

Dear [CUSTOMER FIRST NAME],

FOR SERVICE AT: [SERVICE ADDRESS]

ACCOUNT NUMBER: [ACCOUNT]

We'll visit you soon to exchange our electricity meter. Please make sure we'll have clear, safe access and let us know if we'll need any keys.

Why we're exchanging the meter

To make sure we're billing you correctly, we have to measure your electricity use accurately and ensure we meet the federal accuracy standards set by Measurement Canada.

Every BC Hydro meter has a seal on the back that identifies when the meter must be removed from service according to Measurement Canada standards. The Measurement Canada certification on the meter at your property will soon expire and must be removed from service.

What happens during the meter exchange?

Meter exchanges usually take place Monday to Friday between 8:00 a.m. and 8:00 p.m.

All our installers are fully qualified and carry photo ID. You don't need to be home, but there'll be a brief outage, so the worker has been asked to knock on the door before starting work. The outage will last about 1 minute.

Providing unrestricted access to our equipment is a service requirement, so a failed installation fee of \$65 will be charged if our worker can't complete the work because they can't access our equipment. Please contact us by phone if access could be a problem.

Your choices

You are currently using a legacy meter. Since BC Hydro no longer has a stock of legacy meters you have the option to switch to standard smart meter for free or you'll default to receive a radio-off meter. Radio-off meters do not communicate wirelessly. You can confirm that you have a radio-off meter by watching the display: radio-off meters cycle through to a screen that shows "RF OPT OUT."

Once a radio-off meter is installed, the monthly legacy meter fee (\$32.40) you've been paying will end, and the radio-off meter fees will start. These fees include:

- a one-time set-up fee of \$22.60, which helps to recover the cost of converting the meter and installing it at your property;
- a monthly operating fee of \$20, which helps to recover the ongoing costs of serving a non-communicating meter and ensuring the smart grid can work as planned around this meter; and
- a one-time exit fee of \$55 if you move or change to a smart meter.

Do I need to do anything?

As described above, you will be receiving a radio-off meter by default. If you want to have a smart meter installed or if you have any questions, please call us at 1 800 409 8199.

Thanks,



Daren Sanders
Senior Manager, Customer Service Operations