

Dear Customer:

RE: Meter Choices Program

As you requested, BC Hydro delayed upgrading the meter at your home. In July 2013, the Provincial Government announced the Meter Choices Program, offering you a choice between:

- a standard smart meter at no cost;
- a radio-off meter, for a one-time set up fee and monthly operating fee; and
- keeping an old meter for a monthly fee.

If you choose to keep an old meter and:

- you move - you will be able to choose a radio-off meter (at cost) or a smart meter (free of charge) at your new home.
- the old meter breaks or the accuracy seal expires - BC Hydro will provide a replacement meter as long as existing stock lasts.

You can find detailed information about your options in the enclosed factsheet.

Costs of each option

Smart meters are now standard BC Hydro equipment provided to customers at no cost.

The costs for non-communicating meters are expected to be:

- radio-off meter - a set-up fee of \$100 and a monthly fee of \$20;
- keeping an old meter - a monthly fee of \$35.

These costs offset the expense of adding infrastructure to ensure BC Hydro's electricity grid works as planned. The fees will also cover the cost of manually performing services now automated by smart meters. Costs will be reviewed by the BC Utilities Commission.

Enrolment deadline

Please confirm your choice of meter by **December 1, 2013**.

To confirm your choice, the account holder named on the enclosed enrolment form needs to complete, sign and return the form to BC Hydro by the deadline. Return addresses are included on the form.

If you do not confirm your choice by December 1, 2013, BC Hydro will not exchange the meter at your home and the monthly fee for keeping an old meter will be added to your BC Hydro bill.

More information

More information about your options is enclosed and is available online at bchydro.com/meterchoices. If you have additional questions, please contact a Smart Metering Specialist at 1 800 409 8199.

Sincerely,

Greg Reimer
Executive Vice President, Transmission & Distribution