

400 Amp Metering Services Questions and Answers:

1. Why do 400 Amp metering services require a current transformer (CT) when 200 Amp services don't?

A 200 Amp service can be metered with a self-contained meter. A 400 Amp service requires current transformer metering. When the 400 Amp meter base is placed ahead of the customer's main switch, there is no ready means of de-energizing the CT.

2. What are the main reasons for implementing this new policy and standard?

- No means of de-energizing the CT when the meter base is placed before the customer's main switch.
- Standardize residential and commercial installations of 400 Amp services.
- This presents a safety hazard to BC Hydro's Meter Technicians if they have to work on the CT live.
- Otherwise, the meter technician has to call out a Power Line Technician to disconnect the service from the primary. Disconnecting the service from the primary means that multiple customers in the area will experience a power interruption.

3. What options are available?

Currently the only option available for 400 Amp meter base installations is a service room for residential customers or an electrical room for general service customers.

BC Hydro is currently working towards providing options for the customer to use a self-contained 400 Amp CT meter base with an additional isolating switch that can be installed ahead of the meter base. This alternative will have increased costs to the customer.

4. Is there an increase to the cost?

For installations in a service room for residential customers or in an electrical room for other customers, the costs will remain about the same as they have been.

5. Who is affected by this change?

Effective December 11, 2009, all new 400 Amp service connections will require the 400A meter base and CT to be installed on the load side of the customer's main switch in a service room for residential customers, or an electrical room for general service customers.

6. Why are these costs being passed on to individual customers and developers?

The Electric Tariff requires that BC Hydro recover the costs associated with hooking up new customers from the customer requesting the connection. This ensures BC Hydro ratepayers province-wide are not required to absorb the cost.

Connection costs are calculated in accordance with the Electric Tariff.

7. If a customer wants to build a 400 Amp service and get a new connection, should they contact BC Hydro?

Yes. We always advise customers to get a connection estimate first so that they know the cost. Fill out the [application for a "New Connection/Upgrade"](#).

8. When should a customer be contacting their local design office?

The customer should contact BC Hydro to discuss costs and options for 400 Amp metering service connections as soon as they know they need a service of 400 Amp or above. Call 1-877-520-1355 during normal business hours, 8:00 a.m. to 4:00 p.m., Monday to Friday.