

CHANGES TO BC HYDRO'S ELECTRICAL SERVICE COORDINATION CENTRES

As part of our continuous improvement efforts to support our customers, BC Hydro is consolidating its seven Electric Service Coordination (ESC) Centres to three in early 2014.

Effective January 6, 2014, BC Hydro Lower Mainland South (Surrey) and Burnaby ESC operations were consolidated to the Burnaby office.

Effective March 3, 2014, BC Hydro ESC operations in our Victoria office will be moved to Nanaimo, and Prince George and Vernon operations will move to Kamloops.

Customers will continue to receive courteous, professional service from BC Hydro ESC representatives by calling **1 877 520 1355**.

Declaration submissions can now be made online at bchydro.com/accounts-billing/new-electrical-connections/forms-guides.html.

Walk-in customer service will no longer be permitted at our ESC centres.

Contact information for the three ESC centres are listed below:

ESC Centre Contact List		
All enquiries:		
Region	Submitting permits and declarations	General correspondence / inquiries and application submission
Lower Mainland (Burnaby)	lmc.declarations@bchydro.com Fax: 1 877 338 3341	lmc.escc@bchydro.com
Vancouver Island (Nanaimo) <i>Effective March 3, 2014</i>	nvi.declarations@bchydro.com Fax: 1 866 338 3368	nvi.escc@bchydro.com
Interior (Kamloops) <i>Effective March 3, 2014</i>	int.declarations@bchydro.com Fax: 1 866 998 9958	ts.escc@bchydro.com
General enquiries, and applications by phone all regions	Tel: 1 877 520 1355	

BC Hydro's centralized telephone-based service system will ensure that all customers across the province have equal access to efficient levels of service, no matter where they are located.

For assistance

Contact BC Hydro's ESC Centre at **1 877 520 1355**.