Primary Service Connections

- Need a primary distribution voltage service connection (4kv to 35 kv)
- Need a line on private property—not for utility takeover
- Need to reconnect a primary service
- Need to upgrade or alter an existing private line?
- Require a larger service than typically supplied by BC Hydro?

**Step 1**
Advise BC Hydro of Primary Service Request

**Step 2**
Provide Preliminary Information

**Step 3**
Customer’s Electrical Design

**Step 4**
Formal Application

**Step 5**
BC Hydro Acceptance for Construction

**Step 6**
Customer’s Construction

**Step 7**
Acceptance for Fabrication (if applicable)

**Step 8**
Pay for Offsite Works, Onsite Materials

**Step 9**
Inspections

**Step 10**
Commissioning

**Step 11**
BC Hydro Authorization for Connection

**BC Hydro will:**
- Provide you with letter outlining initial information you need to provide and refer you to the Primary Guide
- Work with you to understand your project scope
- Undertake a Technical Feasibility Review
- Provide you with details of the servicing requirements to be met & deliverables to be submitted back to BC Hydro (5.1.2)
- Request a Design Deposit

**BC Hydro will:**
- Design and provide a quote for any “offsite” work to connect to your point of service (this could include some civil required on your site) and also the estimate for the onsite materials that are to be provided by BC Hydro
- We will respond within 4 weeks, either confirming acceptance or providing details of deliverables to be adjusted to reach acceptance

**BC Hydro will:**
- Provide the information outlined in 5.1.1 of the Primary Guide
- Engage an APEGBC Professional Engineer to start work on the Electrical Design and Formal Application for Primary Service
- Make a Formal Application with P.Eng. stamped design and all deliverables
- As per Tech Feas Review Reqs and 5.2 & 5.3 of the Primary Services Guide
- Pay design deposit

**BC Hydro will:**
- Submit fabrication drawings of Primary Service Kiosk or Switchboard, Unit Sub (if these were not already submitted as part of Step 4)
- As per 5.3 of the Primary Guide
- Order fabrication

**BC Hydro will:**
- Undertake a Technical Feasibility Review
- Provide you with details of the servicing requirements to be met & deliverables to be submitted back to BC Hydro (5.1.2)
- Request a Design Deposit

**BC Hydro will:**
- Design and provide a quote for any “offsite” work to connect to your point of service (this could include some civil required on your site) and also the estimate for the onsite materials that are to be provided by BC Hydro
- We will respond within 4 weeks, either confirming acceptance or providing details of deliverables to be adjusted to reach acceptance

**BC Hydro will:**
- Undertake final inspection
- We will respond within 4 weeks, either confirming acceptance or providing details of deliverables to be adjusted to energize
- Build/Finalize any ancillary BC Hydro works
- Energize your service and Start billing

Contact BC Hydro (Electrical Connection Centre) (phone or web)