

GET YOUR BUSINESS MOVING

For a small or medium business, moving can be a hassle. Let BC Hydro lighten the load with our convenient online service.

To start, move or cancel service to your business, follow these steps:

1. Visit bchydro.com/moveyourbusiness
2. Select Open a new account, Close account or Move service
3. Complete the form

Please have your business contact information and account number (if you have one) ready. If you're renting, we'll also need your landlord's name and phone number.

USE MYHYDRO TO MANAGE YOUR ACCOUNT

With MyHydro, you can view your balance, see your payment history and track your electricity use.

Create a MyHydro Profile in a few easy steps:

1. Visit bchydro.com/myhydro
2. Click the link in the confirmation email
3. Link your account to your Profile using information from your last bill.

Moving your business online will not automatically update your MyHydro Profile.

While you're logged in to MyHydro:

- At a glance summary. You can now see a quick recap of your account balance totals, and your consumption data is right there too.
- Your accounts – clean and tidy. We've enhanced the layout of your accounts list. Simply click on an account number to view its details.

ELECTRICAL SERVICE FOR NEW PROPERTIES

If you need service at a location that does not have an electrical connection, visit bchydro.com/newelectricalconnections or contact BC Hydro Customer Service at **604 224 9376** or **1 800 224 9376**.

MOVING MULTIPLE ACCOUNTS

Secure and conveniently available for you 24 hours a day, seven days a week – access your accounts anytime, without needing to fax or speak with an agent.

To add or close multiple accounts, follow these steps:

1. Visit bchydro.com/moveyourbusiness
2. Select Add multiple accounts or Close multiple accounts
3. Complete the form

Please have your business contact information and account numbers ready.

BC HYDRO NO LONGER ACCEPTS FAXES

As of November 1, 2013, BC Hydro will no longer accept fax submissions for business moves, property manager facilitated moves, invoices, payments and other general inquiries.

To submit a rental agreement or pre-authorized payment form, scan the form and email us at scan@bchydro.com.

QUESTIONS?

Visit bchydro.com/contact or contact BC Hydro Customer Service at **604 224 9376** or **1 800 224 9376**.



FOR GENERATIONS