



ARCS: 292-30  
File: EGM-2012-00125

October 16, 2012

Sent via email:

Dear

**Re: Request for Access to Records**  
*Freedom of Information and Protection of Privacy Act (FOIPPA)*

I am writing further to your request received by the Ministry of Energy, Mines and Natural Gas (Housing). Your request is for:

*All records provided to the Ministry, including the Minister's office, that describe the number of complaints that BC Hydro has received from customers concerning high bills allegedly due to smart meters, since July 1 2011; What data concerning the actual number of customer complaints have been forwarded to the Minister's office, or to the Ministry by BC Hydro concerning smart meters and high electricity bills.*

Please find enclosed a copy of the records located in response to your request. Some information has been withheld pursuant to section 22 (Disclosure harmful to personal privacy) of FOIPPA. A complete copy of FOIPPA is available online at:

[http://www.bclaws.ca/EPLibraries/bclaws\\_new/document/ID/freeside/96165\\_00](http://www.bclaws.ca/EPLibraries/bclaws_new/document/ID/freeside/96165_00)

Your file is now closed.

These records will be published on the BC Government's Open Information website a minimum of 72 hours after it is released electronically or a minimum of five business days after it has been released by mail in hardcopy. To find out more about Open Information, please access the Open Information website at: <http://www.openinfo.gov.bc.ca/ibc/index.page>

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If you have any questions regarding your request, please contact Krisna Phosy, the analyst assigned to your request, at 250-356-5847. This number can be reached toll-free by calling from Vancouver, 604-660-2421, or from elsewhere in BC, 1-800-663-7867 and asking to be transferred to 250-356-5847.

You have the right to ask the Information and Privacy Commissioner to review this decision. I have enclosed information on the review and complaint process.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Kris Ghag', is centered on the page.

Kris Ghag, Manager  
Resource Team  
Information Access Operations

Enclosures

How to Request a Review with the  
Office of the Information and Privacy Commissioner

If you have any questions regarding your request please contact the analyst assigned to your file. The analyst's name and telephone number are listed in the attached letter.

Pursuant to section 52 of the *Freedom of Information and Protection of Privacy Act* (FOIPPA), you may ask the Office of the Information and Privacy Commissioner to review any decision, act, or failure to act with regard to your request under FOIPPA.

**Please note that you have 30 business days to file your review with the Office of the Information and Privacy Commissioner. In order to request a review please write to:**

Information and Privacy Commissioner  
PO Box 9038 Stn Prov Govt  
4th Floor, 947 Fort Street  
Victoria BC V8W 9A4  
Telephone 250-387-5629      Fax 250-387-1696

If you request a review, please provide the Commissioner's Office with:

1. A copy of your original request;
2. A copy of our response; and
3. The reasons or grounds upon which you are requesting the review.