

BC Hydro Emergency Contact Numbers – not for day-to-day use



- Note, during emergency centre activations contacts may change and we will advise these through coordination calls

Who to Contact and Provide Information on Events	Name	Direct Line	Cellular	E-mail or website
Restoration Centre: <ul style="list-style-type: none"> - To restore power to critical infrastructure (i.e. sewage/water pump stations, health care facilities) - To report Evacuation Alerts, Orders, Rescinds - To report threats to BC Hydro infrastructure from fire, floods, or other natural disasters 		1-866-693-7007		Call first, use email only if asked by the BC Hydro call taker. This email is NOT monitored continuously BCHydro.restorationcentre@bchydro.com
Security Command Centre: <ul style="list-style-type: none"> - To report threats or actual security related concerns to BC Hydro infrastructure 		1-877-311-8611		securitycommandcenter@bchydro.com
Restoration Centre: <ul style="list-style-type: none"> - To report power outages or check on restoration status 		1-800-BC Hydro (1-800-224-9376) From cell: *49376		www.bchydro.com/safety-outages.html
For outage information / updates: <ul style="list-style-type: none"> - FIRST: Check www.bchydro.com/outages - If additional information is critical, contact Community Relations Manager noted here: 	Sabrina Locicero	604-623-3517	604-603-1481	Sabrina.Locicero@bchydro.com
Duty Coordinator: ESCALATION <ul style="list-style-type: none"> - If you can't reach people above or get information using contacts above - To invite to all coordination calls on emergency events 	Ask for the Duty Coordinator	1-877-311-8611		DutyCoordinator@bchydro.com