



## **INFORMATION RELEASE – BCUC Directs Public Utilities to Stop Disconnections Amidst COVID-19**

March 23, 2020

VANCOUVER – The COVID-19 global pandemic (Pandemic) is developing quickly and impacting many British Columbians. The British Columbia Utilities Commission (BCUC) takes the health of its employees, Commissioners, stakeholders and British Columbians seriously, which is why we are taking further action to respond to this Pandemic.

On Friday, March 20, 2020, the BCUC [issued a letter](#) to all of its regulated public utilities to stop any disconnections, for reasons other than safety, for a minimum of 90 days. In addition, the BCUC will contact each regulated utility to better understand:

- how this Pandemic will impact billing and collection processes;
- the intentions of utilities to seek tariff relief; and
- the impact this Pandemic will have on utility financial viability in the foreseeable future.

We also remind BC Hydro customers that the Customer Crisis Fund is available to those experiencing financial hardship as a result of job loss, illness or loss of wages due to COVID-19. The eligibility criteria, application process and more information is available [here](#).

To date, the BCUC has taken a number of steps to help contain the spread of COVID-19, which includes transitioning to a virtual office environment, prioritizing impacted applications and cancelling or postponing all of our public events. We continue to monitor the situation and will update our responses, as appropriate.

### **About the BCUC**

The BCUC is a regulatory agency responsible for oversight of energy utilities and compulsory auto insurance in British Columbia. It is the BCUC's role to balance the interests of customers with the interests of the businesses it regulates. The BCUC carries out fair and transparent reviews of matters within its jurisdiction and considers public input where public interest is impacted.

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