Compiled by:

Susan Ferguson, CU

Edited by: Approved by:

EAED

Paul Wieringa, ED, EAED V

Les MacLaren, ADM, EAED √ Gayle Cho, Dir., CIB √

Steve Carr, DM V

Cliff No.: 74769

# Bullet points for MLAs re BC Hydro Smart Meters As of January 15, 2013 & to MO for approval Jan 21, 2013

- BC Hydro has a responsibility to ensure safe, cost-effective electricity delivery to
  homes and businesses in British Columbia. The Smart Metering Program (Program)
  is part of this service delivery.
- Over 1.7 million smart meters have been installed across the province under the Program; however, this grid upgrade cannot be completed until all customers have new meters. BC Hydro owns the meters. Under the Service Agreement between BC Hydro and its customers, BC Hydro is able to exchange existing meters with smart meters as part of the Program.
- The Province recently extended the deadline for smart meter installations to
  December 31, 2013. This extension will enable BC Hydro to complete the work and
  address as many customer concerns as possible before finalizing smart meter installations.
- A more efficient and reliable electrical grid will result, with benefits such as:
  - automatically detect power outages;
  - provide customers with access to their hourly electricity-use data through a secure on-line account;
  - ensure customers bills are based on actual consumption; and
  - help ensure customers' service connects safely because installers will inspect
    customers' meter sockets when installing smart meters and provide free on-the-spot
    repairs, by a qualified electrician, if an issue is found.
- BC Hydro has:
  - confirmed through testing by a federal consumer protection agency that the new meters are accurate;
  - confirmed through testing, certified by professional engineers, that the meters use safe technology commonly used in our communities for decades; and
  - worked with the Office of the Information and Privacy Commissioner for British Columbia to meet all standards and guidelines.
- Smart meters create savings for BC Hydro customers that exceed the Program's costs.
   BC Hydro's business case for the smart meter upgrades is available at <a href="http://www.bchydro.com/etc/medialib/internet/documents/smi/smi">http://www.bchydro.com/etc/medialib/internet/documents/smi/smi</a> business case.Par.00
   01.File.smi
   business
   case.pdf.

- You can choose to relocate your meter base to a different location on your property, in accordance with local electrical guidelines, and at your own cost. If you would like to move the meter, contacting a qualified electrician is the first step.
- Additional information about smart meters is available on BC Hydro's website at <a href="http://www.bchydro.com/energy">http://www.bchydro.com/energy</a> in bc/projects/smart metering infrastructure program.html.

Dias, Uswald EMNG:EX From: Dias, Oswald EMNG:EX Sent: Wednesday, December 5, 2012 5:11 PM To: MacLaren, Les EMNG:EX; Wieringa, Paul EMNG:EX Fitzpatrick, Brigitte C EMNG:EX Cc: RE: Our Plan for Working Down the Deferral List: Confidential Subject: Confidential Sensitivity: Thx. Les. Seems good. Getting on with the deferral list will help reduce costs. I am expecting a cost estimate of this work. Oswald Dias Electricity Policy Analyst Electricity Policy Branch Ministry of Energy, Mines & Natural Gas Mail: PO Box 9314 Stn Prov Govt, Victoria BC V8W 9N1 Phn: (250) 953-3747; Fax: (250) 952-0258 From: MacLaren, Les EMNG:EX Sent: Wednesday, December 5, 2012 11:27 AM To: Wieringa, Paul EMNG:EX; Dias, Oswald EMNG:EX Cc: Fitzpatrick, Brigitte C EMNG:EX Subject: FW: Our Plan for Working Down the Deferral List: Confidential Importance: High Sensitivity: Confidential This looks OK to me. Would appreciate your thoughts. Les From: Murphy, Gary [mailto:Gary.Murphy@bchydro.com] Sent: Mon, December 3, 2012 11:00 AM To: MacLaren, Les EMNG:EX Subject: FW: Our Plan for Working Down the Deferral List: Confidential Importance: High Sensitivity: Confidential Hi Les; I was hoping to get your feedback on our approach to working down our deferral list. We want to do it in such a way that allows us to have an impact but will keep the "noise" down. s.13, s.14 See my note to Greg below.

You know it really seems that we have a bit of momentum on our side.

s.13, s.14

s.13, s.14

	s.13, s.14	I think this is the only reasonable path
fo	ward in light of the current environment and to do nothing will cos	t our customers million of dollars more. If you
thi	nk this will not be supported let me know.	
Но	pe all is well Les,	
C-	M. J.	
Ga	y	
	** 1	
	ry Murphy Project Officer	
	Hydro	
€ma	il: gary.murphy@bchydro.com	
bch	dra.com	

Not Responsive

Page 5 redacted for the following reason:
----Not Responsive

### **BC Hydro Issues Note**

### Smart Meter Exchanges for Hold List Customers

#### ADVICE AND RECOMMENDED RESPONSE

s.13

### **KEY FACTS**

BC Hydro is nearing the end of the installation phase of the smart metering program and is now contacting customers who have put their smart meter installation on hold.

### **BACKGROUND**

- 85,000 customers have put their meter exchange on hold for a variety of reasons.
- BC Hydro is sending those customers a letter to inform them that meter installers will be visiting their residences in the coming weeks to exchange the old BC Hydro meter with a new BC Hydro smart meter.
- The installation process will proceed just like any other meter exchange:
  - The installer will knock on the door, identify themselves and advise the customer that they are there to exchange the meter.
  - o If the customer verbally refuses to accept the meter, the installer will leave.
  - o If no is one home the installer will proceed with the exchange.

#### CONFIDENTIAL

- BC Hydro will remove any barricades and signage from meters during the exchange process.
- When customers request service from BC Hydro they agree to the terms and conditions in BC Hydro's Electric Tariff, including the obligation to provide access to their property so that we can read, maintain or exchange the BC Hydro meter.
- Customers are not permitted to put up any obstructions around BC Hydro equipment including meters.
- The new metering system relies on a communications network that sends and receives information about consumption (for billing purposes), outages (to support the efficient dispatch of line crews), the flow of electricity through the grid (to help manage the electrical system) and guards against theft.
- Completion of smart meter installations is necessary to stabilize the smart metering communications network. Gaps in the system due to missing meters:
  - o compromises the ability of installed meters to function.
  - o delays benefits to customers who have accepted a new meter, and
  - o adds costs that will be borne by all customers.
- The additional costs are due to the need for additional infrastructure and manual reading of metering data:
  - o Installed smart meters that do not have direct access to a collector may require other meters in the network to transmit their data to BC Hydro and this may require additional collectors in a neighbourhood to ensure the information is received by BC Hydro.
  - BC Hydro would have to establish and maintain a separate backend IT system for billing, and manually perform services like reading consumption data off the old meters.
- BC Hydro will not be sending letters to First Nations communities where installation
  is ongoing as BC Hydro will continue to work with these communities according to
  established protocols.

### SMART METERS ACTION PLAN - DECEMBER 18, 2012

### Background:

As of December 14, 2012 there were 130,000 smart meters left to install. This number includes 85,000 customers on the hold list.

The customers on the hold list:

- have contacted BC Hydro directly with a request to not install a new meter;
- put a sign and/or barricade on the old meter; or
- refused the installation at the door when the installer arrived to exchange the meter.

BC Hydro has stated publicly and in the media that customers must make direct contact with BC Hydro in order to delay the meter installation. In order to be consistent with the *Freedom of Information and Protection of Privacy Act*, BC Hydro must deal only with the account holder of record and cannot take a "hold" request from someone who is not the account holder. Data shows that approximately 30,000 customers have contacted us directly either by phone call or in writing, or have a signed notice on their meter. The remaining 55,000 customers on the hold list have refused passively at the door or put a generic sign on the meter that is not signed.

The remaining 45,000 customers have not yet had their meters installed for a number of other reasons, such as: lack of skilled labour (BC Hydro not wanting to compromise safety with excessive overtime); interference with existing wireless systems operating in the same spectrum; and homes with improvements (such as decks) that now impede access to the meter.

This is affecting BC Hydro's ability to complete the communications network that provides critical information about the system. It also has significant financial implications for the program. For example, if the remaining meters cannot be installed in the next few months, the only option to close the holes in the communications network would be to add more router and relay infrastructure to work around the old meters.

8.17

s.17

#### Government Actions:

s.13, s.14



### BC Hydro Actions:

BC Hydro will make another attempt to install new meters at the homes of people who have said no to a smart meter.

s.13, s.14

s.13, s.14

BC Hydro will continue with the installation of the remaining smart meters that are not on the hold list. This may include providing notice to customers who have made improvements to their homes that impede access to the meter to make necessary changes so that BC Hydro can access their equipment and install the smart meters.

Attachment

[Date], 2012

[Name] [Address]

Dear [Name],

### RE: BC Hydro Meter Installation

You are getting this letter because the smart meter installation at your residence was previously delayed at your request. Please take a few minutes to read the following – it will help you understand why we can no longer delay the installation of a new meter at your home.

Since July 2011, when we began installing new meters, we have been working with customers to answer questions about the new system.

Over 1.7 million new meters have now been installed across B.C. and the meter exchange phase of the Smart Metering Program is nearing completion. However, this important grid upgrade can't be completed until all customers have new meters.

### Why is BC Hydro replacing the old meter?

The old meters are becoming obsolete and require us to manually perform services that have now been automated by smart meters. BC Hydro has a responsibility to ensure safe, cost effective electricity delivery to homes and businesses all around the province. It will cost far more to set-up and maintain incompatible and separate systems to serve customers without a smart meter and those extra costs will have to be passed on to customers.

For this reason, we can no longer delay the installation of the new meter at your residence. Installers will visit you to exchange the old BC Hydro meter at your home for a new smart meter. Customer service representatives will also be available, in person, to answer any questions you may have.

Smart meters, like power lines, are now standard equipment needed to get power to your home. That's why all BC Hydro customers are receiving new meters. Smart meters will:

- automatically detect power outages;
- provide you with access to your hourly electricity-use data through a secure online account;
- ensure your bill is based on actual consumption; and
- help to ensure your service connects safely because installers will inspect your meter socket and provide free on-the-spot repairs, by a qualified electrician, if an issue is found.

#### Need more information about smart meters?

BC Hydro has responded to dozens of questions from customers about the new meters and we would encourage you to read the answers for yourself at <a href="https://www.bchydro.com/smartmeters">www.bchydro.com/smartmeters</a>. For example, we have:

 confirmed through testing by a federal consumer protection agency that the new meters are accurate;

- confirmed through testing, certified by professional engineers, that the meters use safe technology commonly used in our communities for decades; and
- worked with the privacy commissioner's office to meet all standards and guidelines.

#### Can I relocate the meter?

As always, you can choose to relocate your meter base to a different location on your property, in accordance with local electrical guidelines, and at your own cost. If you would like to move the meter, contacting a qualified electrician is the first step.

For more information about the new meters or what to expect during installation, visit our website or contact BC Hydro at <a href="mailto:smartmeters@bchydro.com">smartmeters@bchydro.com</a> or 1-800-409-8199.

Sincerely,

Gary Murphy
Chief Project Officer, Smart Metering Program

### West, Michele L EMNG:EX

From:

Joyce, Tonja GCPE:EX

Sent:

To:

Tuesday, January 22, 2013 4:26 PM Wieringa, Paul EMNG:EX; MacLaren, Les EMNG:EX

Subject:

FW: op ed\_understanding smart meters\_ final\_jan 22 12.docx



op ed\_ erstanding smart n

Hi,

FYI - please see attached the final, approved op ed as requested by the MO. It will be web posted on our ministry site and will be sent out to select media by Jake and Steve Vanagas (TC and Vancouver Sun).

Thanks,

Tonja



## OPINION-EDITORIAL

### Helping customers understand smart meters

By Rich Coleman Minister of Energy, Mines and Natural Gas Jan. 22, 2013 (371 words)

I am writing to assure your readers that BC Hydro will be working with its customers over the next several months to help them understand the benefits of new smart meters prior to final installation.

During this time, BC Hydro will not install a new meter without the homeowner's consent and will work directly with customers to address their individual concerns.

We have an obligation to assure British Columbians that smart meters are safe. B.C.'s Provincial Health Officer and Health Canada have confirmed that smart meters pose no known health risk or reason for concern. Some customers remain unwilling to accept that fact, and we will work with them to help allay their concerns.

The reality is we must upgrade our aging system, and smart meters are a necessary part of modernizing our grid. They are standard equipment just like utility poles and power lines that help ensure a safe, efficient delivery of electricity to British Columbians.

Over the last year and a half, BC Hydro has installed 1.74 million smart meters across the province and is now in the process of installing the remaining 85,000.

As a result, they will be revisiting customers who originally turned down the smart meters to better understand their concerns, provide them with credible answers to their questions and finish the final installations. Our people in the field tell us that the majority of the people who held out originally are now taking a smart meter, so we continue to make good progress.

We also continue to encourage BC Hydro's customers to keep an open mind about smart meters as maintaining a separate system using analog meters would be costly and detract from our goal: keeping electricity rates affordable.

Upgrading our electrical grid will deliver \$1.6 billion in savings to British Columbia over the next 20 years and until all smart meters in B.C. are up and running, British Columbians cannot fully benefit from the many advantages of a modern grid such as getting our lights back on faster and more safely.

I hope that this information helps your readers to better understand our plans and why smart meters are an important part of helping to keep our rates among the lowest in North America.

### West, Michele L EMNG:EX

From:

MacLaren, Les EMNG:EX

Sent:

Monday, January 21, 2013 4:27 PM

To:

Wieringa, Paul EMNG:EX; Barillaro, Scott W EMNG:EX; Dias, Oswald EMNG:EX

Cc:

McNeil, Kevin EMNG:EX

Subject:

FW: Meter Deployment Success to Date :)

Info

From: Murphy, Gary [mailto:Gary.Murphy@bchydro.com]

Sent: Monday, January 21, 2013 4:20 PM

To: MacLaren, Les EMNG:EX

Subject: Meter Deployment Success to Date :)

Hi Les;

I wanted to share our success to date regarding our installations for customers formerly on the held work order list. The vast majority of our customers are successfully being installed although there remains a small (but very entrenched) group of anti smart meter folks who are trying to fan negative press through false claims and resending old letters to BCH and Gov't. It doesn't look like the mainstream media is paying too much attention at this point. If we continue on this path, we can greatly reduce the costs of the project because we will need far fewer manual meter readers and much less communication network infrastructure to finish the build out and optimize the network.

Thanks for your help!

Gary

BA	Date	Attempts	Installs	Overall Success	Refusal - Signed note	Refusal - Verbal	Total Customer Refusals	Customer Refusal UTC %	Other UTC
6 & 8	14-Jan	312	259	83%	14	28	42	13%	
6&8	15-Jan	290	245	84%	20	13	33	11%	
6 & 8	16-Jan	295	264	89%	7	14	21	7%	
7 & 8	17-Jan	245	221	90%	7	8	15	6%	
7 & 8	18-Jan	184	15 <del>9</del>	86%	7	10	17	9%	
Total		1326	1148	87%	55	73	128	10%	
8A	Date	Attempts	Installs	Overall Success	Refusal - Signed note	Refusal - Verbal	Total Customer Refusals	Customer Refusal UTC %	Other UTC
85	14-Jan	337	249	74%	20	54	74	22%	***************************************
85	15-Jan	360	238	66%	32	69	101	28%	
85	16-Jan	320	224	70%	36	47	83	26%	
85	17-Jan	341	216	63%	38	57	95	28%	***************************************
85	18-Jan	210	123	59%	28	47	75	36%	
Total		1568	1050	67%	154	274	428	27%	.,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,

84	<b>4</b>	Date	Attempts	Installs	Overall Success	Refusal - Signed note	Refusal - Verbal	Total Customer Refusals	Customer Refusal UTC %	Other UTC
Pil	ot	14-Jan	649	508	78%	34	82	116	18%	
Pil	ot	15-Jan	650	483	74%	52	82	134	21%	
Pile	ot .	16-Jan	615	488	79%	43	61	104	17%	
Pilo	ot	17-Jan	586	. 437	75%	45	65	110	19%	
Pilo	ot	18-Jan	2894	2198-	76%	209	347	556	19%	1
Tot	tal		5394	4114	76%	383	637	1020	19%	2

DCC Calls	Date	Conversion successful (ok to install)	Refusing adamantly	Talking in circles	Obstructions	Others
Friday	11-Jan	64%	18%	6%	10%	2%
Monday	14-Jan	57%	16%	6%	11%	9%
Tuesday	15-Jan	60%	19%	5%	7%	9%
Wednesday	16-Jan	63%	20%	6%	10%	3%
Thursday	17-Jan	63%	14%	5%	16%	2%
Friday	18-Jan	55%	20%	6%	10%	9%
The second secon	Average	51%	18%	6%	11%	5%

### Gary Murphy Chief Project Officer

BC Hydro

Email: gary.murphy@bchydro.com

bchydro.com

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### Barillaro, Scott W EMNG:EX

From:

Murphy, Gary [Gary.Murphy@bchydro.com]

Sent:

Monday, December 17, 2012 5:06 PM

To:

MacLaren, Les EMNG:EX

C¢:

Barillaro, Scott W EMNG:EX; Fitzpatrick, Brigitte C EMNG:EX

Subject:

RE: SMI

Hi Les:

I'm working on this now. I'll have them either tonight or first thing in the morning...

Gary

Gary Murphy
Chief Project Officer

BC Hydro

Cmnil-

gary.murphy@bchydro.com

achydra.com

From: MacLaren, Les EMNG:EX [mailto:Les.MacLaren@gov.bc.ca]

Sent: 2012, December 17 4:57 PM

To: Murphy, Gary

Cc: Barillaro, Scott W EMNG:EX; Fitzpatrick, Brigitte C EMNG:EX

Subject: SMI

Hi Gary:

When you are sending current install numbers, can you also send current deferred #s as well as the otherwise not installed #s.

Tx

### Les MacLaren

Assistant Deputy Minister Electricity and Alternative Energy Division Ministry of Energy, Mines and Natural Gas

Office: 250 952-0204 Fax: 250 952-0258

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### Barillaro, Scott W EMNG:EX

From:

Sent:

To:

Cc:

MacLaren, Les EMNG:EX Monday, December 17, 2012 4:57 PM 'Murphy, Gary' Barillaro, Scott W EMNG:EX; Fitzpatrick, Brigitte C EMNG:EX

Subject:

Hi Gary:

When you are sending current install numbers, can you also send current deferred #s as well as the otherwise not installed #s.

Τx

### Les MacLaren

Assistant Deputy Minister Electricity and Alternative Energy Division Ministry of Energy, Mines and Natural Gas Office: 250 952-0204

Fax: 250 952-0258

### Barillaro, Scott W EMNG:EX

From:

MacLaren, Les EMNG:EX

Sent:

Monday, December 17, 2012 3:14 PM

To:

Barillaro, Scott W EMNG:EX

Cc: Subject: Fitzpatrick, Brigitte C EMNG:EX s.13, s.14

c 13

s.13

Can you check with Gary Murphy where they are at?

Am on a later flight. Be back abt 4:30.

Les

On 2012-12-17, at 11:28 AM, "Barillaro, Scott W EMNG:EX" < Scott.Barillaro@gov.bc.ca > wrote:

s.13, s.14

WSB

# W. Scott Barillaro, B.A, B.Mus, MPA

Director, Transmission and Industrial Electricity Policy Electricity Policy Ministry of Energy, Mines and Natural Gas 4th Floor, 1810 Blanshard Street Victoria, BC V8T 4J1 (o) 250-952-0267 (c) 250-415-1031

s.13, s.14

1

Page 19 redacted for the following reason:

s.13, s.14

Fitzpatrick, Brigitte & EMNG:EX Not Responsive From: Murphy, Gary [mailto:Gary.Murphy@bchydro.com] Sent: Monday, December 3, 2012 11:00 AM To: MacLaren, Les EMNG:EX Subject: FW: Our Plan for Working Down the Deferral List: Confidential Importance: High Sensitivity: Confidential Hi Les: I was hoping to get your feedback on our approach to working down our deferral list. We want to do it in such a way that allows us to have an impact but will keep the "noise" down s.13, s.14 s.13, s.14 You know it really seems that we have a bit of momentum on our side. s.13, s.14 s.13. s.14 I think this is the only reasonable path forward in s.13, s.14 light of the current environment and to do nothing will cost our customers million of dollars more. If you think this will not be supported let me know. Hope all is well Les, Gary Gary Murphy Chief Project Officer BC Hydro gary.murphy@bchydro.com Email: bohyare.com

Pages 21 through 22 redacted for the following reasons:

Not Responsive

## BGhydro M

FOR GENERATIONS

[Date], 2012

(Name) (Address)

Dear [Name],

#### RE: BC Hydro Smart Meter Installation

The smart meter installation at your residence was previously delayed at your request. The purpose of this delay was to provide time for you to work with BC Hydro so that you could learn more about the new metering system and how it will benefit you.

Almost Over 1.7 million smart meters have now been installed across B.C. and the meter exchange phase of this program is nearing completion. We can no longer delay the installation of the new meter at your residence. In the coming weeks meter installers will be exchanging the old BC Hydro meter with a new BC Hydro smart meter. Please note that through your service contract with BC Hydro, you agree to provide access to your property so that BC Hydro can read, maintain and exchange our metering equipment.

New meters, like power lines, are a basic piece of equipment needed to get power to your home. That is why all BC Hydro customers are receiving new smart meters.

Smart meters will automatically detect power outages, provide you with access to your hourly electricity use data through a secure online account, and eliminate estimated bills. In addition, installers will inspect your meter socket and provide free on-the-spot repairs if an issue is found.

Additional information about BC Hydro's Smart Metering Program and what to expect during the smart meter installation is available at <a href="https://www.bchydro.com/smartmeters">www.bchydro.com/smartmeters</a>.

As always, you have the option to relocate your meter base to a different location on your property, in accordance with local electrical guidelines, and at your own cost. If you would like to move the meter, contacting a qualified electrician is the first step.

For more information, contact 8C Hydro at <u>smartmeters@bchydro.com</u> or <u>1-800-224-9376</u> 1-800-409-8199.

Sincerely,

Gary Murphy

Stay a Marphy

Chief Project Officer, Smart Metering Program

8C Hydro

British Columbia Flydro and Power Authority 6911 Southpoint Drive, Burnaby, BC, V3N 4X8 bohydro.com s.13, s.14

#### Not Responsive

From: Murphy, Gary [mailto:Gary.Murphy@bchydro.com]

Sent: Thursday, December 6, 2012 12:50 PM

To: MacLaren, Les EMNG:EX Subject: Some Good News

I hope (9). We heard from Ozzie that he and Paul W reviewed the IN and customer letter and support our approach.

Thanks for sending the info along to them. Gov't will get the official version very shortly.

s.13, s.14

s.13, s.14

s.13, s.14

Thanks for your help Les.

Gary

Gary Murphy Chief Project Officer

**BC** Hydro

Email: gary.murphy@bchydro.com

behydra com

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#### Not Responsive

From: Barillaro, Scott W EMNG:EX

Sent: Monday, December 10, 2012 3:14 PM

To: MacLaren, Les EMNG:EX
Cc: Fitzpatrick, Brigitte C EMNG:EX

Subject: SMI Materials

Hi Les. I will stop in quickly and give you a heads up.

Briefly, after taking a closer look and speaking with Os, I determined that it actually did need a fundamental re-write. Attached you will find the BCH inspired version and my abbreviated version. I think I distilled it down to what the Minister needs to know, but felt you should see the source material just in case I missed something. I was really hoping Paul would get to this before he left!

#### Not Responsive

WSB

### W. Scott Barillaro, B.A. B.Mus, MPA

Director, Transmission and Industrial Electricity Policy Electricity Policy Ministry of Energy, Mines and Natural Gas 4th Floor, 1810 Blanshard Street Victoria, BC V8T 4J1 (o) 250-952-0267 (c) 250-415-1031

### Fitzpatrick, Brigitte C EMNG:EX

#### Not Responsive

From: Vanagas, Steve [mailto:steve.vanagas@bchydro.com]

Sent: Wednesday, December 12, 2012 10:19 AM

To: Woolley, Paul GCPE:EX; Ash, Christine GCPE:EX; Joyce, Tonja GCPE:EX; MacLaren, Les EMNG:EX

Cc: Heer, Simi; Verschoor, Cindy

Subject: Important - BCH issues note and proposed letter to customers on smart meter hold list

Hi, we are planning for the next steps in the smart meter installation process and it's important that we make sure government is supportive of our plan for this.

There are about 85,000 customers on the hold list. This is affecting our ability to complete the communications network that provides critical information about the system, and it also has significant financial implications for the program.

We want to make another attempt to install new meters at the homes of people who have said no to a smart meter:

- We would start by sending a letter to all 85,000 customers on the hold list (draft letter attached).
- Following the letter, we will begin the process of revisiting all of the households on the hold list and attempt another meter install.
- If a person again refuses at the door step, we will continue to respect that and we will defer the installation once again.
- If a person is not home, we will remove any signage or obstacle and proceed with the meter exchange.

We expect that most of the people on the hold list are "soft" opponents. We will not be confrontational with the more entrenched opponents – for example, we will continue to respect a refusal if a customer says so on the doorstep and we will not attempt installation at this point with the small number of people who have been identified as very vocal and hostile opponents of the program.

This will get some degree of media coverage — but how much is hard to say. Doing nothing will get media coverage as well as some media will ask if we are able to complete the installations by the Dec 31 deadline.

Please let us know if you support this plan and the proposed letter. Thanks.

sv

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Not Responsive

From: Barillaro, Scott W EMNG:EX

Sent: Wednesday, December 12, 2012 11:00 PM

To: MacLaren, Les EMNG:EX
Cc: Fitzpatrick, Brigitte C EMNG:EX

Subject: Smart Meter Materials and Next Steps

Hi Les. My apologies.

s.22

Here is the revised BN and cover memo. Os passed me a substantially different note than what he produced previously. I didn't know how much input you had on the newer version, so I presumed you hadn't reviewed it yet and revised it accordingly. It is shorted and better reflects what we spoke about earlier today.

s.14

s.14

The

smart meter folks have offered their views on what should be in, but considering where we're at, my preference would be to develop what we think makes sense and then share it with them for input. I am sure we can come up with something that will suit everyone's purposes.

Talk to you tomorrow.

WSB





DMO EAED EPB MO EAED Smart overing Memo-SmMeter Ministeria...

### Fitzpatrick, Brigitte C EMNG:EX

### Not Responsive

From: MacLaren, Les EMNG:EX

Sent: Thursday, December 13, 2012 5:40 PM

To: 'Vanagas, Steve'; Woolley, Paul GCPE:EX; Ash, Christine GCPE:EX; Joyce, Tonja GCPE:EX

Cc: 'Heer, Simi'; 'Verschoor, Cindy'; 'Murphy, Gary'; Barillaro, Scott W EMNG:EX

Subject: RE: Important - BCH issues note and proposed letter to customers on smart meter hold list

Steve, Gary et al:

s.13, s.14

Looks like I have some time with him on Monday, and suggest I pitch the following:

s.13, s.14

Please let me know if this works for you.

Les

From: Vanagas, Steve [mailto:steve.vanagas@bchydro.com]

Sent: Wednesday, December 12, 2012 10:19 AM

To: Woolley, Paul GCPE:EX; Ash, Christine GCPE:EX; Joyce, Tonja GCPE:EX; MacLaren, Les EMNG:EX

Cc: Heer, Simi; Verschoor, Cindy

Subject: Important - BCH issues note and proposed letter to customers on smart meter hold list

Hi, we are planning for the next steps in the smart meter installation process and it's important that we make sure government is supportive of our plan for this.

There are about 85,000 customers on the hold list. This is affecting our ability to complete the communications network that provides critical information about the system, and it also has significant financial implications for the program.

We want to make another attempt to install new meters at the homes of people who have said no to a smart meter:

- We would start by sending a letter to all 85,000 customers on the hold list (draft letter attached).
- Following the letter, we will begin the process of revisiting all of the households on the hold list and attempt another meter install.
- If a person again refuses at the door step, we will continue to respect that and we will defer the installation once again.
- If a person is not home, we will remove any signage or obstacle and proceed with the meter exchange.

We expect that most of the people on the hold list are "soft" opponents. We will not be confrontational with the more entrenched opponents – for example, we will continue to respect a refusal if a customer says so on the doorstep and we will not attempt installation at this point with the small number of people who have been identified as very vocal and hostile opponents of the program.

This will get some degree of media coverage – but how much is hard to say. Doing nothing will get media coverage as well as some media will ask if we are able to complete the installations by the Dec 31 deadline.

Please let us know if you support this plan and the proposed letter. Thanks.

sv

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### Fitzpatrick, Brigitte C EMNG:EX

From:

MacLaren, Les EMNG:EX

Sent:

Thursday, February 28, 2013 4:26 PM

To:

Fitzpatrick, Brigitte C EMNG:EX

Subject:

FW: Revised BCH issues note and proposed letter to customers on smart meter hold list

Attachments:

Letter - customers on the hold list - 17Dec 2012.doc

From: Vanagas, Steve [mailto:steve.vanagas@bchydro.com]

Sent: Monday, December 17, 2012 3:14 PM

To: MacLaren, Les EMNG:EX Cc: Murphy, Gary; Verschoor, Cindy

Subject: Revised BCH issues note and proposed letter to customers on smart meter hold list

Hi Les, attached is a revamped letter to customers who are on the smart meter hold list - we've highlighted the most significant change from the previous version.

As of December 14, 2012 there were 130,000 smart meters left to install. This number includes 85,000 customers on the hold list.

The customers on the hold list:

- have contacted us directly and requested that we do not install a new meter,
- put a sign and/or barricade on the old meter, or
- refused the installation at the door when the installer arrived to exchange the meter.

This is affecting our ability to complete the communications network that provides critical information about the system and it also has significant financial implications for the program. For example, if the remaining meters can not be installed in the next few months, the only option to close the holes in the communications network would be to add more router and relay infrastructure to work around the old meters. s.17

Since these additional costs would have to be passed on to all customers through increased rates we want to make another attempt to install new meters at the homes of people who have said no to a smart meter. s.13. s.14

s.13, s.14

s.13, s.14

Please let us know if you support this plan and the proposed letter. Thanks.

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# BChydro M

FOR GENERATIONS

[Date], 2012

(Name) (Address)

Dear [Name],

### RE: BC Hydro Meter Installation

You're getting this letter because the smart meter installation at your residence was previously delayed at your request. Please take a few minutes to read the following – it will help you understand why we can no longer delay the installation of a new meter at your home.

Since July 2011, when we began installing new meters, we have been working with customers to answer questions about the new system.

Over 1.7 million new meters have now been installed across B.C. and the meter exchange phase of the Smart Metering Program is nearing completion. However, this important grid upgrade can't be completed until all customers have new meters.

#### Why is BC Hydro replacing the old meter?

The old meters are becoming obsolete and require us to manually perform services that have now been automated by smart meters. BC Hydro has a responsibility to ensure safe, cost effective electricity delivery to homes and businesses all around the province. It will cost far more to set-up and maintain incompatible and separate systems to serve customers without a smart meter and those extra costs will have to be passed on to all customers.

For this reason, we can no longer delay the installation of the new meter at your residence. In the coming weeks meter illustallers will visit you to exchange the old BC Hydro meter at your home for a new smart meter. Customer service representatives will also be available. In person, to answer any questions you may have.

Smart meters, like power lines, are now standard equipment needed to get power to your home. That's why all BC Hydro customers are receiving new meters. Smart meters will:

- automatically detect power outages;
- provide you with access to your hourly electricity-use data through a secure online account;
   ensure your bill is based on actual consumption; and
- help to ensure your service connects safely because installers will inspect your meter socket and provide free on-the-spot repairs, by a qualified electrician, if an issue is found.

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British Columbia Hydro and Power Authority 6911 Southpoint Drive, Burnaby, BC, V3N 4X8 bohydro.com

#### Need more information about smart meters?

BC Hydro has responded to dozens of questions from customers about the new meters and we would encourage you to read the answers for yourself at <a href="https://www.bchydro.com/smartmeters">www.bchydro.com/smartmeters</a>. For example, we have:

- confirmed through testing by a federal consumer protection agency that the new meters are
  accurate:
- confirmed through testing, certified by professional engineers, that the meters use safe technology commonly used in our communities for decades; and
- · worked with the privacy commissioner's office to meet all standards and guidelines.

#### Can I relocate the meter?

As always, you can choose to relocate your meter base to a different location on your property, in accordance with local electrical guidelines, and at your own cost. If you would like to move the meter, contacting a qualified electrician is the first step.

For more information about the new meters or what to expect during installation, visit our website or contact BC Hydro at <a href="mailto:smartmeters@bchydro.com">smartmeters@bchydro.com</a> or 1-800-409-8199.

Sincerely,

Gary Murphy

Story a Margaly

Chief Project Officer, Smart Metering Program

### Fitzpatrick, Brigitte C EMNG:EX

Not Responsive

From: Vanagas, Steve [mailto:steve.vanagas@bchydro.com]

Sent: Tuesday, December 18, 2012 11:24 AM To: MacLaren, Les EMNG; EX; Murphy, Gary

Cc: Barillaro, Scott W EMNG:EX; Fitzpatrick, Brigitte C EMNG:EX; Verschoor, Cindy

Subject: RE: SMI Action Plan 18-12-12.docx

s.13, s.14

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From: MacLaren, Les EMNG:EX [mailto:Les.MacLaren@gov.bc.ca]

**Sent:** 2012, December 18 8:02 AM **To:** Murphy, Gary; Vanagas, Steve

Cc: Barillaro, Scott W EMNG:EX; Fitzpatrick, Brigitte C EMNG:EX

Subject: SMI Action Plan 18-12-12.docx

s.13, s.14

I would appreciate any suggestions this morning, as we will need to get this over to the Minister's Office this afternoon.

Les

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### SMART METERS ACTION PLAN - DECEMBER 18, 2012

### Background:

As of December 14, 2012 there were 130,000 smart meters left to install. This number includes 85,000 customers on the hold list.

The customers on the hold list:

- have contacted BC Hydro directly with a request to not install a new meter;
- · put a sign and/or barricade on the old meter; or
- refused the installation at the door when the installer arrived to exchange the meter.

BC Hydro has stated publicly and in the media that customers must make direct contact with BC Hydro in order to delay the meter installation. In order to be consistent with the *Freedom of Information and Protection of Privacy Act* BC Hydro must deal only with the account holder of record and cannot take a "hold" request from someone who is not the account holder. Data shows that approximately 30,000 customers have contacted us directly either by phone call or in writing, or have a signed notice on their meter. The remaining 55,000 customers on the hold list have refused passively at the door or put a generic sign on the meter that is not signed.

The remaining 45,000 customers have not yet had their meters installed for a number of other reasons, such as: lack of skilled labour (BC Hydro not wanting to compromise safety with excessive overtime); interference with existing wireless systems operating in the same spectrum; and homes with improvements (such as decks) that now impede access to the meter.

This is affecting BC Hydro's ability to complete the communications network that provides critical information about the system. It also has significant financial implications for the program. For example, if the remaining meters cannot be installed in the next few months, the only option to close the holes in the communications network would be to add more router and relay infrastructure to work around the old meters.

8.17

s 17

Government Actions:

s.13, s.14



### BC Hydro Actions:

BC Hydro will make another attempt to install new meters at the homes of neonle who have said no to a smart meter.

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s.13, s.14

s.13, s.14

BC Hydro will continue with the installation of the remaining smart meters that are not on the hold list. This may include providing notice to customers who have made improvements to their homes that impede access to the meter to make necessary changes so that BC Hydro can access their equipment and install the smart meters.

Attachment

Smart Meter Action Plan

Page 2

[Date], 2012

[Name] [Address]

Dear [Name],

### RE: BC Hydro Meter Installation

You are getting this letter because the smart meter installation at your residence was previously delayed at your request. Please take a few minutes to read the following – it will help you understand why we can no longer delay the installation of a new meter at your home.

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Over 1.7 million new meters have now been installed across B.C. and the meter exchange phase of the Smart Metering Program is nearing completion. However, this important grid upgrade can't be completed until all customers have new meters.

#### Why is BC Hydro replacing the old meter?

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For this reason, we can no longer delay the installation of the new meter at your residence. Installers will visit you to exchange the old BC Hydro meter at your home for a new smart meter. Customer service representatives will also be available, in person, to answer any questions you may have.

Smart meters, like power lines, are now standard equipment needed to get power to your home. That's why all BC Hydro customers are receiving new meters. Smart meters will:

- automatically detect power outages;
- provide you with access to your hourly electricity-use data through a secure online account;
- ensure your bill is based on actual consumption; and
- help to ensure your service connects safely because installers will inspect your meter socket and provide free on-the-spot repairs, by a qualified electrician, if an issue is found.

### Need more information about smart meters?

BC Hydro has responded to dozens of questions from customers about the new meters and we would encourage you to read the answers for yourself at <a href="https://www.bchydro.com/smartmeters">www.bchydro.com/smartmeters</a>. For example, we have:

 confirmed through testing by a federal consumer protection agency that the new meters are accurate;

Smart Meter Action Plan

Page 3

- confirmed through testing, certified by professional engineers, that the meters use safe technology commonly used in our communities for decades; and
- worked with the privacy commissioner's office to meet all standards and guidelines.

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As always, you can choose to relocate your meter base to a different location on your property, in accordance with local electrical guidelines, and at your own cost. If you would like to move the meter, contacting a qualified electrician is the first step.

For more information about the new meters or what to expect during installation, visit our website or contact BC Hydro at <a href="mailto:smartmeters@bchydro.com">smartmeters@bchydro.com</a> or 1-800-409-8199.

Sincerely,

Gary Murphy Chief Project Officer, Smart Metering Program

#### Not Responsive

From: Vanagas, Steve [mailto:steve.vanagas@bchydro.com]

Sent: Monday, January 7, 2013 4:30 PM

To: Woolley, Paul GCPE:EX; MacLaren, Les EMNG:EX; Joyce, Tonja GCPE:EX

Cc: Verschoor, Cindy

Subject: FYI - the latest on smart meter letters

As you know, the letters to customers without smart meters are going out this week (in the mail today) and we will begin visiting premises next week.

In the interests of transparency, we are going to have our community relations staff send updates to local councils and MLAs as well. I expect local MLAs and councillors will get questions or comments from customers so we want to make sure that they get a heads-up about what's going on.

I've attached the letter to make sure you don't have any concerns. We will send out these letters tomorrow.

S₩

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### Fitzpatrick, Brigitte C EMNG:EX

#### Not Responsive

-----Original Message-----

From: Murphy, Gary [mailto:Gary.Murphy@bchydro.com]

Sent: Tuesday, January 22, 2013 7:15 PM

To: MacLaren, Les EMNG:EX Subject: Re: Next Steps

#### s.13, s.14

---- Original Message -----

From: MacLaren, Les EMNG:EX [mailto:Les.MacLaren@gov.bc.ca]

Sent: Tuesday, January 22, 2013 07:12 PM

To: Murphy, Gary

Subject: Re: Next Steps

Sorry Gary. Am on the road in Denver and did not know this was coming. Am in Board meetings all of tomorrow but will try to give you a call.

Les

On 2013-01-22, at 7:55 PM, "Murphy, Gary" < Gary.Murphy@bchydro.com> wrote:

> I guess I sent that progress report a bit early.

s.13, s.14

s.13, s.14

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<sup>&</sup>gt; -BCHydroDisclaimerID5.2.8.1541

Pages 41 through 50 redacted for the following reasons:

s.13, s.14

Drafted by:
Approved by:

Scott Barillaro, Director, TIB ✓ Les MacLaren, ADM, EAED ✓

TACRD-CS

CLIFF No.:

74524

### CONFIDENTIAL

Mr. Stephen Bellringer Chair BC Hydro 18<sup>th</sup> Floor, 333 Dunsmuir Street Vancouver, BC V6B 5R3

Dear Mr. Bellringer:

I am writing to convey Shareholder direction regarding the installation of smart meters to BC Hydro customers on the Deferred Installation List (List) after the statutory deadline of December 31, 2012 set out in the *Clean Energy Act*.

The Shareholder understands that BC Hydro was unable to install a smart meter for every customer by the statutory deadline due to several extenuating circumstances. However, the installation of smart meters remains a Government priority. Accordingly, Government directs BC Hydro to continue installing smart meters until such time as every customer on the List has an operational meter in place. Government further directs BC Hydro to complete installations no later than December 31, 2013, and to provide quarterly progress updates to the Ministry of Energy, Mines and Natural Gas.

Please contact Mr. Les MacLaren, Assistant Deputy Minister, Electricity and Alternative Energy Division, at 250-952-0204, if you require specific information on implementing these directions.

Sincerely,

Rich Coleman Minister and Deputy Premier

Pc: Mr. Les MacLaren, Assistant Deputy Minister,

Electricity and Alternative Energy Division



DEC 2.7.2017

CONFIDENTIAL.

Mr. Stephen Bellringer Chair BC Hydro 18<sup>th</sup> Floor, 333 Dunsmuir Street Vancouver, BC V6B 5R3

Dear Mr. Bellringer;

I am writing to convey Shareholder direction regarding the installation of smart meters to BC Hydro customers on the Deferred Installation List (List) after the statutory deadline of December 31, 2012 set out in the Clean Energy del.

The Shareholder understands that BC Hydro was unable to install a smart meter for every customer by the statutory deadline due to several extenuating circumstances. However, the installation of smart meters remains a Government priority. Accordingly, Government directs BC Hydro to continue installing smart meters until such time as every customer on the List has an operational meter in place. Government further directs BC Hydro to complete installations no later than December 31, 2013, and to provide quarterly progress updates to the Ministry of Energy, Mines and Natural Gas.

Please contact Mr. Les MacLaren, Assistant Deputy Minister, Electricity and Alternative Energy Division, at 250-952-0204, if you require specific information on implementing these directions.

Sincerely.

Rich Coleman

Minister and Deputy Premier

c: Mr. Les MacLaren, Assistant Deputy Minister, Electricity and Alternative Energy Division

Ministry of Energy, Mines and Natural Gas Minister Responsible for Housing and Deputy Premier

Office of the Minister

Mailing Address: PO Box 9060, Stu Prov Govi Victoria, BC V8W 9E2

### PROVINCE OF BRITISH COLUMBIA

# REGULATION OF THE MINISTER OF ENERGY, MINES AND NATURAL GAS AND MINISTER RESPONSIBLE FOR HOUSING AND DEPUTY PREMIER

Clean Energy Act

Ministerial Order No.

1 294

I, Rich Coleman, Minister of Energy, Mines and Natural Gas and Minister Responsible for Housing and Deputy Premier, order that section 1 of the Smart Meters and Smart Grid Regulation, B.C. Reg. 368/2010, is amended by repealing the definition of "eligible premises" and substituting the following:

"eligible premises" means a building, structure or equipment of a customer of the authority if the building, structure or equipment is connected to the electric distribution system and has an electricity meter, but does not include a building, structure or equipment where it is impracticable for the authority to install a smart meter.

# **DEPOSITED**

December 27, 2012

B.C. REG. 405/2012

December 21, 2012

Minister of Energy, Mines and Natural Gas and Minister Responsible for Housing and Deputy Premier

(This port is for administrative purposes only and is not part of the Order.)

Authority under which Order is made:

Act and section: Clean Energy Act, S.B.C. 2010, c. 22, s. 37

Other: <u>M361/2010</u>
December 20, 2012

page I of I

RESUB/R/871/2012/27