

# Information for customers affected by the wildfires.

## Financial assistance for wildfire evacuees

Wildfires across the province have led to evacuations in several communities.

It's a challenging and emotional time and we want to ensure that we're supporting everyone as much as possible during the evacuation. When the safety of your family is at stake, nothing is more important – and we're working to ensure that your BC Hydro bill doesn't add to your concerns.

We will offer bill credits and flexible payment plans to support residential and commercial customers affected by evacuation orders. In addition to providing this credit, we'll work with those customers who have been evacuated or placed on evacuation alert to defer bill payments, waive late payment charges and set-up a flexible payment plan.

For more information visit [bchydro.com](https://www.bchydro.com) or to make arrangements on your account call us at 1 800 BCHYDRO (1 800 224 9376).

## Things to know

### DISCONNECTIONS DURING EVACUATIONS

- Power will only be disconnected when there is an immediate threat to BC Hydro infrastructure or if there is a safety concern for the public or emergency responders.
- BC Hydro will be restricted from entering evacuated areas to restore power during an outage.

### HOW POWER IS RESTORED

- When power outages occur in fire affected areas, BC Hydro crews will work as quickly and safely as possible to get services restored. Assessments will be done when it is safe to gain access to determine the extent of damage.
- BC Hydro is working closely with local authorities to ensure that we are taking all precautions as we enter affected areas.

### WHAT TO DO BEFORE AN EVACUATION

- Turn off all unnecessary appliances, such as air conditioners and hot tubs.
- Unplug sensitive electrical equipment, such as televisions and computers.
- Remove food from your refrigerator, unplug and leave the door open – but only if there's enough time to do so.
- Turn off all lights except for one exterior light – this will tell BC Hydro crews that power is on at the residence.

### WHEN YOU GET HOME

When the evacuation order has been lifted, if you experience problems with your power, including no electrical service or fluctuating electrical service, call 1 800 BCHYDRO (1 800 224 9376) or \*49376 on your mobile phone.

Depending on the extent of damage, power could be out for several days. We'll coordinate with agencies and local authorities to restore services.

#### Be safe

Never go near a fallen power line. Always assume that a line or anything contacting it is energized. Stay at least ten meters (33 feet) away at all times and do not attempt to remove debris surrounding the line. If you see a fallen power line, call 911.