

BC Utility COVID-19 Financial Supports

Provincial Government Benefit	What is it?	Additional information	How to Apply
BC Hydro	Customer Assistance Program	Provides customers with the option to defer bill payments or arrange for flexible payment plans with no penalty, disconnections for non-payment have been stopped during the duration of the Covid-19 crisis	1 800 BCHYDRO (1-800-224-9376) to discuss bill payment options
BC Hydro	BC Hydro Crisis Fund	Customers facing temporary financial hardship and possible disconnection of their service due to job loss, illness, or loss of a family member may also be eligible for BC Hydro's Customer Crisis Fund, which provides access to grants of up to \$600 to pay their bills	Apply online https://app.bchydro.com/accounts-billing/bill-payment/ways-to-pay/customer-crisis-fund.html Call 1 800 BCHYDRO (1-800-224-9376) to discuss bill payment options
Fortis Gas	Billing Support	Late payment fees waived, disconnections suspended, flexible payment arrangements https://www.fortisbc.com/about-us/supporting-british-columbia-during-the-covid-19-outbreak/billing-support-during-covid-19	Call: Natural Gas - 1-888-224-2710 Electricity - 1-866-436-7847

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