

# MyVoice: Frequently asked questions

## General

### **Does this site require any special hardware or software?**

A standard desktop computer, tablet or smart phone with internet access is sufficient.

### **Will there be any fees or costs?**

MyVoice membership is free.

### **What if my registration information changes?**

You can update your registration details at any time clicking the update link on the log in page.

### **How do I cancel my membership (opt-out)?**

You can opt out at any time by emailing [support@myvoicefortisbc.com](mailto:support@myvoicefortisbc.com). You can also cancel your membership by clicking the unsubscribe link at the bottom of your MyVoice email newsletter.

### **Why aren't I receiving emails from this site?**

It's most likely our emails are being directed to your junk mail folder. Make sure you add the email address [support@myvoicefortisbc.com](mailto:support@myvoicefortisbc.com) to your address book. If the issue continues, please contact technical support at [support@myvoicefortisbc.com](mailto:support@myvoicefortisbc.com).

### **How often will I be asked to give feedback?**

We'll issue surveys and discussions once or twice a month, although you'll only be invited to take part in discussions relevant to your specific details, such as your location or FortisBC account. We'll notify you of new surveys via email.

### **How long will surveys take to complete?**

They'll usually take about 5 minutes; occasionally they might be closer to — although not exceeding — 10 minutes.

### **How do I know you've received my responses?**

Once you've clicked the “finish” button at the end of each questionnaire, you'll see a “thank you” page — this confirms your data is stored on our secure server.

### **How soon will I be updated on the outcome?**

We'll be in touch via email to update you as to how we're implementing your feedback.

## Privacy

Your personal information is used in accordance with the [FortisBC Privacy Policy](#).

## Technical support

If you experience a technical problem with this site, contact technical support at [support@myvoicefortisbc.com](mailto:support@myvoicefortisbc.com). For any issues related to your FortisBC billing account, please see the links below.

## FortisBC account and billing queries

### Account Online

This site is not linked to your Account Online profile. To register for Account Online, or to log in and manage your billing details, go [here](#).

### Electricity customers

To report a power outage, call **1-866-436-7847** (24 hours).

Customer service contact details, including for billing and inquiries, can be found [here](#).

FAQs related to electricity meters can be found [here](#).

Safety information can be found [here](#).

### Natural gas customers

To report a gas leak, call FortisBC at **1-800-663-9911** (24 hours) or call **911**.

Customer service contact details, including for billing and inquiries, can be found [here](#).

FAQs related to your natural gas account can be found [here](#).

Safety information can be found [here](#).