

Request for Customer Load Data

What information can I expect to receive?

1. An excel file with 12 months of your buildings most recent hourly load consumption (shown in kWh) to assist with completing the electrical capacity assessment.

Why can't I receive maximum billing demand in kW for the entire building?

1. BC Hydro is not able to supply a buildings maximum demand in kilowatts (kW) because the residential unit meters can only measure data in 60-minute intervals. Maximum demand requires measurements in 5-minute intervals.
2. We can and will provide maximum billing demand in kW for the common area meter (areas not part of an individual unit) if the customer is being billed at our Medium General Service or Large General Service rate as these meters are read at 5 minute intervals.

How to complete this form

1. Download and print this form and complete the required sections:
 - If you are a customer submitting the request on behalf of your multi-unit residential building or strata council, complete section 1 only.
 - If you are a third party (e.g. electrician or engineering firm) submitting this request on behalf of a multi-unit residential building and/or strata council, complete sections 1, 2 and 3.
2. Scan and send the completed form via email to **businessaccountservices@bchydro.com** or mail it to PO Box 9501, Vancouver, B.C., V6B 0M3. If you need help completing this form, please call **604 224 9376** (toll free: **1 800 224 9376**).

NOTE: Request may take up to 30 days to process. Data will be delivered to the requester via email.

Section 1. Details of data request (multi-unit residential building or strata to complete)

Account holder name

Last name

First name

Middle name

Site address(es)

Street address

City

Province

Postal code

Account number(s)

Number of residential units in building

Requester's signature

Date

Day/Month/Year

If submitting the request as a third party (e.g. electrician or engineering firm), complete sections 2 and 3.

Section 2. Third party information			
Requester name			
Last name	First name	Business name (if applicable)	
Business mailing address			
Street address	City	Province	Postal code
Contact information			
Phone	Email		
Section 3. Third party authorization (multi-unit residential building or strata to complete)			
I, _____ authorize BC Hydro to disclose the following information to: (Name of person authorizing release of their multi-unit residential building/strata information)			
_____ (Name and address of person to whom BC Hydro may disclose the specific information indicated below)			
Specific information to be disclosed (Example: billed amounts, consumption amounts, payment amounts)			
Hourly load consumption data from last 12 months			
Purpose of information disclosure			
EV charger installation			
Authorizing person's signature			Date
			Day/Month/Year

Additional documentation

If the request is not for your current account:

You are required to provide proof of residency, such as an old bill or a post-marked letter from legal or government source, linking you with your old address during the period of interest to you.

If the request is for a business entity:

You are required to provide

- A copy of an old bill, and
- Your business card or a letter requesting the information (on company letterhead, signed by a person of authority, i.e., CEO, President, CFO)

If the account holder is deceased or lacks legal capacity:

You are required to provide proof of designation as an executor, an administrator or a guardian. This documentation must indicate that you have the authority to access the account holder's records.

If your name has changed since you were responsible for the account:

You are required to provide legal documents substantiating the name change.