



BC Hydro EV Site Host Update

Welcome to the BC Hydro EV Site Host Quarterly Update

In this update, you'll find the latest news from BC Hydro's electric vehicle public service. Our goal is to keep you informed and connected as we continue to build the future of transportation electrification together.

Industry Trends & Insights

B.C. is a leader in EV adoption

In 2024, zero emissions vehicles (ZEVs) made up a remarkable 22.8% of all new light duty vehicles sales in the province. Today, over 195,000 electric vehicles are registered in B.C., and BC Hydro projects this number will grow to between 700,000 and 900,000 within the next decade.

As a site host, you play a significant role in expanding our charging network. More sites across the province mean greater confidence for EV drivers and less range anxiety, while also helping drive demand for chargers on your sites as EV adoption grows.

Zero-Emission Vehicle Update

The province of British Columbia recently released the **Zero-Emission Vehicle Update for 2024**, which looks at ZEVs market highlights and targets, public charging and fueling infrastructure, rebates, and more. Read the annual [here](#).

Public Charging Behaviour

Based on data from April 1, 2024 - April 28, 2025, the most popular time of day to charge (based on kWh used by time of day) across our entire network is between 1 - 2 pm. We also saw the highest number of charging sessions in December 2024, followed by January 2025.

Have ideas on how we can increase EV usage at your site? We would love to hear from you!

BC Hydro EV updates

Our charging network continues to grow

Thanks to your partnership, we hit a major milestone. In just one year, our public charging network tripled in size! On average, we have installed more than one charging port a day for a total of 418 over the past year, bringing our total up to **591 ports at 144 sites across the province.**

Over the last few months, we've installed new chargers in the following locations:

- [Maple Ridge](#)
- [Surrey](#)
- [Port Moody](#)
- [Sidney](#)
- [Sechelt](#)
- [Gibsons](#)
- [Agassiz](#)
- [Chilliwack](#)

For more information on what we accomplished over the last year and what lies ahead, take a read through our latest [EV Progress Report](#).

Customer Experience Improvements

We are committed to enhancing the customer experience both on-site and digitally. We've recently updated all site signage with the new charging rates (noted below). Furthermore, many of our new sites are now equipped with NACS ports so all EV drivers can charge seamlessly on our network.

At the same time, we're making ongoing improvements to our app to streamline the user experience and keep customers informed about new site openings and other EV charging updates.

BC Hydro Network Reliability

BC Hydro is focused on providing robust maintenance and service support, ensuring a consistent experience across the network with 24/7 assistance for drivers. These efforts contribute to our exceptional reliability, with our fast-charging network boasting an industry-leading charger uptime rate of 99%.

As a result, BC Hydro was named one of [ChargeHub's best-rated charging networks in 2024](#), which a mention of excellence for improving user's charging experience.

Rates as of April 1, 2025

Effective April 1, 2025, the costs to charge at BC Hydro EV chargers are:

- Level 2 charging \$0.2972 per kWh (no idle fee)
- Fast charging (labelled 25 kW or higher) \$0.3609 per kWh minute
- Idle fee *\$0.40 per minute

For more information, visit: [Charging rates and roaming](#)

For technical issues with the chargers, we have a dedicated team of agents available 24/7 EV who can assist with technical issues around the clock: evsupport@bchydro.com or 1-866-338-3369. This number should be used to report or resolve technical issues with the equipment.

Customer Feedback

Every great charging experience is made possible by the work we do together, from reliable infrastructure to accessible, well-maintained sites. We're excited to share a few recent comments from EV drivers who've had positive experiences on our network at sites like yours:

"BC Hydro provides the most reliable and cost effective fast charging experience compared to other networks and other provinces and USA. Moving the older 50kw to 100kw+ charging will get EVs in and out of charging stations faster, reduce trip times and reduce wait times." – 2024 Public Charging Survey Participant

"A BC Hydro charging station is always our first choice. I hope we'll see more of them in the years to come. We haven't yet attempted any long road trips, but that is definitely something we

look forward to in the future. plenty of BC Hydro charging stations will make that dream much more feasible". – 2024 Public Charging Survey Participant

"Well done BC Hydro. What an awesome 2024 for BC Energy!" – TYMP (user) on PlugShare

"We travelled the crow nest hwy to Kaslo in September our first EV roadtrip. We found that the bc hydro and Flo chargers were brilliant. They flat out just worked every time. Loved that there was charging in every town we drove thru. Manning Park, Keremeos, Osoyoos, Greenwood, Castlegar , New Denver, Kaslo, and Nakusp. GREAT JOB, BC Hydro. Keep the chargers coming." – 2024 Public Charging Survey Participant

"Hats off to BC Hydro! This set of chargers is just what northern EV folks needed. This 350kW is proving the accuracy of the Ford Lightning specs." – Hofdy Lightning (user) on PlugShare

Annual site host survey

That's a wrap on our Spring 2025 EV update!

We hope you found these updates helpful and inspiring. Keep an eye out for a short survey coming soon, where you'll have the opportunity to share your thoughts and experiences with our EV chargers.

Stay tuned for more updates next quarter!

Thank you for being a valued part of the journey towards a cleaner, greener future. Please feel free to reach out anytime if you have questions.

Scott Petrie

BC Hydro Electric Vehicle Relationship Manager

604 789 5363

scott.petrie@bchydro.com