

# Customer civil construction guide

## What you need to know

BC Hydro's distribution underground system includes both electrical and civil components. On private land, it's the customer's responsibility to hire a 'registered' civil contractor to install new civil work. With some restrictions, the customer's registered contractor may also install new civil work on public land. Only BC Hydro's authorized civil contractors can alter any existing BC Hydro civil infrastructure.

## How customer civil construction works

### Step 1 – Design and plan

Initially, we will gather your project site plans and civil drawings to create a civil construction drawing. This drawing will show what civil work your contractor will install to meet both your servicing needs and BC Hydro requirements.

Next, you will need to ensure that your contractor is listed on BC Hydro's [registered civil contractor list](#). Only registered contractors that understand BC Hydro's civil construction safety risks and requirements may perform your civil installation.

You will also need to obtain any permits, approvals and be prepared to meet safety requirements during construction. You will be responsible for any site preparation work including the removal and/or trimming of trees, and managing work around any environmental and/or archaeological sensitivities. Go to [www.bchydo.com/safety-outages](http://www.bchydo.com/safety-outages) for more information on working safely around BC Hydro infrastructure.

Once the design is complete, we will send you an invoice for the design and construction costs.

### Step 2 – Build

After we receive payment, and BC Hydro has completed any preparatory construction, we involve the BC Hydro civil inspection team. Before you can start construction, you will need to schedule a civil pre-job meeting directly with your assigned BC Hydro Civil Inspector. During this meeting we will provide you the constructions drawings and guidance on how to obtain BC Hydro supplied material. Refer to the [civil pre-job meeting and inspections guide](#) for full details.

Your civil work will need to be inspected and accepted by a BC Hydro Civil Inspector before we will schedule the electrical construction work. A condition of acceptance is the receipt of your civil record (as-built) drawings. If applicable, your service connection will also need to be ready.

### Step 3 – Energize

Once the civil work is accepted, we will schedule the electrical work. Most connections can be made within 20 to 30 business days. For additional information, refer to our website at [bchydo.com/connections](http://bchydo.com/connections).

## WORKING WITH TELUS

BC Hydro does not coordinate the design and construction of other utilities such as TELUS. You'll need to contact those utilities separately.

Contact TELUS at [engineering.BC@telus.com](mailto:engineering.BC@telus.com).

## Top 3 considerations during the design stage

- 1. Keep BC Hydro involved** as your project develops. Provide us with your latest revisions of [civil drawings](#) and other information about your project. Changes to deep utilities, building footprints, driveway locations, or any other site changes during construction can be costly and delay your connection.
- 2. Ensure that your civil contractor is registered** with BC Hydro. Only registered civil contractors can do the work. Refer to our [Customer Civil Registration Program](#) website for more information.
- 3. Know your environmental and archaeological responsibilities.** By taking early action, you can minimize the archaeological site management costs. Refer to [www2.gov.bc.ca/archaeology](http://www2.gov.bc.ca/archaeology) for more information.