



HydroHome Trial

Getting Started with the app

- Downloading the app
- Usernames and passwords

(iOS/Android)

HydroHome

Your smart home application

Downloading the app

On the smart phone or tablet you intend to use for HydroHome, open the app store and search for the HydroHome app.

The app is only available in the Canadian version/location of the App stores.

If your phone/tablet or Google/Apple account is set to another country (typically USA) the app will not appear.

iOS

iOS 13+ (iPhone 6 and above)



HydroHome - by Powerley

Energy & Smart Home Management

Insight Energy Ventures, LLC

Designed for iPhone

Android

Android Version 7+



HydroHome – by Powerley (Beta)

Powerley House & Home

Everyone

Setting your password for the app

To get access to the app you need to know your Username and Password.

Username

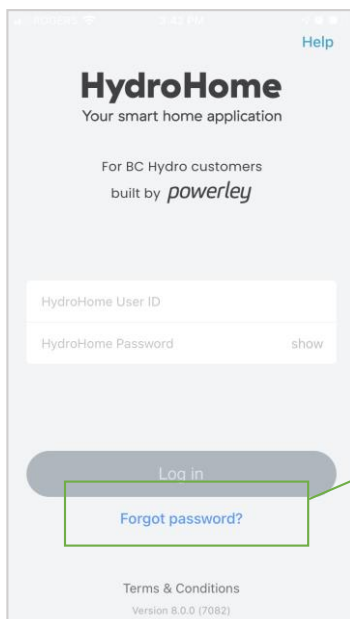
Your username for the app is the email address that you have associated with your BC Hydro account.

If you don't know what this email is, or it has changed and you no longer have access to it, please contact hydrohome@bchydro.com

Password

The HydroHome app has its own password that is set up by you. The password for the app is not managed by BC Hydro, and does not need to match any other password you have with BC Hydro.

If you have forgotten your password, or you need to create a new password, use the link below on the app log in screen.



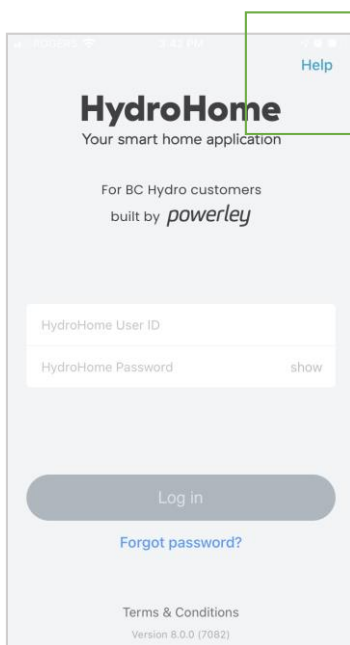
Use this “Forgot Password” feature to reset your password, or to create a new one for the first time.

Remember to use the email associated with your BC Hydro account as your username when asked.



For more support

Use the In-App support on the login page.



If you continue to have log in issues.

Please use the In App support for assistance.