

Dear Mayor and CAO,

First off, thank you for all that you and your staff are doing to help get us all through this difficult time. I want to provide you with an update on how BC Hydro is assisting its customers and keeping its workers safe in response to the COVID-19 pandemic.

COVID-19 Relief Fund

This week we introduced a new **COVID-19 Relief Fund** to help customers that are facing financial challenges as a result of the COVID-19 pandemic.

Under the program, residential customers will be able to apply to receive a bill credit of three times their average monthly bill amount while commercial customers will be able to apply to have their electricity use charges waived for three months.

More information on the COVID-19 Relief Fund and the application form will be available next week on bchydro.com/covid19relief. Customers will have until June 30 to apply.

The COVID-19 Relief Fund is the latest in a series of measures BC Hydro has taken to help support its customers through this difficult period, including:

- the [COVID-19 Customer Assistance Program](#) which allows residential and business customers the option of deferring bill payments or arranging for flexible payment plans with no penalty. Customers are encouraged to call our customer service team at 1 800 BCHYDRO (1 800 224 9376) to discuss bill payment options;
- suspending [disconnections](#) for non-payment; and
- suspending non-urgent planned power outages that would impact our residential customers in recognition that our customers are spending more time at home, and many are working from home.

Effective April 1, electricity rates decreased by 1 percent following BC Hydro's update to its Revenue Rate Application that was approved by the BC Utilities Commission.

In addition, some residential customers facing temporary hardship due to job loss, illness, or loss of a family member may also be eligible for our Customer Crisis Fund which provides a grant of up to \$600 to help with their electricity bill.

Staying safe and adjusting operations to maintain reliable supply

We recognize the critical role we have in the province to deliver safe and reliable power, which is why we implemented precautionary measures early on to help prevent cases of COVID-19 at our facilities, and amongst our employees.

Where possible, we have staff working from home. We've also adjusted our operations to focus on critical work and taken steps to ensure our frontline crews remain healthy and are able to respond should we face any emergency situations.

New customer connections and reconnections will continue through our normal processes; however, optional upgrades or alterations will not be completed at this time.

We continue to monitor the situation closely and will implement new measures as required.

You are likely developing your own community protocols for managing the risk, and we are open to discussing any requirements you may have to protect your community. As always, please never hesitate to reach out to me should you have any questions or concerns.
Stay safe.

Sincerely,
Ted Olynyk

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