

FortisBC Inc.
1975 Springfield Road
Kelowna, B.C.
V1Y 7V7

Dear [REDACTED]

We are writing to you because you previously contacted us with questions or comments about FortisBC's Advanced Metering Infrastructure (AMI) project.

Advanced meters are one of the ways FortisBC is continually working to improve the service we provide to our customers. They are an important building block in providing customers with more options and better information to manage their electricity bills, and they are the most cost-effective and beneficial way to update electricity meters.

The AMI project provides numerous benefits to customers, including:

- Option to receive monthly bills
- Ability to choose your own billing date to more easily plan your monthly budget
- Electricity use information available to you before you receive your bill
- Fewer bill estimates, since meter readings are available for any date
- Online tools to help you better understand your bills and more easily manage your electricity use

As you may be aware, we actively participated in a public regulatory process before the BC Utilities Commission (BCUC) that allowed us an opportunity to detail the benefits of advanced metering and address our customers' concerns. After considering expert evidence and testimony from differing viewpoints, the BCUC approved the Advanced Metering Infrastructure project in July 2013.

You can find all information presented to the BCUC by all parties on the commission's website:

<http://www.bcuc.com/ApplicationView.aspx?ApplicationId=359>.

In September 2014, we will begin installing advanced meters by community, starting in the Trail-Salmo area. Exchanges will then take place in Kelowna, followed by the South Okanagan, Similkameen and Boundary, and finishing before the end of 2015 in the Kootenays.

We've enclosed more information about advanced meters. You'll also find an information sheet about the radio-off option that explains the cost-recovering fees approved by the BCUC. If you would like more information about the AMI project, please visit fortisbc.com/ami, where you can find answers to common questions and updates about the project.

To receive a radio-off meter, you must call us at **1-866-436-7847** and accept the associated fees.

Thank you for your interest in FortisBC's AMI project.

Sincerely,

Ian Dyck,
Manager, Electric Advanced Metering Infrastructure
FortisBC