

RESIDENTIAL CUSTOMER LETTER:

**WE ARE EXCHANGING THE OLD BC HYDRO METER
ON YOUR HOME WITH A NEW BC HYDRO SMART METER.**

Insert date and address

Dear Customer Name,

Your home is powered by electricity; it's essential to our quality of life. As a society, we have found new ways to use electricity and use more of it. But our electrical grid – the system that delivers power to your home – has changed very little over the past 50 years. It's time to modernize our system and that's why we are updating and upgrading BC Hydro facilities and equipment such as dams, power lines, substations and meters, all around British Columbia.

Replacing the old BC Hydro meter on your home with a new smart meter is the first step in modernizing B.C.'s electricity grid and keeping up with global standards. This will help us meet the growing demand for electricity while continuing to deliver safe, reliable power throughout the province.

For you, our customer, smart meters will:

- Get your lights back on faster and more safely during power outages;
- Keep your rates among the lowest in North America by helping BC Hydro operate more efficiently and reducing waste; and,
- Provide you with conservation tools to manage your energy use and save money.

In the next few weeks, meter installers from BC Hydro or Corix — our authorized local contractor — will be in your area to exchange the old BC Hydro meter with a new BC Hydro smart meter.

Here's what you can expect:

- Typically, meter installation will take place Monday to Friday between 8 a.m. and 8 p.m. PST
- Meter installers will have BC Hydro and Corix logos on their trucks and uniforms, and photo identification badges.
- Installers will knock on your door before starting any work.
- You don't need to be home, as long as we have safe and clear access to our meter – please remove any physical barriers that prevent a meter exchange.
- In most cases, the exchange will take less than 10 minutes.
- You will experience a brief power interruption, in most cases it will last 60 seconds. If you have any critical equipment that requires constant power, please double check to make sure that your back-up power supply is working properly. We apologize for any inconvenience.
- If you have a home security system, there is a chance that the alarm may be triggered, similar to when there is a power outage. If you have any concerns, please talk to your security provider.

Thank you in advance for your cooperation as we take this important step in upgrading our system to ensure you receive the best possible service now and in the future.

Attached to this letter, you will find more information on smart meters. To learn even more about the Smart Metering Program and future tools to help you monitor your own energy usage, visit **bchydro.com/smartmeters**.

Sincerely,

Greg Reimer
Executive Vice President, Transmission & Distribution

Encl. Straight Facts About BC Hydro's Smart Metering Program