

COVID-19 Utility Response

BC Hydro

- [COVID-19 Customer Assistance Program](#) provides residential and commercial customers the option to defer bill payments or arrange for flexible payment plans with no penalty
- [Customer Crisis Fund](#), which provides access to grants of up to \$600 to pay their bills
- Stopping disconnections for non-payment
- Cancelling all [non-emergency planned power outages](#) affecting residential customers
- Direct enquiries to 1 800 BCHYDRO (1 800 224 9376)
- Continuing to manage [new customer connections](#), some work will take longer than usual

Fortis BC

- Waiving late payment fees
- Suspending disconnections
- Flexible payment options
- Contact: Natural gas - 1-888-224-2710; Electricity - 1-866-436-7847;
gas.customerservice@fortisbc.com or electricity.customerservice@fortisbc.com

Pacific Northern Gas (PNG)

- Maintaining service for all customers during this time
- Flexible payment options
- Temporarily suspending non-essential, in-home customer service visits
- Contact: 1-800-667-2297 or CustomerService@png.ca