

Flood electrical safety information

What to do when on evacuation order

- Turn off the electrical main power switch only if the building is dry.
- Move portable electrical items to somewhere not at risk of flooding.
- Don't enter flooded basements or buildings that may have energized wires or appliances. Don't touch damp walls.
- If you're boating in a flooded area, avoid power lines and avoid boating when it's dark.

ELECTRICITY SERVICE DURING AN EVACUATION

We try to keep power on for as long as possible in communities affected by evacuation orders and alerts. Power will only be disconnected when there's an immediate threat to BC Hydro infrastructure or if there's a safety concern for the public or emergency responders. Note: BC Hydro crews will be restricted from entering evacuated areas to restore power.

What to do after you return home from an evacuation

- Remember that gas and electrical hazards may still exist long after flood waters recede.
- Contact a licensed contractor to inspect for any safety hazards and ensure it is safe for you and your family.
 - Electrical appliances or systems damaged by flooding can be dangerous if they're re-energized and used without being properly inspected by a licensed contractor.
 - Visit technicalafetybc.ca to find a contractor in your area.
- [Visit cdc.gov](https://www.cdc.gov) for information on food safety following a flood.

If your power has been disconnected, follow the below steps to have it reconnected. There's no charge to have your service reconnected following an evacuation.

1. Contact a qualified electrical contractor to inspect your electrical equipment and appliances. Visit technicalafetybc.ca to find a qualified electrical contractor in your area.
2. The contractor will conduct a safety assessment of your property and apply for a permit from Technical Safety BC. In some cases, if emergency repairs are required, these may be conducted prior to a permit being issued. See [Technical Safety BC's emergency repairs bulletin](#) or call Technical Safety BC at 1 866 566 7233 for more details.
3. Your contractor will advise BC Hydro when it's safe for your power to be reconnected.
4. We'll arrange to have a crew reconnect your power within 24 hours. This is dependent on our crews being able to safely access the area.

CONTACTING BC HYDRO

Call 1 800 BCHYDRO
(1 800 224 9376)

Monday to Friday:

7 a.m. to 8 p.m.

Saturday:

9 a.m. to 5 p.m.

Closed Sundays and
holidays

EVACUEE BILL HELP

BC Hydro waives charges for residential and small business customers while placed on an evacuation order that lasts five days or longer. We also offer flexible bill payment plans for when you're able to return home.

Visit bchydro.com/evacueehelp or call 1 800 BCHYDRO for more information.