <p>To date, most enquiries have been related to job and business opportunities.</p> <p>Please see Appendix C for more information.</p>

Construction Communications Annual Report
Site C Project

<p>Construction Bulletins</p>	<p>Site C construction bulletins will be developed, posted on the project website, delivered to key news outlets and emailed to web subscribers. The construction bulletins will provide advance notification of construction activities, its potential impacts and duration.</p>	<p>Biweekly construction bulletins provide a two-week look ahead of upcoming construction activities both at the dam site and in other project areas, including potential impacts and duration.</p> <p>The bulletins are posted to the project website and sent to 7,124 public email subscribers, media, local and regional government contacts and other internal and external stakeholders.</p> <p>In the sixth year of construction, 25 construction bulletins were sent out and posted online (note, reporting period is July 1, 2020 – June 30, 2021).</p> <p>Please see Appendix D for more information.</p>
<p>Letters, emails and mailings</p>	<p>BC Hydro will send notices by mail prior to the commencement of any work in close proximity of homes and/or businesses, as appropriate</p>	<p>Construction notification items were sent by mail, email, as well as delivered via door-to-door drop to directly impacted residents, as needed.</p> <p>In the reporting period, ten construction notification items were provided directly to residents and/or stakeholders.</p> <p>Four quarterly construction notification letters were sent to Indigenous groups and local governments. These letters are also posted on the Site C website.</p> <p>Please see Appendix E for more information.</p>
<p>Information Materials</p>	<p>BC Hydro will develop public information materials on the construction phase, including an updated brochure, fact sheets and backgrounders</p>	<p>In the past year, information materials were developed and shared with the public email distribution list (7,124 subscribers), posted to the project website and distributed to local stakeholders and Indigenous groups, as appropriate.</p> <p>Please see Appendix F for more information.</p>

Construction Communications Annual Report
Site C Project

Media Relations	BC Hydro will inform local media outlets of key construction activities as part of its information and notification program.	<p>The biweekly construction bulletin and the monthly employment statistics are shared with media outlets.</p> <p>In addition, 30 news releases, information bulletins and public advisories were issued about key construction and procurement milestones and construction-related information (e.g., boater advisories).</p> <p>Please see Appendix G for more information.</p>
Social Media	BC Hydro will use social media networks, such as Twitter, to inform and notify key audiences about construction activities	<p>The Site C Twitter account was used during the reporting period.</p> <p>The account currently has more than 1,413 followers.</p> <p>Please see Appendix H for more information.</p>
Signage	Appropriate signage will be placed at construction sites for the project, as well as on public roads and highways where construction activities are taking place	<p>Signage at the dam site gates identifies the project and provides contact information for the project team. In addition, signage is used as necessary to identify active work areas and enhance public safety.</p> <p>No appendix is required for this section.</p>
Advertising	BC Hydro will advertise in local and regional media outlets to inform and notify key audiences about construction-related activities, prior to the start of work, as appropriate.	<p>The project advertised as needed to notify the public and stakeholders about construction work, safety programs and permit applications.</p> <p>Advertising is also used to notify key audiences of events, meetings and construction-related activities, such as changes to Peace River and Halfway River navigation, as appropriate.</p> <p>Please see Appendix L for more information.</p>

Community Relations Activities		
Activity or Tool	Purpose	Status During the Reporting Period (July 2020 – June 2021)
Community Consultation Offices	The project's community consultation office is in Fort St. The offices will be staffed throughout the construction phase to provide a location where the public can get information about the project, ask questions and submit feedback.	The Community Consultation Office in Fort St. John is open for meetings by appointment. No appendix is required for this section.
Neighbourhood Meetings	As appropriate, BC Hydro will meet with property owners near construction activity, prior to the work commencing, to provide information about schedule, work hours and activities. The meetings will also provide an opportunity to answer questions and hear feedback or concerns.	Three neighbourhood meetings were held during this period. Please note that the Site C properties team contacted impacted property owners as required. No appendix is required for this section.
Open Houses, Community Events and Presentations	BC Hydro will hold public information meetings to provide information about Site C construction activities, including schedule, impacts and duration of work. The meetings will also provide an opportunity for BC Hydro to answer questions, gather feedback and hear about concerns.	The Site C team did not participate in any events and provided four public presentations. Please see Appendix I for more information.
Council Presentations and Meetings	Project team representatives will continue to provide updates to local and regional government councils on major project milestones and construction-related activities.	The Site C team did provide two council presentations and did not participate in any local government events. Please see Appendix J for more information.
Community Liaison Committees	During the construction phase, BC Hydro will establish Community Liaison Committees. The Committees will provide an opportunity to BC Hydro to keep communities informed of project activities, as well as to answer questions and hear about concerns.	Three Regional Community Liaison Committee meetings were held during this period. Please see Appendix K for more information.

2.3 COVID-19 Communications

BC Hydro has been monitoring COVID-19 closely since January 2020 and has implemented and adapted safety measures to protect its employees, contractors and facilities. This included working closely with the Northern Health Authority and provincial health authorities.

BC Hydro continues to work closely with health officials to strictly follow federal and provincial health guidelines to ensure the site remains safe for workers and the wider public.

BC Hydro continues to engage extensively with local communities during the COVID-19 pandemic, to address concerns from the community, share information and answer questions about measures taken at Site C.

Forms of communication includes regular phone calls with local government and First Nations, as well as regular email updates.

In addition, a [new webpage](#) was developed to provide information on COVID-19 and Site C. Materials shared on the webpage include answers to frequently asked questions, infographics, and regular updates on active and resolved COVID-19 cases, camp occupancy and isolation statistics.

Phone calls

Phone meetings with health authorities, local government and First Nations were held on:

- July 8 and 22, 2020
- August 5, 2020
- September 30, 2020
- October 21, 2020
- November 4 and 18, 2020
- December 2 and 16, 2020
- January 13 and 27, 2021
- February 10, 2021
- March 10 and 24, 2021
- April 21, 2021
- May 5 and 19, 2021
- June 16, 2021

Correspondence

The Executive Vice President, Site C, issued letters to local government and First Nations on:

- September 8, 2020
- December 1, 2020
- March 23, 2021
- June 1, 2021

Email updates

From July 2020 to June 30, 2021, **44 email updates** to local government and First Nations were sent out.

Appendix A. Project Website


The project website (www.sitecproject.com) was frequently updated over the course of the fourth year of construction. Updates include information about construction activities, procurements, business opportunities, employment, as well as maps, reports, permits and authorizations.

Specific updates include:

- Regular updates to the [Construction Activities](#) page.
- Regular updates to the [Construction Photo and Video Gallery, including drone video.](#)
- New [Site C COVID-19 Updates](#) section.
- New [Indigenous Relations](#) section.
- New [Project Status Dashboard](#) page.
- New [Site C Project Assurance Board](#) page.
- New [Right Bank Foundation Enhancements](#) page.
- New [Rustic Rec Site Fund](#) page.
- New [Mental Health Support Resources](#) page.
- Enhanced [Environmental Programs](#) section.
- Updated [Safe Boating on the Peace River](#) section.
- A combined Jobs and Business Opportunities section
- A frequently updated [News and Information](#) section that includes construction-related information, information on project milestones, procurement information and project updates (e.g., burning advisories).



Site C Clean Energy Project [Document Library](#) [Maps](#) [FAQ](#) [Contact Us](#)

[About the Site C Project](#) [Construction Activities](#) [Environmental Programs](#) [In the Community](#) [Jobs & Business Opportunities](#) [Indigenous Relations](#) [News & Information](#)



Peace River boater safety
The Peace River is permanently closed to boaters around the Site C construction area. Being on or near the water around the dam site presents a serious safety risk to boaters and other river users. [Read more.](#)

Featured Media



Latest Information

Public advisory: Delays on Highway 29 due to helicopter work
There will be several short delays to traffic on Highway 29 between Hudson's Hope and Chetwynd over the next week, due to helicopter work related to the stringing of BC Hydro transmission lines across the highway....
[Learn more](#)

BC Hydro's GO Fund assists non-profits in the Peace Region

Appendix B. Public Enquiry Program

Public enquiries can be provided to the Site C project team by toll-free phone line, email, an online feedback form, by fax and in person at events and at the Fort St. John Community Consultation Office (by appointment).

The Site C communications team monitors all communications channels (listed above) and tracks, reviews and responds to all public enquiries.

Please see the next several pages for a breakdown of enquiries, including topic area and channel.

BC Hydro Site C Public Enquiries Report

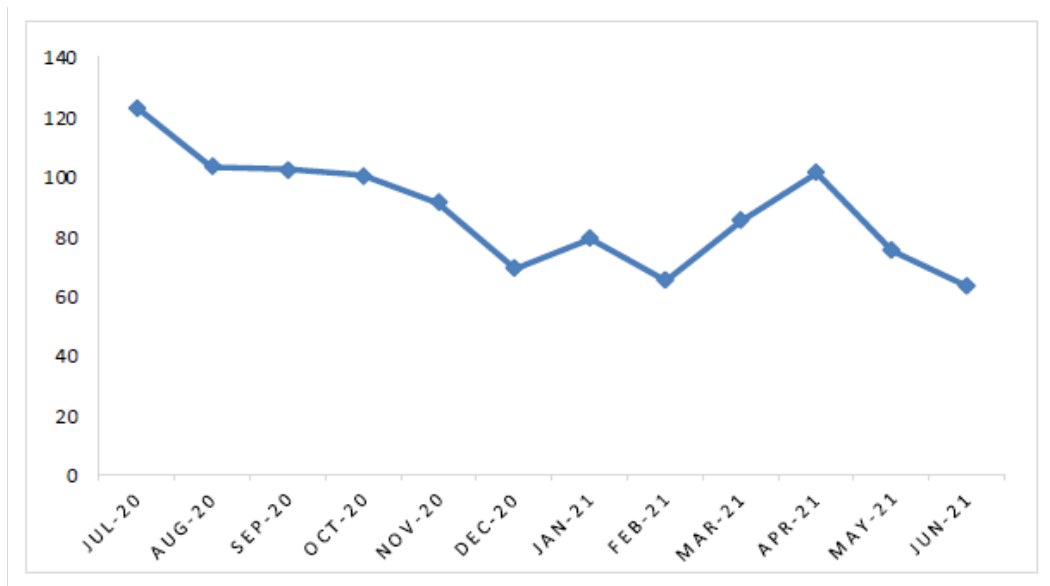
July 2020 – June 2021

Please find below the **Public Enquiries Report** for the period of **July 1, 2020 – June 30, 2021**.

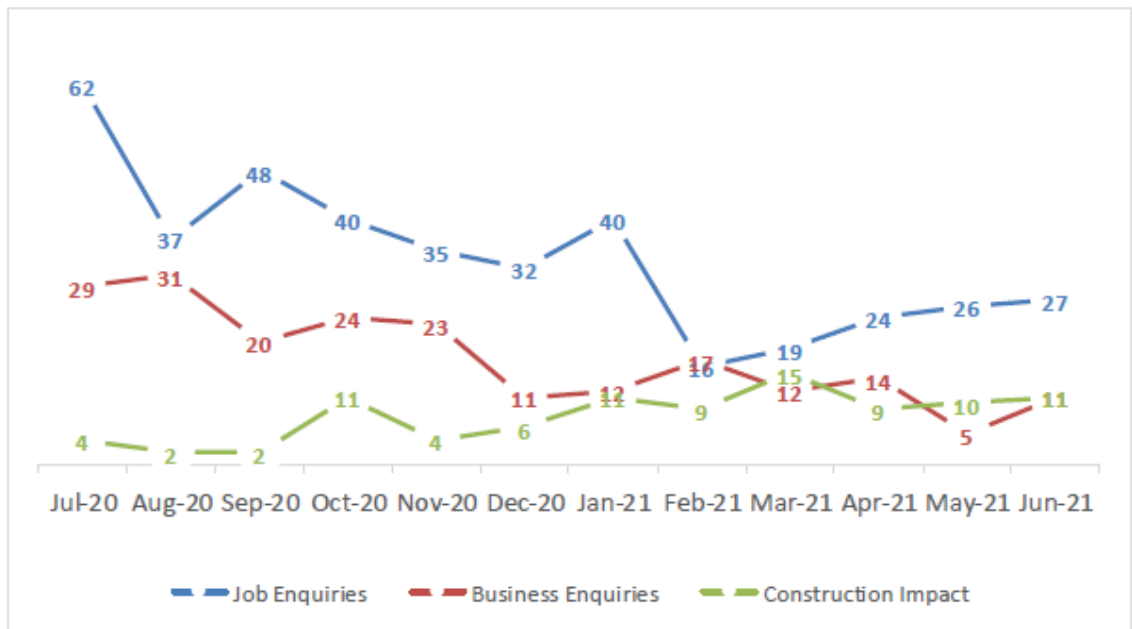
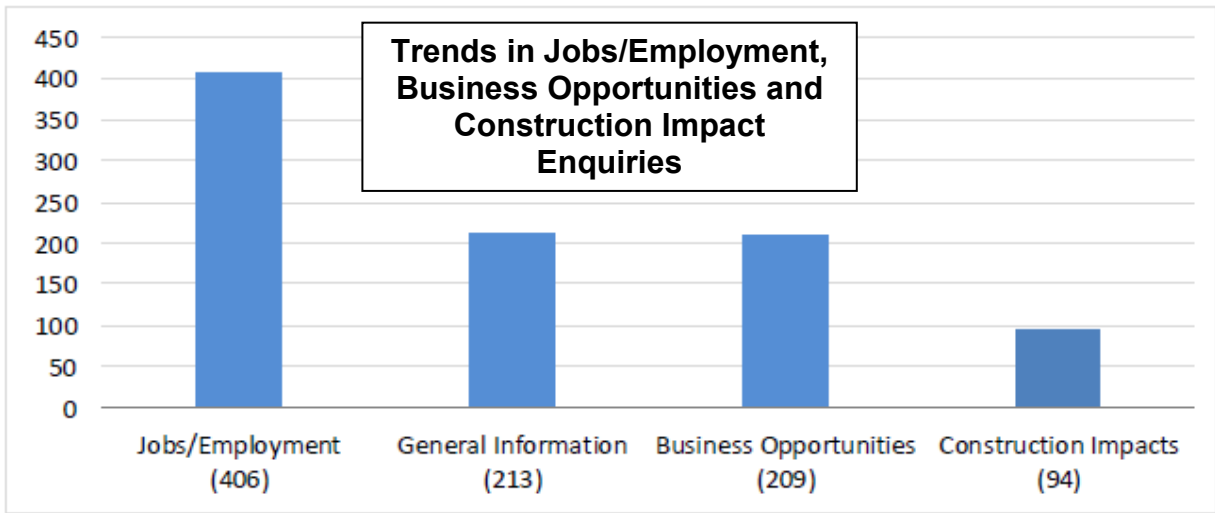
- **1,056 total enquiries were received between July 2020 – June 2021**
- Of these, the **top enquiry topics** were:
 - 1) **Jobs/Employment: 406 enquiries (36.5%)**
 - 2) **Business Opportunities: 209 (19%)**
 - 3) **General Information: 213 (19%)**
 - 4) **Construction Impacts: 94 (8.5%)**

Enquiry Topics

Enquiries
July 2020 – June 2021
(1,056 total enquiries)



**Top Enquiry Topics
 July 2020 – June 2021
 (1,056 total enquiries)**



Breakdown of Public Enquiries by Topic

****Note 1056 enquiries regarding 1110 topics****

Topic	Number	Percentage
Jobs/Employment	406	36.5%
Business Opportunities	209	19%
General Information	213	19%
Construction impact* <ul style="list-style-type: none"> • Construction Impact – Traffic / Road Conditions: 37 • Construction Impact – Air Quality / Dust: 33 • Construction Impact – Noise: 15 • Construction Impact – Safety: 7 • Construction Impact – Claim for Compensation: 7 • Construction Impact – Light: 5 • Construction Impact – Vibration: 3 	94	8.5%
<i>*The total numbers above may exceed 94 as some enquiries included more than one topic</i>		
Property Owner	38	3.5%
Environment -Permits and Regulatory/Wildlife	26	2.5%
River Closure	19	1.5%
COVID-19	16	1.5%
Expression of Support	14	1.5%
Tour and Presentation Requests	12	1%
Dam Safety	10	0.8%
Transport/Production of Materials	9	0.8%
Recreation	7	0.6%
Highway 29	5	0.4%
Reservoir	5	0.4%
Hudson's Hope Berm	5	0.4%
Procurement	4	0.3%
Indigenous Relations	4	0.3%
Expression of Opposition	3	0.2%
Donation Request	3	0.2%
Dam Site	3	0.2%
Agriculture / Agriculture Fund	3	0.2%
Appointment Request	1	0.1%
Project Need / Demand	1	0.1%

Breakdown of Public Enquiries by Source

Source	Number	Percentage
Email	535	51%
Online Feedback Form	284	27%
Phone	232	22.5%
Other	5	0.5%

Appendix C. Construction Bulletins

Regular, biweekly construction bulletins are produced. They provide a two-week look ahead of upcoming construction activities, including potential impacts and duration.

The bulletins are posted to the project website and sent to 7,124 public email subscribers, media, local and regional government contacts and other stakeholders.

In the reporting period, 25 construction bulletins were sent out and posted online.

All files can be found here: <https://www.sitecproject.com/construction-activities/construction-bulletins>.

Appendix D. Letters, Emails and Mailings

Letters, emails and mailings are used to provide information about construction activities that may impact a small area or specific group of residents. During the sixth year of construction, items were sent by email and delivered by door-to-door drop. Information items were also shared with Indigenous groups and local government contacts, as appropriate.

- January 22, 2021: Letter describing the [EAC amendment to haul material during conveyor repair periods](#) sent to nearby residents.
- March 30, 2021: Updated letter to residents related to the [EAC amendment to haul material to dam site when conveyor not operational](#).
- April 28, 2021: Update letter and invitation to the May 6, 2021, virtual townhall meeting sent to nearby residents.
- Letters describing the Hudson's Hope berm updates sent to residents:
 - [September 29, 2020](#)
 - [October 20, 2020](#)
 - [November 16, 2020](#)
 - [May 10, 2021](#)
- In addition, construction notification letters are produced quarterly. They provide an overview of construction activities that can be expected over the course of the quarter (three-month period). They are emailed to Indigenous groups and local governments and posted on the Site C website.
 - [September 2020](#)
 - [December 2020](#)
 - [March 2021](#)
 - [June 2021](#)

Appendix E. Information Materials

Information materials were developed in the past year. These items are distributed using a variety of methods, including posting to the project website and distribution by email to the public, local stakeholders and Indigenous groups, as appropriate.

These include:

- **Information Sheets:** New or updated information sheets were posted to the project website. They are available here: <https://www.sitecproject.com/news-and-information/information-sheets>.
- **Field work summary:** The 2020 field work summary has been posted to the Site C website. It is available here: <https://www.sitecproject.com/news-and-information/field-work-notice>.
- **Photos and video:** More than 230 photos were posted to the Site C website during this reporting period. They are available here: <https://www.sitecproject.com/construction-activities/photo-and-video-gallery>.

Appendix F. Media Relations

The biweekly construction bulletin is shared with media outlets.

In addition, news releases and information bulletins on a variety of topics were issued throughout the sixth year of construction, including:

- Key contract awards and procurement information
- Construction milestones like the Peace River being diverted around the Site C dam site
- Public safety advisories
- Information about community benefits and project mitigation measures
- Site C updates regarding construction, employment statistics or other relevant information
- COVID-19 cases related to the project

All releases, bulletins and advisories are available here: <https://www.sitecproject.com/news-and-information>.

Where appropriate, the information is also issued by email to the Site C public email distribution list (7,124 people).

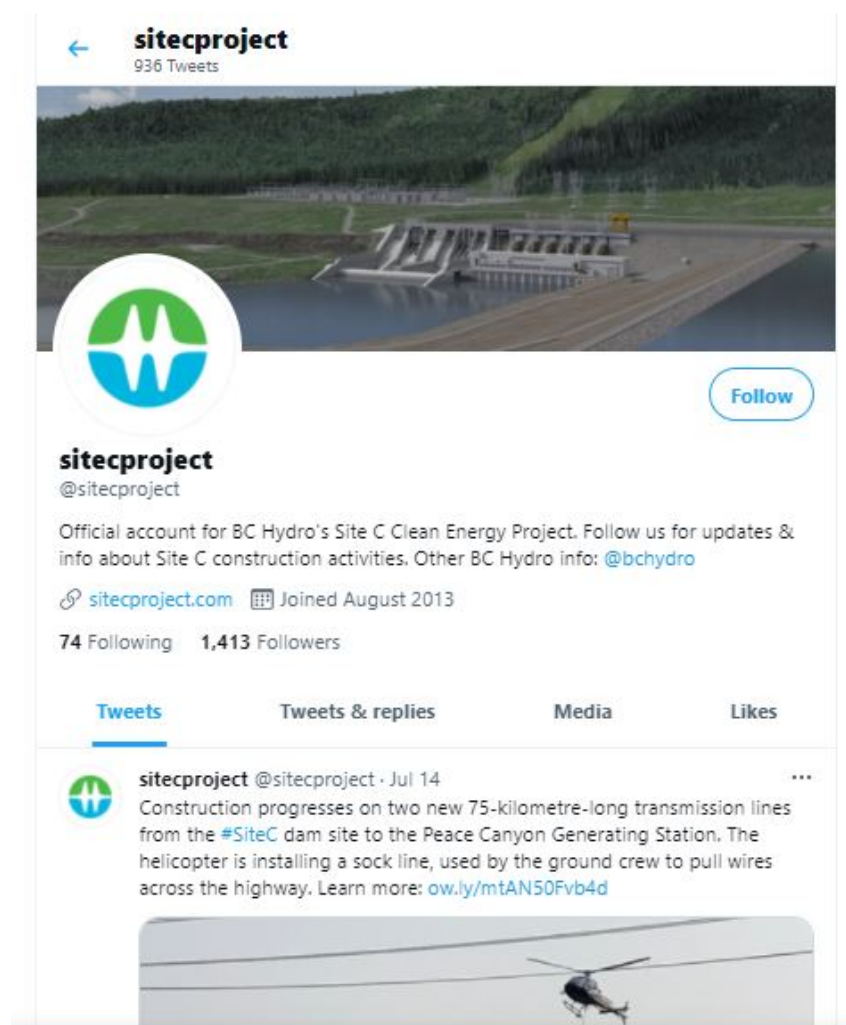
Appendix G. Social Media

During the reporting period, the [@sitecproject](https://twitter.com/sitecproject) Twitter account posted 133 tweets.

Topics included:

- Construction milestones
- Videos and photography of the project
- Operational updates
- Indigenous and community engagement

The account currently has over 1,413 followers.



Appendix H. Open Houses, Community Events, Presentations and Tours

Due to the COVID-19 pandemic, BC Hydro did not participate in any open houses, community events and tours during the reporting period.

BC Hydro provided the following virtual public presentations:

- November 3, 2020 – Quesnel River Pulp
- November 5, 2020 – Quesnel River Pulp
- December 9, 2020 – Domtar, Kamloops
- June 21, 2021 – Town of Peace River Rotary Club, Alberta

BC Hydro organized and conducted the following conference calls and virtual townhall meetings:

- July 16, 2020 – Old Fort potentially impacted property owners conference call
- July 16, 2020 – Old Fort community virtual townhall meeting regarding river diversion

- May 6, 2021 – Virtual townhall meeting regarding the Environmental Assessment Certificate Amendment for the till conveyor.

Appendix I. Council Presentations and Meetings

The Site C team provided two presentations to city or district councils or boards during the reporting period.

- December 7, 2020 – County of Mackenzie, Alberta
- June 8, 2021 – County of Northern Lights, Alberta

Appendix J. Regional Community Liaison Committee

A Regional Community Liaison Committee (RCLC) was created and provides a forum for BC Hydro and elected officials to share information and discuss community interests, enquiries and potential benefits related to the project.

BC Hydro established the RCLC during project construction to foster dialogue between BC Hydro, Peace Region local governments and Indigenous groups. The RCLC provides awareness of construction activities, construction schedules, local interests (including procurement and employment opportunities), enquiries and concerns, and encourages participation and input from RCLC representatives. The RCLC acts as an advisory committee to BC Hydro.

Meetings were held virtually in Fort St. John on the following dates:

- September 9, 2020
- November 25, 2020
- March 17, 2021

Additional meetings with the RCLC were held regarding COVID-19. Please refer to Section 5 above for more information.

Meeting minutes can be found [online](#).

Appendix K. Advertising

The Site C project advertised to notify the public about upcoming construction work, safety programs and permit applications, as needed:

Newspaper ads

- May 1 to June 30, 2021: Weekly ads placed in the Alaska Highway News, the Chetwynd Coffee Talk Express, and the Hudson's Hope Bulletin newspapers reminding people about boater safety and the seasonal portage program on the Peace River.

Radio ads

- Boater safety and portage program on the Peace River: May 2021: Five daily radio ads on Moose FM and Sun FM.