

# How to manage a project using MyHydro

If you have already submitted a service connection request that requires a BC Hydro designer, it's easy to manage it online using MyHydro by following the steps below.

- 1 Make note of the Project Number. This number is on the top of the Preliminary Letter—if you don't have it, contact your Designer.

- 2 Create a MyHydro Profile using <https://app.bchydro.com/BCHCustomerPortal/createProfile.html>, if you do not already have one.

Tip: It is important that the Profile Last Name is the same as the Contact Name you provided initially when your project was created with our Design Group.

- 3 Log into your MyHydro profile (if you are not already logged in).

- 4 Navigate to the Connection requests menu and select Link connection request.

- 5 You will be taken to the Link an existing request page.

Enter the 7-digit Project Number in the Request # field. Check the “I’m not a robot” verification and click Find.

- 6 Once the MyHydro system finds your project, click Verify.  
If the system cannot find your project, call your Designer.

### Link an existing request

Link connection requests to your profile so you can manage the connection request process online.

#### Request Lookup

**Find request**  
Enter the number that was assigned to a connection request that you or your customer/contractor have already started:

Request #4516057 found. Please click Verify to continue

Request #  
4516057

Find

Cancel Verify

- 7 Click on Link Request to My Profile.

### Link an existing request

We found a connection request associated with the following address.

<b>Request Number:</b> 4516057 - Design	<b>Request Status:</b> Scheduling in progress
<b>Address:</b> 6911 Southpoint Drive Burnaby, BC V3N 2H6	

You will receive email notifications when action is required or the request status changes. Visit Subscriptions & Alerts to change your preference.

Cancel Link Request to My Profile

By submitting this form, I acknowledge that I have received written authorization from the customer to disclose personal information (specifically electrical service characteristics, permit, photos, and email address) to BC Hydro in order to facilitate the customer-requested work.

- 8 You will be able to view your project details, add a unique Project name and view project status and any outstanding actions assigned to you.

### Design Request #4516057 View project details

<b>Address</b> 6911 Southpoint DR Burnaby, BC V3N 2H6	<b>Project name</b> <input type="text"/>
<b>Assigned BC Hydro designer</b> Your Designer Information (name, email address and phone number) will be here.	<b>Project status</b> Design in progress

**Your project status** Action items (7) →

1 Pre-design — 2 Design — 3 Pre-construction — 4 Customer construction —  
5 Construction — 6 Energization — 7 Closure

OCT 09	Request Initiated	Oct 09, 2020
OCT 08	Assigned To Designer	Oct 08, 2020

- 9 When you log back into MyHydro, you will access the Summary Page and can view and action connection requests by clicking on the appropriate request number.

## Connection requests

### Requests

REQUEST #	ADDRESS	CITY	REQUEST TYPE	STATUS
#4511040	6493 Canada Way	Burnaby	New Connection	Pending approval from BC Hydro
#4511041	7939 Blundell Road	Richmond	New Connection	Request started
#4511054	3930 Nanaimo Street	Vancouver	New Connection	Request started

If you have any questions about any of these steps, please contact your Designer.