



#COVID_19 Bulletin: March 13, 2020

FortisBC

FortisBC continues to actively monitor the developments around COVID-19. It is our primary responsibility to maintain the safe and reliable delivery of energy to our customers, while ensuring the safety and well-being of our employees. We have contingency plans in place to maintain the critical services our homes and businesses require in case of widespread illness. To help contain the spread of the virus, we're restricting all work related non-essential business travel, reminding our employees to wash their hands frequently and use proper social distancing, limit large group gatherings and to stay home if they are showing any symptoms and seek medical care if those symptoms progress. We also realize that COVID-19 may have financial impacts to our customers. We encourage you to reach out and let us know if you are having difficulty with your bill so we can help find a solution.

BC Hydro offers billing help during outbreak

The COVID-19 Customer Assistance Program provides customers the option to defer bill payments or arrange for flexible payment plans with no penalty. Customers are encouraged to call BC Hydro's customer team at 1 800 BCHYDRO (1 800 224 9376) to discuss bill payment options. Commercial customers will be eligible for relief on a case by case basis.

Customers facing temporary financial hardship and possible disconnection of their service due to job loss, illness, or loss of a family member may also be eligible for BC Hydro's Customer Crisis Fund, which provides access to grants of up to \$600 to pay their bills.

Employment Insurance:

Service Canada is ready to support Canadians affected by COVID-19 and placed in quarantine, with the following support actions:

- The one-week waiting period for [EI sickness benefits](#) will be waived for new claimants who are quarantined so they can be paid for the first week of their claim.
- Establishing a new dedicated toll-free phone number to support enquiries related to waiving the [EI sickness benefits](#) waiting period.
- Priority EI application processing for EI sickness claims for clients under quarantine.

Contact the new dedicated toll-free phone number if you are in quarantine and seeking to waive the one-week [EI sickness benefits](#) waiting period so you can be paid for the first week of your claim:

- **Telephone: 1-833-381-2725 (toll-free)**
- Teletypewriter (TTY): 1-800-529-3742

Calling All Suppliers - Help Canada Combat COVID-19

The Government of Canada is seeking information from suppliers on their ability to provide products and services. Fill out this [form](#) if you can provide items from the list below, or any other product or services not listed.â

Products:

- Disposable N95 masks
- Disposable Surgical masks
- Nitrile gloves
- Vinyl gloves
- Gowns
- Bottles of hand sanitizer
- **Other prevention products**

Services:

- Guard / security services
- Nursing services
- Food services
- Laundry services
- Accommodation maintenance services
- Personal services
- IT support services
- **Other services**

More resources are available
at <https://bceda.ca/coronavirus.php>