The Canadian Electrical Code identifies that the supply end of a service shall be installed in a location satisfactory to both the Electrical Inspection Department and the Supply Authority (BC Hydro). The service connection point must allow BC Hydro safe access for service installation, maintenance and meter access at all times. All necessary clearances over garage roofs, decks, balconies including near stairs and windows must be available to accommodate BC Hydro requirements for service connections, maintenance and meter access.

Before a service connection can be scheduled, you’ll need to complete a BC Hydro Overhead Residential declaration on-line for each service address you want energized. The declaration is your confirmation that BC Hydro crews have safe and unobstructed access to the service mast & meter base. BC Hydro staff must verify the submitted information is complete and correct before an Electric Service Order can be scheduled for connection. To complete the declaration, you’ll need the service address(es), and a Myhydro on-line account. If you don’t already have an on-line account, go to BC Hydro.com and select Sign Up. Once set up, your on-line account can be used to submit new requests and monitor their progress.

The following summarizes BC Hydro requirements regarding overhead services and meters.

Service Height Requirement (BC Hydro Engineering Standards 43 B1-11)
The contractor/customer is responsible for providing a point of attachment that meets the requirements of the Canadian Electrical Code and BC Hydro’s standards, as follows:

1. The point of attachment cannot exceed 7.0 m (23 ft), above grade or sidewalk, and must be located so that the clearance of supply conductors at any point above finished grade is not less than the following requirements.

2. Please note that written permission is required from BC Hydro if the proposed point of attachment exceeds 7.0 m (23 ft). If you cannot meet the 7.0 m standard, please call 1-877-520-1355 between 8:00 AM to 4:00 PM, Monday to Friday (Pacific Standard Time) and ask to speak to a designer in your area.

BC Hydro clearance requirements are generally greater than Code requirements.

1. Across highways, freeways, and expressways: 7.1 m (written permission required)
2. Across streets, lanes, alleys and pipeline ROW: 5.5 m (18 ft)
3. Across driveways to commercial and industrial premises: 5.5 m (18 ft)
4. Across driveways to residential garages: 4.5 m (15 ft)
5. Across ground normally accessible to pedestrians only: 3.5 m (12 ft)

Adequate horizontal clearance must be available at grade level between the foot of a ladder and its resting-place on the building to meet BC Hydro and Work Safe BC regulations. For safety reasons, this clearance must allow the installation to be done safely by our installer, using an extension ladder without the ladder encroaching on the neighbour’s property. This clearance must have a ladder slope of 4:1 (also known as 4 to 1 ratio). An example of 4:1 ratio: for every 4.0 m (13 ft) the ladder is extended to reach the work area, the base of the ladder must be 1.0 m (3 ft) away from the structure.
Service Location
The location of the service entrance (wire holder) cannot create an aerial trespass and will be:

1. In a direct line of sight with BC Hydro’s service pole, and;
2. On the wall of the building facing the power supply, or;
3. No further than 1.0 m (3 ft) back, from that wall, on either side.

If the installation of a roof mast is required to meet the minimum vertical clearance above grade, it must be located within .5 m (1.5 ft) from the edge of the roof within reach of installer’s ladder. Rain gutters must be reinforced to be capable of holding weight of an installer on the ladder without damage to the gutter.

Mid Span Taps are not normally allowed. If you cannot meet the requirements of the preferred service location, please call 1-877-520-1355 between 8:00 AM to 4:00 PM Monday to Friday, (Pacific Standard time) and ask to speak to a designer in your area.

Service Length
The maximum service length from a Hydro pole to the customer’s point of attachment is 30 m (100 ft). If the service length exceeds 30 m (100 ft) and is approved by BC Hydro, an extra length wire charge will apply. An intermediate pole may be required. For more information on whether an intermediate pole is needed, please call 1-877-520-1355 during the hours of 8:00 AM to 4:00 PM (Pacific Standard Time) and ask to speak to a designer in your area.

Tree Clearance
Trees must be cleared to 3.0 m (10 ft) on each side of any secondary conductor. Please refer to https://www.bchydro.com for more information on staying safe when working around trees & power-lines.

Service to Garages and Private Property Poles
To prevent clearance issues that may conflict with safety standards established by BC Hydro, Work Safe BC and the Canadian Electrical Code, consider installing the new service connection to a garage or installing a private property pole. Poles on private property must be accessible by bucket truck. Installation of BC Hydro meters is permitted on poles and garages but must not encroach onto public property. All garage and pole installations must conform to all applicable criteria for service height, location, length and meter location etc. You may wish to confirm other requirements with your local safety authority.

IMPORTANT: Your requested connection date will only be honoured after BC Hydro office staff have verified the information you submitted is complete and correct. If BC Hydro crews find any deficiencies or discrepancies at the time of the scheduled connection, and the meter could not be installed, this will result in a Call-Back charge. A new connection date will be scheduled only after you have re-submitted a new declaration and it has been verified as correct and complete.
METER INFORMATION – GENERAL

Only one service connection (or “supply service” per the Canadian Electrical Code) will be provided to a residential dwelling.

Typically, the number of meters installed for various types of dwellings is as noted to the right. A maximum of four socket meters, connected to one supply service, are allowed to be installed.

BC Hydro’s tariff definition of a single family dwelling (SFD) is a self-contained unit including sleeping quarters, a kitchen, a bathroom or alternative living quarters acceptable to BC Hydro.

<table>
<thead>
<tr>
<th>Type of Dwelling</th>
<th>Number of Meters</th>
</tr>
</thead>
<tbody>
<tr>
<td>House – one SFD</td>
<td>1</td>
</tr>
<tr>
<td>House with a suite – two SFDs</td>
<td>2</td>
</tr>
<tr>
<td>Duplex – two SFDs</td>
<td>2</td>
</tr>
<tr>
<td>Triplex – three SFDs</td>
<td>3</td>
</tr>
<tr>
<td>Fourplex – Four SFDs</td>
<td>4</td>
</tr>
</tbody>
</table>

Meter Location: For the latest requirements, visit the BC Hydro website at www.bchydro.com; and search on Requirements for Secondary Voltage Revenue Metering (750 V and less). All residential socket type meters will be installed within direct line of site with BC Hydro’s service pole, on the wall of the building facing the power supply or no further than 1.0 m (3 ft) back from the wall.

Meters must have clear and safe access at all times for BC Hydro representatives. This includes safe access into private property roads, gates and bridges. Safe access on private property includes any bridge or culvert crossing larger than 2.0 m (7 ft) in diameter or other structures such as cattle guards in the road. BC Hydro will require an Engineer’s assurance of crossing and load restriction before a service connection is scheduled.

Meters must be installed between 1.5 m (5 ft) and 1.8 m (6 ft) above the finished grade. Meters cannot be installed inside carports, garages, breezeways, or any part of the structure that may potentially be enclosed or within 1.0 m (3 ft) of a natural gas relief discharge device or vent, or 3.0 m (10 ft) of a propane gas relief discharge device or vent.

If a site has more than one meter base, the meters must be clearly and permanently marked as determined by the municipality (i.e. Address or Main, Suite A, Suite B, etc…)
SOME COMMON REASONS FOR RE-SCHEDULING A SERVICE CONNECTION

(1) Trees on public and private property must be clear by 3 m (10 ft) on each side of all secondary lines.

(2) Service wire too low over garage roof (Min height is 3.5m, or 12 ft).

(3) Service wire too low over balcony (Min height is 3.5m or 12 ft).

(4) Length of service wire is more than 30m (100 ft) from pole to attachment point. An intermediate pole may be required.

(5) Point of attachment on wrong side of house.

(6) Ladder cannot be used, stairs interfere here (lot line too close to house).

(7) Mast installed too far back to reach from a ladder (Installed over .5 m (1.5 ft) from edge of roof).

(8) Meter base too close to lot line for access (distance must be 1.0 m (3 ft) or greater).

(9) Meter base is installed higher or lower than the required specifications (min 1.5 m or 5 ft), and max 1.8 m or 6 ft above finished grade.

If you cannot meet the requirements of the preferred service location, please contact our Service Representative by calling 1-877-520-1355 during the hours of 8:00 AM to 4:00 PM (Pacific Standard Time).

CALL BEFORE YOU DIG: BC ONE CALL
Before digging or excavating i.e.: if BC Hydro requires you to install an intermediate pole on your property for the installation of the electric meter, make a free telephone call to locate any underground electrical infrastructure. Call 604-257-1940 in the Lower Mainland, or 1-800-474-6886 toll-free elsewhere in B.C.