Primary Service Connections

- O Need a primary distribution voltage service connection (4kv to 35 kv)
- O Need a line on private property—not for utility takeover
- O Need to reconnect a primary service
- O Need to upgrade or alter an existing private line?
- O Require a larger service than typically supplied by BC Hydro?

Start here if you know
And have the
Information needed

Step 1
Advise BC Hydro of Primary Service Request

Contact BC Hydro (Electrical Connection Centre) (phone or web)

BC Hydro will:

Provide you with letter outlining initial information you need to provide and refer you to the Primary Guide

Step 2
Provide Preliminary Information

Provide the information outlined in 5.1.1 of the Primary Guide

Step 3
Customer's Electrical Design

Engage an APEGBC Professional Engineer to start work on the Electrical Design and Formal Application for Primary Service

BC Hydro will:

Work with you to understand your project scope

Undertake a Technical Feasibility Review

Provide you with details of the servicing requirements to be met & deliverables to be submitted back to BC Hydro (5.1.2)

Request a Design Deposit

Step 4
Formal Application

Make a Formal Application with P. Eng. stamped design and all deliverables

As per Tech Feas Review Reqts and 5.2 &5.3 of the Primary Services Guide

Pay design deposit

BC Hydro will:

Work with you and/or your engineer or utility representative on aspects of your design to meet requirements.

We will respond within 4 weeks, either confirming acceptance or providing details of deliverables to be adjusted to reach acceptance

Step 5
BC Hydro Acceptance for Construction

Receive formal acceptance (or partial acceptance pending kiosk/unit-sub/ Switchboard fabrication drawing submittal and acceptance—5.3)

Step 6
Customer's Construction

Start electrical construction

BC Hydro will:

Design and provide a quote for any "offsite" work to connect to your point of service (this could include some civil required on your site) and also the estimate for the onsite materials that are to be provided by BC Hydro

Step 7
Acceptance for Fabrication (if applicable)

Submit fabrication drawings of Primary Service Kiosk or Switchboard, Unit Sub (if these were not already submitted as part of Step 4)

As per 5.3 of the Primary Guide

BC Hydro will:

We will respond within 4 weeks, either confirming acceptance or providing details of deliverables to be adjusted to reach acceptance

Step 8
Pay for Offsite Works, Onsite Materials

Pay quoted amount, pick up any BC Hydro provided materials for Customer's onsite electrical construction

Step 8
Switchboard, Sub, Kiosk Fabrication

Order fabrication

Step 9
Inspections

Arrange BC Hydro Rep to inspect work at required stages (eg mandrel of conduit) and all other inspection authority requirements

BC Hydro will:

Arrange for BC Hydro Rep attendance/ inspection (eg. Civil Inspector)

Step 10
Commissioning

Submit all final deliverables—Primary Service Commissioning Report eg P.Eng.-stamped as-built drawings, electrical permit etc (as per 5.4 of Primary Guide)

BC Hydro will:

Undertake final inspection

We will respond within 4 weeks, either confirming acceptance or providing details of deliverables to be adjusted to energize

Build/finalize any ancillary BC Hydro works

Energize your service and

Start billing

Step 11
BC Hydro Authorization for Connection

Service energized

BC Hydro
Power smart