

Powerlines

FortisBC's electricity customer newsletter

Summer 2018



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MCC# 903260

Give your heat pump some love

Get a \$50

Rebate



Your heat pump works hard all year, helping to keep your house warm in winter and cool in summer. Why not give it some TLC before next heating season?

Summer is a good time to have it serviced for safety and energy efficiency, as heating contractors may not be as busy in the warmer months. Plus, you can get a \$50 rebate if you have your electric heat pump serviced by December 31, 2018 (conditions apply).

Get details on this offer and apply for your rebate by visiting fortisbc.com/summerTLC.

Plan for comfort

Energy-savings tip: If you're renovating this summer, consider improving insulation and draftproofing. It can help keep drafts out and conditioned air in all year long. Get more tips at fortisbc.com/summertips.



Need an electrical contractor?

Find qualified contractors to install or service your electric equipment and appliances through our searchable directory at fortisbc.com/electricians.

Working near power lines?



Look up and live

Now that the weather is warmer, you may be planning to prune trees or do home renovations.

Before you begin, get prepared first. It only takes a few minutes to remind yourself of the location of overhead or nearby power lines. Remember, electricity is silent and invisible.

- Before beginning work, look up and see where power lines are.

- Keep yourself, your tools and ladder at least three metres (10 feet) away from overhead power lines.
- When working around trees, look for wires in the branches. Stay away from trees that are in contact with a power line, as you could get shocked. Call us to report the hazard at **1-866-436-7847**.

For more safety tips, visit [fortisbc.com/powerline](https://www.fortisbc.com/powerline).

Help prevent energy theft

It's illegal and unsafe to tamper with electrical equipment, and the cost of stolen electricity affects rates all customers pay. If you notice suspicious activity, leave an anonymous tip:

1. Call FortisBC Revenue Protection at **1-866-550-5444**.
2. Go online at [fortisbc.com/energytheft](https://www.fortisbc.com/energytheft).
3. Call BC Crime Stoppers at **1-800-222-TIPS (8477)**.



For all other customer service inquiries, please call FortisBC at **1-866-436-7847**.

Be informed with our outage map

Did you know you can keep track of a power outage yourself? Our outage map lists any current outage (planned or not) and any future outages that we've scheduled. At a glance, you can see if your neighbourhood is affected, the cause of the outage, and the estimated time of restoration. Check it out at [fortisbc.com/outagemap](https://www.fortisbc.com/outagemap).



Supporting swift water safety



The small community of Passmore in the Central Kootenays is an increasingly popular summer destination for locals and visitors who want a scenic float down the Slocan River. Yet the unpredictable river presents twists, turns and other hazards that boaters and tubers can find challenging. Last year, Passmore's Volunteer Fire Department performed four 'swift water' rescues.

We contributed \$3,000 to the community fire department for swift water rescue training, certification and specialized equipment.

The donation was part of our Community Investment program that supports B.C. communities and focuses on safety, education and Indigenous initiatives. For details, visit fortisbc.com/communityinvestment.

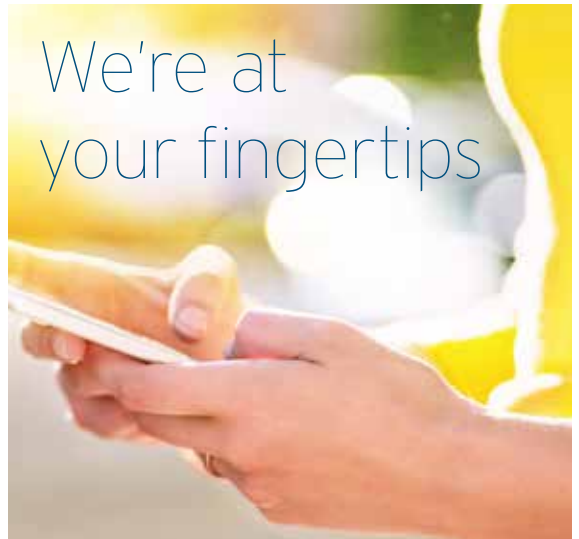
Appearing live: Osprey!

As part of our commitment to being environmentally sustainable, we run an Osprey Nest Management Program, which includes a live-streaming camera of an osprey nest at Benvoulin Road in Kelowna.

Ospreys build their nests in trees, on poles, platforms and other structures, including utility poles. Our program protects the birds from electrocution and improves electrical safety and reliability. Visit our osprey cam at fortisbc.com/osprey.



We're at your fingertips



Have you tried our new app?

Our new FortisBC mobile app makes it easier for you to manage your account — anytime, anywhere! You'll be able to do a lot of things 24/7 including: viewing your bill, checking for planned or unplanned power outages, or saving money and energy with high-efficiency rebates.

Free to download, visit the App Store for Apple iOS or Google Play for Android devices. Or visit us at fortisbc.com/appforme.

Changing how we set electricity rates

We may phase out our two-tier electricity rate to a flat rate and this could impact your bill.

In our application to the BC Utilities Commission, we recommended two main changes: phasing out the current two-tier rate over four years, with the flat rate coming into effect in the fifth year, and offering an *optional* time-of-use rate. We expect the Commission's decision by the end of 2018.

If approved, you'll be billed a flat rate. This will likely result in two scenarios. You'll either see a slight increase in your annual bill or you'll see savings. It all depends on how much electricity you use.

The proposed time-of-use rate may also help you save money if you shift high-energy use activities, like clothes drying, to off-peak times when electricity costs are lower.

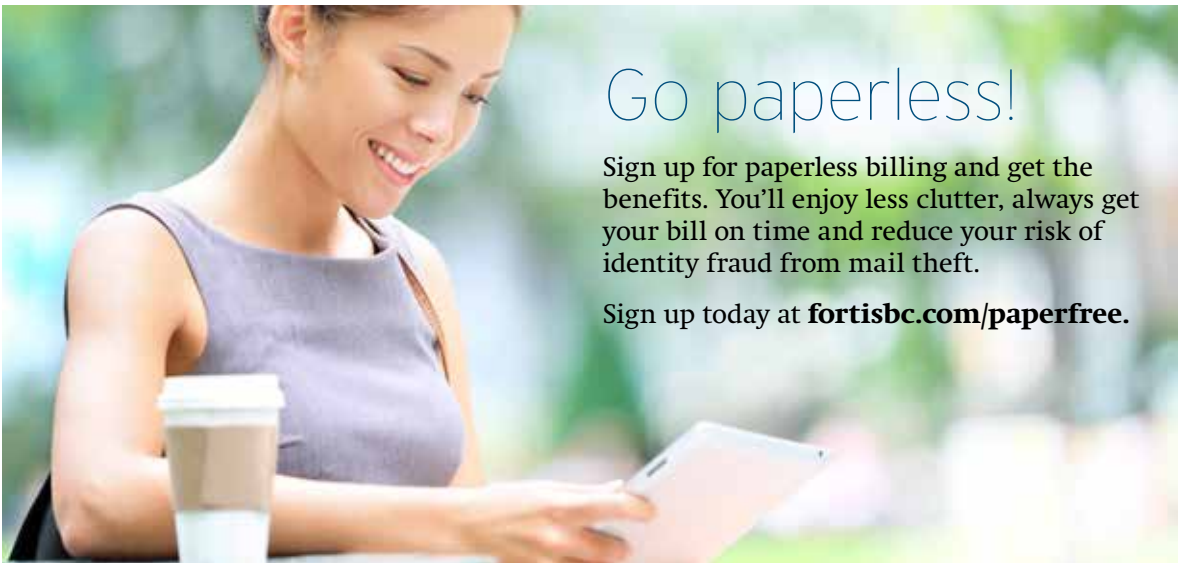
Try our calculator: to find out the potential impact of a flat rate to your electricity bill. Visit fortisbc.com/electricdesign.



Go paperless!

Sign up for paperless billing and get the benefits. You'll enjoy less clutter, always get your bill on time and reduce your risk of identity fraud from mail theft.


Sign up today at fortisbc.com/paperfree.



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