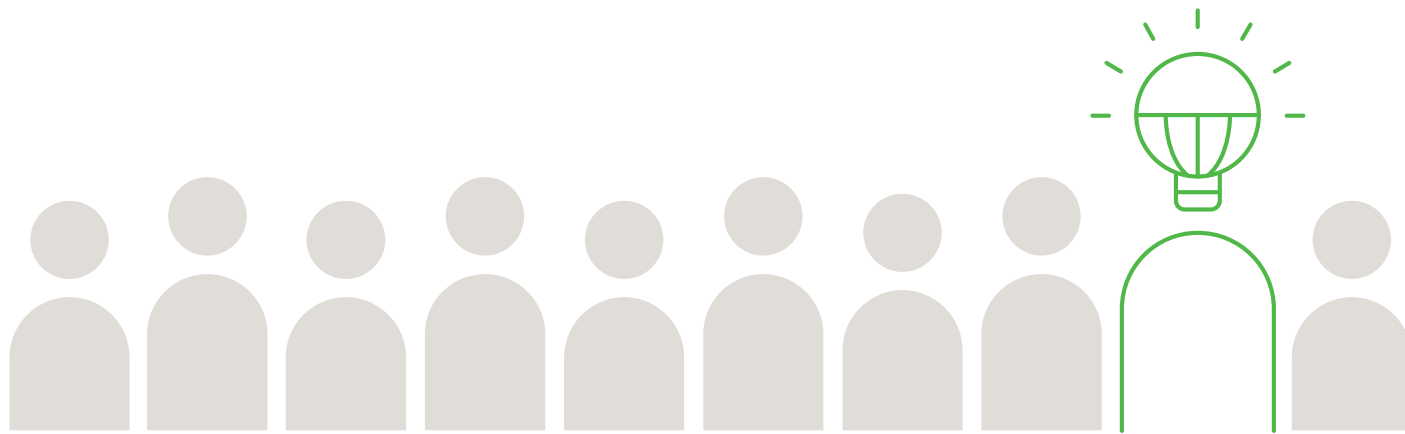


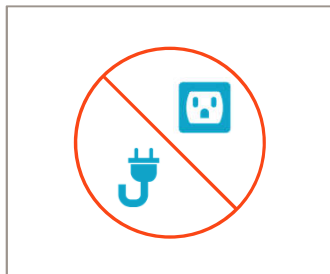
How BC Hydro is helping customers during the COVID-19 pandemic



April 14, 2020

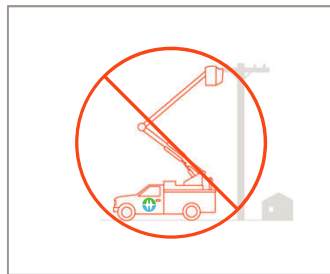
What BC Hydro is doing to help

We stopped some work and implemented some new programs



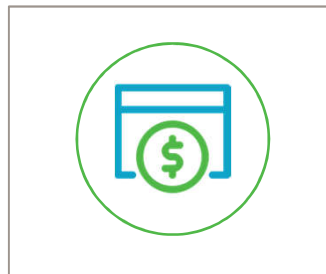
Disconnections

We are stopping disconnections for non-payment.



Planned outages

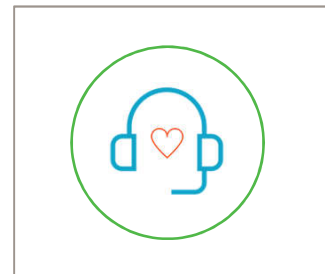
We are cancelling all non-emergency planned outages affecting our residential customers.



Customer Crisis Fund

Residential customers facing temporary financial hardship and unable to pay their bills may be eligible for grants to pay towards their the overdue balance on their electricity bill.

bchydro.com/ccf



COVID-19 Relief Fund

Residential and small business customers who were impacted by COVID-19 may be eligible for electricity bill relief. Industrial customers are eligible for deferral of 50% of their bills due April, May and June.

bchydro.com/covid19relief



COVID-19 Customer Assistance Program

Residential and commercial customers can defer bill payments or arrange for flexible payment plans with no penalty.

1 800 BCHYDRO
(1 800 224 9376)



COVID-19 Relief Fund

1

Residential customers

2

Small business customers



Who can apply

Applicant is a BC Hydro residential customer
 Customer and/or their spouse/partner stopped working due to COVID-19
 Customer can provide documentation to show eligibility (e.g., Record of Employment, approval for COVID-related EI or Canada Emergency Response Benefit)

Applicant is a business account holder on BC Hydro's Small General Service (SGS) rate
 Had to temporarily close or cease operations due to government order or due to reduction in business because of COVID-19
 Can provide documentation to show proof of closure



What to expect

A credit equal to three months average billing (in the past year) will be applied to the account
 This is a one-time credit and will be applied up-front
 Only one credit per household

Three months of actual electricity charges will be waived for three months (April to June)
 Customers with more than one eligible business account on the SGS rate can apply for bill relief for up to a maximum of ten accounts
 SGS accounts not associated with small businesses are excluded



How to apply

Temporary program available from April 1 to June 30, 2020
 Application form launched April 7
 Application must be received by June 30, 2020
 Apply online at bchydro.com/covid19relief

Temporary program available from April 1 to June 30, 2020
 Application form launching week of April 14
 Application must be received by June 30, 2020
 Apply online at bchydro.com/covid19relief





Customer Crisis Fund (CCF)

Residential customers



Who can apply

Applicant is a BC Hydro residential customer

Customer is facing temporary hardship and unable to pay their bills due to job loss, illness or loss of family member

CCF eligibility is being modified to reflect changes in BC Hydro's business practices during the COVID-19 pandemic:

- Customers are eligible once a bill becomes past due (after day 21) rather than needing to be "facing disconnection"
- Customers approved for a grant in 2020 can ask for re-assessment of the amount if their previous grant was for less than the maximum
- Acceptable COVID-related expenses are being identified



What to expect

Eligible for grants of up to \$500 or \$600 depending on heating type

Customers with COVID-related job loss and no arrears will be directed towards the COVID-19 Relief Fund instead



How to apply

Apply online at bchydro.com/ccf





COVID-19 Customer Assistance Program

1

Residential customers



Who can apply

Applicant is a BC Hydro residential customer



What to expect

Can defer bill payments or arrange for flexible payment plans

Will not incur a Late Payment Charge

Payment plans are typically available for terms of up to six months



How to apply

Call us at 1 800 BCHYDRO (1 800 224 9376)

2

Business customers

Applicant is a BC Hydro General Service or Irrigation account holder

Can defer bill payments or arrange for flexible payment plans

Will not incur a Late Payment Charge

Payment plans will be based on the business customer's needs and financial health

Call us at 1 800 BCHYDRO (1 800 224 9376)

Larger business customers can contact their account representative





Help for Industrial customers

Industrial customers



Who can apply

Applicant is a BC Hydro Transmission Service Customer under rate schedule RS1823 or RS1828



What to expect

Can defer payment of 50% of their electricity charges for three months from April to June 2020

Copper mining customers can defer up to 75% of their charges with repayment based on commodity prices

Interest is paid on amount owing



How to apply

Industrial customers are asked to contact their KAM (Key Account Manager)

