

It's up to you to maintain your building's dual radial vault (DRV) system

BC Hydro safety rules require customers who own or manage dual radial vaults (DRV) to perform maintenance on the switches within the vault every 42 months (3.5 years). BC Hydro provides two to three maintenance windows for each circuit yearly to help you maintain your vault in a timely manner.

It's a good idea to book and confirm your maintenance date early. Miss that chance and you not only risk non-compliance but also can be subject to switching outages or restoration delays. **Please keep your contact information up to date**, as we provide several reminders starting 12 months before the maintenance date. If you receive a reminder notification and you are not the correct contact person please forward the email to the correct contact or email drvsupport@bchydro.com to let us know.

To book maintenance, contact a certified high voltage contractor for a full-service quote. The contractor will de-energize the vault, take the equipment apart, clean the components, test the equipment, and restore power.

How and why you need to maintain your dual radial vault

By having two different power supply sources, your building has much higher power reliability than if fed from just one source.

The dual radial vault system enables power to a customer site by having the ability to switch from running (primary) to standby circuits should there be a scheduled or unscheduled outage on the running circuit. This means building occupants are less likely to experience an outage when switching between circuits needs to occur.

What is a dual radial vault?

Dual radial vaults (DRV) are underground vaults served by two separate distribution circuits.

Inside the vault are two sets of 12,470 Volt cables; one 'running' circuit and one 'standby' circuit both with switches.

Frequently Asked Questions

1. What is a high voltage contractor?

- High voltage contractors are qualified to work with electrical systems of 10,000 volts and higher. They are also trained in confined space and other vault or underground hazards.
- Refer to page 3 for a list of high voltage contractors.

2. Are the maintenance windows the same year after year?

- No, maintenance windows change year to year depending on crew availability due to cable configuration and planned maintenance work on the DRV system.

3. What if I miss my maintenance window?

- If you miss your maintenance window, you can book a custom window. BC Hydro will bill you directly for the custom window. This fee is separate from the high voltage contractor fees.
- BC Hydro charges for a custom window because we need to schedule additional crew outside of their regular schedule to accommodate the request.

4. How can we avoid momentary switching outages?

- Having your contact information up to date is important so the maintenance reminders are received by the correct person. Booking maintenance early and within the maintenance windows will keep your vault compliant and will eliminate the risk of switching outages.

5. Why is BC Hydro entering my vault if it is customer owned?

- Even though you own the DRV, BC Hydro has an operating order to run the DRV system to ensure system reliability.

6. What am I responsible for when it comes to DRV maintenance?



- Customer schedules DRV maintenance every 3.5 years and hires high voltage contractor to do the work
- BC Hydro sends reminder notices 12, 9, 6, and 3 months before maintenance due date

Dual Radial Vault Hi-Voltage Contractor List

Company	Contact	phone	Administrator	Email
Accurate Power Group	Darren Boeur Ben Forhan Ben Sangster Scott Kaye	604-813-2917 778-322-9114 778-837-2933 778-871-2013	Darren Boeur	admin@accuratepowergroup.com benf@accuratepowergroup.com ben@accuratepowergroup.com scott@accuratepowergroup.com
Caliber Power Services Ltd.	Elmir Jasarevic	778-893-7235		elmirj@caliberpower.ca
Canem Systems Ltd	Rick Friesen	(604) 279-1253 (Office) (604) 340-5490 (Cell)		rfriesen@canem.com
Coast Mtn Bus	Rob Horlitz	604-375-8609 604-230-9491	James Reich	Rob.horlitz@coastmountainbus.com James.reich@coastmountainbus.com
Eaton Industries Canada	Chris K Lai	778-773-4854 604 754 9165	Zhang, Chun 'Ronald'	chrisklai@eaton.com ChunZhang@Eaton.com
Exell Power Services Ltd	Lawren Thompson	778-868-8765 604-514-9472	Taylor Rowland	lawren.thompson@exellpower.com Taylor.rowland@exellpower.com
Houle Electric	David Lewis	(604) 340-5842		david.lewis@houle.ca
Island Technical Installations Ltd	Jordan Siu	250-883-3255		jordansiu@islandtechnical.ca
Magna IV Engineering Inc.	Matias Chacon Rob Caya	604-345-6206 250-527-5960 604-421-8020	Andrea Somerville	MChacon@magnaiv.com RCaya@magnaiv.com Admin.can@magnaiv.com asomerville@magnaiv.com
Metro Vancouver	Cory Anderson	604-812-2314 604-809-5091	Faye Jordan	Cory.Anderson@metrovancover.org faye.jordan@metrovancover.org
Mott Electric	Jeff Nelson	778-231-8130		
NextGen Tech./ Shermco.	Andrew Brown Paul Brown	604-312-9502 604-828-6440		abrown@shermco.com Paul.Daniels@Shermco.com
Pacific Powertech Inc.	Ashley Williamson	604-944-6697		awilliamson@pacificpowertech.ca
Prime Engineering Ltd	Kevin Bjornson Brandon Brittain	(250)-893-9089 (250) 893-2321 (250) 893-6029	Cam Satterfield	kevin.bjornson@primeeng.ca brandon.brittain@primeeng.ca cam.satterfield@primeeng.ca

RESA Canada Inc.	Ralph Schmoor	604 314 0353		Ralph.schmoor@resapower.com
Schneider Electric	Nick Pritchard John West	604-248-3521 x63521 604-317-4159 778-732-5018	Ashudeep (Neetu) Khaira	nick.pritchard@schneider-electric.com John.West@schneider-electric.com Neetu.Khaira@se.com
Vancouver Industrial Electric	Grant Leese	604-726-2288		Grant.leese@vie-bc.com
Wismer & Rawlings Electric Ltd.	Rachel Kent	604-468-5574	Rachel Kent	rkent@wre.ca

Notes:

1. BC Hydro provides this list for your convenience. **There is no liability, expressed or implied regarding the qualifications and certification of these contractors.**
2. An Electrical Contractor qualified to work on high voltage equipment as defined by the Electrical Safety Act and the Workers' Compensation Board, Occupational Health and Safety Regulations is required to perform the maintenance. Your contractor should clean, maintain and/or repair all equipment in your vault including both load break and isolator switches on the standby and running switches. As the customer maintaining customer owned equipment you are hiring a high-voltage contractor to conduct the required service. As such you are accountable for the contractual relationship and any WorkSafe BC rules and regulations.