

## CUSTOMER REFERENCE GUIDE - OVERHEAD RESIDENTIAL SERVICES

The Canadian Electrical Code specifies that the supply end of a service shall be installed in a location satisfactory to both the Electrical Inspection Department and the Supply Authority (BC Hydro). The service connection point must allow BC Hydro ease of service installation, maintenance and meter access at all times. All necessary clearances over garage roofs, decks, balconies and near stairs and windows must be provided in order to accommodate the BC Hydro requirements for service connections and maintenance and for meter access. The attached Declaration must be submitted to BC Hydro before applying for energization. The following summarizes BC Hydro requirements with respect to overhead services and meters.

### Service Heights (ES 43 B1-11)

The contractor/customer is responsible for providing a point of attachment that meets the requirements of the Canadian Electrical Code and BC Hydro. The point of attachment shall not exceed 7 meters, (over 7 m requires written permission from BC Hydro), above grade or sidewalk, and shall be located such that the clearance of supply conductors at any point above finished grade shall be not less than the following. Note that BC Hydro clearance requirements are generally greater than Code requirements.

- a) Across highways, freeways, and expressways: 7.1 m
- b) Across streets, lanes, alleys and pipeline ROW: 5.5 m
- c) Across driveways to commercial and industrial premises: 5.5 m
- d) Across driveways to residential garages: 4.5 m
- e) Across ground normally accessible to pedestrians only: 3.5m.

Sufficient horizontal clearance must be available at grade level between the foot of a ladder and its resting-place on the building to meet BC Hydro and Work Safe BC regulations. This must allow the installation to be done safely, by our installer, using an extension ladder without the ladder encroaching on the neighbor's property (ladder slope 4:1).

### Service Location

The location of the service entrance (wire holder) shall be:

1. In a direct line of sight with BC Hydro's service pole, and
2. On the wall of the building facing the power supply; or
3. Not further than 1 metre (3 feet) back, from that wall, on either side;

If a roof mast is required to meet the minimum vertical clearance above grade, it MUST be located within 45cm (18 inches) from the edge of the roof within reach of installer's ladder. Rain gutters must be reinforced to be capable of holding weight of installer on the ladder without damage to gutter.

If you cannot meet the requirements of the preferred service location, please contact our Service Representative by calling 1-877-520-1355 during the hours of 8:00 AM to 4:00 PM (Pacific Standard Time).

### Service Length

The maximum service length from a Hydro pole to the customer's point of attachment is 30 metres (100 feet). If the service length exceeds 30 meters and is approved by BC Hydro, an extra length wire charge will apply. An intermediate pole may be required.

### Tree Clearance (ES 64- D2)

It is required that trees be cleared to 3 metres on each side of any secondary conductor.

### Service to Garages and Private Property Poles

Service connections to garages or private property poles may help to alleviate problems resulting from clearances and other Hydro, WCB and Electrical Code requirements. Meters are permitted on poles and garages but must not project onto public property. All garage and pole installations must conform to all applicable criteria for service height, location, length and meter location etc. Confirm other requirements with local inspection authority.

**RESERVED IN-SERVICE DATE WILL NOT BE HONOURED UNLESS ALL INFORMATION IS COMPLETE. ANY DEFICIENCIES/DISCREPANCIES AT THE TIME OF CONNECTION WILL RESULT IN A CALL-BACK CHARGE.**

## METER INFORMATION - GENERAL

Only one service connection (or “supply service” per the Canadian Electrical Code) will be provided to a residential dwelling.

Typically, the number of meters installed for various types of dwellings are as noted to the right. A maximum of four socket meters, connected to one supply service, are allowed to be installed.

BC Hydro’s tariff definition of a single family dwelling (SFD) is a self contained unit including sleeping quarters, a kitchen, a bathroom or alternative living quarters acceptable to BC Hydro.

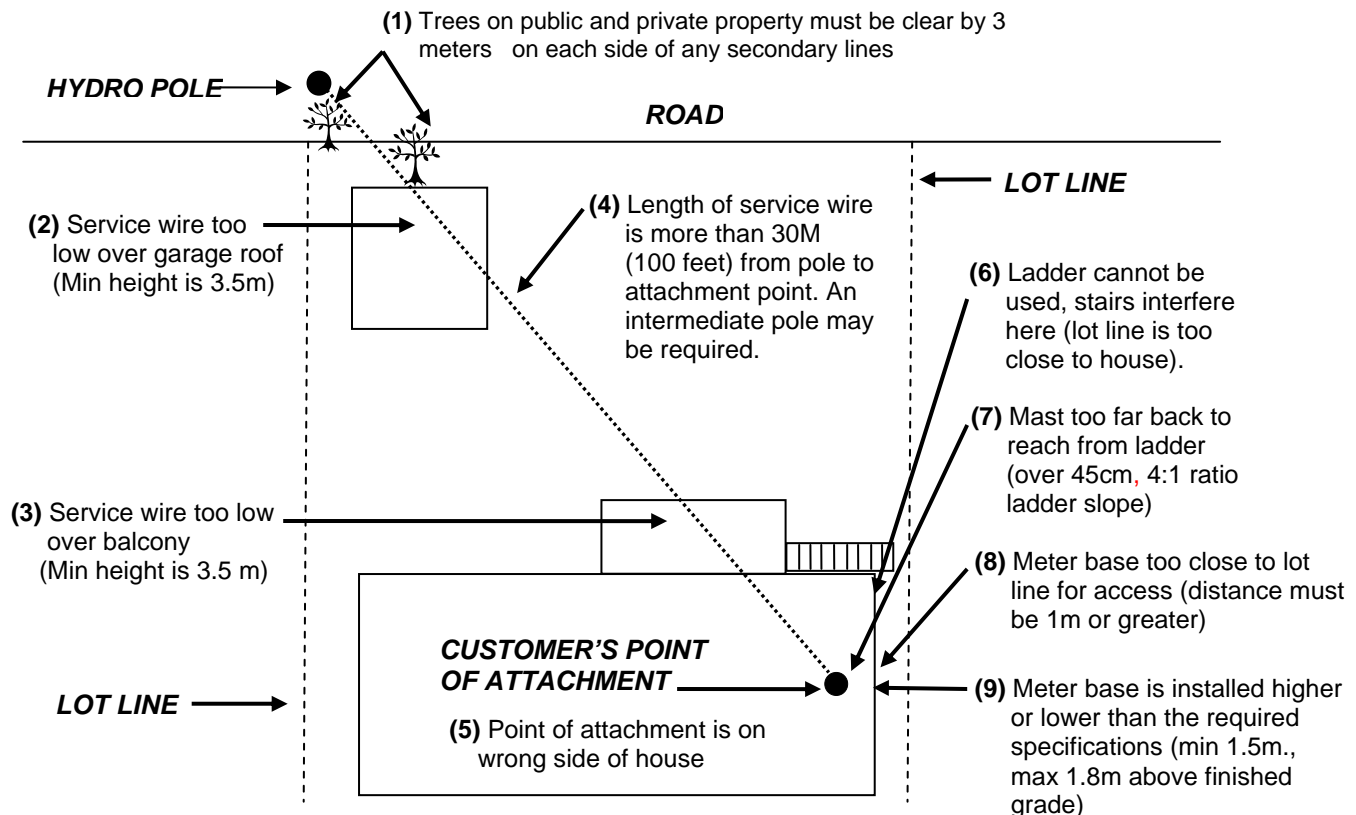
Type of Dwelling	Number of Meters
House – one SFD	1
House with a suite – two SFDs	2
Duplex – two SFDs	2
Triplex – three SFDs	3
Four Plex-Four SFDs	4

Meter Location – For latest requirements, visit the BC Hydro website at [www.bchydro.com](http://www.bchydro.com); New and existing electrical connections; Forms and Guides, and under Revenue Metering Requirements, select: Requirements for Secondary Voltage Revenue Metering (750 V and less).

All residential socket type meters shall be installed within 1.0 m (1000 mm) and have unobstructed clearance in front of BC Hydro’s meter **for clear and safe access at all times for BC Hydro representatives**. Meters must be installed between 1.5m and 1.8m above finished grade. Meters shall not be installed inside carports, garages, breezeways, or any part of the structure that may potentially be enclosed or within 1.0 m of a gas meter.

**MID SPAN-TAPS ARE NOT NORMALLY ALLOWED. FOR MORE INFORMATION PLEASE CONTACT YOUR LOCAL SERVICE REPRESENTATIVE, 1-877-520-1355 DURING THE HOURS OF 8:00 AM TO 4:00 PM, PACIFIC STANDARD TIME.**

## SOME COMMON REASONS FOR SERVICE REJECTION





Please complete this page and fax to the BC Hydro office that is nearest to your service

Lower Mainland – Burnaby: 1-877-338-3341 Kootenay Okanagan – Vernon: 1-877-448-4430
Lower Mainland – Surrey: 1-877-338-3346 Thompson Shuswap – Kamloops: 1-866-998-9958
S. Van Island – Victoria: 1-877-338-3347 Northern Interior - Prince George: 1-866-338-3369
N. Van Island – Nanaimo: 1-866-338-3368

All fields on this page are mandatory. Incomplete information will result in processing delays.

OVERHEAD ELECTRICAL SERVICE DECLARATION

Input boxes for New, Upgrade, Work-With

BC Hydro Reference No. Electrical Permit No.

Name of Electrician: Electrician Phone No. Cell:

Service Address

Lot No.: City: Postal Code

Note: The owner must apply for service by calling 1-877-520-1355 before service at this location can be scheduled for energization.

Name of Owner: Owner's Phone No:

Form with two columns: SITE PLAN and SERVICE CHARACTERISTICS. Includes fields for Pole ID #, Heat Source, List total load, and DESCRIBE SERVICE LOCATION.

Service Requirements for Overhead Residential Services:

- Checkboxes for service requirements: The new electrical service connection point is in accordance with the Reference Guide (see page 1), The meter base location is in accordance with the Reference Guide, etc.

- Numbered list of 3 points: 1. This declaration does not constitute an authorization for connection. 2. The installation shall comply with the Canadian Electrical Code... 3. Any errors, omissions, deficiencies or false information...

I AM THE PERMIT HOLDER AND AGREE TO BE RESPONSIBLE FOR, AND HEREBY CERTIFY THAT THE SERVICE ENTRANCE HAS BEEN INSTALLED TO COMPLY WITH BC HYDRO REQUIREMENTS.

Signature of Permit Holder Print Name Date