



March 27, 2020

Sent via email

Letter L-16-20

To: All Entities Regulated by the British Columbia Utilities Commission

Re: Letter to Regulated Entities Regarding COVID-19

As you know, the COVID-19 global pandemic (Pandemic) is developing quickly and impacting many British Columbians, as well as organizations across our Province. In light of global developments regarding the Pandemic, the British Columbia Utilities Commission (BCUC) has taken several measures to respond. More information about our response to date is available [here](#).

We are working closely with regulated entities, stakeholders, industry associations and the Government of British Columbia to determine an appropriate path forward. Over the past week, the BCUC has been contacting, and will continue to contact, each regulated entity 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 ask that if your organization is experiencing difficulties with one or more of the following circumstances, please contact us as soon as possible:

- accessing needed supplies for your operations including personal protective equipment and sanitizers;
- finding contractors or trades people to assist in operations & maintenance of utility infrastructure;
- accessing emergency services;
- questions or concerns about billings and collection matters; and
- any other urgent matters.

Where possible, we will endeavor to connect you with the appropriate partner agencies who may be able to assist your organization. The BCUC takes the health and wellness of its employees, stakeholders and the public seriously. Our organization is committed to doing whatever it can to support our Province's citizens and organizations through this Pandemic.

Sincerely,

Original signed by:

Patrick Wruck
Commission Secretary

/CMV