

Submitting an online design connection request via MyHydro

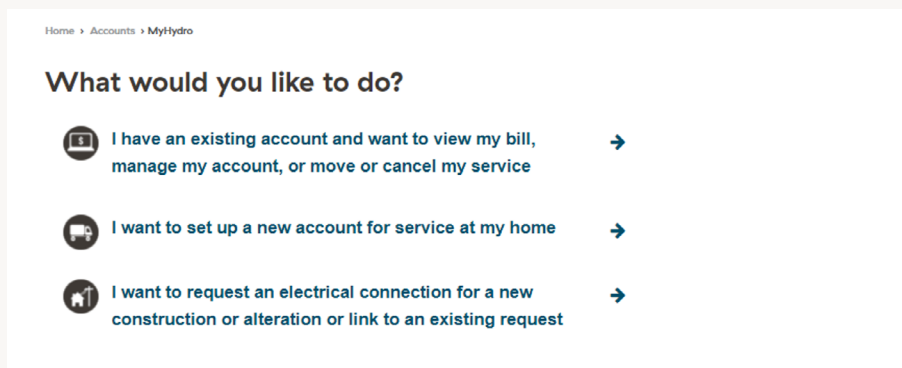
This document will help guide you through the process of creating and managing a Design Connection online via your MyHydro account. If you don't have an account, you'll need to **create one here**.

Before you get started

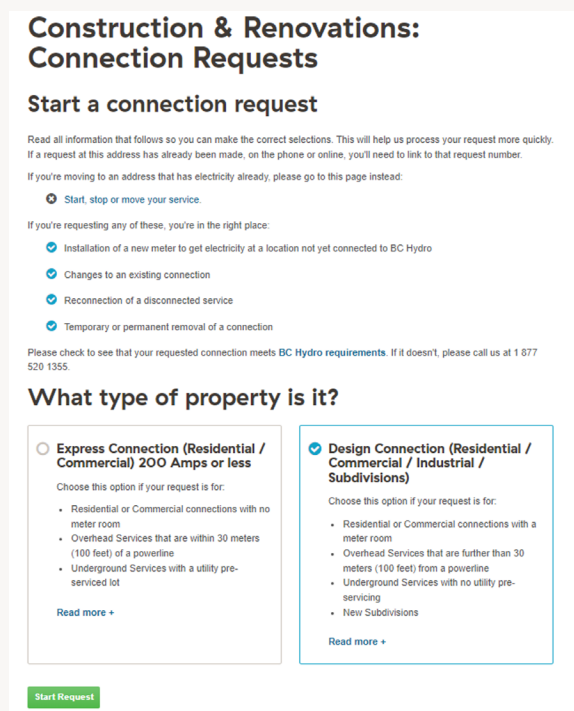
Please ensure you've discussed any new electrical service requirements with an electrical contractor prior to submitting an application.

Starting a connection request

- 1 To start a new request, log in to your MyHydro account and select "I want to request an electrical connection for a new construction or alteration or link to an existing request" as seen below.



- 2 You'll be prompted to select which type of connection will be required. Depending on the electrical service requirements of your site, you can choose either an Express Connection or a Design Connection.



Electrical service requirements

You'll then be asked to provide more information about the service requirements for your project, including any specific details about the site, and the date you'll need power to your site.

Note: You'll be asked to provide more detailed information later during this application by either filling out an Electrical Service Information Form (ESI) online or downloading a paper copy.

HERE'S AN EXAMPLE OF SOME OF THE DETAILED INFORMATION WE'LL REQUIRE

Provide details of your structure and electrical service

You'll need to provide details of your electrical service requirements so we can determine the timelines and costs for completing your request.

What type of service?

1 Phase
 3 Phase

Mainswitch voltage **Mainswitch amperage**

120/240 400

Anticipated total load kW (optional)

[Cancel](#) [Next](#)

New request

Use this application for new requests, disconnections, temporary disconnections for construction, or to submit a request to work with our electrical design team. To submit your request you'll need to provide details of what work is required, when you would like the work completed, and key contacts for the project. Supporting documents can be added later.

Request Info | Service address | Contact info | Authorization

Start your electric service request

What type of work do you need?

Select the type of service request you need below. Provide a detailed description to avoid delays to your request.

Choose the type of work

Sub-division (including underground, residential, townhouse)
 New service
 Temporary service
 Permanent service
 Alteration to existing service
 Meter work only
 Removal

Description

Please describe the work that you need completed. This will help us determine the timelines and costs for your project.

Please include in the description the type of development (residential, commercial, industrial), the proposed type of servicing (overhead or underground), any unique challenges (environmental, etc.), and any other information that may assist the Designer to understand your request.

New 400A service for EV Charger

Please describe in at least 30 characters, the type of work

Anticipated energization date

Apr 29, 2022

Service address

Once you've entered your electrical service information, you'll be prompted to enter the address of the site that will be requiring the electrical service. This address must be assigned and/or registered with Canada Post. Enter the service address in the text box, and the map should zoom to the entered address.

If you do not have an assigned address by Canada Post, please follow these steps to complete the online application:

- 1 Type an address into the text box of a nearby address
- 2 On the map, click on the lot or the site that will be requiring the new service.
- 3 Confirm the address by selecting "No, the address needs to be changed"
- 4 Select Next

At the end of this application, you'll be provided a seven-digit request number. Once the address has been assigned by Canada Post, you can add it to your request online, or call our Express Connection team at 1-877-520-1355 to update it on your behalf.

New request

Use this application for new requests, disconnections, temporary disconnections for construction, or to submit a request to work with our electrical design team. To submit your request you'll need to provide details of what work is required, when you would like the work completed, and key contacts for the project. Supporting documents can be added later.

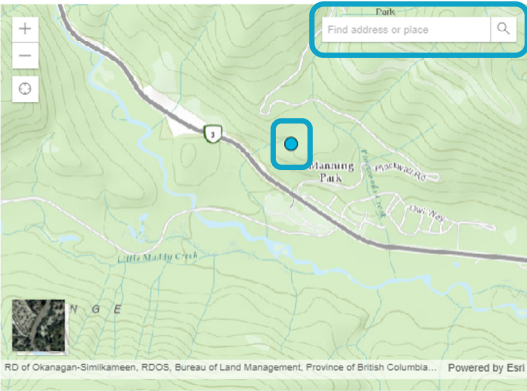
Request Info **Service address** Contact Info Authorization

Address for your project

Service address

Please provide the address where you need the service work performed. If you can't find your address using the search, find your lot on the map and click the location to indicate your lot with the pin. If there's a different mailing address for payment, etc. you can provide that information later.

Where will this work be done?



Latitude: 49.08861 Longitude: -120.78755

Confirm address

Please review the address below. Either confirm it is correct or indicate that you need to edit the address.

Address found on map
Crownsnest Hwy, Fraser Valley, British Columbia

Is the address above correct?

Yes, the address is correct

No, the address needs to be changed

⚠ Changing the address below will not change the map coordinates above. The address you provide below will be used to process your request.

Change address

Standard address

Non-standard address (e.g. new lot, rural location)

Lot # (optional)

Address line 1 (optional) Address line 2 (optional)

City/Municipality Province/State

Fraser Valley BC

Postal code (optional) Country

Canada

Legal description of the property (optional)

Back Save as Draft **Next**

Contact information

After entering the service address, you'll be required to enter your contact information. If you're the property owner, you'll be required to enter your contact information. If you're making the request on behalf of the customer, you'll be required to enter your contact information, as well as the customer's contact information.

- 1 You can add multiple contacts, with the ability to restrict the access of each contact to distributor, administrator or viewer only.

New request

Use this application for new requests, disconnections, temporary disconnections for construction, or to submit a request to work with our electrical design team. To submit your request you'll need to provide details of what work is required, when you would like the work completed, and key contacts for the project. Supporting documents can be added later.

Request info → Service address → **Contact info** → Authorization

Customer & contact information

Your contact info

Please provide the contact info for the request submitter as well as the property owner.

Role in this request Select a role	Company name (if applicable) [text input]
First name Joe	Last name Smith
Email joesmith@anyemail.com	
Please enter at least one phone number	
Work phone [text input]	Ext (optional) [text input]
Mobile phone [text input]	

Property owner information

Provide the contact information for the property owner. The property owner is responsible authorizing any work being performed on the property.

Are you an individual or represent an organization?

- I am the property owner
- The property owner is another individual
- The property owner is an organization and I am the contact person
- The property owner is an organization with a separate contact person

Company name [text input]	Business registration # (optional) [text input]
First name [text input]	Last name [text input]
Email [text input]	
Please enter at least one phone number	
Work phone [text input]	Ext (optional) [text input]
Mobile phone [text input]	

Do you want the contact to access request online?

- Yes
- No

Mailing address

Please provide your mailing address

[text input] [Can't find the address?](#)

Payment authorization

The final step in creating the Design Connection Request, is to confirm who will be responsible for paying for the design and construction of the new service. If the individual creating the request is responsible for paying, the form will auto-populate from the contact information that you've entered previously in this application. If you're not the person who will be paying for the design and construction, you can either:

- 1 Provide an email address of the person that will be responsible for payment
- 2 Download and complete the Authorization for Design and Construction Payment Account form and upload it to the documents page

This form must be completed for the design process to commence.

Note: Payment authorization is for costs associated with the service design request, not for the BC Hydro account once the site has been energized.

Request Info > Service address > Contact Info > **Authorization**

Authorize charges associated with completing your request

Address
Okanagan-Similkameen, BC

Who will be responsible for completing the Authorization for Design and Construction Payment Account form?

This form is required to set up a BC Hydro Design Project Payment account, to which construction charges will be invoiced through later in the project. Note, this information will only be used to set up the account; payment will be made at later date.

This is a required form and must be completed for the design process to commence.

Select an option below

- I will be responsible for paying for the design work and other charges related to this request
- I can provide the email address of the person responsible for payment
- I prefer to download the form so that the person responsible can fill it out offline
- I'll provide this information later

Download the declaration form

Download the form below, it can be uploaded to the request at a later date.

The form must be uploaded prior to the design commencing.

[Download](#)

[Back](#) [Save as Draft](#) [Submit](#)

Complete

You've successfully completed your application for a Design Connection. You've been assigned a seven-digit request number. This is the reference number for your project going forward.

- 1 You'll be receiving a confirmation email to the email address provided.
- 2 Now that this request has been submitted, you can upload any drawings, forms, pictures, etc. to aid in the design for your site.

Request #4986976

✓ Thank you. Your request has been submitted.

We've sent you a confirmation email for Request #4986976.
A representative from our Design department will contact you within 3 business days.

Additional information

Please provide any information that will help us review your request. You can provide this information later if you prefer.

Documents

The following documents may be required to support your request. Upload any that you have now. We'll let you know what others you'll need after we review your request.

Electrical Room Layout Drawings	No file added	Upload
Property Legal Plans	No file added	Upload
Site Plans	No file added	Upload
Other Customer Drawings	No file added	Upload
Site Pictures	No file added	Upload

ⓘ Please ensure you do not upload documents/images which mention/include identifiable third parties.

Electrical Service Information Form (ESI)

You can begin filling out the electrical service information form (ESI) now if you choose. You can access it later in the design request summary in your account.

Alternatively, you may download the form (PDF, 157 KB) and then upload the completed form on the Documents page.

[Go to the Electrical Service Information Form \(ESI\)](#) →

ⓘ You will receive email notifications when action is required or the request status changes. Visit [Subscriptions & Alerts](#) to change your preference.

[Go to Request Summary](#)