

BC Hydro Briefing Note

COVID-19 Daily Update – April 3

Purpose: For information

This update is provided daily to the Ministry of Energy, Mines and Petroleum Resources and the Minister's Office to provide current information on how BC Hydro is handling the COVID-19 Pandemic.

Site C

- There are no confirmed cases of COVID-19 at Site C.
- As of April 3, 2020 there are 932 people in camp and 6 people in self-isolation in camp.
- Starting March 30, the project implemented enhanced screening measures for people coming into Site C. The COVID-19 [webpage](#) was updated to reflect the enhanced measures.
- Effective today, the Site C shuttle service that operates between Two Rivers Lodge and Fort St John was temporarily suspended. Notifications about the shuttle were shared with local elected officials, Indigenous groups and local media.
- The team responded to one media request from the Vancouver Sun on latest workforce numbers and people in self-isolation.

Operations

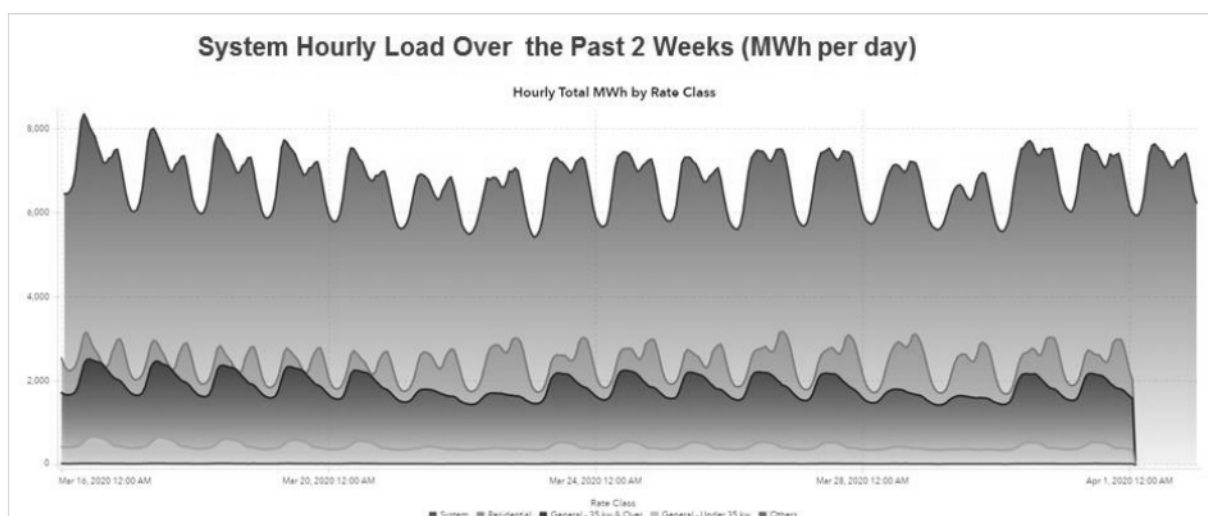
- There are currently no significant impacts to the operation of the electrical system.
- There are no material water conveyance issues, no load-resource balance issues and no dam safety issues.
- T&D System Operations / Fraser Valley Office: System is stable with Shelter in Place in place.

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- Station Field Operations:
 - Finalizing compliance plans for Mica and Bridge to address BC Centre for Disease Control Industrial Camp guidelines.
 - Concerns related to BC Ferries Reduction in sailings and potential impacts to operations and storm response.
- Line Field Operations: As temporary hospitals are built, need to monitor from a power supply and reliability perspective. Convention Centre has now been identified as critical infrastructure, given change in usage.

Load (Demand)

- *System Load Actuals will now be updated on a Monday / Wednesday / Friday cycle, unless there are significant updates in between.*
- *Data provided in this section has been updated since the last briefing note.*



- Total system energy consumption was approximately 4% higher at 167 GWh on Wednesday April 1, 2020 compared to 160 GWh on Wednesday March 25, 2020 and 3% lower than 172 GWh on Wednesday March 11, 2020.
- April 1, 2020 peak load was 7,635 MW at 9:00am compared to 7,319 MW on March 25, 2020 at 9:00am – an increase of 4% from last week.

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- Declines in commercial and light industrial loads continued to stabilize Monday and Tuesday of this week. Education load increased relative to last week as some schools have partial occupancy.
- Residential loads on Tuesday were similar to last week but still lower than early March due to weather.

Community Relations and Indigenous Relations

- Outreach to elected officials, Chambers of Commerce and Indigenous Groups taking following announcement on rate relief for customers.
- Access to some First Nation communities is being restricted. Indigenous Relations has provided a list of First Nations and their respective access status that will be updated over time.

Customer

- Billing relief options for customer classes (residential, commercial, industrial) were announced April 1.
- Customer Service Operations looking to recruit staff from other departments to assist in the processing of applications for the relief fund.

Employee

- There are now four known cases of BC Hydro employees contracting COVID-19. The newest case is on Vancouver Island.

BC Hydro Key Contacts

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BC Hydro Briefing Note

COVID-19 Daily Update – March 31

Purpose: For information

This update is provided daily to the Ministry of Energy, Mines and Petroleum Resources and the Minister's Office to provide current information on how BC Hydro is handling the COVID-19 Pandemic.

Site C

- There are no confirmed cases of COVID-19 at Site C.
- As of March 31, 2020 there are 911 people in camp and 4 people in self-isolation in camp.
- Starting March 30, the project implemented enhanced screening measures for people coming into Site C. The COVID-19 [webpage](#) was updated to reflect the enhanced measures.
- Media Inquiries
 - Site C Public Affairs did a Skype interview with CBC in Ontario on COVID-19 concerns related to Site C. Some questions centered on health precautions for workers and how guidelines are being applied by BC Hydro and contractors. Reporter also reached out to CLAC for comment.
 - Energeticcity.ca published a [story](#) about enhanced health screening measures.
 - The team had some follow up questions from the Prince George Citizen related to COVID-19 and Site C.
- Site C Public Affairs had a call with Northern Health today. Northern Health is open to doing a press conference with Site C and other industries next week, if needed.
- The meeting the Province has organized with PRRD directors, EMBC, MEMPR, Ministry of Health, BC Hydro and Northern Health is scheduled for Thursday, April 2

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at noon. The purposed of the meeting is to discuss Interim Guidelines for Industrial Camps. An update on Site C is also on the agenda.

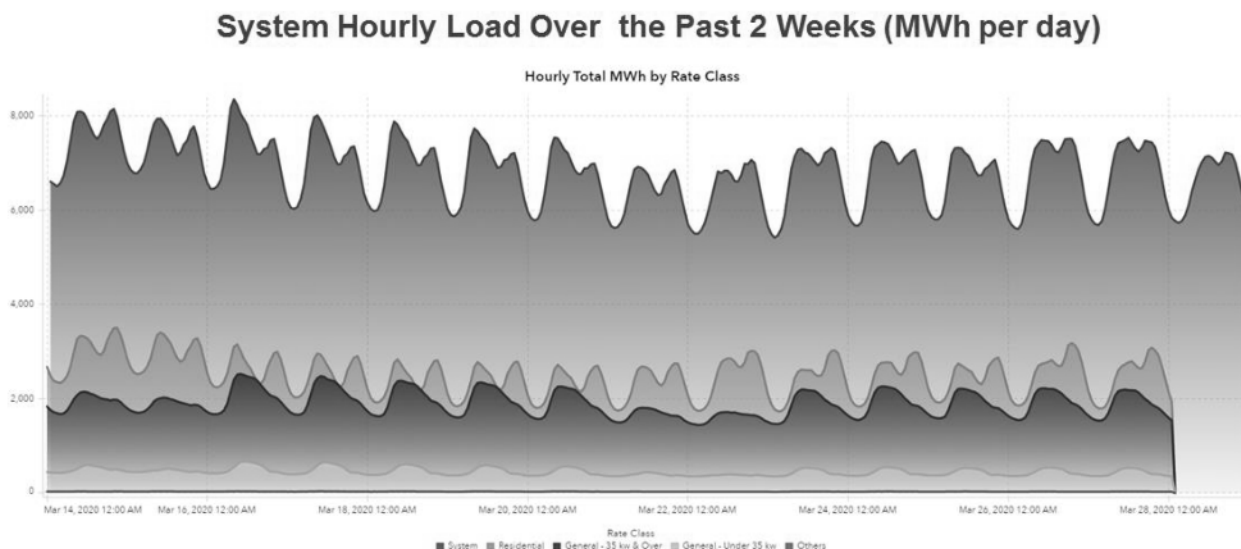
- Site C Public Affairs is drafting a letter on behalf of Minister Ralston that responds to the letter posted last week by the Union of B.C. Indian Chiefs asking the Province to stop work on Site C amidst the COVID-19 pandemic.

Operations

- There are currently no significant impacts to the operation of the electrical system.
- There are no material water conveyance issues, no load-resource balance issues and no dam safety issues.
- T&D System Operations / Fraser Valley Office 10-day Shelter in Place model has been in place since March 24. Teams of six will manage reliability of the grid for BC Hydro facilities/customers. So far the model is working well. Second rotation will start April 3.
- Line Field Operations' objective is to enable the team to take calls / dispatch from home.
- Customer Service Contact Centres continue to operate with social distancing in effect. Solution to enable remote work for staff is in progress.

Load (Demand)

- *No new update. System Load Actuals will now be updated on a Monday / Wednesday / Friday cycle, unless there are significant updates in between. Data provided in this section is consistent with the March 30, 2020 Update.*



- Total system energy consumption was approximately 3% higher at 158 GWh on Saturday March 28, 2020 compared to 153 GWh on Saturday March 21, 2020 and 12% lower than 180 GWh on Sunday March 14, 2020 when it was substantially colder.
- March 28, 2020 peak load was 7,218 MW at 5:00pm compared to 6,915 MW on March 21, 2020 at 9:00am – an increase of 4% from last week.
- Declines in commercial and light industrial loads appear to have begun to stabilize by the end of the last work week.
- Residential loads were marginally higher for the second work week than the first work week of the COVID-19 measures, but still lower than early March due to weather.
- Further analysis is required to normalize this data for weather and transmission customer load changes.

Community Relations and Indigenous Relations

- Community Relations managers continue to participate in daily regional emergency management calls.

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- Access to some First Nation communities is being restricted. Indigenous Relations has provided a list of First Nations and their respective access status that will be updated over time.

Customer

- Billing relief options for customer classes (residential, commercial, industrial) have been selected by decision makers and are moving forward for final approval, with an announcement on Wednesday April 1.
 - Planning is underway to develop a supporting communications campaign by the end of this week.
- A “customer notification” is being added to the residential bill that highlights the customer programs available as a result of COVID-19.

Employee

- There are now two known cases of BC Hydro employees contracting COVID-19.
 - One new positive COVID-19 test was confirmed today. Further details to follow tomorrow (April 1).
 - One employee returned from travel to the US and tested positive. The employee has been following the self-isolating at home procedure and has not come into contact with any BC Hydro office or staff.

Regulatory

- Unrelated to COVID-19, BC Hydro’s final argument in the current Revenue Requirements Application will be filed on April 1, 2020.

BC Hydro Key Contacts

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BC Hydro Briefing Note

COVID-19 Daily Update – April 8

Purpose: For information

This update is provided daily to the Ministry of Energy, Mines and Petroleum Resources and the Minister's Office to provide current information on how BC Hydro is handling the COVID-19 Pandemic.

Site C

- There are no confirmed cases of COVID-19 at Site C.
- As of April 8, 2020, there are 983 people staying in camp and 11 people in self-isolation in camp.
- There were no media requests today.
- Site C Executive Vice-President Ken McKenzie sent a letter to local elected officials today summarizing the measures taken to date at site to protect workers and the community during the COVID-19 pandemic (letter attached).
- Targeting April 15 for the next call with local elected officials, Northern Health, EMBC and Site C project team members.

Operations

- There are currently no significant impacts to the operation of the electrical system.
- There are no dam safety, load-resource balance, water conveyance or reliability issues.
- T&D System Operations / Fraser Valley Office: System is stable and reliable.
- Station Field Operations: Staffing levels continue to be sufficient for response to emergent and planned work.
- Line Field Operations: Communications on restart of customer work has been rolled out.

Load (Demand)

- *System Load Actuals will now be updated on Mondays and Thursdays, unless there are significant updates in between.*

Community Relations and Indigenous Relations

- Access to some First Nation communities is being restricted. Indigenous Relations has provided a list of First Nations and their respective access status (blockades, closures, check points) that will be updated over time.

Customer / Media / Digital

- Bill relief programs for customers were announced April 1. The BCUC approved BC Hydro's application yesterday (April 7).
- Application form for the COVID-19 Relief Fund residential program launched yesterday (April 7).
 - There were 4,130 residential applications by 10:00am this morning (April 8). Contact centre is operating normally.
 - Media Relations sent out an Info Bulletin regarding the COVID-19 Relief Fund being open for applications from residential customers at 11:00am (April 8).
 - Social media proactively posted about the application process starting at 1:00pm today (April 8) to align with the release of the Info Bulletin.
 - Questions/concerns focus on pausing Step 2 charges, as well as eligibility, including:
 - proof of Canada Emergency Response Benefit (CERB) approval;
 - self-employment and demonstration of loss of income;
 - essential service workers, seniors and those on disability assistance; and
 - those that have been laid off but the account is under a roommate or another family member's name (other than spouse).
 - For questions, we have a Fact Sheet available and are working on a new branded FAQ document. We are also able adapt the application form in real time, so we can adjust quickly in response to questions/clarifications/CERB validation etc.

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- Marketing communications campaign launches tomorrow (April 9).
- Small business application process launches next week (expected April 15).
- Working on submitting an update to bill promotions for residential and business customers highlighting the fund.
- New [COVID-19 electrical connections page](#) went live yesterday – informing customers about how BC Hydro is adjusting some of our operations related to electrical connections and planned outage requests.

Employee

- There are now four known cases of BC Hydro employees contracting COVID-19.

BC Hydro Key Contacts

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Ken McKenzie
Executive Vice President
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April 8, 2020

Mayor Ackerman and Members of Council
City of Fort St. John

Re: Update on Site C Project and COVID-19

Dear Mayor Ackerman and Members of Council,

I am writing to provide you an update on Site C and the measures we've taken to protect workers and the community during the COVID-19 pandemic.

BC Hydro's top priority will always be the health and safety of our employees, contractors and the public. As always, we are committed to providing you up-to-date and accurate information so we can continue working together to protect local communities during this time.

BC Hydro has been closely monitoring COVID-19 for several months. We've been working with the Northern Health Authority and strictly following federal and provincial health guidelines to ensure our site is safe for workers and the wider public.

On March 18, we decided to scale back our activities at the dam site and focus only on essential work and critical milestones. This decision allowed us to de-densify the work site and on-site accommodations. Other essential work such as keeping the site secure and meeting the project's environmental and regulatory commitments are continuing as planned.

Work is also continuing in areas off-site, including the realignment of Highway 29, the transmission line construction and clearing activities. The majority of these workers do not stay in camp and can more easily practice physical distancing on their work sites.

At this time, BC Hydro has not been notified of any confirmed cases of COVID-19 at Site C. BC Hydro is being very cautious with our application of the health guidelines and asking people to self-isolate with any slight symptom.

Across the project, we've implemented new measures to keep the community and workers safe.

Key changes include:

- **Longer shift rotations:** Workers from Peace River Hydro Partners affiliated with the CLAC union have transitioned to shifts lasting six to eight weeks instead of two weeks. This decreases the movement of people to and from the region.
- **Ceasing operation of the shuttle:** The leisure shuttle between the ATCO lodge and Fort St. John has been suspended.

- **New pre-screening:** Everyone is given a temperature scan at the gate before entering the site. This is in addition to the Ministry of Health self-assessment.
- **Scaling back work at site:** Following our decision to scale back work at site to focus only on critical milestones, safety or environmental and regulatory work, we have reduced the number of people staying at camp by approximately 50 per cent.
- **Physical distancing:** We're implementing physical distancing in everything we do – from asking people to work from home, reducing in-person meetings and having smaller pre-shift safety meetings.

Changes have also been made at the ATCO worker accommodation to increase cleaning and physical distancing. New measures at the worker accommodation include:

- More frequent disinfecting cleaning of all high touch point areas;
- Closing all common areas;
- Eliminating self-service stations in the dining room and setting up tables to help workers adhere to physical distancing guidelines (one seat at each table and tables spaced farther apart);
- More sanitizing stations; and
- Staff dedicated to decreasing congestion in higher-traffic areas.

ATCO and the on-site health clinic have implemented an isolation and quarantine plan to manage any contagious illness, including seasonal influenza, gastrointestinal infections, and COVID-19. The health clinic, which is governed by the Northern Health Authority, is well equipped with experienced health practitioners, test kits and medical supplies.

In addition, the camp has the ability to comfortably isolate and care for any workers who are exhibiting flu-like symptoms, awaiting test results, or who may test positive for COVID-19.

We continue to take guidance from the Province of B.C. and Northern Health – including guidelines for industrial camps, smelting and mining operations, and construction sites – and will swiftly implement additional measures when necessary.

I welcome any suggestions you may have for better engaging with your community and answering your questions.

For the most up to date information on Site C and COVID-19, I encourage you to visit our website at www.sitecproject.com/COVID-19.

Sincerely,



Ken McKenzie
Executive Vice-President, Site C

cc: Dianne Hunter, City Manager

BC Hydro Briefing Note

COVID-19 Daily Update – April 14

Purpose: For information

This update is provided daily to the Ministry of Energy, Mines and Petroleum Resources and the Minister's Office to provide current information on how BC Hydro is handling the COVID-19 Pandemic.

Site C

- BC Hydro has not been notified of any confirmed cases of COVID-19 at Site C.
- As of April 14, 2020, there are 997 people staying in camp and 8 people in self-isolation in camp.
- There were no COVID-19 related media requests today.

Operations

- Generation System Operations: no new update today.
- T&D System Operations / Fraser Valley Office: System remained stable and reliable over the long weekend.
- Station Field Operations: long weekend was relatively quiet.
- Line Field Operations: 50% of employees for the Restoration Centre have been successfully deployed to dispatch from home. Expect 100% by the end of the week (April 17).

Load (Demand)

- *System Load Actuals will now be updated on Mondays and Thursdays, unless there are significant updates in between. Next update will be provided Thursday April 16.*

Indigenous Relations

- Access to some First Nation communities is being restricted. Indigenous Relations has provided a list of First Nations and their respective access status (blockades, closures, check points) that will be updated over time.

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Customer / Media / Digital / Community Relations

- Bill relief programs for customers were announced April 1. On April 7, the BCUC approved BC Hydro's application and the application form for the COVID-19 Relief Fund residential program launched.
- There were nearly 44,000 residential applications by 3:15pm this afternoon (April 14). Contact centre is operating normally.
- Traffic over the weekend to bchydro.com was high with COVID-19 pages hitting a record number of close to 1.8 million page views.
- Call centres and social channels continue to respond to customer questions and to provide assistance with the application. Questions/concerns focus on pausing Step 2 charges, as well as eligibility, including:
 - essential service workers, seniors and those on disability assistance
 - those that have been laid off but the account is under a roommate or another family member's name (other than spouse)
 - renters who pay their utilities through rent
- We have prepared a FAQ document to be shared with MLAs and local government offices to help with common questions on the COVID-19 Relief Fund (attached).
- Community Relations managers are taking calls from stakeholders and MLA offices.
- Marketing communications campaign launched April 9.
- Small business application process launched today (April 14).

Employee

- There are now four known cases of BC Hydro employees contracting COVID-19.

BC Hydro Key Contacts

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April 14, 2020

COVID-19 Relief Fund: Frequently Asked Questions

What is the COVID-19 Relief Fund?

- The COVID-19 Relief Fund provides targeted bill relief for eligible BC Hydro residential and small business customers that have been hardest hit by the COVID-19 pandemic.
- Residential customers that have lost their income as a result of COVID-19 can apply for a bill credit of three times their average monthly bill.
- Small business customers that close as a result of COVID-19 measures can apply to have their electricity use charges waived for up to three months.
- Eligible large industrial customers can apply to defer up to 50% of their electricity use charges for three months.

When does the program start and how do customers apply?

- Eligible residential and commercial customers can apply online at bchydro.com/covid19relief.
 - Customers have up until June 30, 2020 to apply for bill relief.
 - Customers will receive the same bill relief regardless of when they apply.
- Industrial customers can apply up until April 30, 2020 by contacting their Key Account Manager.

RESIDENTIAL CUSTOMERS

Eligibility and application process

Who is eligible?

- To be eligible for the COVID-19 Relief Fund, residential customers must be a residential account holder and have had their account since March 31, 2020 and they or their partner/spouse must have lost employment or income due to COVID-19, because of:
 - a job lay-off;
 - being quarantined or sick with COVID-19;
 - taking care of a family member that is sick with COVID-19;
 - providing care for their children due to school and daycare closures; or,
 - be unable to earn self-employment income
- Average monthly electricity consumption is less than 2,500 kilowatt hours.
- In addition, customers must be eligible for [Employment Insurance](#) and provide a record of employment, or be eligible for the [Canada Emergency Response Benefit](#) or [B.C.'s Emergency Response Benefit for Workers](#).
- Proof of eligibility will be required as part of their application.

What type of proof do customers need to provide with their application?

- The application process will require residential customers to provide proof of job loss or inability to work due to COVID-19.
- Customers must be able to upload their record of employment, termination notice or other documents that show proof of eligibility for Employment Insurance, the Canada Emergency Response Benefit or B.C.'s Emergency Response Benefit for Workers.
- Full program details and application forms are available at bchydro.com/covid19relief.

What proof do I need if I am self-employed?

- Self-employed customers who own or were employed by a business that was forced to closed down because of an Order from the Provincial Health Officer can submit a copy of a business card or business license to demonstrate they were required to stop work.
- If self-employed customers are already receiving the Canada Emergency Response Benefit, recipients can submit a photo or screenshot of their bank statement with details of their name.

How do I prove I am a recipient of the Canada Emergency Response Benefit?

- When applying for BC Hydro's COVID-19 Reflief Fund, customers can submit a photo or screenshot of their bank statement with details of their name and the Canadian Emergency Response Benefit deposit.
- For customers who have applied for Employment Insurance, customers can also submit a photo or screenshot of their claim history with details of their name included.

What about a renter that has their hydro costs included as part of their monthly rent?

- Unfortunately, due to limitations with an individual in this situation not being a BC Hydro customer or having a BC Hydro account, BC Hydro is not able to offer a credit.
- We encourage renters to reach out to their landlord to discuss options.

What about customers that are self-employed but not earning income?

- Customers that are self-employed but not earning income due to COVID-19 are eligible.
- Self-employed customers who own or were employed by a business that was forced to closed down because of an Order from the Provincial Health Officer can submit a copy of a business card or business license to demonstrate they were required to stop work.
- If self-employed customers are already receiving the Canada Emergency Response Benefit, recipients can submit a photo or screenshot of their bank statement with details of their name.

What about essential workers, seniors or those on disability?

- Customers that do not meet the eligibility requirements for the COVID-19 Relief Fund but are having difficulty paying their BC Hydro bill are encouraged to call BC Hydro's customer team at 1-800-BCHYDRO (1-800-224-9376) to discuss options such as bill deferrals or a payment plan.
- Customers are also encouraged to see if they qualify for BC Hydro's Customer Crisis Fund; details can be found at bchydro.com/ccf.

Can residential customers apply more than once under different accounts?

- There is a maximum of one credit for residential customers per account holder and spouse/partner, regardless of the number of residential accounts held.

What if my roommate has been impacted but the BC Hydro account is under my name?

- Customers that do not meet the eligibility requirements for the COVID-19 Relief Fund but are having difficulty paying their BC Hydro bill are encouraged to call BC Hydro's customer team at 1-800-BCHYDRO (1-800-224-9376) to discuss options such as bill deferrals or a payment plan.
- Customers are also encouraged to see if they qualify for BC Hydro's Customer Crisis Fund; details can be found at bchydro.com/ccf.

What if a customer does not meet the eligibility requirements?

- Customers that do not meet the eligibility requirements for the COVID-19 Relief Fund but are having difficulty paying their BC Hydro bill are encouraged to call BC Hydro's customer team at 1-800-BCHYDRO (1-800-224-9376) to discuss options such as bill deferrals or a payment plan.
- Customers are also encouraged to see if they qualify for BC Hydro's Customer Crisis Fund; details can be found at bchydro.com/ccf.

Bill credit

How much will the average residential customer receive?

- The amount received will be based on the individual customer's average monthly bill amount over the past 12-months (or the amount of time they have been at their premise if less than 12 months).

Do customers have to re-pay the credit?

- No, the credit does not have to be repaid.

How is the bill credit amount calculated?

- The bill credit will be calculated based on three months average monthly electricity consumption between April 1, 2019 and March 31, 2020 for the account associated with the application.

When can a customer expect to receive their credit?

- BC Hydro is working to process applications as quickly as possible to get credits to those who need it.
- Customers that submit their application will be contacted via email with an update on their application as soon as it is available, or if additional information is required.
- BC Hydro is not adding late payment charges or disconnection customers for non-payment at this time.

How will customers receive their credit?

- Customers that have their applications approved will have the credit amount applied directly to their BC Hydro account.

Other BC Hydro programs

How is this program different from the COVID-19 Customer Assistance Program?

- In March, BC Hydro introduced the COVID-19 Customer Assistance Program to provide all residential and commercial customers the option to defer payments, or arrange a flexible payment plan to help pay their BC Hydro bills.
- Customers can call 1-800-BCHYDRO (1-800-224-9376) to discuss options.

How is the COVID-19 Relief Fund different from the Customer Crisis Fund (CCF)?

- The Customer Crisis Fund has been offered since 2018 and is for residential customers that are facing a significant financial hardship and possible disconnection of their service due to a life crisis such as job loss, injury, illness or loss of a family member.
- To be eligible for the Customer Crisis Fund, customers must provide proof that they are in financial crisis and facing possible disconnection of their BC Hydro service, whereas to be eligible for the COVID-19 Relief Fund, they just have to show they have lost their income as a result of COVID-19.

How does a customer know if they should apply for the COVID-19 Relief Fund or the Customer Crisis Fund?

- Residential customers that do not currently have an outstanding balance on their BC Hydro account and have stopped working as a result of COVID-19 should apply to the COVID-19 Relief Fund, not the Customer Crisis Fund.

Can customers receive grants through the Customer Crisis Fund and a credit from the COVID-19 Relief Fund?

- Some customers that are eligible for the relief under the COVID Relief Fund may also be eligible to access grants of up to \$600 through our Customer Crisis Fund to help cover arrears incurred prior to the COVID-19 pandemic.

SMALL BUSINESS CUSTOMERS

How does a small business apply?

- Small business customers can apply online at bchydro.com/covid19relief.
- Customers must provide documentation to show they have closed as a result of COVID-19, such as a copy of a temporary closure notice that was sent to customers.

What businesses qualify?

- Small businesses that have closed due to an order from government or due to reduced transactions/revenues or employee protection because of COVID-19 are eligible.
- Business must fall under BC Hydro's Small General Service Rate (rate schedules: 1300, 1301, 1310, 1311, 1234, 1205).
- For example, businesses like cafes, barber shops, and nail salons would be eligible.
- Business that are not eligible include: all levels of Government, schools, large chain stores e.g. Starbucks, McDonalds (franchises are eligible), large companies (Telus, Shaw etc.).

Can a customer apply for more than one business account?

- Yes, a business customer can apply for up to five accounts if they all meet the eligibility requirements.

Is a business eligible if it has scaled back its operations or has reduced revenue?

- To be eligible, the business must have shut down its operations completely.
- This means that businesses that are operating at reduced levels (e.g., restaurants that continue to provide take-out service) are not eligible, nor are businesses that have closed a storefront or office but have employees working from home.

How will the waived charges be calculated?

- BC Hydro will waive an eligible business' energy costs for electricity used at the premise between April 1 and June 30, 2020.
 - If the business closed before April 1, the charges will be waived for three months starting from April 1. If the business closes after April 1, charges will be waived starting from the date of closure until June 30.
- The applicable charges that can be waived include: the basic charge, energy charge and minimum charge.

How much will the average small business customer receive?

- The amount waived will depend on the size and type of the business as well as how it is heated and the amount of equipment that is remaining in operation (e.g., refrigeration) even though the business is closed.

What if a customer does not meet the eligibility requirements?

- Business customers that do not meet the eligibility requirements for the COVID-19 Relief Fund but are having difficulty paying their bills are encouraged to call BC Hydro's customer team at 1-800-BCHYDRO (1-800-224-9376) to discuss options such as bill deferrals or setting up an installment plan.

BC Hydro Briefing Note

COVID-19 Update – April 15

Purpose: For information

This update is provided three times per week to the Ministry of Energy, Mines and Petroleum Resources and the Minister's Office to provide current information on how BC Hydro is handling the COVID-19 Pandemic.

Site C

- BC Hydro has not been notified of any confirmed cases of COVID-19 at Site C.
- As of April 15, 2020, there are 979 people staying in camp and 8 people in self-isolation in camp.
- Business in Vancouver is looking to do a story on Site C's plan for resumption of work, whether there are areas of the project that are behind schedule and the plan going forward. No deadline provided.
- Site C Public Affairs has been asked by MEMPR to draft a reply to Blueberry River First Nation's letter from early April. Draft response underway.

Operations

- Generation System Operations, T&D System Operations / Fraser Valley Office, Station Field Operations: no new updates today.
- Line Field Operations:
 - 50% of employees for the Restoration Centre have been successfully deployed to dispatch from home. Expect 100% by the end of the week.
 - Concerns expressed that members of the public are not respecting physical distancing. Request that communications assist with messaging to the public.

Load (Demand)

- *System Load Actuals will now be updated twice weekly, unless there are significant updates in between. Next update will be provided Friday April 17.*

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Indigenous Relations

- Access to some First Nation communities is being restricted. Indigenous Relations has provided a list of First Nations and their respective access status (blockades, closures, check points) that will be updated over time.

Customer / Media / Digital / Community Relations

- Bill relief programs for customers were announced April 1. On April 7, the BCUC approved BC Hydro's application.
- The application form for the COVID-19 Relief Fund residential program launched on April 7 and the small business application process launched April 14. Marketing communications campaign launched April 9.
- There were over 51,000 residential applications as of 4:30pm today and over 1,800 small business applications as of 3:30pm today (April 15).
- Contact centre is operating normally.
- We are in the process of activating the translated Chinese (Traditional and Simplified pages) for the Relief Fund and will have the Punjabi version live tomorrow (April 16).
- Call centres and social channels continue to respond to customer questions and to provide assistance with the application. Questions/concerns focus on pausing Step 2 charges, as well as eligibility, including:
 - essential service workers, seniors and those on disability assistance
 - those that have been laid off but the account is under a roommate or another family member's name (other than spouse)
 - renters who pay their utilities through rent
- We have prepared a FAQ document to be shared with MLAs and local government offices to help with common questions on the COVID-19 Relief Fund. Community Relations managers are also taking calls from stakeholders and MLA offices.

Employee

- There are now four known cases of BC Hydro employees contracting COVID-19.

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BC Hydro Key Contacts

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BC Hydro Briefing Note

System Spill Management for COVID-19 Load Reduction

Purpose: For information

Due to COVID-19, there is potential for load reduction that coincides with the freshet, where there are large inflows to the BC Hydro system. BC Hydro may exercise force majeure clauses in our Electricity Purchase Agreements (EPAs) with Independent Power Producers (IPPs) in order to manage spill risk due to this load reduction.

Summary

- There is potential for a significant reduction of load over the next number of months and years due to the COVID-19 pandemic.
- The timing of these reductions coincides with the freshet where BC Hydro must safely manage the large inflow to our system. Any additional reduction of load due to COVID-19 will increase the amount of potential spill that BC Hydro will have to manage.
- In addition, scenarios with significant load reduction across the next year could result in ongoing excess spill if the excess volume of energy exceeds the ability to export it to other jurisdictions, which will also be experiencing load reductions.

- s.14; s.17

Load Reduction related to COVID-19

- BC Hydro has experienced a decline in system load due to COVID-19 which could extend some time into the future. This puts pressure on BC Hydro's ability to manage renewable energy inflows across the year and particularly in the freshet.
- The additional surplus energy could result in:
 - more water being stored in the large reservoirs,
 - additional spill,
 - increased exports, including forced exports at low prices.

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s.14; s.17

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- B.C. and Canada's response to COVID-19 started escalating on March 11, 2020 when the World Health Organization declared a pandemic. The initial impacts to commercial load started to become apparent the week of March 16, 2020 with the Province declaring a public health emergency and closing restaurants, community centers, schools, and a number of other businesses, and directing those who could to work from home.
 - The estimated overall impact on BC Hydro's load is currently approx. 5%.
 - BC Hydro has been tracking customer metering data by specific commercial sectors and has noted a decline in the commercial sector.
 - Discerning the impact on residential and industrial load is more challenging.
- It is instructive to examine load reductions in other jurisdictions that have more severe restrictions and higher infection rates.
 - Four weeks into shutdowns, Italy's load reduction was about 25%.
 - Guangdong China reached maximum load reductions of more than 20% after two weeks, stayed at that level for three weeks, and then took another three weeks for reductions to stabilize at less than 5% below pre-COVID-19 levels.
 - As of the end of March, the UK and the Netherlands had reductions of 10-20% while Germany and France had load reductions of 5-10%.
- BC Hydro has now completed a revised load forecast considering COVID-19 impacts. It is a detailed sector-by-sector review, using assumptions informed by the BC Business Council, and similar load trends and forecast methodology to other Canadian provinces.
- In this forecast, the Fiscal 2021 total integrated system load is down 6-12% relative to the March 2020 reference load forecast. Two scenarios were prepared:

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- Scenario A: 3-month impact and then load returns close to pre-COVID-19 forecast levels (Fiscal 2021 -6%; Fiscal 2022 -3%; Fiscal 2023 -3%).
- Scenario B: 18-month prolonged recovery with stark assumptions regarding a deeper global recession (Fiscal 2021 -12%; Fiscal 2022 -13%; Fiscal 2023 -9%).

Spill Impacts

- In general, BC Hydro's hydroelectric facilities were designed with the ability to spill significant volumes of water to protect the dams in periodic large flood events.
- However, prolonged and sustained high volume spills can damage the spillways and other infrastructure. These risks are particularly pronounced with certain facilities.
 - For example, BC Hydro avoids spill on the Peace system unless it is absolutely necessary due to the risk of eroding the plunge pool at Peace Canyon dam, which could eventually undermine the stability of the dam.
 - In addition, high total dissolved gas pressure caused by spilling can harm and potentially kill fish.
- The timing of the load reduction in B.C. due to COVID-19 will coincide with the freshet, where BC Hydro must already safely manage large inflow to our system.
- BC Hydro's system spill risk is currently approximately 20% before accounting for any COVID-19 load reduction, which would increase the potential for both types of spill. It may be challenging operationally to manage an already-anticipated active and changing spill profile with the added complexity of a materially-reduced load as a result of COVID-19.
- IPPs now represent approximately 23% of the total annual energy that BC Hydro must manage. IPP energy in the freshet has also increased substantially over the last 10 years by about 3,000 GWh, and represents approximately 29% of total generation in the freshet.

s.14; s.17

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Wholesale Export Markets

- The wholesale export markets are typically very weak throughout the West during the spring freshet from the beginning of May to mid-July. Hydro generation in the western U.S. is expected to more than double from April levels in May, increasing by about 8,000 average MW.
- This is also the time when loads are typically the lowest in these markets because of long daylight hours and mild temperatures.
- With the further load impact from COVID-19, it may be difficult to find buyers for BC Hydro's exports on certain days or in certain hours.
- Forward markets for May and June are low, with May and June off-peak currently trading at approx. \$5 and \$7 respectively. These markets are currently also fairly illiquid – with traditional buyers also experiencing loss of load related to COVID-19 – so it would be difficult to sell significant forward volumes at these prices.

Scenarios

- The COVID-19 load reduction scenarios are being reviewed to estimate potential impacts to the system when there is too much energy to store, export or spill.
- To provide an example around magnitude of potential impacts, a 10% load reduction for a year is considered.
 - BC Hydro's annual surplus for Fiscal 2021 is approximately 4,000 GWh.
 - A load reduction of 10% for a year is approximately 6,000 GWh, resulting in a potential surplus of 10,000 GWh.
 - While there is likely ability to store some energy year over year in the large reservoirs, a large portion of the energy would need to be exported. It would be very challenging, with significantly reduced western North America load, to find buyers for 10,000 GWh of energy, so some of the energy volume would need to be spilled. Even at the best of times, 10,000 GWh of annual exports would present challenges.
- For context, in a given year the water variability that BC Hydro can see on the system is about +/- 7,000 GWh, and the variability in load due to weather can be +/- 800 GWh.

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Next Steps

- The two COVID-19 load forecast scenarios are being used in the April Energy Studies. These studies will provide a forecast of the range of imports/exports and spill for both load scenarios. Preliminary results from the Energy Studies will be available in mid-April.

s.14; s.17

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BC Hydro Briefing Note

COVID-19 Load Forecast Scenarios

Purpose: For information

This briefing note summarizes the work to assess potential load impacts associated with COVID-19. BC Hydro conducted an assessment of two specific scenarios, which could result in 6–12% lower demand in Fiscal 2021 relative to the March 2020 load forecast.

Background

- There remains a significant amount of uncertainty as to how the COVID-19 pandemic will unfold and the impact it will have on the economy.
- The scenarios that BC Hydro assessed are neither the most optimistic nor the most pessimistic possible outcomes.
- Work was informed by the BC Business Council economic impact analysis. Where possible, BC Hydro attempted to align our scenario assumptions with theirs, and where possible, to use their GDP inputs directly in our calculations.
- Current load trends and forecast methodology are similar to other Canadian provinces.

Forecast Method

- The forecast method differs across each of the customer sectors.
- Residential and commercial are based on smart meter data comparing current loads to pre-COVID-19 load periods, on a temperature normalized basis, recognizing that there is significant potential error in trying to temperature normalize load during the shoulder season.
- For the residential sector, load projections were based on the difference between current load and the previous year's load over the same period (April 2020 vs. April 2019).
- For the commercial sector, load projections were based on the difference between current load and the load in early March prior to COVID-19 health measures.

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- Light industrial continues to use our GDP regression model, but with revised GDP estimates from the BCBC for calendar 2020.
- For each of the large industrial sub-sectors, we applied an expedited version of our existing methodology, which is to develop assumptions on the extent to which commodity prices will continue to be depressed and then, working with BC Hydro's Key Account Managers, undertaking a customer-by-customer assessment for each of the two scenarios.
 - For forestry and oil and gas sub sectors, we also considered the impact of additional factors like fibre supply shortages in forestry, and an oil price war in oil and gas.

Scenarios

- BC Hydro conducted an assessment of two specific COVID-19 scenarios (with assumptions detailed in *Figure 1* below).

Figure 1: BC Hydro Load Forecast Scenarios A and B

	F21												F22												F23													
	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Jul 21	Aug 21	Sep 21	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22	Apr 22	May 22	Jun 22	Jul 22	Aug 22	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23		
A	Measures **		Slow Recovery									Long Term Projection																										
B	Measures				Targeted Measures										Slower Recovery										Long Term Projection													
Considerations													Scenario A													Scenario B												
													"3 months and things return to normal"													"18 months prolonged impacts using stark assumptions"												
BC Economy					Was already ebbing prior to the pandemic														Impacts beyond anything BC has experienced in 70 yrs																			
BC GDP					2020/F21 (7.3%) 2021/F22 2.0% 2022/F23 2.0%														2020/F21 (11.4%) 2021/F22 1.0% 2022/F23 1.0%																			
Global Economy					Global recession is imminent or already underway														Deeper North American and global recessions																			

Notes:

*Fiscal years denoted with an F, all other years are calendar

**Measures refers to government prescribed health measures

- Neither scenario assumes rapid economic recovery or prolonged recession / depression.
- Scenario A assumes existing health measures continue for 3 months (in this case, assumption is March to May) and then things slowly return to normal starting in June over the course of the 2020 calendar year.

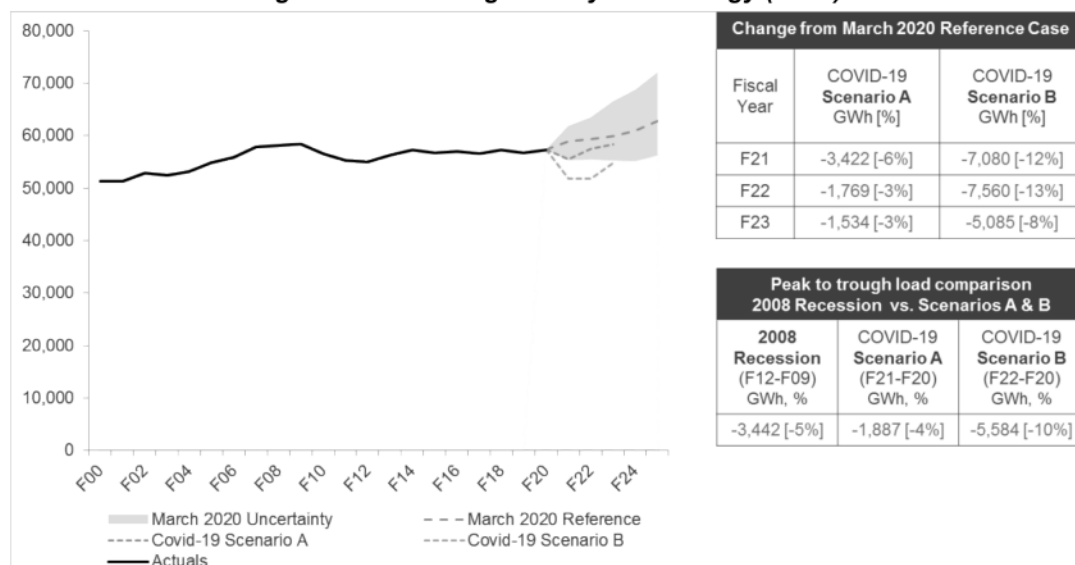
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- Beyond calendar 2020, this scenario assumes a return to the March 2020 forecast with the exception of any permanent closures that occur during the measures period.
- For calendar 2020, we assume BCBC's GDP impact estimate of a 7.3% decline applied to our light industrial forecast model which is based on a GDP regression.
- Scenario B assumes 18 months of prolonged impacts using starker assumptions. This means after 3 months, B.C. is assumed to move to essential services only from June through August, followed by targeted measures (i.e., slowly allowing parts of the economy to restart that would occur over a full year).
 - This is followed by a slow recovery until the start of Fiscal 2023. At that point, we assume a return to previous load growth rates with the exception of permanent closures that occur during the three-year period.

Results

- These scenarios could result in 6–12% lower demand in Fiscal 2021 relative to the March 2020 load forecast (see *Figure 2* below).
 - In Scenario A, the impact ranges from (3%) to (6%).
 - In Scenario B the impact ranges from (8%) to (13%).

Figure 2: Total Integrated System Energy (GWh)



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- Results were also compared to the impacts associated with the 2008 recession. BC Hydro's assessment shows that Scenario A is comparable to load impacts associated with that recession and Scenario B is considerably worse.
- Figure 3 below breaks down the load forecast by sector.

Figure 3: Load Forecast by Sector

GWh			Transmission / Large Industrial										Light Ind	Total
			Residential	Commercial	Metal Mines	Coal Mines	Wood	Pulp & Paper	Chemicals	Oil & Gas	LNG	Other		
	F20 Actuals	F2020	18,349	14,379	s.17; s.21								4,311	50,281
Pre COVID	March 2020	F2021	18,690	14,563									4,741	51,950
Pre COVID	March 2020	F2022	18,959	14,584									5,062	52,569
Pre COVID	March 2020	F2023	19,229	14,600									5,088	53,166
Difference from March 2020 Ref	COVID A	F2021	453	(1,134)									(450)	(3,138)
	COVID A	F2022	0	0									(486)	(1,607)
	COVID A	F2023	0	0									(489)	(1,371)
Difference from March 2020 Ref	COVID B	F2021	604	(3,247)									(537)	(6,461)
	COVID B	F2022	187	(1,619)									(613)	(6,944)
	COVID B	F2023	(293)	(730)									(653)	(4,623)
Difference from March 2020 Ref	COVID A	F2021	2%	-8%									-9%	-6%
	COVID A	F2022	0%	0%									-10%	-3%
	COVID A	F2023	0%	0%									-10%	-3%
Difference from March 2020 Ref	COVID B	F2021	3%	-22%									-11%	-12%
	COVID B	F2022	1%	-11%									-12%	-13%
	COVID B	F2023	-2%	-5%									-13%	-9%

Note: Forecasts are before adjustments for rates and DSM and electric vehicles. Totals do not include sales to other utilities, street lights, irrigation, NIA, Fortis, BC Hydro own use or losses and therefore are representative only.

- Residential: projected to increase as more people stay home, so use per account increases. In Scenario B, we assume extended measures adversely impact future housing starts relative to the March 2020 load forecast.
- Commercial: most impacted under both scenarios. For Scenario B, BC Hydro assessed for each business segment incremental impacts assuming that the Province enacts essential services only (based on professional judgement of what would be considered essential).
- Large Industrial:
 - Forestry is the most impacted in both scenarios as we advance the expected closure of one major pulp mill and a partial permanent closure of another in

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both scenarios. This also assumes temporary closures of both pulp and paper mills and wood products.

- Mining is significantly impacted in both scenarios notwithstanding relief measures. We assume only temporary shutdowns – not permanent. Both scenarios assume return to production by Fiscal 2023.
- In Oil and Gas it is assumed there will be project deferrals and some production curtailments that have smaller impacts in the two year period, notwithstanding an oil price war and the likelihood some oil sands production is shut down. We assume natural gas liquids production is cost competitive and will still have a market. Both scenarios assume a return to normal production levels by Fiscal 2023. LNG impacts over the Fiscal 2021-Fiscal 2023 period are assumed to be minor in both scenarios.
- Light Industrial: scenarios reflect BCBC's GDP impacts in 2020. After 2020, for Scenario A we assume return to previous GDP growth (2%) and in Scenario B slower GDP growth (1%) in Fiscal 2022. Note this means we assume no economic rebound, but rather a slow recovery in both scenarios.

Next Steps

- Determine revenue and system operations impacts associated with the two load scenarios.
- Continue ongoing monitoring and analysis of BC Hydro's load.
- Continue engagement with other Canadian utilities.
- Examine how to incorporate COVID19-related uncertainties within the current and future load forecasts as well as our approach to the Integrated Resource Plan.

BC Hydro Key Contacts

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BC Hydro Briefing Note

Rate Relief for Renters

Purpose: For discussion

BC Hydro has developed an option to provide a bill credit to renters impacted by COVID-19 who are not account holders with BC Hydro. This option will work within the framework of the existing COVID-19 Relief Fund for residential customers however will require a minor tariff change to be filed with the BCUC for approval.

Summary

- BC Hydro has developed an option to provide electricity bill relief to renters who do not receive their electricity service directly from BC Hydro (and therefore do not have accounts with us) because utilities are included in their rent.
- While it is difficult to determine precisely the number of rental premises which fall into this category, BC Hydro estimates that it is roughly 120,000 (or 25% of rental premises within our service territory).
- These renters cannot access the current COVID-19 Relief Fund directly because they do not have a BC Hydro account.
- By using governments new BC Temporary Rental Supplement (BC-TRS) Program, BC Hydro could offer bill relief to these renters, at an estimated cost of ~\$3.5 million over 3 months.

Renter Rate Relief Proposal

- BC Hydro has developed an approach where we would leverage the new BC Temporary Rental Supplement (BC-TRS) Program to provide relief to renters who pay for electricity as part of their rent.
- The BC-TRS program has a two-step application process where both the tenant and the landlord need to confirm eligibility. The eligibility requirements for this program are largely consistent with those for our COVID-19 Relief Fund for residential customers.

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- BC Hydro would rely upon government approving the BC-TRS grant for renters and then providing BC Hydro with a list of those who have been approved and had electricity paid for as part of their rent.
- BC Hydro will not have visibility to the actual electricity consumption from the renter. Therefore the proposal is to provide a credit of \$45/month (\$135 over three months), which is based on the median apartment monthly bill.
- BC Hydro will provide the credit to the account holder (which is the landlord) directly, consistent with the BC-TRS program. BC Hydro would rely on government to confirm that the credit has been used to reduce the tenant's rent through the same mechanisms they will use for the BC-TRS grant.
- The existing BC-TRS form would need to be modified to require the following:
 - Tenancy Agreement (this is optional currently, but will show whether utilities are included as part of the rent).
 - Declaration that rent includes electricity costs (which must be verified by the landlord).
 - Permission to release this information to BC Hydro for granting the credit and for auditing purposes.

Eligibility Criteria

- In addition to existing BC-TRS Program criteria, BC Hydro would require the applicants to meet the following criteria:
 - A tenant renting multiple units is eligible for only one rental credit
 - Landlord is billed at the residential rate

Estimated Revenue Impact

- The estimated revenue loss to BC Hydro is approximately \$3.5M for three months of bill credits (based on an assumption of 20% of the 120,000 rental premises we don't have a relationship with being eligible, and receiving the credit of \$45 / month for three months).

Regulatory Strategy

- OIC 159 was drafted broadly enough to enable BC Hydro to define the program for residential customer bill relief. However in the specific tariff changes filed with the BCUC we defined the “COVID Relief Fund for Residential Customers” as follows:

“A temporary program established by BC Hydro, available until June 30, 2020, for the purpose of providing grants to qualifying Residential Service Customers **who have lost their employment or become unable to work** as a result of the COVID pandemic.”

- As the landlord who would be receiving the credit in this case is not the person who has lost their employment or become unable to work the tariff will need to be modified to allow this situation.
- Government could issue a new OIC with revised tariff pages, or BC Hydro could apply to the BCUC for the tariff change with a letter of support from government. Given the relatively small dollar impact of providing bill relief to renters who previously would not have qualified, BC Hydro recommends the latter approach.

Considerations

- This approach is only possible because of the new BC-TRS program from government.
- Government, through the BC-TRS Program has the authority to address disputes between landlords and tenants (which BC Hydro lacks) to ensure that the credit granted to the landlord (the account holder) ultimately goes to reducing the tenant's rent.
- Government support to make minor modifications to the existing BC-TRS Program is required in order for BC Hydro to provide this relief for renters.
- The BC-TRS Program has already developed an application form, adjudication process and control model that appears to be consist with BC Hydro's needs and requires only the minor modifications described above.

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BC Hydro Briefing Note

IRP Filing & Covid-19 Impacts

Purpose: For information

BC Hydro recommends a one-year delay in filing the Integrated Resource Plan (IRP) with the BC Utilities Commission (BCUC) and seeks government support for the change. This delay is primarily due to the impacts of the COVID-19 pandemic.

Summary

- BC Hydro plans to file its IRP with the BCUC in March of 2022, which is one year later than the originally planned filing date of February 28, 2021.
- The COVID-19 pandemic is the primary factor driving the need to delay the IRP filing by one year.
 - The pandemic has delayed delivery of Government's Comprehensive Review Phase 2 Final Report, which is a key policy document for the IRP.
 - BC Hydro must conduct engagement (including consultation with Indigenous Nations) as part of the development of the IRP. It is unlikely that BC Hydro would be able to demonstrate its process reflected the UNDRIP expectations. Meaningful engagement is challenging or impossible to do during the COVID-19 crisis.
 - The pandemic has impacts on key IRP inputs such as the load forecast.
- The timing of the IRP filing is subject to Board approval.

Background

- BC Hydro is not required to file an IRP by any set date; the timing for filing of an IRP may be ordered by the BCUC. However, the BCUC is prohibited from ordering BC Hydro to file an IRP before February 28, 2021. BC Hydro will be engaging with the BCUC to get their support for the proposed filing date.

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- BC Hydro had been working to meet a February 2021 filing date on an already compressed schedule due to an earlier delay in the schedule for the Comprehensive Review Phase 2 Final Report.
 - The Phase 2 Final Report is a key policy document that will inform development of the IRP.
- The COVID-19 pandemic has caused significant provincial economic and societal disruption, which has impacted several key elements required to complete the IRP:
 - A delay in completion of the Comprehensive Review Phase 2 Final Report to July 24th, 2020.
 - Limited ability to conduct engagement with Indigenous Nations and the broader public. Some Indigenous Nations have closed their offices and have concerns about consultation based on virtual consultation.
 - A shift in electricity demand with potential long term implications, particularly in the Industrial and Commercial sectors.
- Given these factors, it is not possible to complete the IRP on the original schedule and a delay of one year is required.

Next Steps

- BC Hydro will discuss the revised filing date with BCUC. The revised timeline is subject to BCUC oversight and may trigger an order on timing from the BCUC.
- BC Hydro will seek approval from its Board for the revised schedule and filing date.
- Should the completion of the Comprehensive Review Phase 2 Final Report be delayed again or the COVID-19 pandemic continues to impact IRP work, BC Hydro will revisit the schedule and filing date.

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BC Hydro Briefing Note
April 17, 2020 Financial Update

Purpose: For information

This note provides an update on BC Hydro's current finances, as of April 17, 2020.

Customer Impacts that can Affect Cash-flow, Rates, Net Income and Regulatory Accounts

COVID-19 Relief Programs

- BC Hydro's COVID-19 relief measures were estimated to provide value to ratepayers of approximately \$200M over the 3 month duration.
- Of this, approximately \$80M (residential and commercial amounts) will not be repaid and will instead be collected from future ratepayers.
- Any impairments of industrial/mining amounts owing would increase the amount to be collected from ratepayers
- As of April 15, applications are still being received, but so far:
 - 51,785 residential customers have applied for relief. Our estimate assumed that 100,000 customers would apply;
 - 2,051 commercial customers have applied for relief. Our estimate assumed approximately 87,000 customers would apply;
 - 13 industrial customer sites have applied for relief. This is comprised of 9 ^{s.17; s.21} sites, 2 ^{s.17; s.21} sites, ^{s.17; s.21} mine and ^{s.17; s.21} mine. Our estimate assumed all eligible customers would participate. So far, over 20 customers have informed us that they do not intend to participate and,
 - 5 copper mines which were already participating in the original Mining Customer Payment Plan, under which they are able to defer 54.7% of their bill payments for invoices going out this month without applying for the new relief programs.

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Customer Rates

- BC Hydro expects an increase to its rates forecast as a result of COVID-19.
- Considering preliminary information at March 31, 2020 regarding interest and discount rates, the impact of COVID-19 relief programs and an assumption of 10% lower customer load throughout 2020/21, BC Hydro currently estimates that customer rates over the 5 year period ending in 2023/24 could be approximately 2% higher than recent forecasts, leaving cumulative rate increases during this period (approximately 9%) still lower than forecast inflation.
- We are in the process of developing a more fulsome forecast using the new load forecasts developed with scenarios that address estimated impacts of the COVID-19 pandemic. This is expected to be available early to mid-May.

BC Hydro Year-End Reporting

- BC Hydro has to complete its year-end processes and its audit by the Office of the Auditor General; figures below are preliminary and unaudited.
- Impacts of COVID-19 were felt in March and we are working to quantify how they impacted the results described below.

Net income

- As previously alerted to Government, BC Hydro was expected to miss its 2019/20 net income target, and this would have impacted the Fiscal Plan by \$12 million (\$700 million forecast net income vs. target \$712 million). Preliminary, unaudited results indicate that we expect to miss our target by only \$7 million (\$705 million preliminary actual net income).

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Regulatory Accounts

- Preliminary, unaudited results indicate that BC Hydro's total regulatory account balance at March 31, 2020 was \$5 billion, in line with the forecast underlying BC Hydro's 2021/22 to 2022/23 Service Plan.

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- In mid-March, based on potential initial COVID-19 impacts on interest rates, discount rates and stock markets, BC Hydro estimated that its total regulatory account balance could have been \$1 billion higher.
- By the end of March, discount rates had risen, interest rates had fallen and stock markets regained some of their losses – these factors helped to avoid a significant increase in the total regulatory account balance.

Treasury

- BC Hydro expects cash flows to be negatively impacted by reductions in customer demand, rate deferral and relief programs, and increases in delays or defaults in customer payments, partially offset by reductions in capital spending due to COVID-19 impacts.
 - This is expected to increase BC Hydro's debt requirements in Fiscal 2021.
- The Bank of Canada's Provincial Money Market Purchase program has improved short-term debt market liquidity. We continue to work with the Province to allow them to take maximum advantage of this program, to ensure BC Hydro retains access to funds, and to ensure BC Hydro's funding requirements do not disrupt other Provincial borrowing activities.
 - We are not currently encountering major problems in financing our operations.
- Given current negative economic conditions we are actively monitoring the credit risk of our largest customers and contractors.
 - A default of a major customer or a major construction contractor could have a material impact on our revenues and/or costs.
 - We are seeing general declines in financial metrics for both customers and contractors, but have not had a major counterparty default at this time.
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BC Hydro Key Contacts

Executive David Wong s.17

BC Hydro Briefing Note

COVID-19 Update – April 17

Purpose: For information

This update is provided three times per week to the Ministry of Energy, Mines and Petroleum Resources and the Minister's Office to provide current information on how BC Hydro is handling the COVID-19 Pandemic.

Site C

- BC Hydro has not been notified of any confirmed cases of COVID-19 at Site C.
- As of April 17, 2020 there are 970 people staying at camp and 11 people in self-isolation in camp. There are 6 workers in isolation at home.
- The Province of B.C. and Northern Health are hosting a COVID-19 virtual town hall meeting on Wednesday, April 22 at 7:15 p.m. for everyone in the Northern Health region. The Site C Public Affairs team will listen in.
- There were no media requests today. Yesterday there were a couple of media stories about two more members of Blueberry River First Nations testing positive for COVID-19 (three confirmed cases in total).

Operations

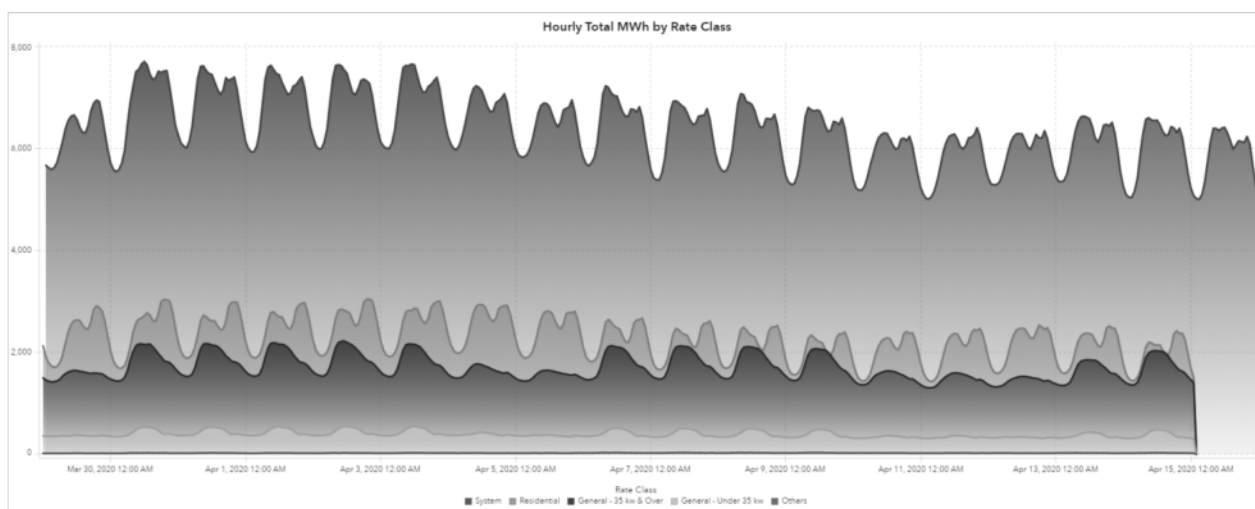
- Generation System Operations: no new updates today.
- T&D System Operations / Fraser Valley Office: system continues to be secure and stable other than Squamish fire, little impact over to provincial system.
- Station Field Operations: Squamish Fire is not posing a risk to Stations operations.
- Line Field Operations:
 - Squamish wildfire resulted in both Distribution and Transmission structural damage. Crews are now waiting for fire department clearance before entering zone to commence repairs.

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- Reminders to customers across social channels, emails and auto-dialers about physical distancing and staying back from our crews.

Load (Demand)

- *System Load Actuals will now be updated twice weekly, unless there are significant updates in between.*
- *Data provided in this section has been updated since the last briefing note (April 15).*



- Total system load was 141 GWh on Wednesday April 15 – a decrease of 12 GWh or 8% from last Wednesday.
- Wednesday April 15 peak load was 6,419 MW at 12pm compared to 7,079 MW on Wednesday April 8 at 8am – a decrease of 9% from last week.
- Commercial and light industrial loads were down slightly further over the last work week. The long weekend impacted loads on Friday and Monday.
- Residential loads for the last 7 days to Tuesday April 14 were 2% lower than the average of the same days in the last 3 years.

Indigenous Relations

- Access to some First Nation communities is being restricted. Indigenous Relations has provided a list of First Nations and their respective access status (blockades, closures, check points) that will be updated over time.

Customer / Media / Digital / Community Relations

- Bill relief programs for customers were announced April 1. On April 7, the BCUC approved BC Hydro's application.
- The application form for the COVID-19 Relief Fund residential program launched on April 7 and the small business application process launched April 14. Marketing communications campaign launched April 9.
- Media Relations issued an Info Bulletin yesterday on the status of the COVID-19 Relief Fund applications, along with information on commercial electricity demand.
- There were over 62,500 residential applications and over 4,400 small business applications as of 4pm today (April 17).
- Contact centre is operating normally.
- We are posted a new video across all social channels featuring Chris and Dave answering questions on the Relief Fund for small business. More videos will be shared in the coming weeks focused on the residential application and BC Hydro operational changes.
- Call centres and social channels continue to respond to customer questions and to provide assistance with the application.
 - For residential, questions focus on pausing Step 2 charges, as well as eligibility, including:
 - essential service workers, seniors and those on disability assistance
 - those that have been laid off but the account is under a roommate or another family member's name (other than spouse)
 - renters who pay their utilities through rent
 - For small business, common issues raised are about why relief is not available for:
 - Businesses that continue to operate

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- Small General Service accounts that do not qualify because they are not small businesses (for example, churches, municipal facilities and First Nations administration offices)
- Medium General Service and Large General Service
- We have prepared a FAQ document to be shared with MLAs and local government offices to help with common questions on the COVID-19 Relief Fund. Community Relations managers are also taking calls from stakeholders and MLA offices.

Employee

- There are now four known cases of BC Hydro employees contracting COVID-19.
 - One employee is recovering at home.
 - One employee is working from home, starting April 15.
 - One employee was released from ICU and sent home to recover, but has multiple medical issues at the moment.
 - One employee was released from hospital, and has been asked to self-isolate until they test negative.

BC Hydro Key Contacts

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BC Hydro Briefing Note

COVID-19 Update – April 20

Purpose: For information

This update is provided three times per week to the Ministry of Energy, Mines and Petroleum Resources and the Minister's Office to provide current information on how BC Hydro is handling the COVID-19 Pandemic.

Site C

- BC Hydro has not been notified of any confirmed cases of COVID-19 at Site C.
- As of April 20, there are 961 people staying at camp and 7 people in self-isolation in camp. There are 6 workers in isolation at home.
- There were no media requests over the weekend or today.
- The Province of B.C. and Northern Health are hosting a COVID-19 virtual town hall meeting on April 22 at 7:15 p.m. for everyone in the Northern Health region. The Site C public affairs team will listen in.

Operations

- Generation System Operations: no new updates today.
- T&D System Operations / Fraser Valley Office: system continues to be stable with minimum system impacts.
- Station Field Operations: Squamish Fire is not posing a risk to Stations operations.
- Line Field Operations:
 - Reminders to customers across social channels, emails and auto-dialers about physical distancing and staying back from our crews.
 - Preparing for additional release of customer-facing and high priority work. Ensuring work volumes are manageable while maintaining COVID-19 working protocols.

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Load (Demand)

- *Next update will be on April 24.*

Indigenous Relations

- Access to some First Nation communities is being restricted. Indigenous Relations has provided a list of First Nations and their respective access status (blockades, closures, check points) that will be updated over time.

Customer / Media / Digital / Community Relations

- Bill relief programs for customers were announced April 1. On April 7, the BCUC approved BC Hydro's application.
- The application form for the COVID-19 Relief Fund residential program launched on April 7 and the small business application process launched April 14. Marketing communications campaign launched April 9.
- There were nearly 71,500 residential applications and over 5,900 small business applications as of about 4:00pm today (April 20).
- We anticipate we will be ready to start providing residential credits on April 24.
- Contact centre continues to operate normally.
- Working on translating the COVID-19 Relief Fund pages (now also in Korean) and filming multi-lingual videos (Cantonese, Mandarin and Punjabi) to promote the COVID-19 Relief Fund.
- We have shared new video content on the relief programs featuring Chris and Dave. More videos will be shared in the coming weeks focused on the residential application and BC Hydro operational changes.
- Call centres and social channels continue to respond to customer questions and to provide assistance with the application.
 - For residential, questions focus on pausing Step 2 charges, as well as eligibility, including:
 - essential service workers, seniors and those on disability assistance

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- those that have been laid off but the account is under a roommate or another family member's name (other than spouse)
- renters who pay their utilities through rent
- For small business, common issues raised are about why relief is not available for:
 - Businesses that continue to operate
 - Small General Service accounts that do not qualify because they are not small businesses (for example, churches, municipal facilities and First Nations administration offices)
 - Medium General Service and Large General Service
- We have prepared a FAQ document to be shared with MLAs and local government offices to help with common questions on the COVID-19 Relief Fund. Community Relations managers are also taking calls from stakeholders and MLA offices.

Employee

- There are now four known cases of BC Hydro employees contracting COVID-19.
 - One employee is recovering at home.
 - One employee is working from home, starting April 15.
 - One employee was released from ICU and sent home to recover, but has multiple medical issues at the moment.
 - One employee was released from hospital, and has been asked to self-isolate until they test negative.

BC Hydro Key Contacts

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BC Hydro Briefing Note

COVID-19 Update – April 22

Purpose: For information

This update is provided three times per week to the Ministry of Energy, Mines and Petroleum Resources and the Minister's Office to provide current information on how BC Hydro is handling the COVID-19 Pandemic.

Site C

- BC Hydro has not been notified of any confirmed cases of COVID-19 at Site C.
- As of April 22, there are 974 people staying at camp and 6 people in self-isolation in camp. There are 3 workers in isolation at home.
- There was a media request from CBC (Ontario) looking for an update on whether there have been any confirmed cases at Site C and how many people have been tested to date.
- The team responded to Business in Vancouver about what summer construction at Site C could look like if some restrictions are lifted.
- The Province of B.C. and Northern Health are hosting a COVID-19 virtual town hall meeting tonight (April 22) at 7:15 p.m. for everyone in the Northern Health region. The Site C public affairs team will listen in..

Operations

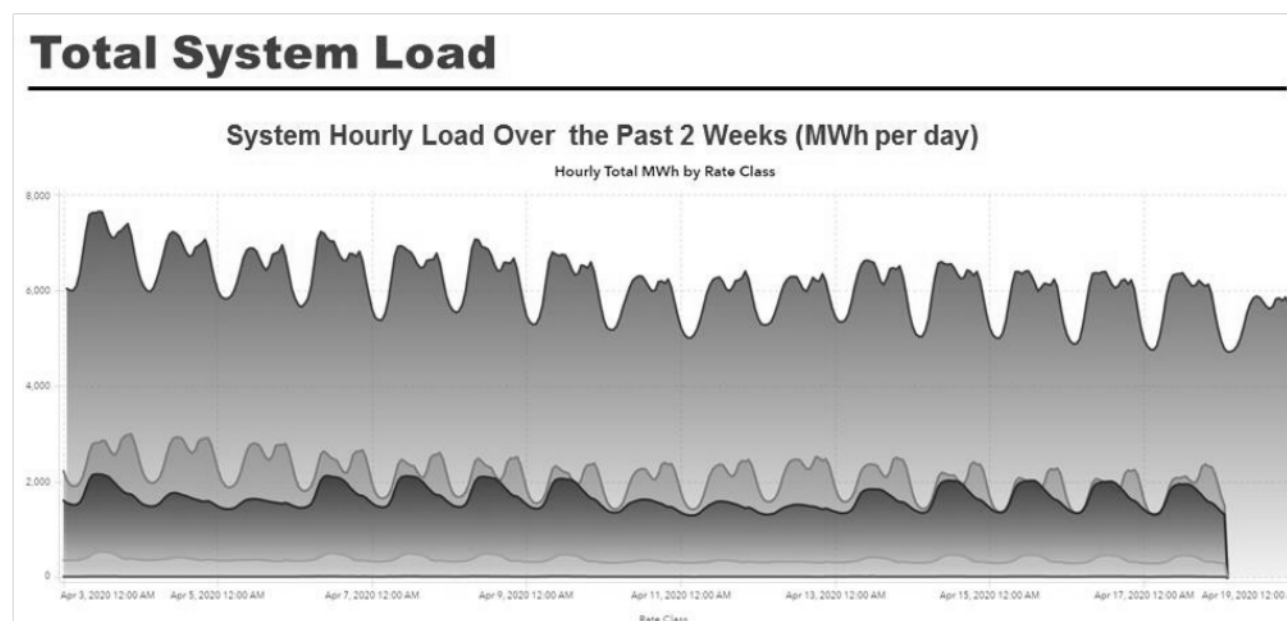
- Generation System Operations: increasing risk of spill at Wahleach due to earlier Fraser freshet and delayed outage return to service. Exploring earlier return to service and requirements for spill notification and flood risk management.
- T&D System Operations / Fraser Valley Office: system continues to be stable with minimum system impacts.
- Station Field Operations: Main focus right now is on Mica Creek and input on COVID-19 risk management.

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- Line Field Operations: Preparing for additional release of customer-facing and high priority work. Ensuring work volumes are manageable while maintaining COVID-19 working protocols.

Load (Demand)

- *System Load Actuals will now be updated twice weekly, unless there are significant updates in between.*
- *Data provided in this section has been updated since the last briefing note (April 20).*



- Total system energy consumption was approximately 2% lower at 138 GWh on Friday April 17 compared to 141 GWh on Friday April 11 (Good Friday Statutory Holiday) and 18% lower than 168 GWh on Friday April 3.
- Saturday April 18 peak load was 5,888 MW at 11am compared to 6,410 MW on Saturday April 11 at 8am – a decrease of 8% from last week.
- Commercial and light industrial loads were down further over the last work week. The long weekend impacted loads on Monday.
- Residential loads for the last 7 days to Friday April 17 were 4% lower than the average of the same days in the last 3 years.

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Indigenous Relations

- Access to some First Nation communities is being restricted. Indigenous Relations has provided a list of First Nations and their respective access status (blockades, closures, check points) that will be updated over time.
- Reviewing Capital Projects priority project list to develop messaging for First Nations and determine any consultation requirements.

Customer / Media / Digital / Community Relations

- Bill relief programs for customers were announced April 1. The application form for the COVID-19 Relief Fund residential program launched on April 7 and the small business application process launched April 14. Marketing communications campaign launched April 9.
- There were nearly 80,000 residential applications and nearly 6,7,300 small business applications as of 4:15pm today (April 22).
- We anticipate we will be ready to start providing residential credits on April 27.
- Contact centre continues to operate normally.
- Filming multi-lingual videos (Cantonese, Mandarin and Punjabi) to promote the COVID-19 Relief Fund.
- Key customer messaging this week:
 - Ongoing scam targeting BC Hydro customers
 - Physical distancing and our crews
 - Changes we've made to electrical connections
- We have prepared a FAQ document to be shared with MLAs and local government offices to help with common questions on the COVID-19 Relief Fund. Community Relations managers are also taking calls from stakeholders and MLA offices.
- Work is ongoing on the relief program for renters who pay their electricity through their rent (and are therefore not BC Hydro customers).

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Employee

- There are now four known cases of BC Hydro employees contracting COVID-19.
 - One employee is recovering at home.
 - One employee is working from home, starting April 15.
 - One employee was released from ICU and sent home to recover, but has multiple medical issues at the moment.
 - One employee was released from hospital, and has been asked to self-isolate until they test negative.

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BC Hydro Briefing Note

COVID-19 Update – April 24

Purpose: For information

This update is provided three times per week to the Ministry of Energy, Mines and Petroleum Resources and the Minister's Office to provide current information on how BC Hydro is handling the COVID-19 Pandemic.

Site C

- BC Hydro has not been notified of any confirmed cases of COVID-19 at Site C.
- As of April 24, 2020 there are 966 people staying at camp and confidentially, 6 workers are in self-isolation in camp, and 2 additional workers are self-isolated in their home communities.
- There were no new media requests today.
- The next call with local elected officials, EMBC, Northern Health and the Site C project team is scheduled for April 29 at 10am.

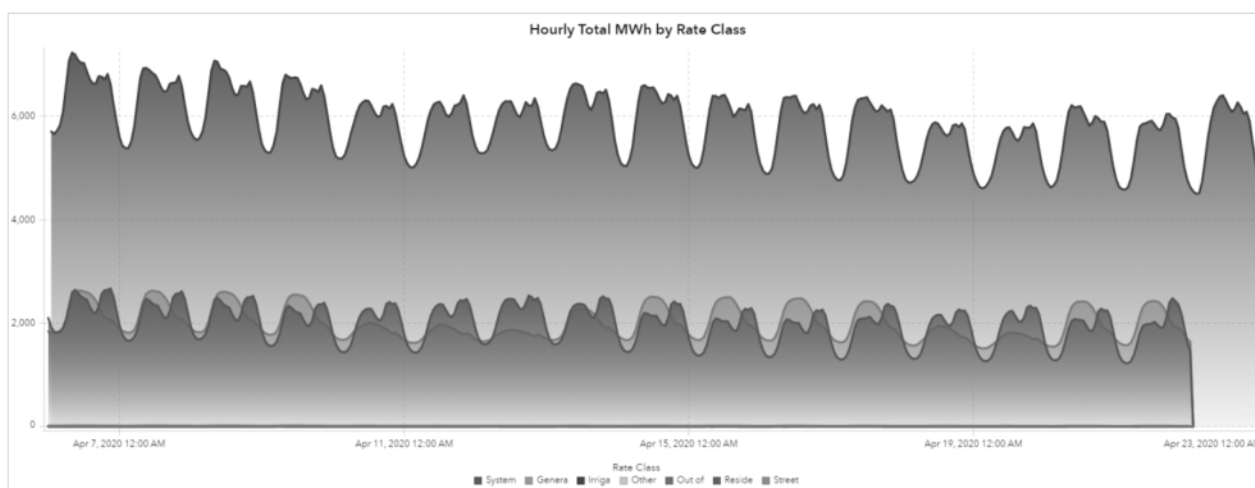
Operations

- Generation System Operations: ~85% risk of spill at Wahleach in May due to earlier Fraser freshet and delayed outage return to service. Exploring earlier return to service and requirements for spill notification and flood risk management.
- T&D System Operations / Fraser Valley Office: system continues to be stable with minimum system impacts.
- Station Field Operations: Main focus right now is on Mica and input on COVID-19 risk management at camp and site from Operations and Construction Management teams.
- Line Field Operations: First storm event during COVID-19 forecasted (strong winds) for tomorrow (April 25) early morning. Line is prepared to respond.

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Load (Demand)

- *System Load Actuals will now be updated twice weekly, unless there are significant updates in between.*
- *Data provided in this section has been updated since the last briefing note (April 22).*



- Total system energy consumption was approximately 4% lower at 135 GWh on Wednesday April 22 compared to 141 GWh on Wednesday April 15 and 11% lower than 153 GWh on Wednesday April 8.
- Wednesday April 22 peak load was 6,412 MW at 12pm which was unchanged from 6,419 MW on Wednesday April 15 at 12pm.
- Some commercial and light industrial sectors such as restaurants and retail have stabilized over the last week while sectors such as hotels, offices and recreation have continued to decline.
- Light industrial and commercial loads were 11% and 15% lower respectively than the average of the same period for the last 3 years.
- Residential loads for the last 7 days to Friday April 17 were 4% lower than the average of the same days in the last 3 years.

Indigenous Relations

- Access to some First Nation communities is being restricted. Indigenous Relations has provided a list of First Nations and their respective access status (blockades, closures, check points) that will be updated over time.
- Drafting a communication to share with Indigenous Groups regarding project work that is continuing.

Customer / Media / Digital / Community Relations

- Bill relief programs for customers were announced April 1. The application form for the COVID-19 Relief Fund residential program launched on April 7 and the small business application process launched April 14. Marketing communications campaign launched April 9.
- There were over 86,000 residential applications and over 8,100 small business applications as of noon today (April 24).
- We anticipate we will be ready to start applying residential credits on April 27.
- Contact centre continues to operate normally.
- Multi-lingual videos (Cantonese, Mandarin and Punjabi) to promote the COVID-19 Relief Fund are now online for customers.
- Communicating broadly about the current phone scam through an Information Bulletin and social media.
- We have prepared a FAQ document to be shared with MLAs and local government offices to help with common questions on the COVID-19 Relief Fund. Community Relations managers are also taking calls from stakeholders and MLA offices.
- Work is ongoing on the relief program for renters who pay their electricity through their rent (and are therefore not BC Hydro customers).

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Employee

- There are now four known cases of BC Hydro employees contracting COVID-19.
 - One employee is recovering at home.
 - One employee is working from home, starting April 15.
 - One employee was released from ICU and sent home to recover, but has multiple medical issues at the moment.
 - One employee was released from hospital, and has been asked to self-isolate until they test negative.

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BC Hydro Briefing Note

COVID-19 Update – April 27

Purpose: For information

This update is provided three times per week to the Ministry of Energy, Mines and Petroleum Resources and the Minister's Office to provide current information on how BC Hydro is handling the COVID-19 Pandemic.

Site C

- BC Hydro has not been notified of any confirmed cases of COVID-19 at Site C.
- As of April 27, there are 941 people staying at camp and confidentially, 3 workers are in self-isolation in camp, and 1 additional worker is self-isolated in their home community.
- There are no new media requests today so far related to Site C and COVID-19.
- The next call with local elected officials, EMBC, Northern Health and the Site C project team is scheduled for April 29 at 10am.

Operations

- Generation System Operations: ~85% risk of spill at Wahleach in May due to earlier Fraser freshet and delayed outage return to service. Exploring earlier return to service and requirements for spill notification and flood risk management.
- T&D System Operations / System Control Centre: system continues to be stable with minimum system impacts.
 - April 25 wind storm was managed well with most customers restored in 24 hours, reflecting good response from System Control Centre and Line.
- Station Field Operations: Main focus right now is on Mica and input on COVID-19 risk management at camp and site from Operations and Construction Management teams.

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Load (Demand)

- *System Load Actuals will now be updated twice weekly, unless there are significant updates in between. Next update will be on April 29.*

Indigenous Relations

- Access to some First Nation communities is being restricted. Indigenous Relations has provided a list of First Nations and their respective access status (blockades, closures, check points) that will be updated over time.
- Finalizing a communication regarding project work for distribution to Indigenous groups in the Northeast.

Customer / Media / Digital / Community Relations

- Bill relief programs for customers were announced April 1. The application form for the COVID-19 Relief Fund residential program launched on April 7 and the small business application process launched April 14. Marketing communications campaign launched April 9.
- There were over 92,000 residential applications and 9,000 small business applications as of noon today (April 27).
 - The process to review and approve the applications ramps up today with additional staff now in place to support.
- Communications continue this week across digital platforms.
- We have prepared a FAQ document to be shared with MLAs and local government offices to help with common questions on the COVID-19 Relief Fund. Community Relations managers are also taking calls from stakeholders and MLA offices.
- Work is ongoing on the relief program for renters who pay their electricity through their rent (and are therefore not BC Hydro customers).

Employee

- There are now four known cases of BC Hydro employees contracting COVID-19.
 - One employee is recovering at home.

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- One employee is working from home, starting April 15.
 - One employee was released from ICU and sent home to recover, but has multiple medical issues at the moment.
 - One employee was released from hospital, and has been asked to self-isolate until they test negative.
- An employee survey is planned to go out on April 29.

BC Hydro Key Contacts

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BC Hydro Briefing Note

COVID-19 Update – April 29

Purpose: For information

This update is provided three times per week to the Ministry of Energy, Mines and Petroleum Resources and the Minister's Office to provide current information on how BC Hydro is handling the COVID-19 Pandemic.

Site C

- BC Hydro has not been notified of any confirmed cases of COVID-19 at Site C.
- As of April 29, there are 877 people in camp and confidentially, 4 workers are in self-isolation in camp, and 2 additional workers are self-isolated in their home communities.
- There were no media requests today related to Site C and COVID-19.
- The call with local elected officials, EMBC, Northern Health and BC Hydro took place this morning (April 29). Updates were provided on the latest industrial guidelines and the March 2020 employment figures that will be released next week.

Operations

- Generation System Operations: ~85% risk of spill at Wahleach in May due to earlier Fraser freshet and delayed outage return to service. Exploring earlier return to service and requirements for spill notification and flood risk management.
- T&D System Operations / System Control Centre: system continues to be stable with minimum system impacts.
 - There is a transmission outage impacting Tahsis (700 customers) and the Zeballos IPP (23 MW).
- Station Field Operations: Mica and Bridge continue working on implementing Provincial Health Officer Industrial Camp Order; compliance is expected within the next two weeks.

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- Line Field Operations: Expanding Planned Outage criteria from no more than 15 customers to 100 customers impacted. Working with Communications to message to customers and key stakeholders.

Load (Demand)

- *System Load Actuals will now be updated twice weekly, unless there are significant updates in between. Next update will be on May 1.*

Indigenous Relations

- Access to some First Nation communities is being restricted. Indigenous Relations has provided a list of First Nations and their respective access status (blockades, closures, check points) that will be updated over time.
- Email to Indigenous groups in the Northeast was sent out – updates on project work, Site C, increases in scams and relief fund. Included social media posts for First Nations to share on their channels.
- Information on our COVID-19 Relief Fund and the Customer Assistance Program provided to Indigenous Services Canada (B.C. Chapter) for information sharing purposes.

Customer / Media / Digital / Community Relations

- Bill relief programs for customers were announced April 1. The application form for the COVID-19 Relief Fund residential program launched on April 7 and the small business application process launched April 14.
- Marketing communications campaign launched April 9. Communications continue this week across digital platforms.
- There were over 98,000 residential applications and nearly 9,600 small business applications as of noon today (April 29).
 - The technology infrastructure is in place to review and approve Residential Relief Fund applications. Process is ramping up through the week as additional staff are being trained. We anticipate it will take approximately 3 weeks to eliminate the backlog in applications.
 - There are two aspects of the application reviews:

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- Automated reviews to determine customer eligibility
- Document reviews to confirm the attachment demonstrates the customer or spouse/partner stopped working because of COVID-19.
- For the first 80,000 applications received, there was approximately a 5% rejection rate for factors related to the accounts detailed below.

Count	%	Reason
1705	34%	Contract account not valid
256	5%	Account was not active prior to Apr 1st (Move-In date)
260	5%	Rate schedules: 1101, 1105, 1107, 1121, 1127, 1148, 1151 and 1161
1483	30%	Consumption above threshold of 2500 KWH
141	3%	Customer entered master account number
1167	23%	Account was not active as of Apr 1st (Move-out date)
5012	100%	

- Starting April 28, approximately 3,300 rejection emails are being sent to customers being denied for reasons such as consumption in excess of 2,500 kWh per month, an ineligible rate schedule or no active account. Emails will be staged over 5 days to limit a potential influx of calls to our contact centre.
- An additional 1,700 applications have been submitted with incorrect account numbers or service addresses. We will attempt to correct these applications ourselves, with rejection emails sent to customers for applications that cannot be corrected.
- Starting April 29, we began reviewing documentation provided by customers that passed the automated check. We anticipate a high acceptance rate.
 - Customers that are approved will receive an approval email and the credit will be applied to their account overnight.
 - Those customers that do not have adequate documentation will be asked to provide a different document.
- Any customer that is denied can reapply with corrected information.

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- Work is ongoing on the relief program for renters who pay their electricity through their rent (and are therefore not BC Hydro customers).

Employee

- There are now four known cases of BC Hydro employees contracting COVID-19.
 - One employee is recovering at home.
 - One employee is working from home, starting April 15.
 - One employee was released from ICU and sent home to recover, but has multiple medical issues at the moment.
 - One employee was released from hospital, and has been asked to self-isolate until they test negative.
- An employee survey went out today (April 29).

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