



June 5, 2020

## **INFORMATION RELEASE – BCUC Approves BC Hydro’s COVID-19 Relief for Residential Renters**

VANCOUVER – Today, per Order [G-139-20](#), the British Columbia Utilities Commission (BCUC) approved BC Hydro’s application to provide relief to residential renters who are unable to work in light of the COVID-19 pandemic (Application). The relief applies to renters who do not have an account with BC Hydro but pay for electricity service through their rent.

According to BC Hydro’s Application, eligible renters and their landlords will be able to apply to BC Hydro for a bill credit of up to \$45 per month, for April, May and June 2020.

The BCUC accelerated its review of the Application submitted by BC Hydro, in an effort to provide timely relief to customers experiencing hardship as a result of the COVID-19 pandemic.

More information about BC Hydro’s Application is available [here](#).

### **Background**

On April 7, 2020 per [Order G-79-20](#), the BCUC granted approval to BC Hydro for COVID-19 relief measures to its residential, and specific classes of eligible commercial and industrial customers who are impacted by the COVID-19 pandemic, in accordance with the directions in [Order in Council No. 159](#). In addition, BC Hydro received BCUC approval, in accordance with the directions in Order in Council No. 159, for changes to certain regulatory accounts to enable its implementation of relief measures to address customers’ concern relating to COVID-19.

Since the start of the COVID-19 pandemic, the BCUC has expedited its review process for numerous applications that assist those who have been negatively affected. In addition, the BCUC previously ordered its regulated utilities to suspend any service disconnections for reasons other than maintenance, and to opt for estimated consumption billing when it is not possible to do in-person meter reading for a customer due to safety and operational concerns.

### **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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