Customer Guide

Electric Service Connections on multi-residential, commercial and industrial projects

Getting Started

We need the following items to help you:
Please call 1 877 520-1355 to get in touch with our local design office to start the process

- **Completed Electric Service Information form (see below)**
- **Design Deposit**
  BC Hydro may collect a design deposit to cover engineering costs for those projects that are preliminary or are assessed as uncertain to progress to construction. In the event of project cancellation, incurred costs will be deducted from the deposit. Your BC Hydro representative will advise when the deposit is required. At times we may ask for a deposit on the long-lead time materials.
- **Drawings (2 hard copies of each)**
  - excavation drawings
  - architectural site plan showing exact dimensions and location of buildings with respect to property lines and profile to street/lanes
  - civil drawings showing water, sanitary and storm sewers on public and private property.
  - registered Legal Plan of Property
  - detailed electrical drawings for proposed buildings, including meter room details
  - landscape drawings (condominiums only).

  It will reduce processing time if, in addition to hard copies, you submit the required drawings and plans on Auto Cad disks, formatted to allow for the addition of BC Hydro construction information.

The process

The key milestones in the service planning and installation process are:

A. Service Entrance Location
Your Hydro representative will normally, within 2 weeks of receipt, be able to specify the permanent service entrance location, provided that we have received a minimum of: legal site plan, connected load, preferred service voltage and required permanent service point.

B. Detail Design and Cost Estimate
- A design and cost estimate will be prepared after we have received the completed form and where applicable, the design deposit.
- Costs will be quoted in writing, subject to obtaining required municipal and other approvals.
- We will outline our mutual responsibilities concerning the balance of the project.

C. Procurement of Materials
- Lead times for many electrical components are long, e.g., electrical cable – up to 3 months; transformers – up to 4 months.
- For large projects, material acquisition will begin only after receiving payment for the project material deposit.

Customers who cancel or defer a project will assume all incurred material procurement costs.

Electric Service Information

Return to: BC Hydro **Fax No.** _____ **Submitted by:** _____

Attention: _____ Date: _____ Owner (customer) GST #: _____

Project Name: _____

Service Address: _____

Legal description: _____

	Name	Address	Phone No.
Owner (customer)			
General Contractor			
Electrical contractor			
Consultant			

Electric Service Information – continued

Proposed use of building: _____ New ☐ Existing ☐

Number of hours of operation per day: _____ Number of operational days per week: _____

Address of similar building (size and use): _____

Electrical Details (if more than one electrical room, use separate sheet for each)

Mainswitch size:	_____ amps	Code peak demand:	_____ kW
Voltage:	_____ volts	Average operating demand:	_____ kW
Largest motor:	_____ hp	Time of day of peak demand:	_____ a.m./p.m.

Building heated by: Gas ☐ Electric ☐ Other ☐

Anticipated energize date: (yyyymmdd) _____

Load Details	**Connected**
Electric heating load	_____ kW
Lighting load	_____ kW
Heat pump including geothermal	_____ kW
Air conditioning motor load	_____ kW
Other motor load	_____ kW
Other load (specify)	_____ kW
Total connected load	_____ kW
Proposed future load	_____ kW

Metering Information

Metering voltage: Volts _____ Phase _____ Wire _____ Number of meters required: _____

CT Type: Donut ☐ Bus ☐ CT lugs conductor size: _____ X _____ Cu ☐ Al ☐

Meter cabinet: Inside ☐ Outside ☐ Temporary master metering required? Yes ☐ No ☐

Please note: incomplete information can lead to both project delays and added costs:

☐ All drawings are enclosed (including autocad disks if available).
☐ Design deposit, where applicable, is enclosed.

D. Installation

Responsibility for installation is divided in the following manner:

- Supply/installation of most civil materials and labour on both public/private property (subject to municipal requirements) is the customer's responsibility.
- Supply/installation of all required electrical material (e.g., transformers, cable) will be by BC Hydro.
- Electrical cables/transformers, etc., will be installed by BC Hydro after completion of civil works and acceptance by BC Hydro.
- Pole installation on public property is done by BC Hydro and is subject to municipal approval.
- Customer's contractor will install metering transformers and cabinet.

E. Energization

Energization of the project will be scheduled upon receipt of:

1. necessary approvals from appropriate authorities, including municipal, electric inspection and other utilities.
2. execution of all required documents, including application for service, transformer agreements and rights-of-way as required.
3. completion of metering identification and receipt of electrical room keys.

Service lead times for multi-residential, commercial/industrial projects

Typical Service Lead Time Guidelines			
	*** Design & Cost Estimate (Working Days)**		*** Electrical Construction (Working Days)**
UNDERGROUND			
Secondary Dip Service from Terminal Pole with or without Service Box	**40**		**40**
Temporary Construction Service with PMT / Reverse Dip	**52**		**20**
Underground Distribution up to 3 Pad Mount Transformers (PMTs) or Junction Boxes (JBs)	**57**		**45**
UD over 3 PMT's or JBs	**65**		**45**
Underground Residential Distribution (URD) up to 100 Lots	**72**		**45**
Single Radial Primary service	**50**		**35**
URD over 100 Lots	**82**		**55**
Dual Radial Primary Service	**60**		**60**

* Subject to payment, completion of civil, application, acquisition of required permits, weather, access to work site and environmental and/or right of way considerations.

OVERHEAD			
1 to 10 Pole Relocations or Replacement	**40**		**33**
10 to 30 Pole Relocations or Replacement	**60**		**45**
Anchor or Guy work	**30**		**25**
Heavy up (Primary or Secondary without pole) Transformer and Service	**30**		**18**

* Subject to payment, completion of brush, clearing, application, acquisition of required permits, weather, access to work site and environmental and/or right of way considerations.

TEMPORARY WORK			
Temporary Construction Service with new Pole & Transformer Work	**35**		**20**
Temporary Construction Service & Transformer Work	**15**		**13**
Flag Line & Cover Up	**5**		**13**
Temporary Express Service	**1**		**8**

* Subject to payment, completion of brush, clearing, application, acquisition of required permits, weather, access to work site and environmental and/or right of way considerations.

Overview of Connection Process