

Home Energy Navigator Program

Electrical Service Retrofit Planner Guide to Obtaining BC Hydro Data

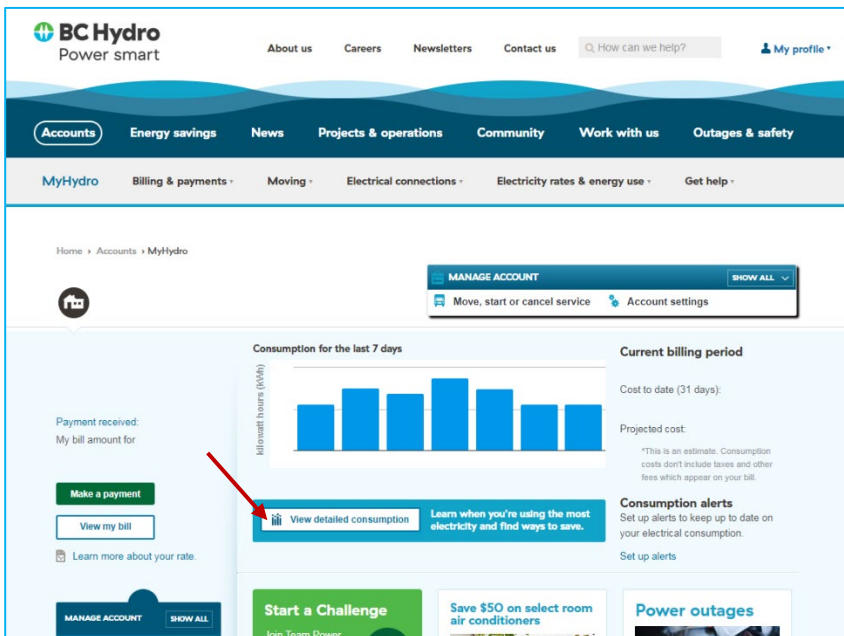
Overview

The Electrical Service Retrofit Planner Guide is a special limited time offer available to residents of the City of Vancouver. This offer provides guide on home electrification and navigating electrical service upgrades. To access this service, participants will need to submit BC Hydro consumption data, available on their My Hydro accounts. This document provides a step-by-step guide to obtaining that data.

Guide

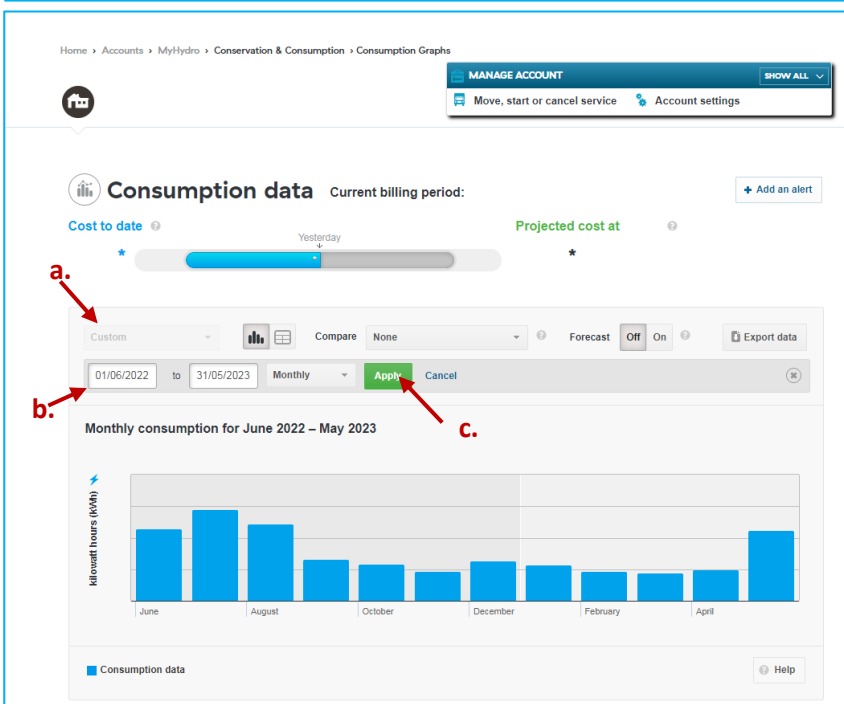
Step 1: Log in to your My Hydro account at <https://app.bchydro.com/accounts-billing/my-account.html>

Step 2: Click on the “View detailed consumption” button (red arrow in the image below)



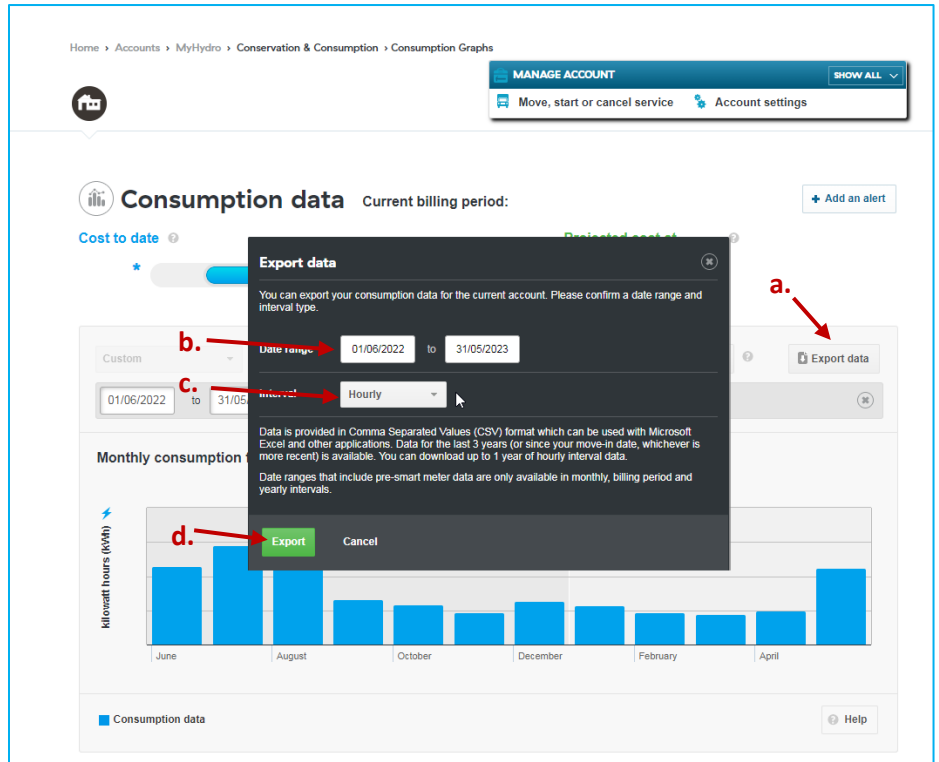
Step 3: Define the range of data you will be exporting. It should be 12 months of data (ie. June 1 2022 to May 31 2023).

- Select “Custom” range in the top left of the chart
- Set the dates for the 12 complete months prior to the current day
- Click the green “Apply”



Step 4: Export the data on an Hourly Interval.

- Click “Export data” in the top right of the chart.
- Confirm the date range
- Set the Interval as Hourly (**this is the most important step**)
- Click the green “Export” button
- A file will download with your electrical consumption



Step 5: Open the data file, highlight the first column (Account Number), and press delete. Save the file. You may now upload the file to the program as part of your request to access the Electrical Service Retrofit Planner.

	A	B	C	D	E
1	Account Number	Interval Start Date/Time	Net Consum	Demand (Power Factor (9
2					
3	#####			N/A	N/A
4	#####			N/A	N/A
5	#####			N/A	N/A
6	#####			N/A	N/A
7	#####			N/A	N/A
8	#####			N/A	N/A
9	#####			N/A	N/A
10	#####			N/A	N/A
11	#####			N/A	N/A
12	#####			N/A	N/A
13	#####			N/A	N/A
14	#####			N/A	N/A
15	#####			N/A	N/A
16	#####			N/A	N/A
17	#####			N/A	N/A

Need Help?

If you need assistance going through these steps, call the program at 1-866-381-9995 between Monday and Friday, 9am to 5pm, and mention you'd like assistance accessing the Vancouver Special Offer.