



## Information Bulletin:

# Released Secondary Customer Service Requirements – Up to 750 V Phase-to-Ground

## 1.0 Items Covered

Secondary Customer Services Requirements – Up to 750 V Phase-to-Ground, R0

This advisory and the document listed above can be found at [bchydro.com/distributionstandards](http://bchydro.com/distributionstandards).

## 2.0 Overview

This bulletin presents the initial release (revision 0) of the Secondary Customer Services Requirements – Up to 750 V Phase-to-Ground. This document outlines the requirements customers must meet to obtain BC Hydro overhead electrical service up to 750 V measured phase-to-ground. The document applies exclusively to overhead services but will be expanded in future revisions to include underground secondary services.

ES43 N2-02 *Service Connections Single Multiplex Services Taken from Secondary* is being updated to remove customer-specific requirements to prevent conflicts with the Secondary Customer Services Requirements. The updated ES43 N2-02 is expected shortly after publication of the Secondary Customer Services Requirements. In the interim, the Secondary Customer Services Requirements governs and takes precedence over ES43 N2-02 customer requirements.

ES43 N2-13 *Service Connections Single-Phase to 400 A 120/240 V Service Closet Option* is being withdrawn.

## 3.0 Action

Secondary Customer Services Requirements – Up to 750 V Phase-to-Ground is effective immediately.

### Customers and External Stakeholders

Customers and external stakeholders, including Technical Safety BC, regulatory authorities, contractors, the Electrical Contractors Association of BC, and the Canadian Home Builders Association, are encouraged to familiarize themselves with the document.

### BC Hydro Designers, Engineers, and Civil Inspectors

Designers, engineers, and civil inspectors should familiarize themselves with the document.

## 4.0 Contact

### Customers and Customer Representatives

Please direct questions and concerns to your local BC Hydro representative.

### BC Hydro Employees and Contractors

Direct questions and concerns related to the document to [distribution.standards@bchydro.com](mailto:distribution.standards@bchydro.com).

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