

Net metering program

Online application information
session

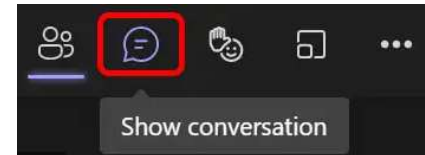


July 5, 2022 (10:30am-Noon)

Housekeeping items

A few reminders

- Video and microphone have been turned off to save bandwidth and eliminate background noise
- Chat function is available for questions and comments
- A copy of this presentation will be made available following this session



Introductions and opening remarks

Net metering team

- Tatiana Noskova – Energy procurement professional
- Tyson Nicholas – Project manager
- Jenn Shum – Program manager
- Peter, Michelle, Crystal – Program operations

Agenda

Agenda item	Time	Lead
Introductions and opening remarks	5 minutes	Jenn
Objectives	10 minutes	Jenn
Creating a MyHydro account	5 minutes	Tyson
Online application demo	20 minutes	Tyson
New construction/service applications	5 minutes	Jenn
Q&A	20 minutes	All
Quick updates and reminders	10 minutes	Jenn
Next steps	5 minutes	Jenn

Objectives

After today's session, you will be able to:

- Better understand the scope of the online application that is now available
- Create an online net metering application for your customers to submit
- Assist your customers with navigating the online application, if needed.

Objectives

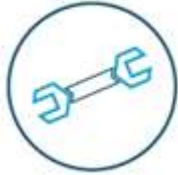
Automated process



Submit an application



Application accepted



Install and inspect the system



Submit inspection documents



Interconnection approved



We are here!



Future phases...

Creating a MyHydro account

Required to access the online application

- Required for both contractors and customers
- Allows customers to link a specific account number and meter number to their application
- A MyHydro account can be created even if your business does not have a BC Hydro account number


Log in

Email

Password

[Did you forget your password?](#)

[Log in](#)

[Don't have a profile? Sign up →](#)

Free offers for low income customers



[Learn more](#)



Create a MyHydro Profile

Profile details

We keep your personal information private. See our [Privacy Statement](#) and [Terms of Use](#) for details.

First name

Last name

Email

*we can't accept generic addresses (e.g. sales@company.com). Please use an individual address (e.g. john@company.com)

Password

Must have a minimum of 7 characters containing at least one letter and one digit. Special characters are allowed. (@, #, etc.)

Confirm password

Privacy Note

Prior to using the following validation process offered by Google, please be aware that Google may collect information based on their data collection policies. Such data may include information like your IP address, browser type, OS version, and the fact that you're dealing with BC Hydro. If you don't want such information to be collected by Google, please do not use this online validation service and, instead, call the 1 800 224 9376.

I'm not a robot



reCAPTCHA

[Privacy](#) - [Terms](#)

Submit

Cancel

Create a MyHydro profile to manage your account online.

If you don't already have an account, begin by creating a profile here.

1

Provide your MyHydro Profile details.

2

Verify your email address by clicking the link in the confirmation email.

3

If you have an existing account, link it to your Profile using information from your last bill.*

*New customer? Create a MyHydro Profile to open a new account.

Next step: check your email inbox

✓ Your MyHydro Profile details have been successfully submitted.

Please activate your online profile

Your confirmation email was sent to

[REDACTED]

Please check your email inbox for a link to confirm your email address.

If you don't receive an email from us in the next few minutes, please check your spam folder or [resend your confirmation email](#).



We'd like to verify your email address

[Read this email online](#)

Confirm your email

Hi Jennifer,

Thanks for signing up at bchydro.com. We need to [confirm your email address](#).

If the link doesn't open, copy and paste this link into your browser:

[Redacted link]

Thanks for taking a few seconds to complete the process.

[Verify your email address](#)

[Log in to MyHydro](#)

[Accounts](#)

[Contact us](#)

[Outages & safety](#)

[Energy savings](#)




You've received this email at jennifer.shum2@bchydro.com because it is the address associated with your MyHydro Profile.

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[Home](#) ▸ [Accounts](#) ▸ [MyHydro](#)

What would you like to do?

-  [I have an existing account and want to view my bill, manage my account, or move or cancel my service](#) →
-  [I want to set up a new account for service at my home](#) →
-  [I want to request an electrical connection for a new construction or alteration or link to an existing request](#) →

Accounts

Energy savings

News

Projects & operations

Community

Work with us

Outages & safety

MyHydro

Billing & payments

Moving

Electrical connections

Electricity rates & energy use

Get help

My Profile

[Change Password](#)

[Remove Profile](#)

[Subscriptions & Alerts](#)

[Pending invitations](#)

[Customer Support Centre](#)

Connection requests

[View connection requests](#)

[Start connection request](#)

[Link connection request](#)

[Net metering application](#)



[I want to set up a new account for service at my home](#)



[I want to request an electrical connection for a new construction or alteration or link to an existing request](#)



Online application demo

General information

- Can be used for both simple and complex applications
- Application information is the same as what was previously required in the PDF application form
- Two paths to create and submit an application:
 - Contractor creates the application -> Customer submits the application
 - Customer creates and submits the application

Online application demo

General information

- Applications cannot be saved partway through
- The application will time out after 30 minutes of no activity
- In general, we estimate that an application takes about 10-15 minutes to complete.
- Post-submission editing capabilities are not available.
Email net.metering@bchydro.com for any changes to your application or if you forgot to upload documents

Online application demo

General information

- Customers can call 1 800 BCHYDRO for application assistance.

Net metering application

If you're interested in installing a new or expanded generating system as part of our net metering program, begin your application below. If your contractor has already created a draft application on your behalf, refer to the bottom of the page to continue a draft application.

Application type > Contractor Info > Generating system > Submit

Start a new net metering application

Before you begin:

- Make sure you've read about the [net metering installation process](#)
- Have the following information ready:
 - BC Hydro account number
 - Meter number
 - Generating system specifications
- The application takes approximately 10-15 minutes to complete.
- Note that unsubmitted applications won't be saved

Application type

* What is your role?

- I'm the contractor
- I'm the customer

* Project type

- New generator
- Addition to an existing generator
- Replacement of an existing generator

Cancel

Next

Do you have an application in progress?

Continue a draft application

If your contractor has already started an application for your net metering project, you can complete it online now.

You'll need the application number, which you would have received via email.

[Continue a draft application](#)

Application type

- Select "I'm the contractor"
- Select the type of project
 - Still to come...

* Project type

- New generator
- New generator - No existing BC Hydro service
- Addition to an existing generator
- Replacement of an existing generator

Net metering application

Application type **Contractor Info** Generating system Submit

Contractor info

- Pre-populated based on MyHydro profile
- Company name is optional

Contractor information

Contact info

Company name

* First name

* Last name

* Phone number

* Email

Back

Next

Net metering application

Application type > Contractor Info > **Generating system** > Submit

Generating system information

Energy source and generator type

* Generator energy source
Select a source

* Installed generator capacity (kW DC)

Inverter details

* Inverter make Select a value

* Inverter model Select a value

* Number of Inverters

* Nominal output (kW AC)

Total nominal output: 0 kW AC

[Add an inverter +](#)

Total nominal output capacity of all inverters: 0 kW AC

Generating system

- “Other” inverters will require an inverter data sheet to be uploaded



Generating system

- For new service/construction scenarios, enter any applicable information in the “Notes” field (E.g. BC Hydro Design or Express Connect number, name of BC Hydro designer, etc.)



Supporting documents

The single line diagram and site plan documents are required for projects that:

- Are greater than 27 kW in size
- Have instrument transformer revenue metering (services greater than 200 A), and/or
- Have an induction or synchronous generator

Accepted file types: .pdf, .jpg, .jpeg, .png, .doc, .docx, .xlsx
Accepted file size: 135 MB per file; 150 MB total

Single line diagram	No file added	Add file
Site plan	No file added	Add file

Battery storage

*** Does the generator system include battery storage?**

Yes

No

Notes

Use this space to provide any additional information you'd like us to know about the generating system.

For example, if the system is installed at a site where an electrical service connection is in progress (i.e. no BC Hydro account number or meter number is available), provide the BC Hydro design request number.

[Back](#) [Next](#)

Net metering application



Submit

- Customer email should be associated with their MyHydro account
- Otherwise, the customer will be prompted to create one prior to accessing the application.
- Note that generic addresses will not be accepted (E.g. info@company.com, sales@company.com, admin@company.com)

Customer to review and authorize the application

Your customer must authorize the net metering application before the application can be submitted.

Please provide your customer's email address below and we'll invite them to review and submit the application.

Ensure that:

- The email address provided is associated with their BC Hydro online account, if they have one.
- Spelling of the email is correct. If not, the draft application can't be completed.
- The email address is an individual address (e.g. john@company.com). We can't accept generic addresses (e.g. sales@company.com).

• **Customer email**



Submit

- “Send draft to customer” will trigger automated emails regarding the draft application

Contractor acknowledgement and privacy statement

By applying for Net Metering service (Rate Schedule 1289 of the BC Hydro Electric Tariff) you acknowledge that you have read and understand the Net Metering service requirements and the Distributed Generation Technical interconnection requirements ? 100kW and below, and that you agree to comply with these requirements and design, install, operate and maintain your generator in accordance with applicable governmental and BC Hydro standards and requirements.

In order to be able to use the BC Hydro online Net Metering Form, you need to provide BC Hydro with some personal information (e.g. your name, contact information, and other information related to your request). BC Hydro collects your personal information for the purpose of fulfilling your Net Metering application request and to that end, BC Hydro will need to disclose your information to electrical contractors, municipal government, and Technical Safety B.C.. As a result, BC Hydro may also collect information from these authorities, where required, to fulfill your request and for the purposes of:

- Communicating with you regarding processing and managing of your application, the interconnection of your generator, and the net-metering relationship;
- Providing you with news and information about the Net Metering program; and
- Inviting you to participate in surveys, questionnaires or other engagement activities on the Net Metering program.

By clicking on the submit button you authorize the above described disclosure and collection. BC Hydro collects your personal information as permitted under section 26(c) of the Freedom of Information and Protection of Privacy Act. If you have questions about the collection of your personal information as described in this notice, please contact BC Hydro Net Metering team net.metering@bchydro.com

I have read and agree to the Contractor acknowledgement and privacy statement.

[Back](#)

[Send draft to customer](#)

Net metering application

Confirmation

- Application number is generated
- Customer will be prompted via email to review and submit the application

Application has been sent to your customer to review and submit.

Application number [REDACTED]

Please keep a record of the application number and the associated site, as follow-up access to application details is currently unavailable. If you have any questions, please contact us at net.metering@bchydro.com and include the application number in your email.

[Go back to account summary](#) →



Online application demo

Draft application email sent to contractors

- Application created by the contractor
- Draft sent to customer to review and submit
- Note: No address information as customer and account information has not been provided yet.



Application sent to customer
[Read this email online](#)

Net metering

Hi Bruce,

Thank you for starting a draft net metering application for your customer.

Application number: [REDACTED]

We'll notify you once your customer submits the application.

Please keep a record of the application number and the associated site, as follow-up access to application details is currently unavailable.

For more about net metering, check our [program information](#). If you have questions about your application, [email us](#). Please include your application number.

Thank you,
BC Hydro Net Metering

[Log in to MyHydro](#) [Accounts](#) [Contact us](#)
[Outages & safety](#) [Energy savings](#)

You've received this email at bch-bc1bholbrook@uakmail.com because you have started a net metering application on behalf of your customer. You'll receive email notifications when action is required or the application status changes. You can [log in](#) to change your email settings.

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Online application demo

Draft application email sent to customers

- Application created by the contractor
- Customer to review the draft application and submit



[Please complete your application](#)
[Read this email online](#)

Action required

Hi Jamie,

Your contractor (Bruce Holbrook) has started a draft application for your net metering project.

Application number: [REDACTED]

Please [complete and submit the application](#). You'll be asked to log in to MyHydro first.

[Complete the application](#)

Once you've submitted the application, we can begin to review your project.

For more about net metering, check our [program information](#). If you have questions about your application, [email us](#). Please include your application number.

Thank you,
BC Hydro Net Metering

[Log in to MyHydro](#) [Accounts](#) [Contact us](#)

[Outages & safety](#) [Energy savings](#)

You've received this email at bch+bc1jprevost3@uakmail.com because your contractor has started a net metering application on your behalf. You'll receive email notifications when action is required or the application status changes. You can [log in](#) to change your email settings.

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Net metering application

Application type

Contractor info

Generating system

Submit

Continue a draft application

Application number

Provide the application number for the draft application. You would have received this via email.

Application number

Select the relevant account for this application

Select an account number

If the account isn't listed, you'll need to link it to your MyHydro profile first.

[Link an account](#) →

Cancel

Next

Continuing a draft application

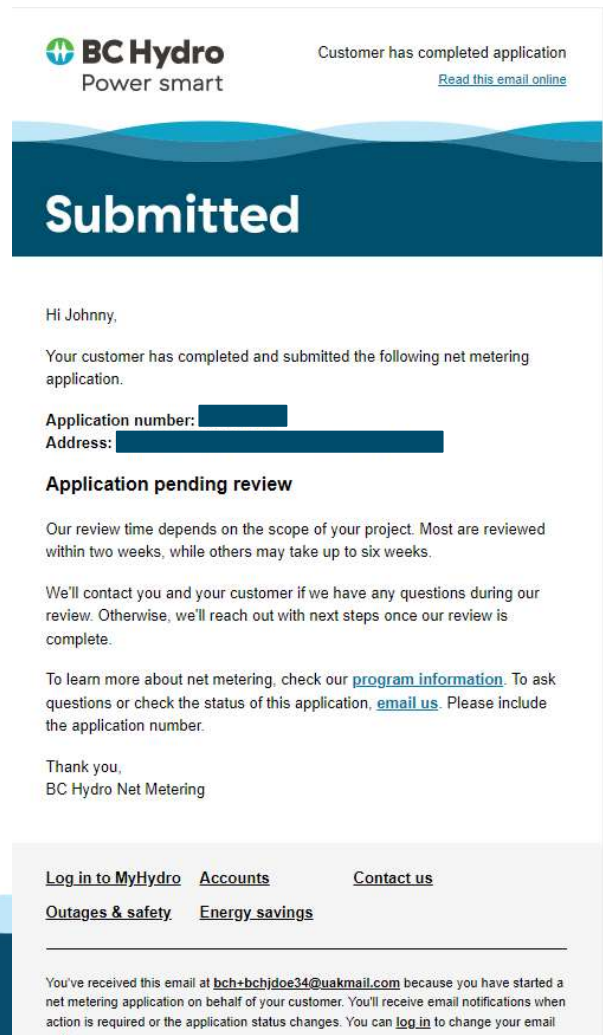
- Application number is pre-populated if accessed via email link



Online application demo

“Submitted” email sent to contractors

- Customer has submitted the application
- BC Hydro to review for acceptance
- Note: Site address now appears as customer and account information has been provided.



The screenshot shows an email from BC Hydro with the subject "Submitted". The email body contains the following text:

BC Hydro
Power smart

Customer has completed application
[Read this email online](#)

Submitted

Hi Johnny,

Your customer has completed and submitted the following net metering application.

Application number: [REDACTED]
Address: [REDACTED]

Application pending review

Our review time depends on the scope of your project. Most are reviewed within two weeks, while others may take up to six weeks.

We'll contact you and your customer if we have any questions during our review. Otherwise, we'll reach out with next steps once our review is complete.

To learn more about net metering, check our [program information](#). To ask questions or check the status of this application, [email us](#). Please include the application number.

Thank you,
BC Hydro Net Metering

[Log in to MyHydro](#) [Accounts](#) [Contact us](#)
[Outages & safety](#) [Energy savings](#)

You've received this email at bch+bchjdoe34@uakmail.com because you have started a net metering application on behalf of your customer. You'll receive email notifications when action is required or the application status changes. You can [log in](#) to change your email

Online application demo

“Submitted” email sent to customers

- Application has been submitted
- BC Hydro to review for acceptance

The image shows a screenshot of an email notification from BC Hydro. At the top left is the BC Hydro logo with the tagline 'Power smart'. At the top right, it says 'We'll review your application' with a link 'Read this email online'. Below this is a dark blue banner with the word 'Submitted' in white. The main body of the email starts with 'Hi nick,' followed by 'Thank you for submitting an application for your net metering project.' It then lists 'Application number:', 'Address:', and 'BC Hydro account number:', each followed by a redacted area. A section titled 'Application pending review' explains that the review time depends on the project scope, ranging from two to six weeks. It also states that BC Hydro will contact the customer if there are questions. A link to 'program information' is provided for more details. The email concludes with 'Thank you, BC Hydro Net Metering'. At the bottom, there are links for 'Log in to MyHydro', 'Accounts', 'Contact us', 'Outages & safety', and 'Energy savings'. A footer note explains that the email was sent to 'bch+bchnjames32@uakmail.com' because a contractor has started a net metering application on their behalf. The final footer contains the BC Hydro address and a link to the 'Privacy statement'.

BC Hydro
Power smart

We'll review your application
[Read this email online](#)

Submitted

Hi nick,

Thank you for submitting an application for your net metering project.

Application number: [REDACTED]
Address: [REDACTED]
BC Hydro account number: [REDACTED]

Application pending review

Our review time depends on the scope of your project. Most are reviewed within two weeks, while others may take up to six weeks.

We'll contact you if we have any questions during our review. Otherwise, we'll reach out with next steps once our review is complete.

To learn more about net metering, check our [program information](#). To ask questions or check the status of this application, [email us](#). Please include the application number.

Thank you,
BC Hydro Net Metering

[Log in to MyHydro](#) [Accounts](#) [Contact us](#)
[Outages & safety](#) [Energy savings](#)

You've received this email at bch+bchnjames32@uakmail.com because your contractor has started a net metering application on your behalf. You'll receive email notifications when action is required or the application status changes. You can [log in](#) to change your email settings.

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New construction / new service applications

Key items to note

- Application must be created by contractors, as there is no account/meter number available for the customer to link. The customer can submit the application only after the account and meter number is available.
- Enter any applicable information in the “Notes” field, including:
 - New service or new construction
 - BC Hydro Design or Express Connect number (If available)
 - Name of BC Hydro designer (If available)

New construction / new service applications

Key items to note

- **Temporary process:** Email the application number and site address to net.metering@bchydro.com for review
- **Future process:** You will be able to select “New generator – No existing BC Hydro service” as an application type and input the service address.

Q&A

The online application has been submitted, but I forgot to upload a document. What do I do?

- Please send us the documents via email at net.metering@bchydro.com.
- Similarly, inspection documents cannot be submitted via the online application at this time. These documents should also be emailed to us.
- Remember to add your application number so that we know which application to associate the documents with.

Q&A

I created an application for my customer, but entered the wrong email address. What do I do?

Scenario 1: Email address is invalid.

- A new application will have to be re-created and sent to the correct email address.

Scenario 2: Email address is valid, but does not have a MyHydro account.

- The customer can proceed but will be prompted to create a MyHydro account.

Q&A

Are PDF applications still being accepted?

Yes, PDF applications are still being accepted at this time. However, processing times may be longer as the application data has to be manually loaded into our system.

Quick updates and reminders

bchydro.com/netmetering refresh

- Moved to Accounts > Electrical connections section
- “How to apply” section updated
- FAQs available (Billing, Connecting, Planning.)
- Case studies to be refreshed

Quick updates and reminders

A few reminders

- Complex applications
 - Sample documents now have checklists
- Interconnection approval must be received prior to turning the system on

Net Metering Program

Sample single line diagram and checklist

The Net Metering Program application requires a single line diagram for projects that meet any of the following conditions:

- Are greater than 27kV in size
- Have instrument transformer revenue metering (services greater than 200 A)
- Have an induction or synchronous generator

A SAMPLE SINGLE LINE DIAGRAM IS SHOWN BELOW. PLEASE ENSURE THE FOLLOWING DETAILS ARE INCLUDED IN THE SINGLE LINE DIAGRAM YOU PROVIDE:

- General project information
 - Project title
 - Date
 - Revision number
 - Site address
 - Name of person or firm that prepared the drawing
- Differentiation between new and existing equipment (cloud or dividing line)
- All switches, breakers, and relays shall have distinct identifiers or names.
- Service Entrance equipment.
- BC Hydro revenue meter and, if applicable, revenue metering instrument transformers and E-Plus Meter.
- All electrical equipment between the Service Entrance and the generator (switches, breakers, cables, etc.)
- Location of Distributed Generator (DG) Disconnect Means
- Location of warning labels as required by Canadian Electrical Code (CEC) Part I
- Generator/inverter nameplate information and model numbers

Next steps

Thank you!

- Follow-up email to come, including a link to the presentation and quick survey.
- If you haven't already, sign-up for our mailing list at www.bchydro.com/netmetering.
- Email net.metering@bchydro.com if you have further questions.



BC Hydro

Power smart