

BC GOVERNMENT COVID-19 UTILITY FINANCIAL SUPPORTS

Company	What is it?	More Information	How to Apply
BC Hydro	Customer Assistance Program + Relief Fund	<p>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.</p> <p>Lost your job or income, the Relief Fund provides you with a credit to your account to reduce your bill.</p> <ul style="list-style-type: none"> • The credit will be equal to three times your average monthly bill. • You will not have to pay this back. • The application window opens next week and you can apply until June 30, 2020. 	<p>1 800 BCHYDRO (1 800 224 9376) to discuss bill payment options</p> <p>BC Hydro website</p>
BC Hydro	BC Hydro Crisis Fund	<p>Customers facing temporary financial hardship and possible disconnection of their service due to job loss, illness, or loss of a family member can apply for the Customer Crisis Fund- provides access to grants of up to \$600 to pay their bills</p>	<p>1 800 BCHYDRO (1 800 224 9376) to discuss bill payment options</p> <p>BC Hydro website</p>
Fortis Gas	Billing Support	<p>Late payment fees waived, disconnections suspended, flexible payment arrangements</p>	<p>Natural Gas - 1 888 224 2710</p> <p>Electricity - 1 866 436 7847</p> <p>Fortis Gas website</p>

*NOTE: This overview was created on April 9, 2020.
Please visit the above links for more up to date information.



FAMILY SERVICES
of Greater Vancouver