

Service information for BC Hydro customers in Rate Zone II



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About BC Hydro

BC Hydro is a public utility, owned by the government and people of British Columbia. It's our job to provide power to homes and businesses across the province. We operate as a cost of service Crown Corporation, which means that we don't make profits from our business. We have a mandate from the Ministry of Energy and Mines to ensure customers get energy service at a fair cost, and to follow all of the regulations of the British Columbia Utilities Commission.

Our customers span a wide range of sizes and needs, and we have many programs to help make electrical connections, save energy, engage with local communities, and more. We plan and operate in collaboration with First Nations, communities, and stakeholders. By doing so, we ensure that we build meaningful relationships, respect the interests of other groups, achieve mutual business and economic benefits, and reduce or avoid impacts on cultural heritage, social needs, and the environment. By working together, we believe we can build a strong shared future and keep powering B.C.

This booklet is an overview of our services, and how to contact us if you need help.

Contacting customer service

Call us at **1 800 BCHYDRO (1 800 224 9376)** if you need help with your account or service.

Call Centre hours:

Monday to Friday, 7 a.m. to 8 p.m.

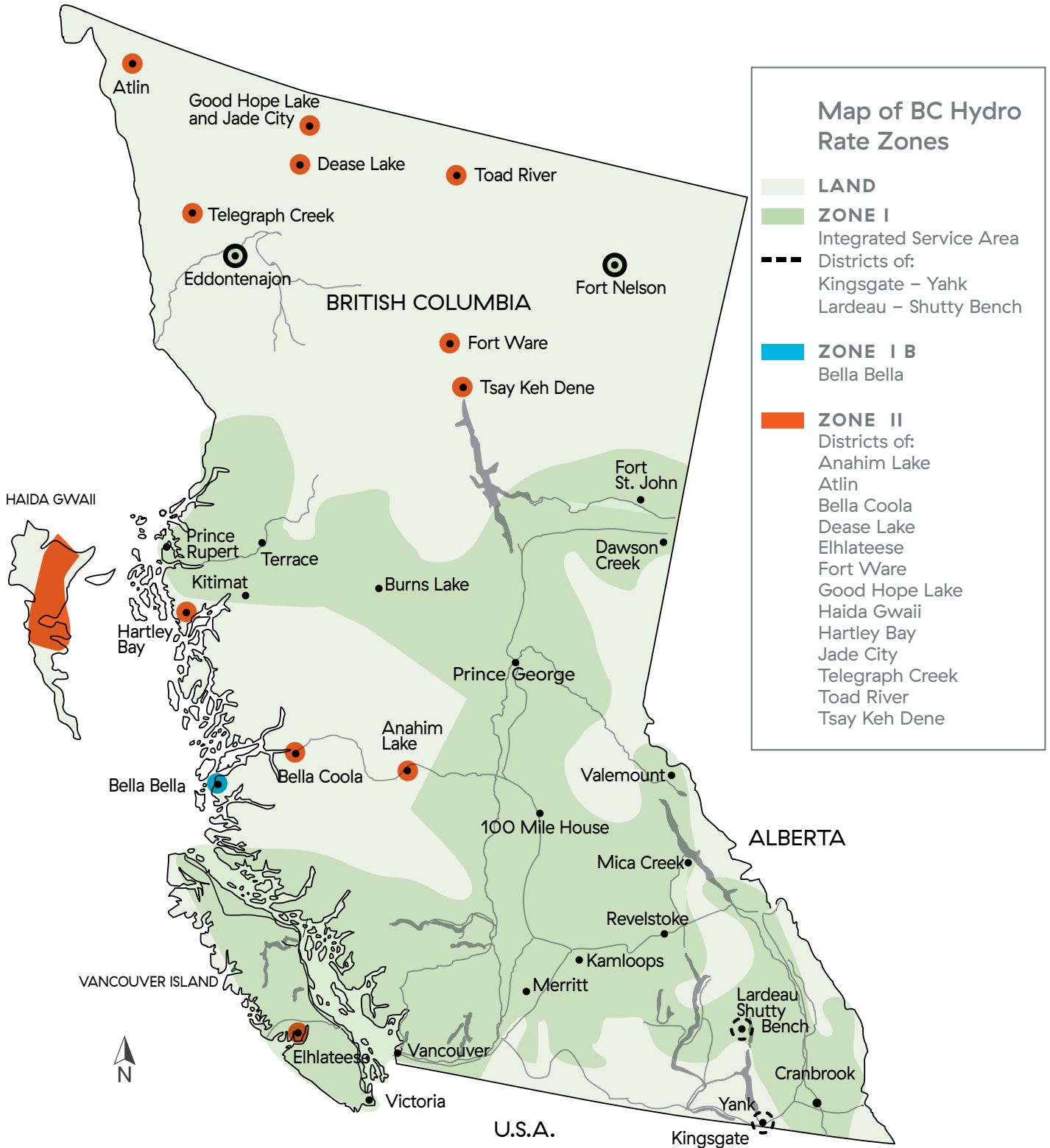
Saturday, 9 a.m. to 5 p.m.

Closed Sundays and holidays

Visit **bchydro.com** for more information.

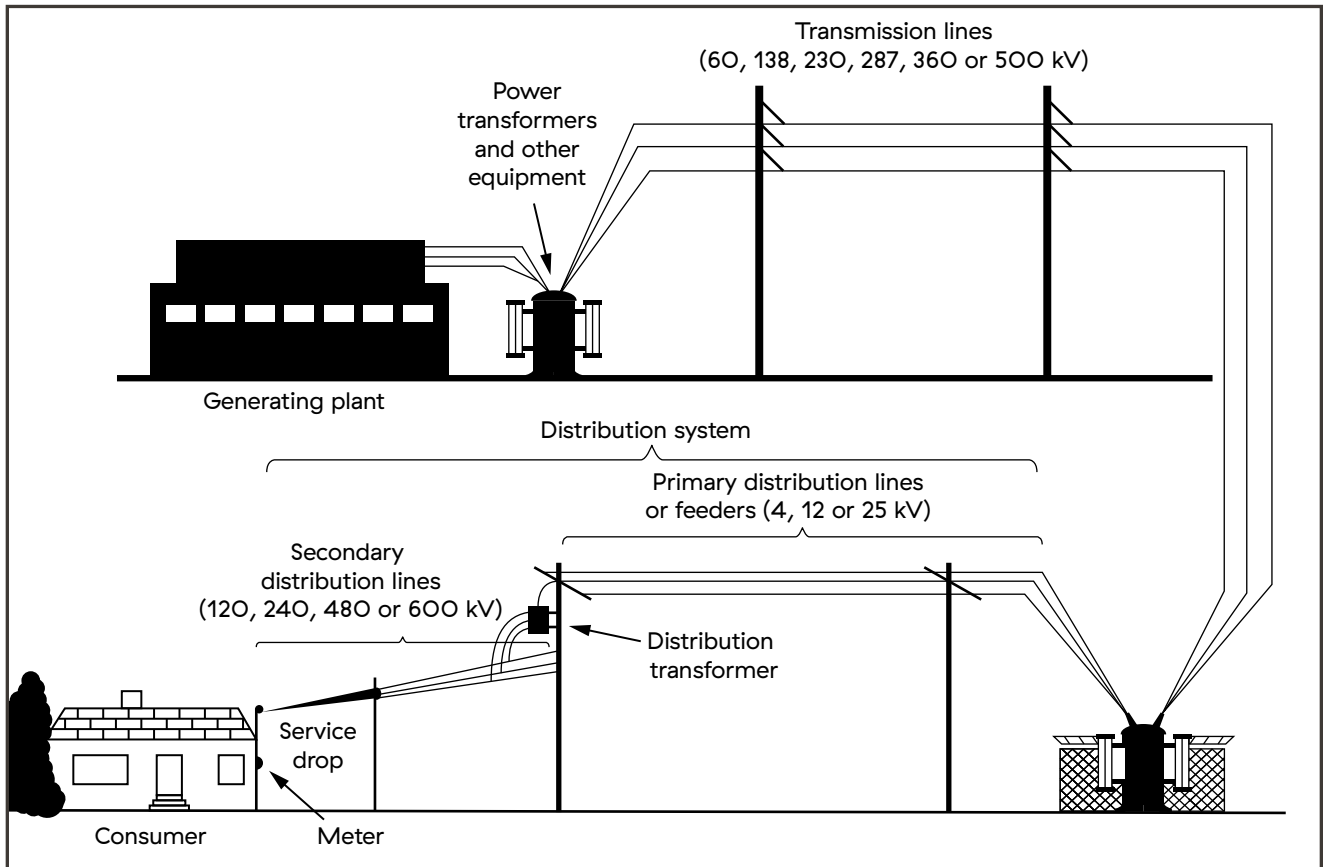
Rate information map

As a remote community in a non-integrated area, you are in Rate Zone II.



Electricity supply overview

Electricity flows from the generating plant to power transformers (step-up), along transmission lines to substation transformers (step-down), along primary distribution lines to distribution transformers, along secondary distribution lines to the service drop. Our responsibility ends at the meter.



Our customers own and are responsible for the:

- Emily Knob (also known as the Anchor, Clevis, House Knob)
- Weatherhead (also known as Gooseneck)
- Conduit (also known as House Pipe, Service Mast)
- Meter base
- All wiring inside premises

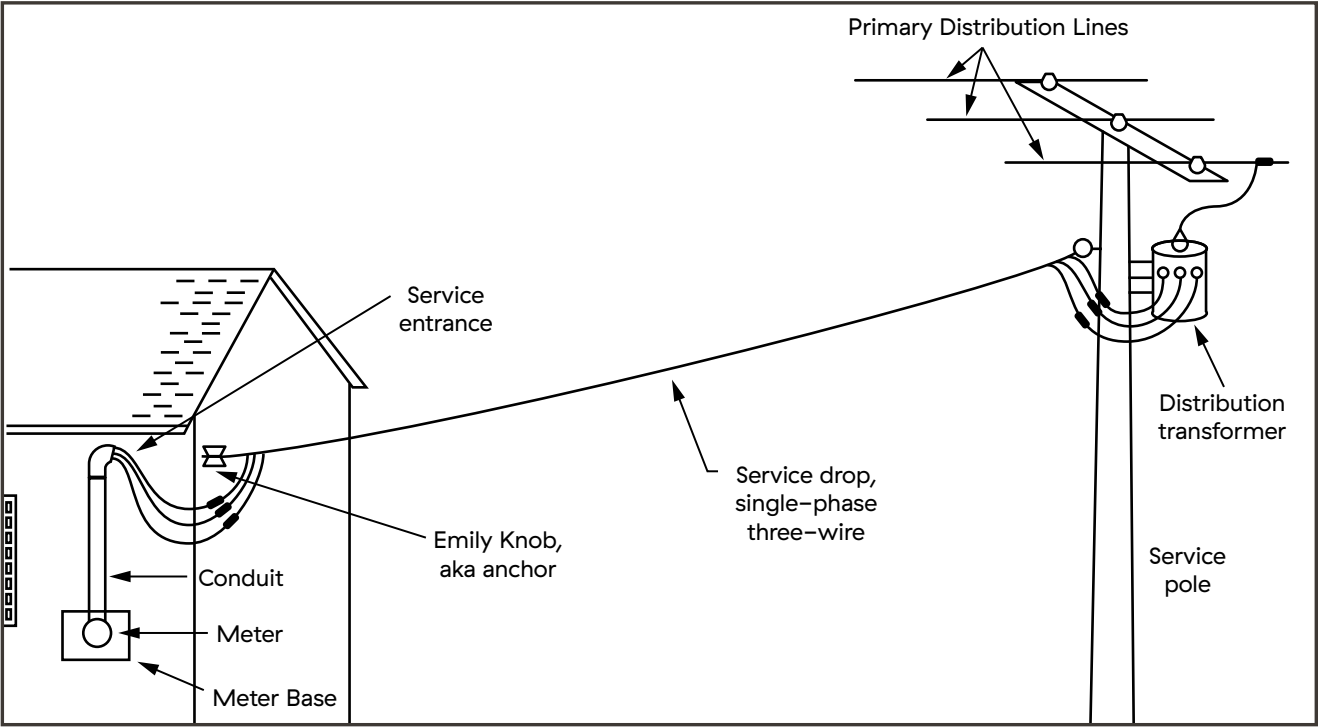
We own and are responsible for the following electrical equipment:

- Electricity meters
- Power poles
- Wires
- Cables

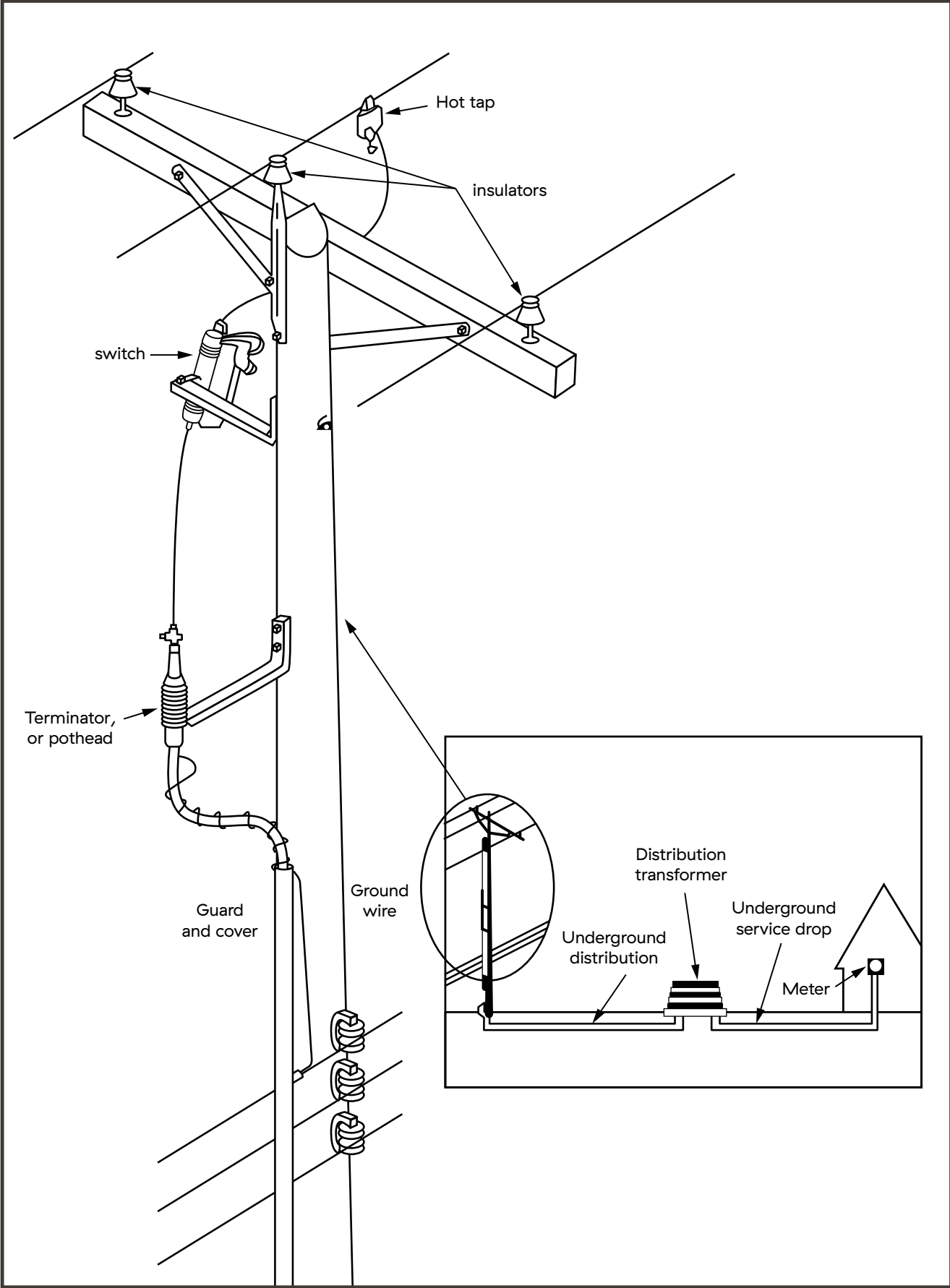
All equipment belonging to us remains property of BC Hydro even if it's on your property and can't be moved or removed without our written permission.

Reasonable access to our meters and equipment is required for us to maintain your service.

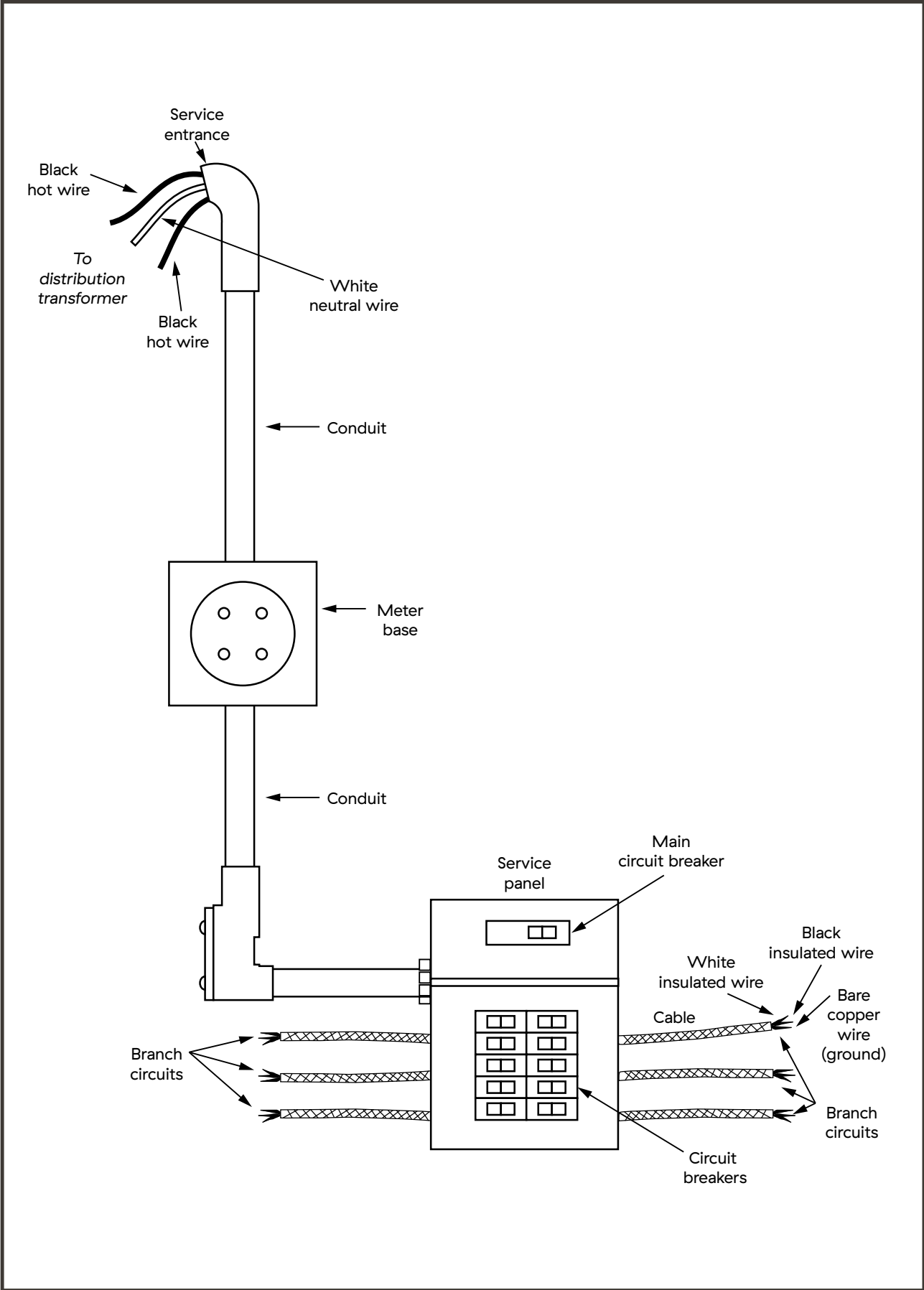
Overhead Service Drop



Underground Service Drop from a pole



Service entrance to customer premises



Electrical safety

The voltages used by us

Our distribution line voltages are 4kV, 12kV or 25kV, and transmission lines are up to 550kV. To illustrate the amount of energy that passes through our electrical system:

- High speed trains that operate at 320 km/h run on 25kV power lines.
- Commuter trains that operate at 240 km/h run on 12kV power lines.
- Lightning bolts are usually between 4.5 and 5.5 kV.

Effects of electricity on the body

Electricity at these voltages is high enough to cause severe and painful injury, or kill a person.

Injuries result from direct effects of the electricity on the nervous system, from the conversion of electrical energy into heat as the current passes through the body tissues, and from secondary effects such as falling.

The following injuries can occur if contact is made with any of our lines or equipment:

- Muscle, nerve and tissue damage caused by electrical current traveling through the body.
- Severe internal and external burns, at the entrance and exit sites of the electricity and tissue in between.
- Broken bones (including spine) caused by severe and violent muscle contractions.
- Burns, damage and injury to the brain and spinal cord.
- Paralysis resulting from damage to the spinal column.
- Cardiac arrest due to electrical effects on the heart.
- Brain seizures due to the electrical effects on the brain.
- Blindness caused by cataracts, burned eye tissue, excessive bleeding in the eyes, fractures to the skull around the eye socket, and rupture of the eyes.
- Blunt trauma injury to the head and internal organs from falling.
- Organ failure, hemorrhaging and necrosis caused by the electrical and thermal effects of electricity.

Safety at the generating plant

Do not enter any of our generating facilities without proper authorization, protective clothing and equipment. The generation stations contain high voltage lines and energized equipment which is extremely dangerous, in addition to fuel and chemicals which are hazardous to human health.

It is important for your safety and the safety of others in the community, that only people who have the training to work under such conditions safely enter the facility.

Fallen wires

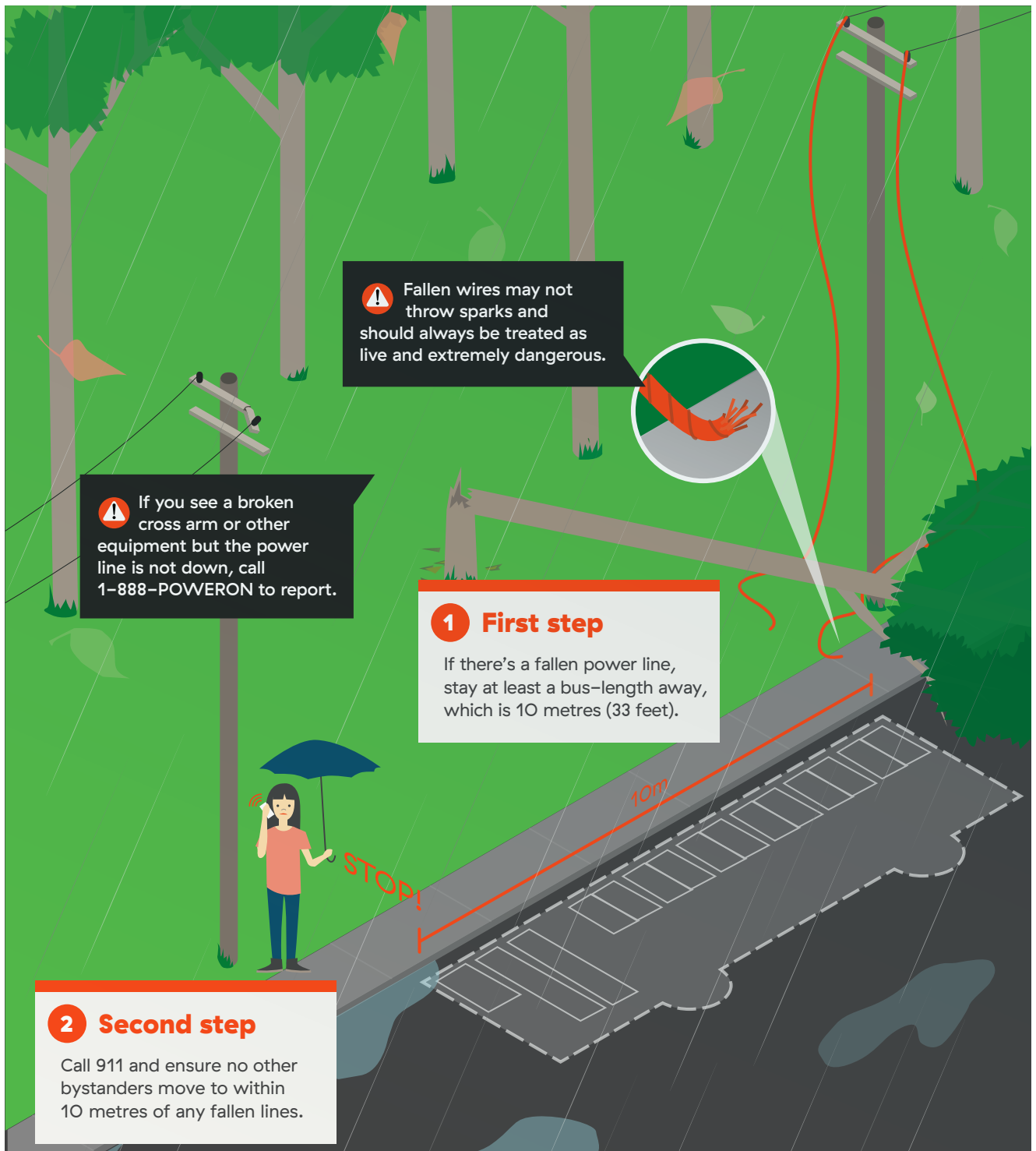
If you come across a fallen power line, an exposed underground power line, or any object comes into contact with a power line, stay back 10 metres (33 feet) and call **1 888 POWERON (1 888 769 3766)** or **911**.

If you accidentally find yourself within 10 metres of a fallen wire, do not walk. Shuffle your feet slowly away from the wire until you are a safe distance away.

Do not attempt to trim or move fallen branches or objects that are in contact with the wire, as this may result in severe injury or death.

Fallen power lines involving storms and other incidents

Follow these rules to stay safe around fallen power lines.

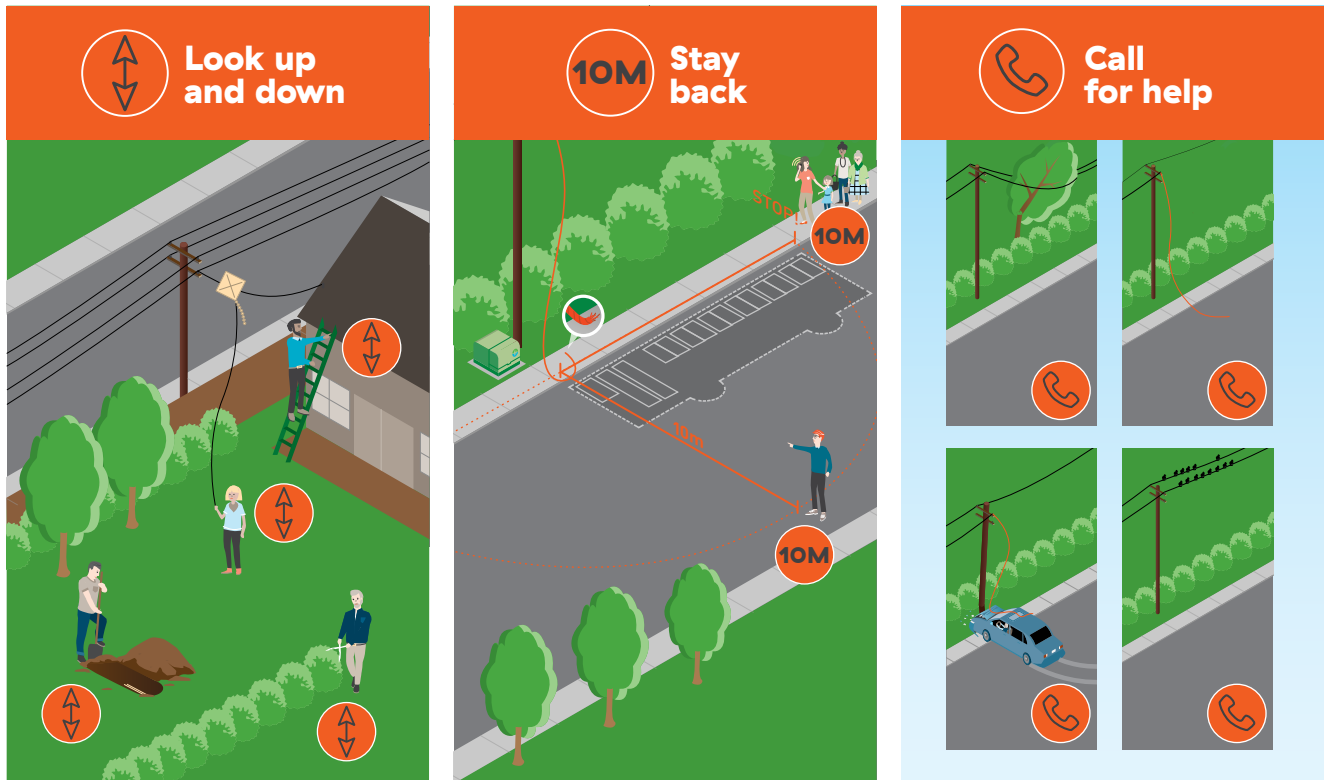


Call before you dig

To avoid serious danger to workers, it's important to know what services are buried in or near your work site. BC One Call provides information about the underground services on your work site and where it's safe to dig. Visit BC One Call at bconecall.bc.ca or call 1 800 474 6886.

Working around electricity

If you work around electricity, know these three keys of electrical safety:



1. **Look up and down:** Plan your work so you can avoid contact with power lines. Make sure you look for power lines overhead and underground.
2. **Stay back:** If you're working around power lines, keep a safe distance from the lines. You should be at least 10 metres (33 feet) away from the lines and your equipment should be at least 6 metres (20 feet) away. Use a spotter to make sure you're maintaining this minimum safe distance.
3. **Call for help:** If you come across a fallen power line, an exposed underground power line, or any object comes into contact with a power line, stay back 10 metres (33 feet) and call 911. If your equipment contacts a line, stay calm and stay still until help arrives.

Electricity can flow through objects that are touching energized power lines, but it can also move across a gap from a power line to an object that is close by. The minimum safe distance to prevent this from happening is called a "limit of approach" and it is determined by the:

- Range of voltage in the line
- Experience of the worker
- Equipment being used

These distances apply not just to workers, but to materials, tools, ladders, scaffolding, cranes, machinery and other equipment. If you will be working near sources of high-voltage electricity, you must follow these limits of approach.

Here are WorkSafeBC's general limits of approach:

Voltage Phase To Phase	Minimum Distance - Metres	Minimum Distance - Feet	Equivalent
Over 750 V to 75 kV	3	10	4-door car
Over 75 kV to 250 kV	4.5	15	pick-up truck
Over 250 kV to 550 kV	6	20	small school bus

If you don't know the voltage of a power line, stay back at least 10 metres (33 feet) and wait for one of our representatives to verify your limit of approach. Call the Electric Service Coordination Centre at **1 877 520 1355** if you need more information about the power lines around your work site.

When using a ladder, keep it away from overhead power lines. Only use ladders on stable surfaces, and have someone hold the ladder when you're on it.




Short term disconnection for non-electrical work

If you will be working in the vicinity of service wires (for roofing, painting, gutter replacement, etc.), we will disconnect and reconnect on the same day to allow you to work in a safe manner.

Call us at **1 877 520 1355**. We will work with you to determine what steps are necessary to protect you and our electrical system. You may need to complete WorkSafeBC's form 3OM33 and we can help you.

Home safety

Follow our simple electrical safety tips to keep yourself and your family safe at home.

Equipment	Tip to stay safe
<p>Electrical panels, fuses, and outlets</p> 	<ul style="list-style-type: none">○ If a fuse blows, turn off all appliances and lights that are on the circuit before changing the fuse.○ Use a flashlight. Don't try to replace a fuse in the dark.○ Replace a fuse with another that has an identical rating.○ Loose fuses can overheat. If you have plug-type fuses, you should periodically check to make sure they're snug.○ Never replace a fuse with a coin or other metal object.○ Use ground fault circuit interrupters on all outlets located outdoors.
<p>Cords, extension cords, and plugs</p> 	<ul style="list-style-type: none">○ Pull the plug, not the cord, when disconnecting an electrical device.○ Never remove a plug when your hands are wet, or if you're touching a metal object.○ The third prong of a plug exists for safety reasons. Do not break it off or bypass it.○ Use only three-pronged extension cords outdoors.○ Keep cords away from sources of heat and water.○ Cords and plugs that show signs of wear or damage need to be replaced. Stop using them immediately.○ Do not place a cord under a carpet, through a doorway, or anywhere that it could be stepped on.○ Always use extension cords that are properly rated for the amount of electricity you'll be using.○ Extension cords are intended for temporary use. If you need a permanent solution, call an electrician.○ Coil up excess cord length and keep the coil intact with plastic ties or Velcro straps.○ Use a certified power bar if you need to plug multiple items into an outlet.
<p>Electrical devices, appliances, and power tools</p> 	<ul style="list-style-type: none">○ Unplug the toaster before prying out stuck toast.○ Unplug your electrical gadgets when they're not in use.○ Keep your electrical devices away from sources of water.○ If you use an electric lawnmower, only cut the grass when it's dry and never when it's raining.○ Insist on appliances and tools that have been certified by the Canadian Standards Association (CSA) seal or another accredited Standards Council of Canada association.

Electricity safety near gas supply

- If you smell gas don't touch any electrical switches as it could cause a spark. Go outside and call FortisBC's 24-hour Emergency Line at **1 800 663 9911**.
- Always use qualified electricity and gas contractors to install your services and ask them to ensure the services are installed the right distance apart.
- Make sure your services are inspected and maintained regularly. Don't try any maintenance yourself, always use a qualified contractor.
- You can find qualified contractors through the BC Safety Authority.

Electrical safety for kids

Electricity is everywhere. Explain to your kids how it works and why it's important that they follow these safety rules.

- Never put fingers or other objects in an outlet.
- Keep metal objects out of toasters.
- Never use anything with a cord or plug around water.
- Never pull a plug out by its cord.
- Stay away from substations and power lines.
- Don't climb on power poles.
- Never fly kites near power lines.
- Stay away from broken or fallen power lines.
- Never touch or climb trees that are near power lines.
- Never touch big, metal transformer boxes with warning signs.
- Obey warning signs.



Child proofing your home

Keep curious kids safe from the temptation to stick foreign objects into outlets or plugs.

- Unused wall outlets should be secured. Plastic inserts can be used but they can be pulled off and stuck in the mouth. Consider using safety outlets that prevent foreign objects from being inserted. You can also block outlets with the creative arrangement of furniture.
- If you're temporarily using extension cords, hide them behind furniture or use a hide-a-cord device. You can also put electrical tape over unused plug holes on cords.
- Put electrical devices such as DVD players on a shelf out of reach, or behind a barrier.
- Store bathroom and kitchen electrical appliances – like hair dryers and toasters – out of reach of curious children.

Outages







Planned outages

We must perform work on the electrical system to maintain its safe and efficient operation. To ensure the safety of work crews and the public, some of this work can only be done with the power lines de-energized, which usually means an outage for some customers.

We plan outages to perform work that either can't be done at all or can't be done safely when the equipment is energized.

By planning the outage and doing the necessary work, our crews can prevent a potential unplanned emergency in the future, where a part of the system unexpectedly fails or malfunctions.

WE CONSIDER VARIOUS FACTORS WHEN FINALIZING THE DATE OF A PLANNED OUTAGE:

Safety:		Public and worker safety is always our primary concern. We need to make sure the work is done in the safest environment possible.
Weather:		Some work can't be done when it is raining, other work can be done under all weather conditions. This is why outages can be sometimes cancelled at the last minute.
Schools:		If an outage may affect a school, we work to ensure that it falls on a day when school is not in session.
Community events:		If there is a community event or celebration scheduled, we'll try to find another day.
Traffic management:		Some work may cause disruptions to traffic. We need to work with local officials to ensure our work fits into their traffic management plans.
Availability of experts:		Some of the work we must do is very specialized and can only be performed by crews with unique skills and equipment. If this is the case, we must schedule work around their availability.

Unplanned outages

Preparing for an outage starts long before it happens. Here are a few steps you can take now to prepare.

- Develop a preparedness plan and share it with your family. Be sure everyone knows what to expect and what to do. Have a contingency plan in case power is out for a longer period.
- Make a list of local emergency contact numbers (fire, police, ambulance, etc.). Include **1 888 POWERON (1 888 769 3766)** for reporting an outage.
- Use surge protectors to protect sensitive electrical equipment such as computers, DVD players and TVs.

- Include a battery operated flashlight in your emergency kit to avoid using candles; they can be a fire hazard.
- Use our Home Outage Preparation Checklist found in Appendix C to ensure you and your family are ready for an outage.
- Prepare an emergency kit and store it in an easy-to find location. Check regularly to make sure the kit is well stocked and that all equipment is in good working order.

Prepare for the first 72 hours. Stock your emergency kit with these essentials:

- Flashlights
- Extra batteries
- First aid kit
- Bottled water (2 litres per person per day)
- Supplies for people with special needs
- Copy of your preparedness plan
- Battery or crank operated clock and radio
- Corded telephone
- Non-perishable, ready-to-eat foods
- Warm clothing and blankets
- Games, cards and books to keep everyone busy



You may need additional supplies for lengthy outages. Remember to pull out your emergency kit once a year and make sure it still fits the needs of your household. Replace batteries with fresh ones.

PREPARING YOUR BUSINESS FOR AN OUTAGE

Here are some important tips to help your business or office prepare for an unplanned outage:

Keep your account information up to date.

- When you call us to report a power outage, we'll ask for information to help pinpoint your location. If you don't have your account number or Site Location ID (SLID) number handy, the easiest and fastest way for us to identify your account is through your main business telephone number. If you are unsure what your SLID number is, please contact our Care Centre at **1 800 224 9376** to request it.
- Log in to MyHydro to update your business phone number and keep your online account up to date. Ensuring we have the current contact information for your business will help us answer questions faster, and helps to determine the location of your power outage.

Know your building

- Make sure you know the location of your meter room and electric service entrance.
- If your building has fuses, know their location and ratings. Keep two spares in case a fuse blows when power is restored.
- Consider installing an emergency lighting system in your meter room.
- Have a portable lamp or flashlight and batteries readily available.

Know your equipment

- Prepare a list of equipment that will need to be turned off during an outage and then reset when power is restored.
- Contact other service providers (phone, security, fire, etc.) for information on how those systems will work during and after an outage.
- If you have three-phase equipment, install a protection device and know how to reset it after an outage has occurred.

Have a plan

- Develop a preparedness plan outlining the operational tasks and responsibilities for your employees.
- Identify your needs for backup electrical generation and battery (Uninterruptible Power Supply) systems.
- Test your backup battery systems, emergency lighting, phone, security and fire protection systems regularly.
- Compile a list of emergency telephone numbers.
- Use our Outage Plan for Businesses checklist found in Appendix C to create a customized plan for your business.
- Prepare an emergency kit and store it in an easy-to-find location.

Prepare your employees

- Make sure your employees know what their responsibilities are during a power outage.
- Ensure that they have access to your site location identification number (SLID) so they can report an outage to if you're not available.

More information

You can find more information to help you prepare for emergencies on these websites:

- 72-hour emergency kit and preparedness plan: getprepared.ca
- Tips on emergency preparedness: B.C. Provincial Emergency Program
www2.gov.bc.ca/gov/content/safety/emergency-preparedness-recovery

During an outage

- Implement your outage preparedness plan.
- Turn off equipment and appliances, including computers and laptops, especially those that generate heat. This helps prevent equipment damage when power is restored.
- Determine whether the problem is limited to your building by checking neighbouring buildings and businesses. If it is an outage on our system, use a mobile device to check the current power outages.
- Check the outage map at bchydro.com/outages to see if we already know that your power is out.
- If your outage isn't listed, report the outage by calling **1 888 POWERON (1 888 769 3766)** or ***HYDRO (*49376)** on your cell. When you call POWERON, you will receive estimated restoration information based on your specific situation, as well as other important information.
- If you log into MyHydro, you can also report your power outage online. You will be prompted to enter your account number or site location identification number (SLID).



PORTABLE GENERATOR SAFETY PRECAUTIONS

Home generators can be useful during a power outage but they can also be very dangerous if they are not used properly. Always follow all manufacturers' instructions and contact a qualified electrician or electrical inspector if you have questions.

1. Prevent carbon monoxide poisoning

Carbon monoxide (CO) is a colorless, odourless gas in the engine exhaust. You may not smell the exhaust but could still be exposed to CO.

- Never use a portable generator or charcoal barbecues indoors, including inside a garage or other enclosed or partially enclosed area. Never operate portable camping stoves or lamps indoors or in enclosed areas such as garages or carports.
- Only operate portable generators outdoors and at a location where the exhaust cannot enter into your home or other buildings through doors or windows.
- If you start to feel dizzy, nausea, a headache or tired while using a generator, get to fresh air immediately and seek medical attention.
- Use a battery operated carbon monoxide detector at home.

2. Prevent electric shock and electrocution

Serious accidents or fire can result when a home generator is improperly connected to an existing house wiring system. Generators that are not isolated can feed back into the electrical grid and possibly electrocute anyone coming into contact with the system, including your neighbours and our workers.

- It is not permissible to connect a home portable or stationary generator directly to a house wiring system without the proper installation of a CSA-approved transfer switch. An electrical permit is required for the installation and the transfer switch and generator must be inspected and approved by the local electrical inspector. For more information on the correct way to connect your generator and to obtain a permit, please call your electrical contractor or the electrical inspector in your area.
- Never plug a portable generator into a regular household electrical outlet. This can also cause back-feeding to the electrical grid, which is a serious electrical danger.
- Plug appliances directly into the generator or use a properly sized CSA-approved 3-pronged extension cord in good condition.
- Use a Ground Fault Circuit Interrupter (GFCI) portable extension cord if using the portable generator to power electrical tools for outdoor use.
- Keep the generator dry and protected from rain and snow.

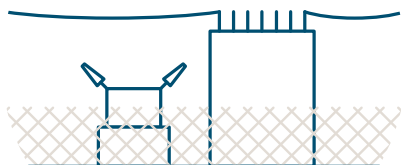
3. Prevent fire

Improper fuel handling, improperly installed or overheated generators are fire hazards.

- Do not store fuel in the home. Fuels should be stored in properly labelled and vented fuel storage containers in a well-ventilated building or storage shed away from living areas. Do not store fuel near the generator or other fuel-burning or heat-producing appliance.
- Shut down the generator and allow it to cool before refuelling.
- Do not overload the generator.

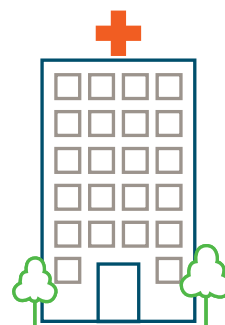
Restoring power

1



We check the overall system and repair damage to generating stations, high-voltage transmission lines and substations.

2



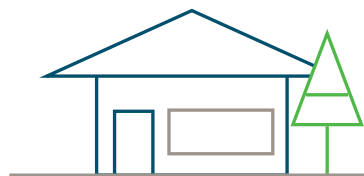
We then restore power to critical services such as hospitals, police, fire, water and communication systems.

3



We make repairs that will return service to the largest amount of customers in the least amount of time, such as high-density housing and large neighbourhoods.

4



We restore power to smaller neighbourhoods and individual customers.

When power is restored, you should first turn on the most essential equipment. Wait 10 to 15 minutes before reconnecting other equipment to avoid overloading the electrical system and give the system a chance to stabilize. Check your facility to make sure everything is operating correctly.

Street light repair

Requests for maintenance and repairs to our street lights and poles must be initiated by the authority (municipality, band or individual) that has the associated street lighting account with us.

To ensure that work is started promptly on street lights, do the following:

1. Get the identification number on the pole.
2. Submit a request for maintenance to us through the Street Lighting Inventory Management (SLIM) system online at: bchydro.com/streetlight and a work order will be generated for crews.

If you have a street lighting account with us, you can get more information about maintenance requests by calling the Flat Rate Centre at: **1 877 453-6575**.

We are not responsible for maintenance to street lights and poles that are the property of bands, municipalities or individuals.

For help

For help on how to use SLIM, select the link for step by step instructions on the Street Light Information Management web page.

New electrical connections

If you're starting a renovation project, you may need an authorization form or permit before you install electrical products. The BC Safety Authority issues contractor authorizations for the majority of British Columbia.

If you would like to establish a new electrical connection, the following requirements must be met for overhead and underground service. To begin, manage and review status updates to your electrical connection request follow these easy steps:

Step 1 – Go to bchydro.com/login and login to your MyHydro profile. You can create a profile here if you don't already have one.

Step 2 – Place your mouse over the MyHydro tab seen in the top left corner of the screen (no need to click) – then select one of the three options listed below Connection Requests.

To establish a new connection, you must meet certain requirements. If you cannot meet the connection requirements mentioned below, please contact our Electric Service Coordination Centre at **1 877 520 1355** Monday to Friday, 8 a.m. and 4 p.m. for assistance.

Overhead service requirements

HEIGHT

The point of attachment must not exceed seven metres above grade or sidewalk, and the clearance of supply conductors above grade must be not less than:

- Across highways, freeways and expressways: 7.1 metres
- Across streets, lanes, alleys and pipeline right-of-way: 5.5 metres
- Across driveways to commercial and industrial premises: 5.5 metres
- Across driveways to residential garages: 4.5 metres
- Across ground normally accessible to pedestrians only: 3.5 metres
- Sufficient horizontal clearance must be available at grade level between the foot of a ladder and its resting place on the building.

LOCATION

The location of the service entrance (wire holder) must not create an aerial trespass and be:

- In direct line of sight with our service pole, and
- On the wall of the building facing the power supply; or
- Not further than 1 metre (3 feet) back, on the side of the building closest to our source or stub off.
- If a roof mast is required to meet the minimum vertical clearance above grade, it must be located within 45 centimetres (18 inches) from the edge of the roof within reach of the installer's ladder. Rain gutters must be reinforced to hold the ladder without damaging the gutter.

LENGTH

The maximum service length from our pole to the customer's point of attachment is 30 metres (100 feet). If the service length exceeds 30 metres and is approved by us, an extension fee will apply.

SAFETY AND LADDER USE

If crews need a ladder to reach the service entrance:

- The ladder ratio (4 metres high to 1 metre across) is met when the ladder is up against the building, without creating an aerial trespass over a neighbour's property.
- The roof mast is located within 45 centimetres (18 inches) from the edge of the roof within reach of the installer's ladder.
- Stairs do not interfere with ladder use.

OTHER

- Service connections to private property poles or garages may help alleviate problems resulting from clearances and other requirements from us, WorkSafe BC and the Electrical Code.
- Trees must be cleared to 3 metres on each side of any secondary conductor.
- Mid-span taps (connecting to our system on the wire between two poles) are not typically allowed.

Underground service requirements

INSTALLATION

You are responsible for supplying and installing conduit that meets our requirements:

- The duct must be gray 75 millimetre rigid DB2 PVC and have at least 90 centimetres (3 feet) of cover.
- The duct must be installed between a 150 millimetre pit run base and 300 millimetre pit run cover.
- If the total number of bends installed between our duct stub-off and the meter base exceeds a composite angle of 135 degrees, a pull box may be required.
- The minimum radius of any conduit bend is 900 millimetres.
- All underground service conduits must be drained at the building entrance as per the Canadian Electrical Code.
- A 3 millimetre minimum (#8) polypropylene pull string must be installed in the service conduit and tied securely at the meter base enclosure.
- The duct trench must be in direct line of sight from the meter base to our duct stub-off, and must be graded to the depth of that stub off point.

LOCATION

The location of the service entrance must be:

- In direct line of sight with our service duct stub off, and
- On the wall of the building facing the power supply; or
- Not further than 1 metre back from that wall facing our power supply.

LENGTH

The total allowable cable length, from the property line to the meter base, is 30 metres (100 feet). If the cable length exceeds 30 metres and is approved by us, an extension fee will apply.

Customer owned poles

You may be required to install a private pole on your property in order to receive electrical service. Please contact our Electric Service Coordination Centre at **1 877 520 1355** to discuss options if you think you need a private pole.

CIRCUMSTANCES WHEN A CUSTOMER-OWNED POLE IS NEEDED

- Service wire will be longer than 30 metres (100 feet) from our point of connection to the service location
- Service wire will create an aerial trespass over a neighbour's property
- You wish to have underground service in an area where we provide overhead services

POLE REQUIREMENTS

- Full length, pressure treated, class 6 or higher
- Minimum diameter at top: 5.5 inches
- Minimum diameter 6 feet from butt: 9 inches
- Gain mark must be 12 feet from butt
- Near the top of the pole, insert a bolt through the clevis

INSTALLATION REQUIREMENTS

For holes in normal ground or loose rock:

- Minimum 5 feet for a pole of 30 feet or less; or,
- 10% total height of pole plus 2 feet for poles longer than 30 feet

For poles set in rock, the depth may be one foot less than the requirements for normal ground or loose rock.

Meters

- Residential meters must be accessible to us at all times.
- Meters must not be installed inside carports, garages or breezeways, or within 1 metre of a gas meter.
- Meters must be installed between 1.5 and 1.8 metres (5 and 6 feet) above finished grade
- The meter base is more than 1 metre (3 feet) from the corner of the building closest to our source or stub off.
- If the site has more than one meter base, the meters must be clearly marked (i.e. House & Suite, A & B).

REMOVAL OF SERVICE

Our crews will remove the service and the meter upon customer request, as long as the premises are vacant. Only the registered owner (or authorized business partner) can request the removal of service. There is no charge to remove a service; however there is a charge to re-establish it.

Charges and fees

For electrical connections, you must pay a standard charge for the installation of a meter and wire/cable between our infrastructure and your meter base, wiring or switch if applicable.

If additional infrastructure is required, you may also pay an extension fee. The extension fee may include the cost of poles, transformers, wire/cable, ductwork and other charges.

Single-phase connections include one meter.

Amps	Zone II
Overhead	
100	\$1,100 plus GST (where applicable)
200	\$1,149 plus GST (where applicable)
400	\$1,560 plus GST (where applicable)
Underground	
100	\$1,481 plus GST (where applicable)
200	\$1,653 plus GST (where applicable)
400	\$2,691 plus GST (where applicable)
Additional meters	
Request an additional meter during installation	\$46 plus GST (where applicable)
Request an additional meter subsequent to installation	First meter is \$181 plus GST (where applicable) Additional meters are \$46 plus GST (where applicable)
Relocation of service wire or disconnect/reconnect for electrical work	Up to 200A \$1,171 plus GST (where applicable) 400A \$1,235 plus GST (where applicable)
Return visit by crews	\$766 plus GST (where applicable)

Electric service extensions

If we need to add infrastructure such as power lines, poles, and transformers, or increase the capacity of our system so you can receive electric service from us, you may need to pay for an extension. We'll provide a design and a quote for construction costs.

EXTENSION FEES

The extension fee is your share of the cost of poles, transformers, wires and/or cable, and underground conduit, along with other construction costs necessary to receive service from us. Your cost may be reduced by our contribution towards extensions, and any credits you may qualify for.

We'll provide a design and a quote for construction costs. To request a quote for an extension, log in to your account online at bchydro.com/login.

For regulatory information about our Extension Fee policy, visit our Electric Tariff, section 8.

GUARANTEE

If you need an extension with an expected maximum demand greater than 100 kW, you may need to provide us with a guarantee in the form of cash or a letter of credit. The maximum amount of the guarantee will be equal to all or part of our contribution toward construction costs, and would be held for a period of up to five years after the in-service date.

At the end of the guarantee period, we'll re-evaluate our contribution toward the extension costs. The calculation is based on the number of customers connected to the extension, and the average electricity demand of those customers over the guarantee period. Based on the re-evaluation, we may refund the guarantee, either in whole, or in part. Please note that no interest will be paid on the guarantee.

Attaching to our poles, towers and ducts

Some common examples of attachments are:

- Communication companies that need to install wireless antennas, fibre or coaxial cable, and power supply boxes.
- Municipalities that require fibre connectivity between municipal buildings using our underground duct banks.
- First Nations that want to deploy internet or telephony services to their communities.
- Any other company that puts their equipment or cables on or in our infrastructure.

We can assist you with your attachment projects on qualified transmission and distribution structures (poles, towers and ducts). We are committed to an open and impartial process in responding to requests for all attachments. Requests are handled on a first-come, first-served basis.

Timelines are dependent on the size and complexity of the project and can range from days (for a very simple project) to months (or even longer) for more complex requests. There is also a fee associated with this work, which varies in accordance with the requirement for the work. For more information, To find more information, log in to your MyHydro account, and select 'Accounts & Billing', then select 'Electrical Connections' and download the 'Uneconomic Extension Assistance Handout'.

Rate information

Residential rates

Residential customers in this rate zone are classified as the following:

1107: Residential (Single Family Homes)

1127: Multi-unit Residential (Apartments, Condos and Multiplex Homes)

These rates categories include the following charges, which are the same for both types of home:

BASIC CHARGE

The Basic Charge is 20.25¢ per day, which is the amount you pay each day that you have a meter that is connected to our system and ready to deliver electricity to your premises, regardless of how much you consume. This is the minimum amount you must pay in order to have an account open with us.

USAGE CHARGE

The first 1500 kWh per month that you consume are charged to you at 10.28¢ per kWh.

All additional kWh per month are charged at 17.67¢ per kWh.

SPECIAL CONDITIONS

The maximum capacity of all heating elements energized at any one time in any water heater served under this schedule shall not exceed the greater of 1,500 watts or 45 watts per litre (200 watts per imperial gallon) of tank capacity, except with our written permission.

DISCOUNT FOR OWNERSHIP OF TRANSFORMERS

A discount of 25¢ per month per kW of maximum demand will be applied to Schedule 1127 if a Customer supplies the transformation from a primary potential to a secondary potential. We will install a demand meter in addition to a kilowatt hour meter. We will install our meters at the secondary potential. The Billing Code for Schedule 1127 Customers eligible for the Discount for Ownership of Transformers shall be Schedule 1128.

RATE RIDER

The Deferral Account Rate Rider applies to all charges, before taxes and levies. Amounts received from the Rate Rider are used to recover additional and unpredictable energy costs. For example, low water inflows and higher-than-forecast market prices.

Small business rates

Small business customers in this rate zone are classified as:

1234: Small General Service (under 35 kW demand)

This rate is for all purposes where a demand meter is not installed because the Customer's demand as estimated by us is less than 35 kW.

This rate is also applicable for common-use areas in multi-unit residential buildings.

This rate includes the following charges:

BASIC CHARGE

The Basic Charge is 24.29¢, which is the amount you pay each day that you have a meter that is connected to our system and ready to deliver electricity to your premises, regardless of how much you consume. This is the minimum amount you must pay in order to have an account open with us.

USAGE CHARGE

The first 7000 kWh per month that you consume are charged at 11.55¢ per kWh.

All additional kWh per month are charged at 19.23¢ per kWh.

- If required by us, a customer shall provide and maintain such controls as we consider necessary, including timing devices, and facilities satisfactory to us for the maintenance of these controls.

RATE RIDER

The Deferral Account Rate Rider applies to all charges, before taxes and levies. Amounts received from the Rate Rider are used to recover additional and unpredictable energy costs. For example, low water inflows and higher-than-forecast market prices.

Medium and large business rates

Medium and large businesses in rate zone II are classified as:

1255: Customer's supply of electricity is metered at a secondary potential and we supply transformation from a primary potential to a secondary potential. (demand is 35 KW and over)

1256: Customer's supply of electricity is metered at a primary potential and we supply transformation from a primary potential to a secondary potential. (demand is 35 KW and over)

1265: Customer's supply of electricity is metered at a secondary potential and the customer supplies transformation from a primary potential to a secondary potential. (demand is 35 KW and over)

1266: Customer's supply of electricity is metered at a primary potential and the customer supplies transformation from a primary potential to a secondary potential. (demand is 35 KW and over)

Rates in this category include the following charges:

BASIC CHARGE

The Basic Charge is 24.29¢, which is the amount you pay each day that you have a meter that is connected to our system and ready to deliver electricity to your premises, regardless of how much you consume. This is the minimum amount you must pay in order to have an account open with us.

USAGE CHARGE

The first 200 kWh per kW of demand per month are charged at 11.55¢ per kWh

All additional kWh per month are charged at 19.23¢ per kWh.

- A discount of 1.5% will be applied to the above rate if a customer's supply of electricity is metered at a primary potential.
- A discount of 25¢ per month per kW of billing demand will be applied to the above rate if a customer supplies transformation from a primary to a secondary potential.
- If a customer is entitled to both of the above discounts, the discount for metering at a primary potential will be applied first.

Taxes

GST and PST exemption

With appropriate documentation, exemptions may be granted to:

- Individual First Nations customers living on a reserve (except members of Treaty First Nations).
- Individuals operating an unincorporated business on a Reserve. (Exemption does not apply to incorporated aboriginal owned businesses).
- First Nation Bands, Tribal Councils or Unincorporated Band Empowered Entities receiving electricity service on a Reserve.
- Incorporated Band Empowered Entities that are specifically engaged in Band Management.
- Acquired service related to real property on a reserve (For example, installation of poles, electrical line, transformers needed to provide electricity service on a Reserve).

Bona fide farms, regardless owner status or whether or not located on or off-reserve, with a Certificate of Exemption as a Farmer are exempt from PST. This form is required for each address the customer is requesting to be PST exempt. The form can be found online at sbr.gov.bc.ca/documents_library/forms/O458fill.pdf

In British Columbia, all residential homes are exempt from paying PST on electricity consumption.

Please see Appendix E for a table of what tax exemptions you or your community may be eligible for.

Documentation requirements

The Canadian Revenue Agency has strengthened its administrative policies regarding tax exemption. As a result, we are required to obtain documentation showing that a customer is entitled to tax exemption before the exemption can be applied to an account. For individuals, we must have a copy of your Certificate of Indian Status. Bands, Tribal Councils, Band Empowered Entities and Farmers can contact us to get the appropriate forms.

How to process your exemption

Call 1 800 BCHYDRO (1 800 224 9376) or 604 224 9376 in the Lower Mainland and we will help you submit the proper documentation to get your exemption processed.

Billing and metering information

How meters work



Our metering technology works together to create a communications network.

1. The meter records your electricity use on an hourly basis. This information is encrypted and stored securely within the meter.
2. A few times a day the meter sends this information from meter to meter and then to a “collector”. These communications take just seconds a day.
3. Collectors send the aggregated, encrypted information back to us.

The benefits of the system include:

- Helping keep rates low, by increasing operational efficiencies, improving theft detection and reducing electricity waste. These savings are passed on to customers through lower standard charges and rates.
- Enabling new tools, such as MyHydro electricity tracking, to help you save energy and money. Most customers can now track their electricity use right down to the hour.
- Helping get the lights back on faster and more safely following power outages.
- Supporting clean electricity technologies. Smart meters are helping to transform the electricity grid from a one-way system to a two-way system. They will support new technologies such as electric vehicles and small-scale sources of clean-energy generation, including solar panels.

Unlike other wireless infrastructure, our meters use very low power signals – about one watt.

Radio frequency signal strength goes down quickly with distance.

Our meters are installed outside customer homes and the power density reduces with distance. Three metres from the electric meter, the radio frequency signal drops to 0.5% (0.005 $\mu\text{W}/\text{cm}^2$) of the Industry Canada exposure limits.

Existing meter boxes, the socket where smart meters are installed, act like a reflective shield that further directs smart meter radio frequency signals away from the home.

Collectors, which receive data from meters and send it to us, are mounted on existing utility poles 5.5 to 7.5 meters (18 to 24 feet) off the ground and are inactive 99% of the time. Like the meter, the collector also uses extremely low power – about one watt.

Estimated meter readings

When complete meter readings were not obtained for every day in the billing period, our computer system will estimate the consumption for the days when readings were not sent. The following bill message will display on any current or final invoice that includes an estimate: “Your bill shows an estimate.” Information from the meter may not be completely uploaded to our system each day, but the meter stores all information until it eventually gets sent.

Estimated bills have the same force and effect as bills that are based on actual meter readings. If you are over or under charged based on an estimate, your account will be adjusted for the difference in a future billing period after an actual meter reading takes place.

Billing cycle

You will receive an invoice every two months as meters for the majority of homeowners are read every 54–66 days. The meter records all electricity used in the home or facility and your invoice is for electricity used over the previous billing period.

Customers on Equal Payment Plans and businesses are usually billed monthly.

Account services

To reach our customer service call: **604 224 9376** or **1 800 224 9376**. Hours of operation are Monday to Friday, 7 a.m. to 8 p.m. and Saturday, 9 a.m. to 5 p.m. We are closed on Sundays and holidays.

Depending on your inquiry, you may be transferred to a team that provides specialized support for businesses and First Nations bands.

Online services through MyHydro.

There are many features available for you to use to manage your account through our online portal.

These include:

- View your current and previous bills
- Export billing data
- Understand bill details
- Learn ways to pay your bill
- Set up preauthorized payments
- Set up Equal Payment Plans
- Report a payment
- View your payment history
- View your meter reads
- Sign up for Team Power Smart
- Open a new account
- Move your service
- Managing service for rental properties
- Obtain information on:
 - Late payment and disconnection
 - Reconnection

To access these features, create a profile and log in at bchydro.com/login.



Open a new account

To open a new account at a premises that already has an electrical connection, go online at bchydro.com/login or call us at 1 800 224 9376 to do it over the phone.

To open or move an account you will need:

- To sign up online for MyHydro (if you want to enroll online).
- Your move in and move out dates for each address.
- Your new address.
- Phone number so we can reach you.
- If you're renting, your landlord's name and phone number.
- If you are GST exempt, proof of tax exemption status (see Tax section).

There is a \$12.40 + GST charge for all new accounts and moves. This charge will appear on your first bill after you move. Accounts may also require a security deposit if you have never had an account with us, or do not have a good payment history.

Ways to pay your bill

We offer several options for you to pay your bill:

ONLINE BANKING

Visit your bank's website and select BC Hydro as a payee. You can also pay in person at your local branch, using telephone banking or an automated banking machine.

PREAUTHORIZED PAYMENTS

Have your bills paid automatically from your bank account. To do this, you will need to complete the Preauthorized Payment Form found in Appendix C. You'll also need the bank account details found on your cheques.

EQUAL PAYMENT PLAN

To make equal payments each month, you can set up an equal payment plan. The last 12 months of electricity use determines your monthly payment amount.

Each year, we compare the amount you've been billed with your actual use. The difference may result in a credit (if you've used less electricity than you've paid for) or additional charges (if you've been using more electricity than you've paid for). You can see how you're comparing on each bill.

CREDIT CARD

You can pay with your Visa or MasterCard using Paymentus, a third-party service that charges a service fee for each payment you make. You can make a one-time payment, or set up recurring payments. Visit Paymentus to pay with your credit card online. To pay with your credit card over the phone, call Paymentus at 1 877 543 8357.

BY MAIL

To pay by mail, send your cheque to our payment address:

BC Hydro
P.O. Box 9501 STN Terminal
Vancouver, B.C. V6B 4N1

Do not mail cash or post-dated cheques.

AT A SERVICE BC LOCATION (OUTSIDE THE LOWER MAINLAND)

Outside of the Lower Mainland, you can pay your bill by cash, cheque or debit at a Service BC location.

Request to defer a payment

If you can't pay before your bill is due, you may be eligible to request a payment deferral online using MyHydro, or by contacting our call centre at 1 800 BCHYDRO to make arrangements.

Your account must be in good standing and all past payment arrangements must have been met.

Late Payments and Disconnection

If you don't pay your bill by the due date the follow may result:

- A late payment charge will be added to your account.
- Your account may require a security deposit.
- We may discontinue electrical service, which can also lead to a reconnection charge.

Tell us that you made a payment

If you've made a payment after the due date, you can avoid a disruption of service by providing the details of your payment using the Report a payment feature in MyHydro or by contacting our call centre.

To use the online feature, log in to MyHydro, and in the left sidebar select Report a payment in the blue box labeled Manage Account.

Late payment charges

If no payment is received by the due date, a late payment charge of 1.5% per month will be added to your account for unpaid amounts of \$30 or more. We will then attempt to contact you by phone, mail, or email to remind you to pay. If you don't pay your bill, we may disconnect your electricity service.

Reconnection

If your electrical service has been disconnected because of payment problems, you must:

- Pay the total amount owing.
- Call us to report the payment and request a reconnection at 1 800 BCHYDRO (1 800 224 9376).
- Before we can reconnect power, we'll need to confirm that all electrical equipment is turned off or disconnected, particularly heat-producing appliances and devices such as stoves, space heaters and clothes irons.

We charge \$30 plus GST to reconnect your electrical service.

Residential and business customers under the Small General Service Rate can use the automated phone system to request a reconnection. Larger business customers will need to speak to a customer service representative to arrange a reconnection.

Keeping up with your BC Hydro bills

- Consider using online billing to ensure you receive your bills as quickly as possible, and receive emails to remind you when your bill is due.
- Set up pre-authorized payments to withdraw your bill amount directly from your bank account.
- Set up equal payments each month to make budgeting easier and spread your electricity costs over the year.
- Use your Visa or MasterCard for a one-time payment or to pay automatically every month by credit card. A service fee applies for each payment.

Close your account

If you are moving you need to close your account. You can go online at bchydro.com/login or call us to do it by phone at 1 800 224 9376. We require 24-hour notice to close your account.

To do this you will need:

- A forwarding address.
- Phone number so that we can reach you.
- The date you want us to cancel your service.

This is what you need to do:

- If you're a residential customer, sign up online for MyHydro first (if you haven't already).
- Link the account you want to close to your profile (you need a copy of your bill to do this).
- Hover your mouse over the Moving & Electrical Connections tab on the banner
- Select Move or Cancel My Service

When you cancel your service, we produce your final bill after the move-out date. If you have pre-authorized payments, the final payment will be withdrawn from your account four days after the invoice is created.

We accept move-out notification up to 60 days before the date of the account closure.

Rental properties

OWNING AND MANAGING MULTIPLE ACCOUNTS

If you own or manage multiple properties and your tenants pay us directly for their electricity service, you should apply for a Rental Premise Agreement. It will make account changes related to move-ins and move-outs for your managed properties more convenient, and will ensure electricity remains on between tenants.

If you don't have a Rental Premise Agreement, when a tenant notifies us that they are moving out of a property and there's no pending move-in application, the electricity at that property will be disconnected. Having a signed agreement on file will automatically transfer the account into your name when a tenant moves out, rather than the service being disconnected.



Benefits of a Rental Service Agreement:

- Avoiding the inconvenience of a service disconnection between tenants.
- Automatic transfer of the account to the agreement holder.
- Avoiding any fees associated with reconnecting the electricity at a property.
- Keeping the electricity on for any renovations or upgrades being made to a property between tenants.

How the move-out/move-in process works when Rental Premise Agreement is in place:

1. Tenant notifies us of their pending move-out.
2. Once the tenant moves out, if an application for electricity service at the property is not received within 16 days, the Rental Premise Agreement will take effect and the agreement holder becomes responsible for payments associated with the account.
3. When a new tenant is set to move in to the property, the tenant notifies us of their move-in date at least a week in advance.
4. On the tenant's move-in date, the account is automatically transferred from the agreement holder's name to the new tenant's name, and the tenant becomes responsible for the account.

Tenants can apply for service online at bchydro.com/login or by calling our customer service team at 1 800 BC HYDRO. If notice of a move-in is not provided, the account will remain in your name.

You can set up a Rental Premise Agreement online at bchydro.com/rentalproperties.

ADD OR CANCEL MULTIPLE ACCOUNTS

If you're responsible for the accounts of more than one property, you can add or close them at one time online at bchydro.com/moving. If you need to open, close or move more than 10 accounts, you will need to call us.

For other questions, please contact our call centre at 1 800 224 9376 for assistance.

Energy savings programs and offers



We offer several financial incentives for our customers to improve their energy efficiency and keep bills low, including those listed below. These programs may change, please check [bchydro.com/powersmart](https://www.bchydro.com/powersmart) for details on our most current offers.

More ways to save

Incentives for energy efficiency may also be available through Federal and Provincial ministries and programs.

Incentives and Rebates

SAVINGS BASED ON INCOME

Our free Energy Saving Kit for low-income households offers products and tips to help save energy and money and make your home more comfortable. Kits contain simple energy-saving products such as compact fluorescent bulbs and weather stripping that you can install yourself. The kit is suitable for all housing types and a customized kit is available if you live in an apartment.

[bchydro.com/freekit](https://www.bchydro.com/freekit) | 604-431-9463

Need help installing your energy-saving products? For eligible low-income households, the Energy Conservation Assistance Program offers a home energy assessment, personalized energy coaching and contractor-installed upgrades to help save electricity and money—all at no cost to you.

[bchydro.com/ecap](https://www.bchydro.com/ecap) | 877-806-3242

TEAM POWER SMART

Looking to save money on your electricity bills? Become a member of Team Power Smart and challenge yourself to reduce your home's electricity use by 10% in the next year. If you're successful, you can earn a \$50 reward. Along the way, we'll provide helpful advice, tips and success stories from other team members to keep you motivated. You'll also have the opportunity to enter exclusive contests for a great chance to win prizes like an LED lighting package, programmable thermostat, and gift cards.

[bchydro.com/teampowersmart](https://www.bchydro.com/teampowersmart) | 604-224-9376

HOME RENOVATION REBATES

The Home Energy Rebate Offer is provided in partnership between us and FortisBC. A wide variety of incentives help make it easy for you to reduce ongoing energy costs and improve the comfort of your home.

bchydro.com/homerebates | 604-224-9376

Did you know?

In addition to the financial incentives, we supports education and training of builders on energy efficient building practices, and raises awareness among home buyers to stimulate market demand for energy efficient homes.

Business Energy Advisors

Business Energy Advisors (BEA) help business owners and managers identify energy-efficient opportunities that can eliminate energy waste and improve profitability.

A BEA will visit a customer's site to identify energy saving opportunities. This assessment is based on visual verifications of installed equipment and operation data (e.g. billing and consumption analysis). The BEAs analysis of the information gathered from a site visit is used to provide energy saving recommendations to the customer.

To request a free energy consultation or for more information on the program, call the business helpdesk at 604 522 4713 in the Lower Mainland (1 866 522 4713 elsewhere in B.C.), or visit bchydro.com/bea.

Business energy savings incentives

Business energy savings incentives provide our business customers with financial incentives for energy efficient upgrades. The program is designed for simple one-for-one replacements of inefficient technologies with energy-efficient ones.

To learn more about the energy saving incentives available for your business, contact the business helpdesk at

604 522 4713 in the Lower Mainland (1 866 522 4713 elsewhere in B.C.), or visit bchydro.com/incentives.



Claims

We understand that when you lose power, it causes inconvenience and that you may have sustained losses such as spoiled food, damaged electronics, or lost revenue. While we are sorry for the disruption, we do not offer compensation for power outages. Alternatively, we recommend making a claim with your insurance provider.

You may be eligible for compensation if your property sustained physical damage (e.g., to fences or driveways) incurred during restoration efforts. You can learn more about what qualifies for claims below.

1. Claims for damages arising from the interruption or from irregularities in electric service are considered under the terms and conditions of the Electric Tariff and approved by the BC Utilities Commission.

As referenced in Section 9.7 – Liability of BC Hydro, we do not guarantee a constant supply of electricity and shall not be responsible or liable for any loss, injuries, damages, or expenses resulting from any interruption, termination, failure or defect in the supply of electricity unless directly resulting from our wilful misconduct.

We do not reimburse for any loss of profit, loss of revenues or other economic loss even if the loss is directly resulting from our wilful misconduct.

Electric service may be temporarily suspended to make repairs or improvements to our system or other unplanned emergencies. We will endeavour to provide notice of such suspensions and restore power as soon as reasonably possible. Where notice of a planned outage has been provided, we may be required to cancel or reschedule the planned outage on short notice and may not be able to inform all affected customers of the change in advance. We do not compensate customers for loss or damage caused by or arising out of any such suspension of service or cancellation of planned work.

2. Claims related to service interruptions caused by lightning, wind, floods, storms, animals, fallen trees/branches on service lines and other such phenomena that are considered beyond our control will not be individually investigated and will generally be denied.
3. With the exception of number 2 above, each claim is investigated to determine underlying facts. In cases where we consider compensation, claim payments will be made only to the properly identified owners of the damaged property unless written consent is provided by the property owner. Payments will not be made to contractors or other agents of the customer engaged in the inspection or repair of damaged property.
4. Claims relating to loss or damages, interruptions of service or voltage irregularities that result from acts of third parties such as contractors contacting power lines or motor vehicles hitting poles are not paid by us.
5. Our contractors are responsible for their own operations and carry mandatory liability insurance. Claims relating to contractor activities will be referred to the contractor and its insurer for processing. We will assist our customers in the resolution of contractor claims where appropriate.
6. Claimants are required to furnish, upon request, original repair bills or repair estimates as supporting proof of damages and losses alleged. Requests for such proof shall not be construed as an agreement to pay a claim.
7. You may wish to contact your insurance carrier prior to submitting your claim to us, as your insurance coverage may provide compensation for the replacement cost of damaged items. If a claim is considered, we will generally pay reasonable market value for the property at the time it was damaged, or the depreciated cost, whichever is less.
8. Motors and sophisticated electronic equipment need protection from power irregularities. It's the owner's responsibility to have adequate protection against voltage fluctuations.

Appendix A: Contact list

Relationship Manager _____

Key Contact _____

Key Contact _____

Key Contact _____

Key Contact _____

Key Contact _____

○ For band account support please call **1 866 266 6366** or email **businessaccountservices@bchydro.com**

○ For individual customer support, including:

- Billing
- Payments
- Tax exemptions
- Claims

please contact Customer Service at **1 800 BCHYDRO (1 800 224 9376)**

○ For new services, including:

- New service connections
- Confirming limits of approach for high-voltage lines
- Short-term disconnections for electrical work
- Extension requests
- Attachment requests

please contact the Electric Service Coordination Centre at **1 877 520 1355**

○ To identify underground power lines please contact BC One Call (Call Before you Dig) at **1 800 474 6886**

○ For the installation and repair of:

- Street Lights
- Ornamental Lights
- Traffic Signals

please contact the Flat Rate Centre at **1 877 453 6575**

○ To report a power outage please contact **1 888 POWERON (1 888 769 3766)** or ***49376** on your mobile phone

○ For information about our conservation programs, please contact the Energy Conservation Business Helpdesk at **1 866 522 4713**

- See the Energy Savings section for phone numbers for individual programs

Appendix B: Helpful links

- For outages and safety information:
 - BC Hydro website [bchydro.com/safety-outages.html](https://www.bchydro.com/safety-outages.html)
- To identify underground power lines:
 - Click before you dig [bcone.ca/eTicket.php](https://www.bcone.ca/eTicket.php)
- For emergency preparation:
 - Get Prepared (Emergency preparedness) [getprepared.ca](https://www.getprepared.ca)
 - BC Provincial emergency planning www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery
- For Rate Schedules and Conditions of Service:
 - The Electric Tariff [bchydro.com/electric_tariff](https://www.bchydro.com/electric_tariff)
- For account management and customer service, including the items below: [bchydro.com/login](https://www.bchydro.com/login)
 - Report an outage
 - Set up an account
 - Request a new connection
 - View and update account information
 - View bills
 - View detailed, hourly consumption
 - Learn about payment options
 - Report a payment
 - Set up an Equal Payment Plan
 - Request an extension
 - Move out
- To set up a Rental Premise Agreement (if you are a landlord): [bchydro.com/rentalproperties](https://www.bchydro.com/rentalproperties)
- To open, close or move multiple accounts [bchydro.com/moving](https://www.bchydro.com/moving)
- Street light management and repair requests: [bchydro.com/ex/streetlight](https://www.bchydro.com/ex/streetlight)
- To attach equipment to our poles (attachment requests): [bchydro.com/attachtobchydro](https://www.bchydro.com/attachtobchydro)
- To save money and reduce your bill, or learn about our conservation programs and offers: [bchydro.com/powersmart](https://www.bchydro.com/powersmart)
- To submit a claim [bchydro.com/claims](https://www.bchydro.com/claims)

- To learn about extension fee assistance for homes and farms:
[bchydro.com/extensions](https://www.bchydro.com/extensions)
- To obtain a Certificate of Exemption as a Farmer: **[sbr.gov.bc.ca/documents_library/forms/O458fill.pdf](https://www.sbr.gov.bc.ca/documents_library/forms/O458fill.pdf)**
- For help hiring a consultant, contractor or getting a permit:
 - BC Safety Authority
[safetyauthority.ca/form/electrical-contractor-authorization-declaration-compliance-electrical-inspection](https://www.safetyauthority.ca/form/electrical-contractor-authorization-declaration-compliance-electrical-inspection)
 - Power Smart Alliance **[bchydro.com/alliance](https://www.bchydro.com/alliance)**



Appendix C: Forms

Pre-authorized payment plan application form



The Pre-Authorized Payment Plan is an easy way to make your BC Hydro payments—it eliminates cheque writing and postage costs. The quickest way to enroll is online by logging in to My Hydro at bchydro.com/myhydro. If you still prefer to mail us, or if someone else is paying your BC Hydro customer account, please use this form to enroll.

Your permission is all that is required for BC Hydro to have your bank or financial institution withdraw the amount of your BC Hydro bill. Please note that any outstanding balance on your account will be withdrawn as your first pre-authorized payment as soon as the plan is established on your account. To take advantage of the Pre-Authorized Payment Plan, simply complete the authorization form below. Mail or email the form using the addresses below, along with a cheque marked “VOID”.

If you would like to change the day of the month (indicated on the authorization form) on or after which your bank account will be debited, please call us after you have returned the authorization form.

You can call a Customer Service representative Monday to Friday, from 7 a.m. to 8 p.m. and Saturday from 9 a.m. to 5 p.m. Pacific Time, at 1 800 BCHYDRO (1 800 224 9376).

Please complete form and have Bank Account Holder(s) provide authorization in the box section.

For business customers, the name on the bank account must match the name on the BC Hydro account for the application to be accepted.

Authorization form for pre-authorized payments



(A) BC HYDRO CUSTOMER ACCOUNT NAME	BC HYDRO CUSTOMER ACCOUNT NUMBER
MAILING ADDRESS	FOR SERVICE AT
(B) <input type="checkbox"/> BANK ACCOUNT HOLDER(S) NAME(S) SAME AS (A) ABOVE <input type="checkbox"/> BANK ACCOUNT HOLDER(S) NAME(S) IS DIFFERENT THAN (A) ABOVE – PLEASE PRINT BANK ACCOUNT HOLDER NAME(S) BELOW	

Void cheque attached—name(s) on cheque must match bank account holder(s) name(s) as indicated in B. If a void cheque is not available please provide a letter from your financial institution.

I/we _____ hereby authorize _____ <small>(Bank Account Holder(s) Name(s))</small> <small>(Financial Institution and Branch Address)</small>		
to debit my/our bank account (“Account”) as provided on or after the ___ of each month for all payments to the BC Hydro customer account number indicated above.		
I/we hereby waive any requirement for pre-notification of changes in the amounts and/or payment dates of Pre-Authorized Debits drawn against my/our Account at my/our Financial Institution in accordance with this authorization. I/we agree to the terms and conditions on the reverse of this authorization.		
Date	Signature	Signature

For a joint bank account, all bank account holders must sign if more than one signature is required on cheques issued against the joint bank account. Please read Terms and Conditions on the next page.

Mail this form, with a sample cheque marked “Void”, to: BC Hydro, Customer Payments, 6911 Southpoint Drive, Burnaby, B.C. V3N 4X8. Or you may scan and email this form and sample “Void” cheque to scan@bchydro.com.

Customer account Pre-Authorized Debit (“PAD”) authorization

TERMS & CONDITIONS

1. In this Authorization “we”, “us” and “our” refer to the bank account holder(s)/Payor(s) indicated on the reverse hereof.
2. This Authorization is provided for the benefit of BC Hydro and our Financial Institution and is provided in consideration of our Financial Institution agreeing to process debits against our bank account (“Account”) in accordance with the Rules of the Canadian Payments Association. We agree that any direction we may provide to draw a PAD, and any PAD drawn in accordance with this Authorization, shall be binding on us as if signed by us.
3. We acknowledge that the amounts to be drawn against our Account may vary in accordance with variations in the amounts billed by BC Hydro, and that in the case of equal payment plans may include periodic and/or annual adjustments, and we authorize BC Hydro and our Financial Institution to process PADs against our Account and to draw all such amounts without any pre-notice to us or any other consent by us.
4. We acknowledge that, while BC Hydro will normally draw PADs against our Account 4 days after it renders its account billing, the dates on which BC Hydro will draw PADs against our Account may vary from time to time in accordance with BC Hydro’s normal billing and processing procedures, and we authorize BC Hydro to draw PADs and our Financial Institution to process such PADs on different dates or days of the month from time to time without any pre-notice to us or any other consent by us. Further, in the event that any PAD is not honoured, due to non-sufficient funds (“NSF”) or other reasons other than our revocation of this Authorization or non-compliance of the PAD with this Authorization, we authorize BC Hydro to re-submit the PAD within 30 days of the date of dishonour and our Financial Institution to process such PAD without any pre-notice to us or any other consent by us.
5. We certify that all information provided with respect to our Account is accurate and we agree to inform BC Hydro, in writing, of any change in the Account information provided in this Authorization prior to the next BC Hydro billing date. In the event of any such change, this Authorization shall continue in respect of any new Account and Financial Institution to the same extent as if they had been shown on the signed form. We guarantee that the signatories to any written notice of change we provide to BC Hydro will be all such persons as would be required to sign any cheque drawn on or withdrawal made from the new Account.
6. We agree that our Financial Institution is not required to verify that any PAD has been drawn in accordance with this Authorization, including the amount, frequency and fulfillment of any purpose to which the PAD relates. We agree that delivery of this Authorization to BC Hydro constitutes delivery by us to our Financial Institution, and that BC Hydro may deliver a copy of this Authorization to BC Hydro’s financial institution for the purpose of processing PADs, and we consent to the disclosure of any information contained in this Authorization to such financial institution.
7. We may revoke this Authorization at any time either orally or by delivering written notice of revocation to BC Hydro. This Authorization applies only to the method of payment, and we agree that revocation of this Authorization does not terminate or vary in any way any contract or the terms of service under which utilities or other services are provided to us by BC Hydro.
8. We may dispute a PAD drawn on our Account where: (i) the PAD was not drawn in accordance with this Authorization, or (ii) this Authorization was revoked by us. In order to obtain reimbursement by our Financial Institution for a disputed PAD, we must sign the required form of declaration and deliver it to our Financial Institution in accordance with Rule H1 of the Canadian Payments Association. In the case of “personal” PADs as defined in Rule H1, which includes PADs for residential accounts, the specified period is 90 calendar days after the date on which the disputed PAD was drawn on our Account, and in the case of “business” PADs as defined in Rule H1, which includes PADs for commercial and industrial accounts, the specified period is 10 business days after the date on which the disputed PAD was drawn on our Account. We acknowledge that if notice is not given in accordance with Rule H1 within these specified periods, any dispute regarding a PAD must be resolved solely with BC Hydro and that our Financial Institution will have no liability to us with respect to any such PAD.
9. We take responsibility for the accuracy of information provided to BC Hydro. BC Hydro will not be responsible for or liable to us or any third party for any errors, delay, damage, loss, liability, inconvenience or claim whatsoever related to information provided by us to BC Hydro. In the event of an error, BC Hydro reserves the right to take appropriate action to remedy the situation.
10. We understand and accept the foregoing terms and conditions, and agree to participate in a PAD arrangement in accordance with this Authorization.
11. We warrant and guarantee that, if the Account shown on the reverse is a joint account, all persons who would be required to sign jointly in order to draw a cheque on the Account or make a withdrawal from the Account have signed this Authorization.
12. We agree to comply with the Rules of the Canadian Payments Association now or hereafter in effect in relation to PAD authorizations and the drawing and processing of PADs, and agree to sign any further documentation that may be required pursuant to such rules.

I/we agree to participate in BC Hydro’s Pre-Authorized Payment Plan and authorize BC Hydro to collect payment of monthly, bi-monthly, or other periodic billings for utilities and other services supplied by BC Hydro, by means of Pre-Authorized Debits (“PADs”) drawn against my/our account at the financial institution shown on the Authorization form. This Authorization shall apply to any other account and financial institution of which I/we give written notice to BC Hydro in accordance with this Authorization. I/We hereby waive any requirement for pre-notification of changes in the amounts and/or payment dates of PADs drawn against my/our Account at my/our Financial Institution in accordance with this Authorization.

Your home power outage preparation checklist



Before an outage

- Make sure your information is all up to date on your BC Hydro account, including your current phone number so that we can identify you if you call in during a power outage. To update your account online, visit [bchydro.com/myhydro](https://www.bchydro.com/myhydro), and log in. Select My Profile, and then Personal Information to check and make changes if needed. You can also phone 1 800 BCHYDRO (1 800 224 9376).
- Develop an emergency preparedness plan and share it with everyone in your household. Visit [getprepared.ca](https://www.getprepared.ca) for tips.
- Check emergency equipment periodically (flashlights, radios, generators, etc.) to make sure they're in working order.
- Protect sensitive electrical equipment (computers, DVD players, televisions, etc.) by using surge protectors or other power protection devices.
- Develop a list of important local telephone numbers and program them into your mobile device, or keep a written list near your home phone. Include numbers for police, fire, poison control centre and include BC Hydro to report an outage—**1 888 POWERON (1 888 769 3766)** or ***Hydro (*49367)** from your mobile device.
- Contact your regional health authority if you or someone you know has special needs during an outage (for example, is dependent upon electronic life-support systems). If you rely on life-sustaining equipment, be prepared to be self-reliant by having adequate backup in the event of a power outage. If power is out for a longer period, it's important to have a contingency plan, such as moving to the home of a family member or friend in an area with power.

Basic Emergency Kit Essentials

Store your kit in a designated place known to everyone in your household.

Basic supplies should include:

- Flashlight(s)
- Battery-powered clock and radio
- Extra batteries
- Corded telephone
- First aid kit, including extra prescription medicine if needed
- Non-perishable and ready-to-eat foods
- Bottled water: three-day supply (2 litres per person per day)
- Manual can opener
- Warm clothing and blankets
- Supplies for those with special needs
- Games, cards and books to entertain everyone
- Supplies for your pet
- Extra keys for your house and car
- Some extra cash
- Copy of your preparedness plan

During an outage

- Never go near or touch a fallen power line. Treat it as though it is live. If it's down, it's a danger, dial 911 immediately. Stay at least ten metres (the length of a bus) away at all times and do not attempt to remove debris surrounding the line.
- Determine whether the outage is limited to your home. If your neighbour's power is still on, check your circuit breaker panel or fuse box. If your neighbour's power is off, call BC Hydro at **1 888 POWERON (1 888 769 3766)** or ***HYDRO (*49376)** from your mobile device, or go to bchydro.com/outages to report the outage.
- Turn off electrical appliances. Appliances start up automatically upon restoration of service; turning them off will prevent injury, damage or fire.
- Outage updates.** Visit bchydro.com/outages or bchydro.com/mobile (from a web-enabled cell phone or tablet) for the most up-to-date outage information. Listen to local news radio stations to check for updates.
- Never use a camp stove, barbecue, or propane or kerosene heater indoors.** A build-up of carbon monoxide gas in unventilated areas can be deadly. Never plug a portable generator into a regular household electrical outlet. This can cause electrical danger to your neighbours and utility workers.
- Include a battery operated flashlight in your emergency kit to avoid using candles—they can be a fire hazard.
- Turn off all lights except one inside your home and one outside. The inside light lets you know when the power is back on, while the outside light lets BC Hydro know that you have power.
- Refrigerators and freezers.** Keep the doors of your refrigerator and freezer closed to keep your food as fresh as possible. Check carefully for signs of spoilage.
 - Frozen food—Cover the freezer with blankets, quilts or sleeping bags to further insulate the freezer and help keep food frozen longer.
 - Refrigerated food—To avoid losing the cold air in your refrigerator, don't open doors unnecessarily.
 - You might also try placing bags of ice in the refrigerator, or place food on ice in a cooler or ice chest. Be on the side of safety when it comes to food spoilage—if in doubt, throw it out.
- Help children stay calm.** How you react to a power outage gives children clues on how to act. When talking with children about an outage, be sure to present a realistic picture about what has happened and the expected outcome. Encourage children to participate in games, arts, crafts and reading.
- Anticipate traffic delays**—Use extreme caution when driving. Intersections should be treated as four-way stops when traffic lights are out. Anticipate long traffic delays in areas where the power is out.

After an outage

- Occasionally, after restoration, even after your power has come back on, a momentary outage may occur as part of the restoration effort.
- Give the electrical system a chance to stabilize. Turn on the most essential appliances first, and wait 10 to 15 minutes before reconnecting the others.
- Check to make sure your refrigerator and freezer are back on. Check all frozen foods to determine the extent of thawing. Check your freezer guide to determine whether food can be safely refrozen. If in doubt, throw it out.
- Remember to reset your clocks, automatic timers, and alarms.
- Restock your emergency cupboard, so the supplies will be there when they are needed again.
- Pull out your emergency kit once a year and make sure it still fits the needs of your household. Replace batteries with fresh ones.

Business outage preparation checklist



We work hard to deliver reliable service, but sometimes power outages happen. This checklist can help you create a customized outage preparedness plan for your business, and stay safe during and after outages.

BEFORE AN OUTAGE

1. Know your building

- Identify the location of your meter room and electric service entrance.
 - Make sure you have access to your meter room.
 - If you have more than one electric meter, identify which meter serves each part of your building, and the pieces of equipment that are connected to each meter.
- Identify the voltage levels that BC Hydro delivers to your location.
- If your meter room doesn't have an emergency lighting system, consider installing one.
 - Keep a flashlight, along with fresh batteries, in the meter room so you can see your equipment if the power goes out.
- If your building has fuses, know their location and rating. Keep two sets of spares in reserve in case a fuse blows when power is restored.

2. Know your equipment

- Post an electrical one-line diagram in the meter room to help the people working to restore power.
- Develop and implement a written maintenance program for your vault and electric equipment.
- Prepare a list of the equipment that will need to be turned off during an outage, and reset when power is restored.
- Contact the service providers for your telephone service, security system and fire protection system for information on how these systems will operate during, and after, an electrical outage.
- Know what equipment can and cannot be turned off. Develop a plan for controlled shut-down if needed.
- If you have three-phase equipment, install a protection device and know how to reset it after an outage has occurred.

3. Have a plan

- Prepare and document your operational tasks and responsibilities during a power outage. Have an operational plan ready for shutting down and restarting electrical equipment and appliances.
- Have someone on-site or on-call who is qualified to work on your electrical equipment.
- Establish the back-up personnel responsible for handling emergencies that happen after hours, and develop an after-hours notification system.

- Install surge protection devices to protect sensitive electronic equipment.
 - Develop a list of emergency phone numbers.
 - Include suppliers, electricians, contractors, elevator services, computer services, managers at your business, and BC Hydro: **1 888 POWERON (1 888 769 3766)** or ***HYDRO (*49376)** from your cell phone.
 - Post the list in the meter room and in other strategic locations for quick access when needed.
 - Set up a safety committee. Appoint safety coordinators in each section of your business to provide information and direction to the employees in their work areas.
 - Have a cell phone or corded phone available or readily accessible. Cordless phones and your company's phone system may not work without electricity.
 - Ensure all key personnel have cell phones, and that everyone has a list of key phone numbers.
 - Have a qualified electrician test the breakers to make sure they work and aren't likely to break when repeatedly opened and closed.
 - Assemble and maintain an emergency kit. Include flash lights, a battery-powered radio, battery-powered clocks, extra batteries, and a copy of your emergency plan, with key phone numbers.
- ### 4. Prepare your employees
- Educate employees on what to do if an outage occurs. Include information on:
 - Using the elevators at your site.
 - Shutdown procedures for air conditioning or refrigeration equipment, alarm systems, and any other critical equipment or systems.
 - Ensure that key staff know the procedure for reporting an outage, and have your BC Hydro account number or your Site Location ID (SLID) handy.
 - Have an emergency plan in place for employees who rely on medical equipment. This may include a back-up power supply or transportation to another facility.
 - Provide flashlights to each department.
 - Avoid using candles—they can be a fire hazard.

- Keep protective gloves and goggles on hand, so employees will be prepared to switch breakers back on when power is restored.
 - Be sure that your protective equipment meets the requirements of WorkSafe BC Occupational Health & Safety regulations for the voltage levels in your facility.

Post your SLID and make it available to employees who may be responsible for reporting an outage. You can determine your SLID number, and download and print customized posters by logging into your account at bchydro.com/login and selecting Outage Resources.

5. Check your back-up systems

- If you have a stand-by generator, know its make, capacity and delivery voltage.
- Have someone on-site or on-call who is qualified to work with your back-up system.
 - Make sure all manufacturers' operating instructions are carefully followed.
- Double-check that all critical loads, including elevators and emergency lighting, are connected to your stand-by generator.
- Verify that your stand-by generation capacity is enough to handle this load.
- Establish a regular maintenance program for your stand-by generator.
- Test your stand-by generator each month.
 - Check the generator under load conditions to make sure it works.
 - Include the switchgear and transfer switch in your test.
- Remove potential hazards or hazardous materials that could be impacted by the operation of a stand-by generator.
- Know how much fuel you have stored for the generator, and how long it will last during an outage.
 - Establish quick fuel delivery arrangements in case you run out of fuel.
 - Install a fuel inhibitor (gasoline and diesel fuels), and plan to use, replace or polish this fuel at least once a year.
- Test your back-up battery systems (Uninterruptible Power Supply or UPS), emergency lighting, phone, security, fire protection, etc.) each year.
- If you have a UPS system, know its back-up capacity (in minutes).
 - Update this information as you add or remove equipment.
 - Develop a plan for the orderly shutdown of equipment before the capacity limit is reached.

WHEN THE POWER GOES OFF

- Check your circuit breakers or fuses to make sure that the outage is not being caused by equipment problems in your facility. Is power out in your whole area?
- Check to make sure employees are safe.
 - Check your elevators, equipment and the facility in general for situations that may need immediate attention.

- If the outage is in your own system, contact your electrician or electrical contractor.
- If it's a BC Hydro outage, report it by calling **1 888 POWERON (1 888 769 3766)**, or ***HYDRO (*49376)** on your mobile device.
 - If the outage has already been reported, the system will provide you with the most recent estimated time of power restoration, if one is available.
 - If you have access to the Internet or can contact someone who does, go to bchydro.com/outages or bchydro.com/mobile (from a web-enabled mobile device or tablet) for updated outage information.
- Turn off major pieces of equipment not connected to your stand-by generator. Some appliances or tools left on will start up automatically when service is restored—turning them off can prevent damage, injury or fire.
 - Leave a few lights on in visible areas so you know when the power is restored.
- Go to the meter room and shut off the circuit breakers to the major pieces of equipment. This will help avoid power surges, and possible damage to your equipment, when the power is restored.
 - Be sure to leave the breakers on that control the lights, to alert you when power is restored.
- Contact the companies that service your air conditioning system, alarm and communications equipment for information or specific instructions.

WHEN POWER IS RESTORED

- When power is restored, turn on the most essential equipment first, and wait 10 to 15 minutes before reconnecting voltage-sensitive and less-critical equipment, to give the system a chance to stabilize.
- Close your circuit breakers one at a time.
 - Start with your non-critical, single-phase breakers first.
 - Wait a minute or two to make sure your equipment is operating before moving to the next breaker.
 - Turn on any three-phase equipment at the end of this process.
- Remember to reset clocks, automatic timers and alarms.
- Shut down your stand-by generator and transfer load back to your electric system, following manufacturer's instructions.
- Check and replenish the fuel supply for your stand-by generator.
- Review and update your outage plan in light of the learnings from this outage, while the experience is fresh in everyone's mind.
- Meet with your safety committee to update procedures as necessary.
- Communicate and report what happened to all concerned.

Appendix D: Tax Reference for First Nations

Note: Does not apply to First Nations with signed treaties or who have implemented FNGST.

Account holder	Situation	Goods and Services Tax 5% [GST]	Provincial Sales Tax 7% [PST]	How to process your exemption
Status Indian living on a reserve	<p>1) Electricity is for personal or family use in a home.</p> <p>2) Electricity is for use by an unincorporated home-based business that is owned and operated by a Status Indian living on a reserve.</p>	Account holder is GST exempt.	Account holder is PST exempt.	Account holder must submit a copy of their Certificate of Indian Status to ensure that taxes are not applied to their bill.
Incorporated business, Corporation or Cooperative located on a reserve	<p>1) Electricity is for use in an incorporated home-based business.</p> <p>2) Electricity is for use in an incorporated business owned by Status Indians.</p> <p>3) Electricity is for use in a business owned by Non-Indians but is located on a reserve.</p>	Account holder is not GST exempt.	Incorporated businesses are not PST exempt, even if located on-reserve. Account holder is subject to paying PST.	
First Nation Band, Indian Band or Tribal Council located on a reserve	Electricity is for use directly by the band.	Account holder is GST exempt.	Account holder is PST exempt.	Account holder must submit a Certificate for GST Exemption. This form can be obtained by contacting us.
Incorporated or Unincorporated Band Empowered Entity located on a reserve	Electricity is for use directly by the band or for uses related to band management activities.	Account holder is GST exempt.	Band Empowered Entities are not PST exempt, even if located on-reserve. Account holder is subject to paying PST.	Account holder must submit a Certificate for GST Exemption. This form can be obtained by contacting us.
Farmer	<p>1) Non-Indian or corporation is engaged in farming, either on or off-reserve.</p> <p>2) Status Indian is engaged in farming off-reserve.</p>	Account holder is not GST exempt.	Account holder is PST exempt.	<p>PST exemption can be processed if either of the following are submitted to us:</p> <p>1) A Certificate of Exemption – Farmer form</p> <p>2) a copy of a B.C. Farm Identity Card issued by B.C. Agricultural Council along with a signed Declaration Letter. The Declaration Letter is available by contacting us.</p>

