

# Wildfire season is here: BC Hydro encourages customers to prepare

Continued wildfires through the Interior regions are creating challenging conditions for local and provincial emergency authorities. BC Hydro is encouraging its customers to prepare in the event of a power outage.

## HOW TO PREPARE FOR AN OUTAGE

Because it's difficult to predict how much damage a wildfire may cause to the system and how long a power outage will last, it's important for customers to be prepared for an outage by:

- ✓ Having an [emergency kit](#) ready: kit should include a flashlight, extra batteries, first-aid kit, ready-to-eat non-perishable foods and bottled water.
- ✓ Developing a preparedness plan: share it and be sure everyone knows what to expect and what to do.
  - [Home outage preparation](#)
  - [Business outage preparation](#)
- ✓ Knowing where to get information and updates on an outage: customers can visit [bchydro.com/outages](https://www.bchydro.com/outages) from their mobile device for the most up-to-date information on an outage and estimated restoration times once available.

## SAFETY

In the event of a power outage and you come across a downed line, always assume it's live – even if it's not sparking, smoking or making a buzzing sound. Stay at least 10 metres back – about the length of a bus – and call 911. A downed line is considered an emergency and BC Hydro crews will work with emergency responders to ensure the area is safe. Also, stay away from and avoid touching BC Hydro infrastructure, including power poles, towers and utility boxes. Assume that these may be energized and may cause harm.

## MINIMIZING OUTAGES

BC Hydro continues to work with B.C. Wildfire to protect its infrastructure, such as transmission lines and distribution poles. BC Hydro crews perform regular maintenance work year-round to help minimize damage on its infrastructure, including inspecting trees growing near BC Hydro infrastructure to identify potential problems, replacing aging power poles, and upgrading equipment to improve reliability. This also includes spraying fire retardant on power poles most vulnerable to a wildfire.

## HOW CUSTOMERS CAN HELP

- ✓ Campfire bans are now in effect in all regions of the province. Please check the [BC Wildfire Service bans and restrictions page](#).
- ✓ Report wildfires to 1 800 663-5555 toll-free or \*5555 on a cell. The [BC Wildfire Service](#) provides regular wildfire updates.