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Dec. 21, 2011

Mayor Phil Kent  
City of Duncan  
200 Craig Street,  
Duncan, BC V9L 1W3

Dear Mayor Kent,

Changing customer demands and expectations guide how BC Hydro delivers electricity to its more than one million customers throughout BC. The replacement of existing analog meters with a digital smart meter is the first step in modernizing the grid. A more modern grid will provide a more reliable, safe and cost-effective supply of power and provide customers with more choices to manage their electricity. The Smart Metering Program will also help keep BC Hydro's rates among the lowest in North America, and contribute to a clean energy future.

Starting in July 2011 through December 2012, BC Hydro and Corix, our BC-based contractor, is exchanging more than 1.8 million meters. **Meter exchanges in your community will commence in January 2012 and are scheduled to be completed by the end of May 2012.**

BC Hydro customers in your community will receive a letter a few weeks prior to their meter upgrade. The letter will notify customers when their meters will be exchanged and what they can expect during the process:

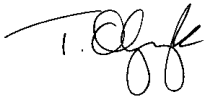
- Customers do not need to be home so long as there is safe, clear access to their meters.
- In most cases the meter exchange will take less than 10 minutes to complete.
- Most customers will experience a short power interruption, lasting no longer than 60 seconds.
- Installers will be identified with BC Hydro and Corix logos on their trucks and uniforms, and will have photo identification badges.

- Installers will leave written notification for customers to let them know the work has been completed.

If you have any questions or would like more information please let me know.

For more information on the Smart Metering Program, please read the [straight facts on smart meters](#), or download the [Business Case from our website](#)

Sincerely,

A handwritten signature in black ink, appearing to read "T. Olynyk". The signature is fluid and cursive, with a long horizontal stroke extending to the left.

Ted Olynyk  
Manager, Vancouver Island Community Relations