

I Cry Everyday

We have gas heat, water and stove. As it is an old house, we have only 8 plugs. All of our light bulbs are energy efficient. I am on a disability pension that gives me barely enough to survive for my daughter and myself. **We have had to go without food and without much for Christmas due to a \$243 BC Hydro bill for Nov/Dec 2011.** Usually my bill would be \$56 on equal payments and this would include electric heat. We have had to cut out most meat from our diet (too expensive) since moving here due to Smart Meter expenses. I am not sure how to fight this. I am supposed to be on a high protein diet but cannot afford the protein. Due to BC Hydro, my health has now been compromised from lack of nutrition. We may have to have all of our power disconnected and see if we can have someone help us out with a generator in order to keep a fridge running. It's just wrong that BC Hydro is allowed to take food out of people's mouths, literally, for their own greedy benefit. I'm not sure how these people look at themselves in the mirror each day and continue on as if they are not affecting disabled people and children. What kind of horrors need to happen before our government steps in and changes this atrocity? I have friends here in Shawnigan Lake who have petitions going against smart meters. I would be willing to help in any way I can. I cry every day as I have my hands tied with his dilemma. I'm not sure what someone in my position can do to help rectify this mess.

Thank you so much for caring enough to try to do something about this. I will pray every day for your success. Please help the people like me who are just trying to survive and not become homeless.

My newborn is freezing to death because of our skyrocketing Hydro Bill

My hydro has tripled so much I am suffering at home...we normally pay 300=400 a month..our bill is now over 1000 ..what is going on? how can you do this to me and my 5 children...**my daughter has a newborn baby and she is freezing to death because of our skyrocketing hydro bill...**I hate it..

I will not be able to afford hydro to keep my children warm in the winter months

Here is another story about the smart meters. I received my BC Hydro >bill this March to find my first tier was charged out at \$40.09 and my second tier at \$403.66 for one month. This amount of money represents half of my mortgage and a 2 1/2 times my regular rate before the smart meters. I am now faced with a grim fact that I will not be able to >afford hydro to keep my children warm in the winter

months as there is no way I can reduce any other bills to afford these types of rate hikes. As a mother I am already cutting back for my children. I buy clothes only when my others are threadbare, cosmetics are optional, food for myself is minimal. I received a 4% wage increase in the last 4 years. BC Hydro wants a 250% increase or just fewer than 4 of my 26 paydays in a year. I'm sorry, but this is wrong on so many levels. BC Hydro has just drawn the line that only the elite top earners will be able to afford to have hydro in Victoria, the rest of us will have to sell our homes as the hydro rates will not accommodate lower pay check earners, I feel like I have been discriminated against as a citizen of less financial abilities and a single parent. I cannot help but think that some higher BC Hydro management will be rubbing their hands together anticipating buying my house cheap as the hydro rates have put me out of the housing market in Victoria.

Bill made me cry

by T. Shore - Parksville Qualicum News - March 05, 2013

Haven't seen a letter for a while about this particular topic, so I guess it's getting old or stale perhaps.

However, **after opening my hydro bill online today, I actually cried.**

Like a lot of the citizens of Parksville, I am an older woman, living alone in her home.

The smart meter that was installed on the house was, upon my insistence, taken away and tested — it came back as working just fine.

This house is a bit of a challenge or mystery, guess you could say, for BC Hydro. The reason for that is that **there is a rental suite in the house. Sometimes it is rented out, other times it is not.**

So, when BC Hydro looks back at the previous billing and usage, if there was a family living here, obviously, the usage was higher.

So, when they do their guesstimate billing it is way off the mark, if I am living here alone.

For some unknown reason, the people at BC Hydro can't seem to comprehend this situation.

My lifestyle is very simple, I am usually in bed by nine or 10 p.m. I only keep heat on in the room that I am occupying at any time. I don't heat my bedroom.

As far as appliances, my clothing is hung on a rack to dry, in the house in the winter, and outside in the summer. When I tell BC Hydro this, they insist that "something" is causing high usage.

What on earth could that something be?

I am trying, once again, to rent out the suite. However, with the cost of the heating am wondering if it is worth it.

It seems that nearly everyone that has rental suites is now including heat in the rent.

So, would I actually make any money if it is rented out again? That is the question.

The bill I just received, for two months, is nearly \$1,000. I am at a loss as to how I can pay that amount.

Senior having hard time paying huge Hydro Bill

Hydro install our residential smart meter sept/2011 .I am senior and I'm concern about my health and hydro bills. Our average two months hydro bills were under \$300.00. Our last bill from Oct18 to Dec15/2011 two months hydro bill was \$680.76 .I phone Hydro customer service but nobody seems to care. And I don't know were else to take my complaint. I did paid \$300.00 out of \$680.76 Feb 6/2012 just to avoid hydro disconnection and bad credit.

Shocking Increases

My hydro bills are shocking. The first 100% increase was \$430.00 but I think that was last year.

The second 100% increase on Feb.13, 2013 was \$574.17.

This month, April 16, 2013, is \$453.72. This is an "estimated" bill so my husband will check out the numbers on the meter.

Our hydro bills used to average between \$240.00 - \$270.00 max. There's been no change in our heating system or appliances.

Turn Power Off Once a Week

My monthly rate has increased, but what is more distressing is that at my equalization date last fall I was told I owed about \$800 over and above what I had already paid in the past 12 months. In January my bill informed me that my equal payment plan was to increase from \$293 per month to about \$350 per month. We have cut back on our hydro usage, even to the point of being cold in the house because we refuse to turn up the heat. (We live in northern B.C.). We

have now started to turn the power off one evening each week just to hopefully save a few dollars.

100-300% Increases in Hydro

We(many residents) of Fort Nelson have seen a 100 to 300 percent increase in consumption which Hydro is billing us for since Nov of 2012,I have travelled a # of avenues to try to get this mess straightened out for myself and many others in this community but to no avail. Seems we are at a dead end and need help as this is purely a theft by hydro out of us honest hardworking people.

Single Mom with Toddler

That was April of last year and since then, I am continuing to receive almost 900.00 of unsolicited charges. The day it was installed, I was automatically billed 4 different bills ranging from 180.00-400.00 and alas now have huge outstanding bills with BC Hydro and threats of disconnection all the time. I am a single parent and cannot go without power with a toddler. How do they justify this to BC residents? "IT'S NOT THE SMART METER" Well, 900.00 a month says it is, when my previous 6 year consumption was no more then 200.00 IN WINTER.

100% Increase

On Jan. 21 they installed our meter without consent. Our baseboard heat system stopped working, and we had to turn it off using the breaker. It was set at 17 and read 24. We could not control it using the thermostat. We received a bill in Feb. for \$1600.00, which is about 100% more than it usually is. Nobody has any answers.

Gone for 6 Months and Hydro Doubles

Last April 2012 we moved to BC and shortly after moving in BC Hydro installed a Smart meter on our house. The owners had lived here for a few years and told us the bills were consistently around \$150 a month. We have not been in our house from November 2012 and we just returned April 6, 2013. Our bills have doubled since moving in. We were not here taking showers, washing laundry, cooking or living here in any sense. BC hydro refuses to send anyone over to check our meter. Is there anything that we could do to remedy this situation? We have no problem paying for what we use but there is no way consumption should have gone up this much.

\$300 a Month for 750 sq ft Apartment

My husband and I moved in to a 10th floor 750 Sq ft apartment in Vancouver, BC on Nov. 1st 2012 with baseboard heat. Previous to moving in to this new

apartment we had been living in a drafty first floor apartment in Vancouver where we had to run a portable heater to stay warm (the radiators did not work well in that apartment.) Our electric bill in the previous apartment ranged about \$85.00 every two months in the winter months. When we moved to the 10th floor apartment, we were shocked when we got our first bill of \$168 for 16 days of kilowatt usage. We asked our apartment manager how much electric bills run for the apartments in this building.

We were told by the apartment manager (who lives in our building) that her heating electric bills run about \$42 a month in the winter. My husband Brian called BC Hydro on 11/27 to dispute the bill. The BC Hydro representative told him they would investigate the problem with the high bill. The BC Hydro rep told him the amount billed was an estimate based on the previous resident's power usage. BC Hydro told my husband to get the current meter reading and call him back. My husband then had the apartment manager to let him in to the area where the meters are kept. There were two meters in the meter room with our apartment number on them. One of the meters had the apartment number of 1001 on it, which was scratched out and rewritten above was our apartment number. Another meter located right next that meter also had our apartment number on it. My husband read the 2nd meter with our apartment # on it and called BC Hydro back with the information. The bill was eventually readjusted to reflect what we thought was an accurate reading and we paid \$19.40 the readjusted amount billed. Weeks later we received another bill with a billing date of January 21st, 2013 in the amount of \$357.83 covering 63 days of kilowatt consumption of 3518. We were shocked! We only turn on one baseboard heater in the apartment and we always make sure the heater is turned off every night, even in the winter. The \$358 bill was totally inconsistent with what our winter usage was in the last apartment we lived in. My husband called BC Hydro again on January 24th and gave them the meter reading he got off of the 2nd meter with our apartment number on it.

The BC Hydro representative told him that he would receive another month to pay until an investigation had been done. In March, we looked at our BC Hydro account online and noticed the bill was even more exorbitant. I then phoned BC Hydro again on 3/14. I was told by the BC Hydro representative to do a circuit breaker test and was told we would receive instructions in the mail on how to do this. We never received the instructions, but we did arrange it with our apartment manager to have them help us confirm which meter is ours. We found out that the 1st meter with our apartment number on it was the one BC Hydro had been reading and it is the meter connected to our apartment. The maintenance manager for the building told me that all of the Smart Meters were installed in the building at the same time (and they were all located in the same spot) and that they all had meter readings of between 3000 and 5000 kilowatts on them. Our meter had a reading of over 7000 kilowatts a big difference between the other meters in the building and ours. The same day (04/03/13, today) I phoned BC Hydro. The BC Hydro representative I spoke to told me there was nothing wrong

with the readings and that they are accurate. She told me that if BC Hydro had to take the Smart Meter out to have it checked and it is determined to be reading correctly, we would be charged for the service to have it checked. I told her everything I mentioned above and she told me there was nothing BC Hydro could do. Feeling very frustrated at that point, I then asked to speak to her supervisor, Danielle.

Danielle also told me there was nothing wrong with the Smart Meter and told me to do a circuit test for each room of the house to determine which appliance was drawing all of the power. She said the problem was most likely the heaters in the apartment that ran all of the time, even if they were turned off. She stated she would then mail us instructions on how to do a circuit reading. I asked her to please give me the electricity usage for the unit we lived in for the last 24 months. She insisted she could not do this as it would violate privacy laws! At that point I was so upset I hung up on her. I then called the apartment manager's office and spoke to Rhea. I told her the problems we were having with BC Hydro. She stated that most people in the apartment complex get billed around \$80 for every two months for their electricity in the winter. She stated there were other people in the building that were having problems with BC Hydro. I told Rhea that Danielle of BC Hydro told me the baseboard heaters in the apartment were drawing too much power even when turned off. Rhea stated that was not try and that the heaters worked as designed to. Rhea stated that we could write a letter to the apartment corporate office asking the to move us to a different apartment or to let us out of our lease, or any other thing they could do to assist us. We really do not want to move from this apartment as we like living here. We are at a loss of what to do now.

Please help us if you can. We do not have the \$500 or so we allegedly owe to BC Hydro and we don't know if they are planning on turning off our power. We certainly cannot pay over \$300 a month in electricity for this small apartment in the winter months.

Single mom with 2 kids

Hi my name is liz and my issue with my smart meter is my huge high billing. Last year at this time my consumption was 29kwh this year it's 70kwh. Last year I was full time mom and this year i am full time at work with both kids in daycare. My consumption should have gone down or stayed consistent.

I don't know if it has anything to do with my smart meter but was told to mention if I had any new health concerns and I do. Since this summer (after I got the meter) I have had tinnitus, I have been treated with acupuncture for it and have to sleep with a white noise machine so it doesn't wake me up at night. my 5 year old has also developed eczema and he's never had it before. We can't get rid of it despite talking to his doctor and working with a naturopath (like i said I don't know if it would even be related) .

Anyway my bill is now \$450 for 2 months and I don't know how I can pay that. BC hydro says we must have faulty wiring or breakers and we need an electrician. Did they use an electrician when they installed my meter? Is there anything I can do? I can't afford my hydro bill and I can't afford an electrician, especially when I know that the meter is the issue

Huge Increase – Out of the Country for 25% of time

Thank you Smart Meters (BC Hydro and the BC Government) for the \$419.00 hydro bill you just sent me (doesn't matter that I was out of the country for ¼ of the billing cycle) or that my hydro bills are always well below \$100. What does BC Hydro say? They don't know what happened and they don't know how to rectify it... they think maybe something went wrong when they installed the Smart Meter that I very clearly told them and my strata that they didn't have permission to install one.

Empty House

I had a power bill @ my empty rental house for \$ 100 .There was only a 100 watt bulb running. I will see if I can dig up the bill.

Hydro Doubled

"I just received my Hydro bill, the first one since those damn meters were switched and it's DOUBLE what it usually is. There is NO WAY I am paying **\$500** when we have never paid over \$239 in the past two years. Grrrrrrr! "

1400 sq ft. Rancher

This new information I am forwarding you includes the consecutive 2 months over the winters for the last several years. As previously mentioned, I have even put in a heat pump, tankless gas water heater, and totally insulated my crawlspace!

Here is my consumption over the last several years:

Dec 2006/Jan 2007 - 17 KWH (used gas heat/hot water)

Dec 2007/Jan 2008 - 8 KWH (used gas heat/hot water)

Dec 2008/Jan 2009 - 9 KWH (used gas heat/hot water) Feb. 2009 - 12 kwh

Installed new electric energy efficient furnace w/heat pump & tankless on demand GAS water heater and completely insulated my crawlspace)

Dec 2009/Jan 2010 - 37 KWH

Jan/Feb. 2010 - 35 kwh

Dec 2010/Jan 2011 - 36 KWH

Jan/Feb. 2011 - 50 kwh

Dec 2011/Jan 2012 - 63 KWH

Jan/Feb. 2012 - 74 kwh (milder winter this year!!!)

Please let me know what our government is doing to get some investigation going here. I have lived in my home for over 25 years. This is just not right!

Vancouver Man Say Bill has Tripled Since Installation

Frustration for a man in Vancouver who has seen his [BC Hydro](#) bill shoot up since the installation of a [smart meter](#). **In just months, he's paying three times what he did.**

"A few months ago, they flipped to smart meters in our condo and our bills have gone from usually around \$160 for two months," explains Brad Hugel. "The most recent one was \$515 for the two-month period."

What changed? "Just the smart meter. I mean we actually even got a more energy efficient washer-dryer in that time period too."

Hugel isn't even heating a detached home. He's talking about **a 900 square foot condo** with two bedrooms and two bathrooms.

He's also not surprised that a hydro bill would be more in the winter. That's one of the explanations given by BC Hydro. The rep also claimed the amount to be comparable to others in the building. "They said most of neighbours are also using about that same amount of energy."

So he emailed several people, "When I talked to my neighbours, their bills are all under \$200 at this time of year."

Hugel asked BC Hydro to come check the meter, "They said we don't need to because the meter seems to be working fine because it's giving us a reading and it's what all my neighbours are experiencing as far as their bills. Which they are not."

Hugel moved to the province earlier last year. He knew BC was expensive but figured this was a bit much, "I've kind of given up. I don't see what I can do. **I've talked to them twice without any kind of resolution.**"

There my power bill have either double or tripled can you please help

Invoice Date	Meter Number	From Date	To Date	Estimated Usage	kWh Usage	kW
26/11/2010	193777	28/10/2010	26/11/2010		1554.0000	0.000
29/12/2010	193777	27/11/2010	29/12/2010	X	1225.0000	0.000
27/01/2011	1193777	30/12/2010	26/01/2011		1298.0000	0.000

25/02/2011193777	27/01/201125/02/2011X	1023.0000.000
28/03/2011193777	26/02/201125/03/2011	808.0000.000
27/05/2011193777	26/03/201128/04/2011X	1045.0000.000
27/05/2011193777	29/04/201126/05/2011	862.0000.000
27/06/2011193777	27/05/201127/06/2011X	1297.0000.000
27/07/2011193777	28/06/201127/07/2011	895.0000.000
26/08/2011193777	28/07/201126/08/2011X	1221.0000.000
27/09/2011193777	27/08/201127/09/2011	941.0000.000
27/10/2011193777	28/09/201127/10/2011X	1442.0000.000
28/11/2011Multiple	28/10/201125/11/2011	2297.0000.000
23/02/20124419254	26/11/201128/12/2011X	3296.0000.000
23/02/20124419254	29/12/201125/01/2012	2797.0000.000
24/02/20124419254	26/01/201224/02/2012X	2914.0000.000

400% Hydro Increase

We've only moved here since this summer. Our first bill did not include the smart meter but did include 4 months of usage, as we did not know we had to inform Hydro of the switch of ownership. We thought this was pre-arranged. 4 months of usage totaled to \$150. Then the smart meter came & the following 2 months cost us \$434 & we don't turn on the heat when our little one is gone to daycare.

This is a 400% increase. We find ourselves without money for Christmas gifts. Thank god our little one is too little to even know. We had done the math with our new place with consideration of a normal hydro bill & with both of us working we should either have spending money to fix up this old place or double the mortgage but now we're actively concerned about having the money to make the next grocery day.

Since that first bill we made extra efforts to avoid using electricity (we were already very thrifty) but to no avail. Almost the same exact cost came to us. Shit, if we're going to pay the same thing no matter what we do why not just use the amount they say we use for REAL. I would like to conduct an investigation to find out where the problem is. I wonder though that if you read the smart meter & it says that the energy consumption is so much lower than that on the bill, could it mean that they've recycled for the next month.

I need to learn more about this. I knew the powers at be want to extort but everyone uses Hydro in Canada so they don't have to increase to bill by %400 to make a huge profit. Think about it, if everyone just paid one penny more than usual that's millions so that %400.

Disabled with two Children

I just paid off my bill with hydro on Jan26/ 2012 in the amount of 623.37 because they said I used that much more hydro than my equal payment plan since last year. I also paid another 120.00 on Feb 24/ 2012.

I have been one less person in the house using hydro from Feb 9 to Feb 28 and have had one less fridge since last year being used just for starts that have been reduced and now my bill as of Mar 7th is in the amount of 487.04. Some thing is very wrong with this picture.

I am on disability and two children under the age of three live in the house as well. When they turned the power off in Jan they would not give me any payment arrangements, didn't care that I was on disability and wouldn't have money left for my rent or that there was young children in the house. This needs to stop because I can't afford to live anymore!

Please Help Me!

Huge Hydro Bill and House was Empty

I was away working and came home to a smart meter. I left my house on Dec. 9 2011 for a 3 month vacation. I turned the heat and water heater off, unplugged the fridge and all appliances. I returned to a bill of 262.13 for December and January, the months when all power was off. This is the highest bill I have ever received. Hydro basically said tough luck when I phoned then ignored my email. Now I am calling you and my MLA. I assume I am not alone with this issue.

Higher Bill

My bill, paid every 2nd month, is 20% higher than last year for the same time period. The smart meter was installed prior to this billing. There has been no change in the number of residents, I do a maximum of 3 loads of laundry/week, have one shower per day and cannot really lower the heat much more. I unplug all power bars at night as well as internet, router etc. Electric heaters are set at 15 or less. This last bill was \$585.66.

Cut back on food for the children

I very recently spoke with some clients from B.C.Hydro. They were in shock about the electrical bill, which was up to almost 500\$.. They were almost in tears, because they had to make a choice between paying the bill or cut back on food and other important items for their children. Is B.C. Hydro raping their customers for their own benefit???? I hope, that they have something left called a CONSCIOUS.....

Do not forget, that B.C.Hydro is a public utility, and that they are only salesmen trying to get their investment back . Which makes me wonder, does the Provincial Government cater to the CORPORATIONS OR TO THE PUBLIC WHERE THEIR RESPONSIBILITY LIES ???????????????????????S

I can't spend any money on my kids all because of hydro's bill.

First, they spend me an unaffordable bill payment from November 2011 to March 2012. Three times for the payment were # \$ 500. \$ 670, \$ 614 # but we only having a same amount electrical machines that before the new meters came to our house. However, the price was growth up to triples times more than the analogue once, I knew that hydro will price up but they said only 8% up but not like right. I called hydro and the answer that I have is nothing wrong on the smart meter and I need to pay for the full amounts or power off. Then I just wanted to know that what kinds of machine belong to Step 1 & 2, if I know what are these I would never use it again, in this time I didn't get the answer they hand up on my call and I forget to asked the lady name.

Second, my mother-in-law has a storke on Feb 11,2012., don't know is it cause by the unsmart meter, than I called to hydro again hope they can change the old one back, but they won't listen.

Our family members always went back home after 6:00pm on weekday, and sometime we will go out on the weekend. It is impossible to use over 5000kmh@60day, We didn't have any big power machine at home, we only own some cooking helper, washing machine & dryer <>, four televisions, two computers, one lab-top and an i-pad, five pum in heaters and and air-condition at home. Can all of those spend or waste a lot of energy? Plus we're not using those machines at once time or all day long, hard to understand and accept what Hydro did it to us.

Thanks for your help, we real need a way out, our family can't afford an other crazy bill payment and I can't spend any money on my kids all because of hydro's bill.

Hydro Bill Doubled

We request to have the BC Hydro smart meter removed. Our bill has more than doubled to \$448.96 in January and now again to \$429.88 in February. I called BC Hydro and was told it had nothing to do with peak hour usage. I wanted to know how this drastic increase was justified and did not get any answers. Our usage habits have not changed at all. On the contrary - we have been heating our house with our wood fireplace, have not done hot water laundry loads and reduced showers. So something is wrong.

\$894.65 hydro bill for March.

I am a single person only living in my home that had a \$894.65 hydro bill for March.

I Told Hydro that I heat with wood and economical DeLonghi's and have gas hot water.

the hydro representative told me my bill was correct because heating with wood is the

worst because it sucks all the heat up the chimney.

He also said that heat pump were very expensive to run in Victoria Climate.

He said gas would be the less expensive to heat with.

I told him that no matter what they have made a mistake in my bill.

Still three times higher than the average

I am writing this letter as I am unsure what other recourse I can take at this time. I have been a BC Hydro customer for only one year, as my husband and I purchased our brand new home last February, 2011. During this past year, our hydro bills have been around \$120.00 for a two-month billing period. Of course the amount has fluctuated slightly depending on the weather etc.

In January, we received our regular hydro bill. I was confused and shocked when I opened it, and the amount was \$411.00, well over three times the average amount (even in the winter). I racked my brain to think of why the bill might be so high. Did we do any work on the house during that time, what could be different? I was a few days when I realized; the only difference with our hydro was the installation of our smart meter, which was done in December of 2011. This bill was the first since the installation.

Immediately I phoned Hydro to inform them their meter was malfunctioning. I was confused, disappointed and eventually angry that the associate I was speaking to was brushing off my concern as a normal consumption issue. She flat out told me the meter is NEVER wrong, and there must be something wrong with my house. She then went through a series of reasons why my bill was higher. We must have space heaters, it was a particularly cold winter, did we have a new baby, old chest freezer, pot lights (?). The list seemed endless. At any rate, it did not matter that I told the associate we lived in a house less than a year old with an energy efficiency rating of 83%. It didn't matter that I told her our appliances were all under a year old and were all energy star. It didn't matter that we have gas heated; hot water on demand or that we both work full time days and are not even in the home 50% of the time.

It didn't matter that we were away for two weeks during the billing period. At the end of the conversation, the associate told me in essence "something is wrong with your house and it is not our responsibility to figure out what that is."

I decided I was going to wait for the next bill to see if this was a fluke, or if the trend would continue. I was again shocked to find my next bill, slightly lower but

probably because now I am deathly afraid to turn on a light EVER, at \$368.00. Still three times higher than the average.

Once again I phoned BC Hydro. This time I got another associate who, not to my surprise, started reciting off the same list of "reasons" my bill would be higher than usual.

I stopped this associate almost immediately as I was feeling both patronized and insulted and asked for a supervisor. I was passed on to a gentleman who identified himself as Royce. Royce did not give me a last name and stated he did not have an employee number. Royce then seemingly picked up where the other associate left off with the list of "reasons." I stopped Royce at this point and plainly asked him if he were going to help me with my problem. I asked Royce how he could be sure the meters are correct and likened a meter malfunctioning to any other man-made object, installed by humans. Royce assured me the meters CANNOT be wrong because they are tested.

Wasn't thalidomide "tested" too? After several minutes of infuriating denials, disregards and round about diversions, Royce told me he could send out an application to have someone remove the meter and have it sent to Canada Weights and Measures, but I would be responsible for the \$97 fee if the meter came back within allowable limits.

I have sent in the application because I am at a loss about what to do. It's not like I can say I am displeased with the service I am receiving from Hydro and take my business elsewhere. I was not opposed to the smart meter. I did not think there would be any issues, and I trusted if something were wrong with it, the situation would be remedied.

Over the past four months, my husband and I have paid an additional \$600 to BC Hydro because of this meter. I don't believe I will ever get that money back and as a young, hard working family (both my husband and I are government employees) we do not have an income where we can afford to throw away money.

I have spoken to many friends, family, colleagues and neighbours and am confident BC Hydro is grossly overcharging us for our consumption. I would greatly appreciate some response other than to "suck it up and pay." I have a valid concern, and I do not believe the responsibility should be on me to prove the validity of a machine I did not ask for in the first place.

I know I am not the only resident in this province faced with this particular challenge. Who in this province is going to take responsibility for Hydro's complete disregard for its customers? Hard working, tax-paying citizens are being manipulated by this company who, at this time it seems is sitting back, reaping the benefits of our misfortune. Tough luck, go somewhere else.

A frustrated and angry citizen of British Columbia

I sit in a cold, dark house with blankets

My bills are higher, friends I talk to their bills are higher. I am literally sitting in my house day after day, everything unplugged that I can think of that doesn't need to

be plugged in. My baseboard heaters are OFF, they still suck power when off I am told. I don't cook at 5 pm suppertime. I cook my main meal about 2 hours earlier and reheat it in the microwave to avoid peak period charges. I do my laundry at midnight on the weekends. I sit in a cold, dark house with blankets around my shoulders. Yet I am expecting yet another high bill coming up. The government and BC Hydro have mismanaged this whole thing, from top to bottom, and it is the people less able to pay (poverty level and below pensioners and other such folks) who will be dinged with paying for this government's past decade of mistakes and mismanagement, and BC Hydro's debt. You can't get blood from a stone, it's all I can do to manage to pay the Hydro bill and my full \$116.00 medical insurance, on a below poverty level pension. Something's gotta give! and I have a feeling I will be on the losing end of this whole schnozzle. I already am.

My bill has gone from equal monthly payments of around \$95.00 a month, to this last month a bill of \$206.00 rated as "overdue", even though I am paying them on time. They refuse to change this overdue label, I receive my pension at the end of the month, on or about the second to last day, depending if it is a banking day or not. This means I perpetually get an "overdue" label on my account, even though I pay promptly. I have spoken to them several times about this, and the only thing they say is I have to phone them every month so I don't get late charges. I have NO control over when that money comes in, it's a tiny provincial government employee pension.

I am at the mercy of both the government and BC hydro in this mess. As far as the increase in my bill goes, I am at my wit's end, I am cutting back, sitting in the dark no heat etc. Trying not to use at peak periods, because I have a hunch they'll go there next, to recoup the cost of their billion dollar extravaganza.

Hydro Doubled

Restaurant owner says electricity bill has doubled since B.C. Hydro installed smart meter By Matthew Burrows

<<http://www.straight.com/archives/contributor/matthew-burrows>>, May 16, 2012 The co-owner of a restaurant is blaming recent utility bill spikes on the installation of a smart meter at the establishment she cofounded in 1983. "It can only be one thing," Maureen Loucks told the /Straight/ by phone from the Mahle House Restaurant in rural Cedar, close to Nanaimo. "All other logical things have been checked out, you know, and we're only open five days a week. Even our dishwasher is a low-temp dishwasher. We're using gas, but electricity?

There's no reason for that [bill] to over double." According to Loucks, her most recent bimonthly bill was \$1,084.56, and her bill for the

period December 14, 2011, to February 13, 2012, was \$1,192.67. But the bill before those two, for October 15 to December 13 of last year—during which time (on November 28) the smart meter was installed to replace the old analogue meter—was just \$532.72. Despite being furious at what she called “huge increases”, Loucks said she reluctantly paid the last two bills on May 9, fearing her power would be cut, adding that B.C. Hydro is “the only show in town”. “I often think, ‘If we just went to the restaurant and we doubled our prices, we’d probably go out of business because nobody would come,’” Loucks said. “But with B.C. Hydro...”

B.C. Hydro media spokesperson Greg Alexis directed the /Straight/ to Jim Nicholson, B.C. Hydro’s director of customer care. Nicholson did not respond to the /Straight/ about Loucks’s concerns by deadline. As well, Rich Coleman, B.C.’s energy minister, did not respond to a message by deadline. Loucks said she received a generic email response from B.C. Hydro’s customer care team on April 12, in which staff listed eight factors that could have contributed to the spike, including the winter season, additional machinery being installed, and human error. “I have had everybody check out my system,” Loucks countered. “I have had Houle Electric in to see if there was anything that they could suggest. I’ve had our heat pump checked out, to make sure that nothing was malfunctioning. This was another thing that Hydro said: ‘Well, surely something is malfunctioning.’ Well, it’s not. That’s the whole thing. We’ve never, in the history of the Mahle House, had such huge bills.” Loucks said business does roll along despite the smart meter–induced uncertainty, but these bill spikes eat away at the restaurant’s bottom line. “I wonder if you could even find somebody whose meter reading has gone down with the smart meters,” she added. “I bet you can’t.”

A retired friend who is now in extreme financial hardship because of having to pay three \$1,000 hydro bills

Please, please, please seriously reconsider your stand on the smart meter program! There are so many people, even in my own circle of friends, who are being severely affected. The typical scenario: Sudden and unrelenting physical symptoms since having a meter installed on a bedroom wall, doubled and tripled hydro bills for which

there is no explanation, even after electrical inspection, and smoking or sparking breakers on electrical panels, even in new homes. I have a retired friend who is now in extreme financial hardship because of having to pay three \$1,000 hydro bills (which were formerly only \$350.) because they've threatened to cut off her power. She is emotionally wrought, physically ill at the thought of having to move and Hydro is ignoring her. Worse yet, few of these people have bothered to inform their MLA or Hydro because they are so obviously not listening. Sadly, these situations are not only breaking people's health and bank accounts, but also their spirit! Is this what you really envisioned for the people of British Columbia? I just can't believe that! I don't think you, or any member of your government, could foresee the folly of choosing this technology. But now that the truth about smartmeters is being revealed, there's no shame in admitting that you were wrong and taking immediate corrective measures. In fact, most people respect the individual who can humbly and honestly do that.

Ms. Clark, please be assured that for every person who contacts you regarding this issue, there are at least 50 who aren't bothering because they don't think it will do any good. That's about how the numbers add up among my associates. So I implore you, please, to search your heart for the benefit of your fellow citizens and find a way to do the right thing

Increased Billing

I have recently moved into a new apartment, which has smart metering. Since moving here, I have had bills in excess of \$200. I have talked to others in the building and their bills are nowhere near this. I have called BC Hydro repeatedly in an effort to get them to help me.

They have come to check the meter, but have done nothing to improve the situation. I have now been told that I must pay a fee of \$92 to have them come and look at the meter. I'm not sure what this charge is for. Is it for a new meter? An engineer with Hydro told me not to bother doing this, as it is never the meter. I'm at my wit's end, frustrated and need some help with this problem. Can you provide some advice? Thanks for any help you can give.

I am on disability, and it is just my husband working.

No change in consumption. Just two people in house Average of \$70.00 per month or \$140.00 this cycle Just got bill for over \$300.00! I am on disability, and it is just my husband working. Not only is money terribly tight and we are in major

debt, but a surprise like this means that I can't eat well and I have to cancel doctors appointments because I won't be able to afford gas in my car. I have no more credit available, and I am afraid that another bill like this might make us start missing mortgage payments etc.

Hydro Doubled in my 600 sq ft apartment

Since "Smart Meters" were installed in my Vancouver apartment complex just a little over 4 months ago my hydro bills have nearly doubled. I live in a tiny little two-bedroom apartment with a roommate. We went from paying \$40/month to \$75 per month. (I'm accustomed to receiving an \$80 bill or less for every two month cycle and instead wound up with a \$150 hydro bill).

There has been no change in consumption habits in this time that could possibly account for such a drastic increase except for the installation of the so-called 'smart meter'. After installation we actually REDUCED the number of small electronics in the home and had begun replacing the remaining incandescent bulbs. The apartment has no washer/dryer, no garburator, no air conditioning, electric baseboard heat (turned completely off since May) and only a fridge/stove and dishwasher. The dishwasher is only used two or three times a month! Collectively there are only 7 light fixtures, no TV, no game consoles or stereos etc. Just 2 laptops and two students who are energy conscious! Incidentally the day after the meter was installed several lights began flickering and one fairly new LED lamp completely burned out.

Several other tenants of the same apartment building have voiced similar issues with hydro bills doubling in cost. When I called customer care to inquire why my bill was so high, they actually asked me if I had installed a hot tub or Jacuzzi... Seriously? My apartment is 600 square feet. (I'm thinking yeah, right... its sitting right next to the grand piano). I responded that I couldn't fit one in this apartment unless I slept on it. They insist my consumption has risen and that the problem couldn't possibly be their meter.

We're not even home half the time. Bottom line, there is something wrong with the not-so-smart meters and BC hydro is refusing to do anything about it.

Frustrated, broke student

Increased Hydro Bill

I'm really hoping that you can help me. Hydro is robbing me blind. I guess I will start at the beginning.....

My Uncle passed away on November 3 this last year and I am the executrix of his estate and have been taking care of the bills as well as his house until probate allows me to use his funds to pay his debts. So until then I have been paying for the hydro to his home in Victoria.

My husband and I have removed almost everything from the house in preparation to renovate for our family to move in. There is nothing in the house that would use a lot of power, there is no stove, and the washer and dryer have

sat dormant....no one to turn on a tv, a light or even a laptop....nothing left in the house to draw power. There is however baseboard heaters as the main heat, and they have been turned down to as low as possible to keep anything from freezing. So in essence the house should be using next to no power what so ever.

Prior to his passing away, my Uncle had care aides that lived with him and did his laundry and cooking daily, used a computer, watched TV and had most of the lights on and there was a power lift used to transport my Uncle around the house, as well as an elevator that was used several times a day. There was enough power used daily to justify a large amount of hydro usage.

I received in the mail yesterday, his latest Hydro bill and it states that compared to this time last year his hydro usage was the same.....well actually only 1 KWH difference. On an empty house.....with no one living in it, no appliances....no lift systems, or cooking as there was this time last year. No one has been in the house to use any power since very early in November. I called hydro to see if they did an estimate or an actual reading and were just going by his usage this time last year and to my surprise the agent told me that no, this was an actual reading. I tried to explain to her that there must be some mistake and that it just couldn't be right. She argued with me that the meter reading is correct and that the baseboard heaters used that full amount.

To my great frustration I found that I was arguing with a brick wall. I tried to reason with her the fact that this time last year the baseboard heaters were working harder than they are now and in addition there were many, many more appliances and items in the home that would justify that kind of usage and at the present time there are none. She would not accept my argument that there would be a greater difference in usage than shown on this bill. She kept trying to double talk me and blame it all on the baseboard heaters.

I requested that they go and do a physical reading and I was told that they would not, and do not do that any more. I asked how I can prove that there is a problem with the reading and she then instructed me to go to the house, turn all the breakers off and see if there is still usage on the meter, and if there is then there is a wiring issue with the house.....and that I should pay for an electrician to see why.

I explained to her the house was built in 1967 and the wiring has remained the same since then and the only change to the house was the addition of the smart meter. She then told me the process involved in getting the meter tested and that it could take up to 3 months and cost me \$92. over and above the amount that they are stealing from me on the over billing.

To make matters even worse with this situation, when I told her that my Uncle passed away I was told that in order to keep hydro going to the house I had to

put the billing from this date forward into my name.....not 'To the estate of' like every other service, nope I had to take the responsibility of all future billing. So I at that time had to put the hydro in my name and now it is solely my responsibility and not that of the estate. In response to my request as to why it had to be this way and not billed to the estate of...she told me that " It is their policy and that they cannot bill a dead person." Very cold and uncaring.

I feel almost violated and frustrated after my dealings with this monopoly. I have no choice, I have to pay this bill because they said so. And their reasoning that the usage is accurate and that the baseboard heater is using the full amount of hydro that was used the same period last year. And to add insult to injury now I have the sole responsibility of the hydro billing now in my name, and I am solely responsible for the debts, not the estate.

I am hoping that you will be able to give me some idea of what my rights are, and how I can possibly dispute these insane charges that are so far out of line. Any advice you can offer would be greatly appreciated.

Increased Hydro Bill

My hydro bill is also double what it logically should be. These smart meters are wireless technology, which opens up more possibilities. You can change the channels on your TV from across the room. Could Hydro not also change the numbers on their meters the same way? This would explain most of these exorbitant hydro bills. This is just a thought, not an accusation. But if the shoe fits.....

Tripled Hydro Bill

Still in conversation with BC Hydro (if you can call it that) but getting nowhere, with the new Smart Meter my bill has tripled. No one seems to care that nothing has changed in my house for over ten years!!! Where do I turn to for answers.
Thanks & Have a Great Day

Increased Hydro Bill

We also noticed that our Hydro bills have increased drastically since we refused the installation of the smart meters. About 10 days ago, I called BCHydro to ask why our bills were so high. Their answer was that there might be something wrong with the analog meter.

Does anyone know how we could request an inquiry on BCHydro practices as to why our bills have gone up, about 50% and sometimes even higher, since we started refusing the smart meters

Our bill for 2012 went up to \$1380.00

Our Hydro bill has been between \$750 - \$850 in 2008 through 2011. Early in 2012 BC Hydro installed a Smart Meter. Our bill for 2012 went up to \$1380.00. and nothing has changed in our Condo except the Smart Meter!!! Hydro says it is our problem and nothing to do with the Smart Meter!!

The power bill came today, and it's \$400 higher

I'm in an awful situation and I was wondering if you had any thoughts about possible venues of action?

At the beginning of February, Corix came to my house again to try and install a meter. We told them to leave.

The power bill came today, and it's \$400 higher than it's supposed to be. We use almost no power, we have no TV, no microwave, my boyfriend and I each have a laptop and we use energy saving 25-watt bulbs. That's it. And with the nice weather, the heat has been down this month.

Apparently, BC Hydro has switched some people who refused the meter over to "peak rates" for 24 hours/day, claiming that when there is no smart meter, they can't determine peak usage. Therefore, no smart meter = pay for peak usage all the time.

Or, suddenly, an extra \$400 tacked on to the bill.

I'll have to move. I don't know what to do.

My landlord is calling them, hopefully they'll fix it and say, "Oh, it was a mistake" (Rogers notoriously adds bunk charges to bills and happily removes them if only you notice)...

Other than that, I don't know what to do. It's extortion. It's illegal.

Do you know anyone who would represent these cases pro-bono? :) Or have any other great ideas?

Increased Hydro Bill

We also noticed that our Hydro bills have increased drastically since we refused the installation of the smart meters. About 10 days ago, I called BCHydro to ask why our bills were so high. Their answer was that there might be something wrong with the analog meter. Does anyone know how we could request an

inquiry on BCHydro practices as to why our bills have gone up, about 50% and sometimes even higher, since we started refusing the smart meters?

We now pay \$1300 more per year

I have all of my yearly totals of energy bills since 2003. We now pay \$1300 more per year (accumulative during the past many years) that works out to just over \$100/month, and we have cut our winter usage by approx. 2000kwh per billing cycle (approx.62 days) accumulative with upgrades and energy saving measures during the past many years. This really does not make sense....wages have not increased very much at all in the Okanagan since 2003 from what I have experienced, but the cost of living has been increasing steadily and it is getting a little hard to budget for basic needs such as heating your home.

I live in a townhouse and am not home all day and my bill went from \$175 to \$400

I brought this to the attention of my Facebook friends a month ago and was shocked at how everyone's reaction was the same. I live in a townhouse and am not home all day and my bill went from \$175 to \$400 in January then from \$175 to \$375 the next month...UNREAL! Everyone that commented on Facebook went as high as an increase to \$1000 more a month...I even have a friend who was in Italy the whole month (not at home) and hers doubled the month she was away. Because quite frankly Fortis BC can be scamming us all with their new "Save Energy" outlook....? Post it on Facebook...you will get a few replies as well...

Hydro bill has RISEN by 50%

I am writing this letter to complain and ask for an explanation about my Hydro bill. As you can see from the attached bill's my Hydro bill has RISEN by 50% over the same period last year. Now bearing in mind that my wife and I live in a home that is 541 sq. feet and we have done exactly the same this year as we did last year. Using the same Oil filled Heaters at the same settings. Yes you can say that the cost of electricity has risen 50% thanks to the BCUC, but considering the winter was nowhere near as cold as it was last winter FortisBC say that I used an average of 30% more electricity than last year. We do not even use electricity for cooking as we use propane so there is no wastage there. Our electric fireplace was hardly used as it was not required. When my wife does laundry she will only use cold water and we have NO dryer. This is beyond belief.

My electrical bill has doubled since they put in the smart meter

My electrical bill has doubled since they put in the smart meter, where as they said it would not make a difference. What a rip off.

Last Hydro bill 304.38 for townhouse that is less than 1000 feet

Single person living in a townhouse that is under 1000 feet. Work 2 jobs, never home, turns all lights off when away. Doesn't use the dishwasher. Does laundry once a week, Heat is set between 15-20 degrees all winter. It is electric heat. Last Hydro bill 304.38 !! Ludicrous for a single person using minimum heat water and lighting.

Two rooms plus a bathroom from \$38-46 every two months to over \$260 for 38 days

I have seen my bill go from \$38-46 every two months to over \$260 for 38 days. I only have two rooms plus a bathroom and have EVERYTHING that is not being used unplugged all the time now. My neighbour has a larger home and his monthly hydro bill was over \$900. A small increase I can understand but these seem to be an extraordinary amounts.

My last bill was \$875.00 for 2 months

My highest bill in the last 8 years has been \$670.00 a couple of years ago when we had a cold winter. My last bill was \$875.00 for 2 months. It has not even been a cold winter and I have been much more conscious the last couple of years when it comes to lights and hot water and power. We are absolutely being ripped off by Fortis. This is one of the biggest scams I have come across in years.

My Bill used to be \$300 to \$350 and now it has gotten up as high as \$650 one billing

I have a huge problem with this two-tiered system. My personal residence Electric bill has increased appx \$200 to \$300 a billing period. Summer months are worse with AC running, on average I have a \$350 increase over two months. Not very happy about it at all. My Bill used to be \$300 to \$350 and now it has gotten up as high as \$650 one billing period. The largest problem is we have a rental on Big White. There is no gas furnaces on Big White so with Electric base board heaters the bill has increased from \$550 every two months to as high as \$1,134. This one was the largest shock.

70% increase!!!

Wow. Just Wow. Bill this month... \$487! Last year - \$285 – that is a 70% increase!!!

\$180.32 more than the last bill.

Upon receiving our Fortis electrical bill of \$375.53. We were astounded to see that we were paying \$180.32 more than the last bill. That is almost double. We are not using our furnace this year and are being careful in our

consumption. There is no explanation about the huge raise except to say the rate has changed. The average current kWh/day is 49 compared to past year of 54 Kwh/day.

My bill was \$600 for 2 months.

My bill was \$600 for 2 months. My heat is never above 21 degrees and lights are always switched off. Disgusted. Apparently downstairs was close to \$1000. I have never paid more than \$150 for 2 months and i live exactly the same way. Of course when i phoned to complain they were less than helpful and basically told tough and to pay. It's terrible to see this happening to everyone.

Last bill was \$320!

Normally for the winter months our bill is about \$220 for 2 months, this last bill was \$320! All because of this new two-tiered system.

We had an 8% reduction of kwh usage and a 14 % increase in the bill for the same period as last year!

We are really angry – we were away a total of 5 weeks during the last billing period so there was no laundry, no baking, no lights – nothing going on – and we set the thermostat at 65 degrees. We had an 8% reduction of kwh usage and a 14 % increase in the bill for the same period as last year!

Electricity was more than 10 times the normal!

I just wanted to report this.

We live in a condo complex where the Smart meters have been installed months ago, but started being used remotely only a couple of months ago. Maybe this is how we can explain a sudden jump in "consumed electricity".

This winter has been very mild and we hardly ever turned the heating on. We have mostly relied on the gas fireplace. Quite the contrary last year. So it makes no sense at all that we spent more than twice the electricity.

Last month's bill was \$211! Look at the small graphic on the left side of the photographed bill showing consumption per month. In May, the "used" electricity was more than 10 times the normal!

Are we at their mercy or is there anything we can actually do to get our analog meters back? We don't even have an access into the electrical room.

Her apartment is barely 600 sq feet, Hydro Doubled!

My mother who is 88 yrs. old and living in a senior's subsidized housing complex, She received a Hydro bill for February in the amount of \$125.00. That's double what she paid last year in January and February is a month with less days. Her apartment is barely 600 sq feet,

Also this February was a much warmer month than last year. My mom has a modest income, which is supplemented and cannot possibly afford this ridiculous sum. All because of these smart meters.

Last year at this time my consumption was 29kwh this year it's 70kwh.

My issue with my smart meter is my huge high billing. Last year at this time my consumption was 29kwh this year it's 70kwh. Last year I was full time mom and this year i am full time at work with both kids in daycare. My consumption should have gone down or stayed consistent.

I don't know if it has anything to do with my smart meter but was told to mention if I had any new health concerns and I do. Since this summer (after I got the meter) I have had tinnitus, I have been treated with acupuncture for it and have to sleep with a white noise machine so it doesn't wake me up at night.

My 5 year old has also developed eczema and he's never had it before. We can't get rid of it despite talking to his doctor and working with a naturopath (like i said I don't know if it would even be related) .

Anyway my bill is now \$450 for 2 months and I don't know how I can pay that. BC hydro says we must have faulty wiring or breakers and we need an electrician. Did they use an electrician when they installed my meter?

Is there anything I can do? I can't afford my hydro bill and I can't afford an electrician, especially when I know that the meter is the issue

Told I owed about \$800 over and above what I had already paid in the past 12 months

I have been following your newsletters with interest. A couple of months ago I told you of my experience with my registered letter to Hydro being ignored, and with installers putting in the smeter in spite of my Do Not Install sign.

My monthly rate has increased, but what is more distressing is that at my equalization date last fall I was told I owed about \$800 over and above what I had already paid in the past 12 months. In January my bill informed me that my

equal payment plan was to increase from \$293 per month to about \$350 per month. We have cut back on our hydro usage, even to the point of being cold in the house because we refuse to turn up the heat. (We live in northern B.C.). We have now started to turn the power off one evening each week just to hopefully save a few dollars.

My question is: If these smeters can send information out to some main collecting computer, is it possible that someone at the other end can control how fast our meters crank up the kilowatts? Everything so far has been done in such an underhanded manner that I don't trust anything about Hydro. Is this something that has been looked into?

Just received the largest bill ever!

I am another analog meter owner that just received the largest bill ever! I called about it and was told that it takes more energy to heat a home that was empty for 23 days of the 63 days (no body heat, oven on etc.....!!!).

I was not impressed and called again and this time I was told that my energy consumption was about the same as other years at that time but now it was just \$200.00 plus more. Why? Ask the BC utilities. I asked if it was because I had an analog and she said she couldn't comment. I tried to hold my tongue but added that they had strange science (blaming it on breakers and my consumption) and said that I hope another gov.t will take a stand on this horrible mess!

Do you think a letter venting this could be held against a person with an analog as they may just install a S meter when I am not home (my poor old dog is so stressed if anyone comes in the yard now as he feels it is his job to get them out).

My hydro bills are shocking, 100% increase

Our analog meter was changed for an Itron, without the Electromagnetic Radiation feature in July 2011. There's no knob on the front of the meter. That was because I wrote them about my neurological problem - feet drop.

My hydro bills are shocking. The first 100% increase was \$430.00 but I think that was last year. The second 100% increase on Feb.13, 2013 was \$574.17. This month, April 16, 2013, is \$453.72. This is an "estimated" bill so my husband will check out the numbers on the meter. Our hydro bills used to average between \$240.00 - \$270.00 max. There's been no change in our heating system or appliances.

We're being robbed.

Increased Hydro Bill 750 Sq ft apartment

My husband and I moved in to a 10th floor 750 Sq ft apartment in Vancouver, BC on Nov. 1st 2012 with baseboard heat. Previous to moving in to this new apartment we had been living in a drafty first floor apartment in Vancouver where we had to run a portable heater to stay warm (the radiators did not work well in that apartment.) Our electric bill in the previous apartment ranged about \$85.00 every two months in the winter months.

When we moved to the 10th floor apartment, we were shocked when we got our first bill of \$168 for 16 days of kilowatt usage. We asked our apartment manager how much electric bills run for the apartments in this building. We were told by the apartment manager (who lives in our building) that her heating electric bills run about \$42 a month in the winter.

My husband called BC Hydro on 11/27 to dispute the bill. The BC Hydro representative told him they would investigate the problem with the high bill. The BC Hydro rep told him the amount billed was an estimate based on the previous resident's power usage. BC Hydro told my husband to get the current meter reading and call him back. My husband then had the apartment manager to let him in to the area where the meters are kept. There were two meters in the meter room with our apartment number on them. One of the meters had the apartment number of 1001 on it, which was scratched out and rewritten above was our apartment number. Another meter located right next that meter also had our apartment number on it. My husband read the 2nd meter with our apartment # on it and called BC Hydro back with the information.

The bill was eventually readjusted to reflect what we thought was an accurate reading and we paid \$19.40 the readjusted amount billed. Weeks later we received another bill with a billing date of January 21st, 2013 in the amount of \$357.83 covering 63 days of kilowatt consumption of 3518. We were shocked! We only turn on one baseboard heater in the apartment and we always make sure the heater is turned off every night, even in the winter.

The \$358 bill was totally inconsistent with what our winter usage was in the last apartment we lived in. My husband called BC Hydro again on January 24th and gave them the meter reading he got off of the 2nd meter with our apartment number on it. He was told by the BC Hydro representative that he would receive another month to pay until an investigation had been done.

In March, we looked at our BC Hydro account online and noticed the bill was even more exorbitant. I then phoned BC Hydro again on 3/14. I was told by the BC Hydro representative to do a circuit breaker test and was told we would receive instructions in the mail on how to do this. We never received the instructions, but we did arrange it with our apartment manager to have them help us confirm which meter is ours.

We found out that the 1st meter with our apartment number on it was the one BC Hydro had been reading and it is the meter connected to our apartment. The maintenance manager for the building told me that all of the Smart Meters were installed in the building at the same time (and they were all located in the same spot) and that they all had meter readings of between 3000 and 5000 kilowatts on them. Our meter had a reading of over 7000 kilowatts a big difference between the other meters in the building and ours. The same day (04/03/13, today) I phoned BC Hydro.

The BC Hydro representative I spoke to told me there was nothing wrong with the readings and that they are accurate. She told me that if BC Hydro had to take the Smart Meter out to have it checked and it is determined to be reading correctly, we would be charged for the service to have it checked. I told her everything I mentioned above and she told me there was nothing BC Hydro could do. Feeling very frustrated at that point, I then asked to speak to her supervisor, Danielle. Danielle also told me there was nothing wrong with the Smart Meter and told me to a circuit test for each room of the house to determine which appliance was drawing all of the power. She said the problem was most likely the heaters in the apartment that ran all of the time, even if they were turned off. She stated she would then mail us instructions on how to do a circuit reading.

I asked her to please give me the electricity usage for the unit we lived in for the last 24 months. She insisted she could not do this as it would violate privacy laws! At that point I was so upset I hung up on her. I then called the apartment manager's office and spoke to Rhea. I told her the problems we were having with BC Hydro. She stated that most people in the apartment complex get billed around \$80 for every two months for their electricity in the winter. She stated there were other people in the building that were having problems with BC Hydro. I told Rhea that Danielle of BC Hydro told me the baseboard heaters in the apartment were drawing too much power even when turned off. Rhea stated that was not try and that the heaters worked as designed to. Rhea stated that we could write a letter to the apartment corporate office asking the to move us to a different apartment or to let us out of our lease, or any other thing they could do to assist us.

We really do not want to move from this apartment as we like living here. We are at a loss of what to do now. Please help us if you can. We do not have the \$500 or so we allegedly owe to BC Hydro and we don't know if they are planning on turning off our power. We certainly cannot pay over \$300 a month in electricity for this small apartment in the winter months.

Our bills have doubled since moving in.

Last April 2012 we moved to BC and shortly after moving in BC Hydro installed a Smart meter on our house. The owners had lived here for a few years and told us

the bills were consistently around \$150 a month. We have not been in our house from November 2012 and we just returned April 6, 2013.

Our bills have doubled since moving in. We were not here taking showers, washing laundry, cooking or living here in any sense. BC hydro refuses to send anyone over to check our meter. Is there anything that we could do to remedy this situation? We have no problem paying for what we use but there is no way consumption should have gone up this much.

900 square foot bungalow doesn't use 600 a month in power

My rental house ended up having a smart meter connected last fall...Not impressed....ever since then the meter has been billing almost 4x the amount and they finally replaced the meter. They are going to test it. Wellll we all know that a 900 square foot bungalow doesn't use 600 a month in power....Equal payment plan was 99 a month

They said we could be at the test if we wanted to. What steps should we be taking??

We received a bill in Feb. for \$1600.00, which is about 100% more than it usually is

We are trying to find out how we can get our smart meter removed. We had a notice posted by our meter in the fall, which somehow ended up on the ground? I phoned Corix and told them we did not want one installed. I also phoned B.C. Hydro. I made another notice in January.

On Jan. 21 they installed our meter without consent. Our baseboard heat system stopped working, and we had to turn it off using the breaker. It was set at 17 and read 24. We could not control it using the thermostat. We received a bill in Feb. for \$1600.00, which is about 100% more than it usually is. Nobody has any answers.

I am continuing to receive almost 900.00 of unsolicited charges

I was not informed that I was having a smart meter installed at my home until the power went out one day and when I went out to look into it, the BC HYDRO installer was already half way finished installing it.

That was April of last year and since then, I am continuing to receive almost 900.00 of unsolicited charges. The day it was installed, I was automatically billed 4 different bills ranging from 180.00-400.00 and alas now have huge outstanding bills with BC Hydro and threats of disconnection all the time.

I am a single parent and cannot go without power with a toddler. How do they justify this to BC residents? "IT'S NOT THE SMART METER" Well, 900.00 a month says it is, when my previous 6 year consumption was no more then 200.00 IN WINTER.

100 to 300 percent increase in consumption which Hydro is billing us for since Nov of 2012

We (many residents) of Fort Nelson have seen a 100 to 300 percent increase in consumption which Hydro is billing us for since Nov of 2012, I have travelled a # of avenues to try to get this mess straightened out for myself and many others in this community but to no avail. Seems we are at a dead end and need help as this is purely a theft by hydro out of us honest hardworking people. Thanks so much!!

Out of the country for 3 months and charged 400 dollars for Hydro

We went out of the country for 3 month from november3 to January 30/2013 before we left we switched off all the electrical breakers in our condo. As we returned on January 30/2013 our account was charged by BC Hydro in amounts more than 400 dollars for consumption. During this 3 month. The BC Hydro state that consumption is the same as every year.

But point we had been away last year and switched off breakers also. So we had to pay over 400 dollars for the time our breakers complete had been off. We have impossible time to prove. Our phone. Internet, tv, gaz were switched off at the same time. We happy to provide West Jet prove in regards to purchased return tickets during this period that include the dates of our absence. BC Hydro provided " prove that inspector meter reader read the consumption, when it states that because of smart meters no inspectors attend the site. Please help.

My hydro bills last July \$77.15 this July \$276.12.

My hydro bills last July \$77.15 this July \$276.12. Can't find last years bill for September just got September 2012 bill \$330.98 Something's not right.

I returned from five months away to an April BC Hydro bill for my shop for over \$1,000

I do not yet have a smart meter, but that may be better than dealing with current BC Hydro representatives. I returned from five months away to an April BC Hydro bill for my shop for over \$1,000. As the shop had been shut down and all breakers off except minimal heat, this was exorbitant. The February reading had resulted in a bill of just over \$100; a realistic amount. Upon reading the meter,

the fault was obviously a meter reading error, easy to correct. Or so I thought. Just try to contact BC Hydro. There is no way to contact a person on any of their listed phone numbers, and their e-mails do not even get the courtesy of an acknowledgement of receipt, never mind a reply.

To contact BC Hydro, we the consumers, have to contact our MLA and have him contact the company on our behalf. This I find to be an interesting and curious use of our political representative. Finally contacted by a BC Hydro representative, I was informed that the usage was correct, and that I was misreading the meter. The lady also went through the usual list of why the usage was realistic and dismissed all contrary information given her. She was not interested in solving the problem, only interested in BC Hydro being right. Our system is terribly out of control when our government-owned Crown corporation hides from its customers and will only respond to political pressure on everyday matters. This is further complicated when the company disseminates incorrect information. I shudder to think of what will transpire when our refusals of the smart meters is ignored.

It shows the usage of about 25 kilowatts in period of 10 night hours when I sleep

Hi There,

I moved to brand new house on May 01. I received first BC Hydro bill on May 16. First 2 weeks shows a few hundred of kilowatts of energy use. After that I started collecting smart meter readings. It shows the usage of about 25 kilowatts in period of 10 night hours when I sleep. This is simply not possible. I complained to BC Hydro on May 28 - they said smart meters work perfectly - such ignorance I complained to BC Utilities Commission on May 29 - they refused to take any action I am reporting this to you for possible help. I talked to my neighbors. They have similar problems. Please inform me of any actions you are planning, legal actions, demonstrations, petitions or whatever to fight that crap. I will participate.

Increased Hydro

We do not want a smart meter in our home. Our KWh/day increased between 300 to +400 %

\$258.12!!! The bill after that was for \$199.06!!!

Thank you for looking into this matter. I believe that there is something wrong with the Smartmeter that was installed in my building. I live in a 700 sq ft, one bedroom apartment.

I was on an equal payment plan last year of \$39/month (so \$468/year). BC Hydro increased my equal payment plan to \$42/mo for the Dec/12 - Nov/13 period (so \$504/yr).

The Smartmeter was installed last November. My December bill came and showed usage of just \$31.52. My January bill showed a usage of \$21.41. My

February bill showed a usage of \$22.73. At this point, I cancelled the equal payment plan as I was paying them \$42/month, when I was clearly using only half that amount of electricity.

Well - once I'd cancelled the equal payment plan, the next bill came, and it was for \$258.12!!! The bill after that was for \$199.06!!! I phoned BC Hydro Customer Service, of course, and was told that the Dec., Jan. & Feb. bills had just been an "estimate", and that they had to make adjustments on the April and May bills, and that's why the last 2 bills were so high.

Well this just doesn't ring true - the Smartmeters are supposed to be highly accurate & communicating with BC Hydro multiple times a day, so how is it that the billing was just an "estimate"? And can anyone explain how I could be billed, in just a few months, what I would normally pay for an entire year???? I have been billed for \$583.18 for the period of Dec./11 - May/12 (6 months), when I paid only \$486.06 for the 12-MONTH period prior to the Smart meter installation! I can look up the kilowatt usage when I've got some time - I've lived in this apartment since Nov. 2009, and I believe I have all of my bills dating back to that time. Just from the bills I have in front of me, I see that the kilowatt usage "Daily Average Comparison" shows a dramatic increase in energy usage since the Smartmeter was installed, although I have not actually changed my usage habits.

Here is a list of this:

April 2011 - 16 kWh Mar 2012 - 36 kWh (more than doubled)

May 2011 - 16 kWh May 2012 - 36 kWh (more than doubled)

July 2011 - 4 kWh July 2012 - 13 kWh (more than TRIPLED)

To give you an idea of my old usage: Dec. 2010 - 27 kWh Jan 2011 - 27 kWh

Feb 2011 - 24 kWh

So basically BC Hydro is saying that I've been using more daily power in March and May of 2012 than I did in previous *winters*. This makes no sense.....

The most recent one was \$515 for the two-month period."

VANCOUVER (NEWS1130) - Frustration for a man in Vancouver who has seen his [BC Hydro](#) bill shoot up since the installation of a [smart meter](#). In just months, he's paying three times what he did.

"A few months ago, they flipped to smart meters in our condo and our bills have gone from usually around \$160 for two months," explains Brad Hugel. "The most recent one was \$515 for the two-month period."

What changed? "Just the smart meter. I mean we actually even got a more energy efficient washer-dryer in that time period too."

Hugel isn't even heating a detached home. He's talking about a 900 square foot condo with two bedrooms and two bathrooms.

He's also not surprised that a hydro bill would be more in the winter. That's one of the

explanations given by BC Hydro. The rep also claimed the amount to be comparable to others in the building. "They said most of neighbours are also using about that same amount of energy."

So he emailed several people, "When I talked to my neighbours, their bills are all under \$200 at this time of year."

Hugel asked BC Hydro to come check the meter, "They said we don't need to because the meter seems to be working fine because it's giving us a reading and it's what all my neighbours are experiencing as far as their bills. Which they are not."

Hugel moved to the province earlier last year. He knew BC was expensive but figured this was a bit much, "I've kind of given up. I don't see what I can do. I've talked to them twice without any kind of resolution."

Hugel is happy to pay the bill, in fact he already has, but just want to make sure it's right.

We are still waiting for a response from BC Hydro.

If you've seen a huge spike in your BC Hydro bill since your smart meter was installed, let us know about it in the comments section.

78 year old pensioner receive bill for one month \$2,046.34

Hi I just wanted to let you know that our hydro bill has gone crazy since this smart meter was put in we were not even in town when they did this what gives them the right to trespass I have been phoning them n they keep on saying they look at the pic n the reading is right but I told them the guy is 78 yrs old and he's lived here for 7 yrs n has never had a bill this high but there's nothing they can do here is his bill history. Now we get 2 hydro bills this one is for the water-heated garage

Feb14/12	174.33	Dec14/11	101.74
Oct17/11	188.97	Aug16/11	99.25
June15/11	90.03	April14/11	69.18
Feb15/11	107.80	Dec15/10	101.03
Oct15/10	109.32		

This next one is for the main house. I just don't know how they can justify this huge hike on this bill this is a old man who is retired and just gets a cpp check of 5 hundred and something a month he can

Feb14/12	652.99	JAN18/12	2046.34
Oct17/11	178.51	Aug16/11	146.45
Jun15/11	240.02	April14/11	341.02

Feb15/11	388.87	Dec15/10	228.87
Oct15/10	92.94		

Not afford these hydro bills maybe it's time for him to start eating cat food he's gonna have to just pay them what he can till they shut off his hydro

Increase in Hydro Bill

House is about 1400 square feet small rancher. I did have a heated floor put in my kitchen last summer but have been informed that it really uses very little electricity and I have it set quite low. This new information I am forwarding you includes the consecutive 2 months over the winters for the last several years. As previously mentioned, I have even put in a heat pump, tankless gas water heater, and totally insulated my crawlspace! Here is my consumption over the last several years:

Dec 2006/Jan 2007 - 17 KWH (used gas heat/hot water)
Dec 2007/Jan 2008 - 8 KWH (used gas heat/hot water)
Dec 2008/Jan 2009 - 9 KWH (used gas heat/hot water)
Feb. 2009 - 12 kwh Installed new electric energy efficient furnace w/heat pump & tankless on demand GAS water heater and completely insulated my crawlspace)
Dec 2009/Jan 2010 - 37 KWH
Jan/Feb. 2010 - 35 kwh
Dec 2010/Jan 2011 - 36 KWH
Jan/Feb. 2011 - 50 kwh
Dec 2011/Jan 2012 - 63 KWH
Jan/Feb. 2012 - 74 kwh >> (milder winter this year!!!)

Please let me know what our government is doing to get some investigation going here. I have lived in my home for over 25 years. This is just not right!

Increase in Hydro Bill

Vancouver man says bill has tripled since installation by Erin Loxam - News 1130 Radio - March 06, 2012 VANCOUVER (NEWS1130) - Frustration for a man in Vancouver who has seen his BC Hydro <<http://www.bchydro.com/>> bill shoot up since the installation of a smart meter

http://www.bchydro.com/energy_in_bc/projects/smart_metering_infrastructure_program.html>. In just months, he's paying three times what he did. "A few months ago, they flipped to smart meters in our condo and our bills have gone from usually around \$160 for two months," explains Brad Hugel. "The most recent one was \$515 for the two-month period."

What changed? "Just the smart meter. I mean we actually even got a more energy efficient washer-dryer in that time period too." Hugel isn't even heating a detached home. He's talking about a 900 square foot condo with two bedrooms and two bathrooms. He's also not surprised that a hydro bill would be more in the winter. That's one of the explanations given by BC Hydro.

The rep also claimed the amount to be comparable to others in the building. "They said most of neighbours are also using about that same amount of energy." So he emailed several people, "When I talked to my neighbours, their bills are all under \$200 at this time of year." Hugel asked BC Hydro to come check the meter, "They said we don't need to because the meter seems to be working fine because it's giving us a reading and it's what all my neighbours are experiencing as far as their bills. Which they are not." Hugel moved to the province earlier last year.

He knew BC was expensive but figured this was a bit much, "I've kind of given up. I don't see what I can do. I've talked to them twice without any kind of resolution." Hugel is happy to pay the bill, in fact he already has, but just want to make sure it's right. We are still waiting for a response from BC Hydro. If you've seen a huge spike in your BC Hydro bill since your smart meter was installed, let us know about it in the comments section.

Almost Double

We had our smart meter installed in September, and instantly our bill nearly doubled. This was BEFORE the weather turned cold. When in comparison to last year, our bill was \$140 less than the exact same time period this year. Also, we are using far less Hydro this year as I am no longer at home with my children during the day. I'm working full-time again and the kids are in school. There isn't anyone home to use the energy!

My bills too have shown a huge increase

Outrageous what unbelievable gall from BC Hydro regarding these damned meters. It is time the Provincial Government and the BC Utilities Commission put a stop to this nonsense. My bills too have shown a huge increase, and there is no reason for it. This is out and out thievery. BC Hydro - face facts - those meters are faulty or you are stealing from your customers. I think it is the latter!

Increase Hydro Bill

This month the billing for 2 months was the highest it's ever been. About \$170.00 more than this time last year. BC Hydro installed the Smart Meter in August 2011 even though I'd posted a notice from Citizens for Safe Technology saying No Smart Meter. And then said they hadn't done that. But if you want more information re: getting rid of Smart Meters, let me know.

The new meter showed that we used 2160 kwh over 25 days

On November 2, 2011 B.C. Hydro installed a Smart Meter at my house. The billing period was from September 28 until November 28, 2011. The old meter showed that we had used 2051kwh over 36 days. This works out to 57 kwh a day. The new meter showed that we used 2160 kwh over 25 days. This works out to 86 kwh a day, an instant 29 kwh daily increase. I feel the new meter is overcharging us.

My next billing period was from November 29, 2011 until January 26, 2012, a total of 59 days. According to the meter and Hydro we used 6254 kwh, an average of 106 kwh a day. Last year, 2011, in the same period we averaged 70 kwh a day for a total of 4331 kwh and in 2010 an average of 68 kwh for a total of usage of 4895 kwh. In previous years we have had higher use but have made major cutbacks in our power use.

I have phoned Hydro on 3 occasions regarding this difference. Each time I got the run around. I have made lifestyle changes, the old meter was running slow, etc. I was told the new meter is digital and can not be wrong. The meter that was replaced was also digital, dose the not be wrong not apply to it also?

I asked that the new meter be verified as accurate or be replaced. Hydro has refused. They refuse to investigate, to take any action at all. They say the problem is mine. They also say there is nothing wrong with the new meter.

I feel this is very arrogant on their part. I feel bullied. It seems their customer service motto is "The Customer is always Wrong".

Our average two months hydro bills were under \$300.00. Our last bill from Oct18 to Dec15/2011 two months hydro bill was \$680.76.

Hi I had on Global BC about smart meter. Hydro install our Delta residential smart meter sept/2011 .I am senior and I'm concern about my health and hydro bills. Our average two months hydro bills were under \$300.00. Our last bill from Oct18 to Dec15/2011 two months hydro bill was \$680.76. I phone Hydro customer service but nobody seem to care. And I don't know were else to take my complaint. I did paid \$300.00 out of \$680.76 Feb 6/2012 just to avoid hydro disconnection and bad credit. Thank you

Hydro bill for \$514.22, claiming that I somehow used 107 KW/day!!!

I have been renovating a non-occupied house. My hydro meter reading, per day, has been 4 kw/day for the last six months. The house is not occupied and there are no appliances or heating system installed. Up until January 4th/2012, my monthly bill for the six months prior to installation of your 'smart meter' was around \$25 dollars....at 4kw/day.

After your smart meter was installed on Jan.4/2012 until Feb 22, I received a hydro bill for \$514.22, claiming that I somehow used 107 KW/day!!! I want to know what in heavens is going on, because I have not increased my hydro energy/power usage in the last seven months. I consider your Hydro smart meter billing process to be 'fraudulent' and 'exploitive'. I expect Hydro to supply an immediate remedy.

PS: I will be publishing this letter in the local newspapers, If I do not receive a 'smart meter' repair immediately. I am wondering how many thousands of other BC residents are being billed improperly and fraudulently with your new smart meter technology.

3 month vacation. I turned the heat and water heater off, unplugged the fridge and all appliances. I returned to a bill of 262.13

I was away working and came home to a smart meter. I left my house on Dec. 9, 2011 for a 3 month vacation. I turned the heat and water heater off, unplugged the fridge and all appliances. I returned to a bill of 262.13 for December and January, the months when all power was off. This is the highest bill I have ever received. Hydro basically said tough luck when I phoned then ignored my email. Now I am calling you and my MLA. I assume I am not alone with this issue. Please advise.

hydro bill going up \$250 in our last statement

We contacted BC Hydro today on our hydro bill going up \$250 in our last statement and they refused to do anything about it. They say it is due to the weather being colder and that our bill was 70% heat use. We in fact have 3 less heaters then last year. We bought a "Comfort Furnace" space heater for efficiency saying it reduces energy consumption by 30-50%.

We live in a 900 sq foot manufactured home. We have a pump house that requires heating but are using two less heaters this year reducing consumption from 3 heaters to 1 in the pump house due to tank an pipe freezing. And this year we have had so few below 0 days. They wouldn't accept our explanation as to how this can't be and said that this was a colder year than last. Unbelievable!!!!

Just wanted to let you know as you wanted to keep updated on people who had the over billing problem like us. We are not one of the ones that Hydro will give a return or refund to. It is warmer here on the island than in Vancouver always, and usually by 2-8 degrees averaging on 5 degrees warmer. So, go figure!

We compared it to last years and we are up \$250 using less electricity. We even went as far as seeing what each appliance and our use of electricity use over everything including the space heaters

and still it shouldn't be as high. What is interesting is that they say that December was the colder month and when we compared it to last year we only had a \$50 dollar increase in the same time period as last Nov./Dec. statement. What is interesting is that it is our "January/February", statement that has a 30% increase not in December's statement as was the argument on the news.

Our smart meter was installed in the middle of August/2011. The news was saying that Hydro is saying that the higher costs is due to a colder winter this winter but the expert said that in order for a 30% hike to happen in a billing period that the temperature would have to drop to -20 degrees for this to be possible. We have never had such a high wattage use printed on our statement going back 1 year. How can you get an actual accurate reading independent from Hydro's say so meter reading? So, how do you fight the government on this? You can't or else get your power cut off....

Increased Hydro Bill

Firstly, thank you for your group and organization. I never realized the issues with the meters until having one installed for the last 4 months. Our issue is billing, and it is a significant difference.

About us, we are in a new home (moved in late April 2011), completely insulated, all appliances are "Energy Star", we use a heat pump system for heat/air-condition and our cooking is by gas. There are 3 adults in the home, where at times we work from home but mostly out in the office. According to BCHydro a smart meter was installed on Nov 26, 2011 (without our knowledge).

In Feb 2012 during construction, where there were heaters setup everywhere around the home drying out the mud and plaster the old meter had a consumption usage of 94kWh, then in April of 63kWh where work was still being completed. We are billed every 2 months and these are the daily averages according to our billing dates; 2011 June - 33kWh, August 25kWh, October 29kWh (Bill \$154.59).

November in comes the Smart meter. Dec - 51kWh (\$287.77), Feb 2012 - 63kWh (\$360.06).

We are not heavy usage people, and I truly believe there is some serious issues with the whole program. We are sending our meter off to Measurements Canada for testing, and I have requested Hydro place the non-smart electric meter in its place while the testing is done, but they

advised me this isn't possible. What are your thoughts?

Our bill has more than doubled to \$448.96 in January and now again to \$429.88 in February.

We request to have the BC Hydro smart meter removed. Our bill has more than doubled to \$448.96 in January and now again to \$429.88 in February. I called BC Hydro and was told it had nothing to do with peak hour usage.

I wanted to know how this drastic increase was justified and did not get any answers. Our usage habits have not changed at all. On the contrary - we have been heating our house with our wood fireplace, have not done hot water laundry loads and reduced showers. So something is wrong. We expect you to get back to us right away and a refund for January. We are not in the position to pay the February bill.

Increase Hydro Bill

I have come across your email address on "Stop Smart Meters in BC" on facebook, and I would like to take this chance to express my concerns on this matter. Recently I moved to a brand-new place, and I have lived there for only around 3-4 days in the last 17 days. When the BC hydro bill came, I was shocked. They charged me a total of \$180 for just the last 17 days! This amount is ridiculous, considering that this place is new, and I don't even have a TV yet in my place! I have phoned BC Hydro. The customer representative kept on insisting that the meter is verified and accurate, regardless of the fact that how ridiculous the charge is. She threw the ball back to me that it should be me to monitor power usage because the meter is accurate. I asked her to send a electrician to check the meter, and I was told that it should be me to monitor the meter reading and report to them. Is there any other way I could express my concern, and get them to look into this matter please? Please help...

This is a 400% increase. We find ourselves without money for Christmas gifts

We've only moved here since this summer. Our first bill did not include the smart meter but did include 4 months of usage as we did not know we had to inform Hydro of the switch of ownership. We thought this was pre-arranged. 4 months of usage totaled to \$150. Then the smart meter came & the following 2 months cost us \$434 & we don't turn on the heat when our little one is gone to daycare. This is a 400% increase. We find ourselves without money for Christmas gifts. Thank god our little one is too little to even know. We had done the math with our new place with consideration of a normal hydro bill & with both of us working we should either have spending money to fix up this old place or double the mortgage but now we're actively concerned about having the money to make the next grocery day. Since that first bill we made extra efforts to avoid using electricity (we were already very thrifty) but to no avail. Almost the same exact cost came to us. Shit, if we're going to pay the same thing no matter what we do why not just use the amount they say we use for REAL. I would like to conduct an investigation to find out where the problem is. I wonder though that if you read the smart meter & it says that the energy consumption is so much lower than that on the bill, could it mean that they've recycled for the next month. I need to learn more about this. I knew the powers at be want to extort but everyone uses Hydro in Canada so they don't have to increase to bill by %400 to make a huge profit. Greedy son's a bitches. Think about it, if everyone just paid one penny more than usual that's millions so that %400, that's greedy.

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Increased Hydro Bill

I just received my March 2012 bill from BC Hydro and my have almost doubled from this time last year and our life style is the same. In fact we replaced an old fridge with a new energy efficient one and so realistically we should have gone down or at least stayed within 10% of our previous years bill. In the billing cycle for March 2010 we used 5277 KW in March 2011 we used 4941 KW and now BC Hydro is saying we used 8142 KW for March 2012. I don't see how this is possible.

Bill has increased \$250.00!!!!!!!!!!!!!!!!!!!!!!

There was a smart meter installed at my home, I think I was one of the first residents to receive it. I did not know anything about it when I came home and saw the letter in my mailbox telling me it had been installed. I have done nothing different since it was installed. In fact I have been more careful not to leave ANYTHING on or plugged in. I have received my current hydro bill, my consumption of energy is down compared to last year BUT the bill has increased \$250.00!!!!!!!!!!!!!!!!!!!!!! I phoned BC Hydro to discuss this and the lady I spoke with was very sarcastic! She actually told me that it is possibly because I leave my cell phone charger plugged in! I asked if I could please have someone attend my house and do a house assessment so I can determine where I am "loosing" hydro. She told me they do not offer any service of the sort and maybe I should go on their website and do a house assessment.

What can I do? If these bills continue to be this expensive, I will have to look for an alternate source of power. I have priced out the cost of a generator and electrician - comparing the increase in my hydro bill and those costs, I will pay for a generator in about a year to a year and a half.

I had to say goodbye to those groceries I was going to buy

My husband and I have lived in our home over ten years. We've learned a lot from owning our first house and living on the Coast. We have gone through a lot of ups and downs with bills learning how the cost of some can really suck our money out. After many years we learned what to use and not use, what we needed and what we didn't. The one bill we have never had a problem with and always loved how we could easily afford it, was our hydro bill. For ten years we've paid an average of one hundred dollars, it has been great knowing we don't need to work on saving with our electricity. Then along came your smart meter. We didn't know much about the smart meter, only how it is suppose to help YOU, BC hydro, be able to monitor things better. Save YOU money on not sending out hydro readers. Saving YOU money on not having to find out why people have lost power. I figured it was helping YOU save money and that was good, minus the fact people would be losing their jobs over it. Then along came our very first bill from our smart meter. Two

hundred and thirty five dollars. I had to say goodbye to those groceries I was going to buy. My husband and I have spent our time arguing about what can be on and what cannot. One thing that is a no is our heating. We have been using oil heaters for years, now? Nope, we have to pack them up. We are fighting on if we need cable, the Internet, and what rooms we hardly go in and can take the lights out. A lot of arguments, severe head aches, vomiting from the stress of it, and next to no sleep, I am petrified what our next bill is going to be. We have pulled out every single blanket we have. We have pulled out our scarves, toques, and gloves. Got candles, radio's that work on batteries, and a lot of pain medication and gravol. I demand you come and take YOUR 'smart' meter back. This is an official letter to remove the smart meter from my residence and return the old one. The one where my husband and I can live in a warm house and have no worries as to what our next bill will be. The one where I won't be so sick and be able to get back to normal sleeping. I know YOU, BC Hydro, has no care for human life, but I am giving you one chance to just return my meter. If you choose not to, I will contact a lawyer. B.C. citizens should not have to live in frozen homes due to your greed. We have a right to our privacy, and a right to live healthily. I know you really don't care, but it would be nice if you could try.

100 kwh per day for my small (800 sq ft) house.

My bills have more than doubled since new meters, consumption going from an average of 15 kwh per day (since 1994) to over 100 kwh per day for my small (800 sq ft) house. Nothing has changed, and my electrician says nothing is wrong with my house and I am only one of many who have called him about this issue. He tells me there is nothing wrong with anybody's house. Hydro says their meter can't possibly be inaccurate. Who checks the accuracy of the meters?

Increased Hydro Bill

I was part of a Smart Meter Pilot project. The meter was installed in Fall 2009 without my knowledge or consent. I live in a townhouse complex of 17 units and only mine was replaced at that time. I am on an equalized billing plan so I did not see the spike for 3 months. By then I had accumulated a debt of approximately \$300. Hydro paid to

have Measurement Canada test both my old meter and my new one and they found them both accurate, despite the new meter being the only change for my bill to spike. I am not knowledgeable about the science or health implications of these meters. The meters are kept quite far from my suite in a room of the basement-parking garage. I should mention that I did have acute vestibulopathy last year causing dizziness, nausea and tremors. I was off work for 5 months and am still on a gradual return. That video represents my experience.

Thanks for sending it!

Some of my correspondence with BC Hydro in 2010: I have continued to be perplexed about my recorded high energy consumption over the past year in comparison to other years when I was definitely using more power, before BC Hydro replaced my meter last Fall. I notice that BC Hydro only replaced my meter last Fall, not the other 16 homes in my townhouse complex which don't have the new, digital meters, but still have the old dial meters. Why did BC Hydro change my meter? Despite Measurement Canada finding both my old and new meters accurate, this trouble began with the changing of the meter. BC Hydro has told me it is not a problem with their systems and I will have to get an electrician.

I cannot afford to pay for an electrician. I have been for many years, and remain a customer in good faith. There is no way I could have possibly used the kind of power recorded by BC Hydro. Please tell me what BC Hydro will do to help resolve this perplexing matter. I am not able to do a meter test by seeing how fast the dial spins because of this new digital meter. I want BC Hydro to deal with this matter.

Please get back to me about this as soon as possible. I want these mysteries resolved and I want to be reimbursed for the crazy amount of power I was charged for in January 2010.

Update: As you know, I was very dissatisfied with our conversation the other day. You said BC Hydro has an obligation to be fair and reasonable, yet you refused to acknowledge the absurdity of the concept that I could have used 70kw/hr of power in January and that my power usage has gone up overall (and way higher than it should be for a single person living in a 925 sq foot townhouse with electrical baseboard heat) since the meter was replaced last Fall. I have consulted with a friend of a friend who is an electrician who has stated there is no reason that BC Hydro shouldn't at least replace my meter again. Measurement Canada tested my old meter and found it in the normal range and tested the new meter and found it in the

normal range. I would like my old meter back or I would like another new meter. If you are not able to authorize this, please direct me to your supervisor.

Doubled Hydro Bill

My bills have also almost doubled since last year and we have an empty suite downstairs which I use for my at home business one or two lights and heat in only one room, and the bills have since doubled in the new year 2012? Our consumption has not changed? I want to know what we are all going to do about this? So many people feel the same. HELP!

We were away for a 4-month vacation

We were away for a 4-month vacation. Our meter was changed to a new smart one in November, and now we have returned to a bill three times the average we have at this time of the year. The highest bill we have ever received. BC Hydro has ignored our complaints, blaming either the previous meter our appliances. What can we do?

I was confused and shocked when I opened it, and the amount was \$411.00

I am writing this letter as I am unsure what other recourse I can take at this time. I have been a BC Hydro customer for only one year, as my husband and I purchased our brand new home last February, 2011. During this past year, our hydro bills have been around \$120.00 for a two month billing period. Of course the amount has fluctuated slightly depending on the weather etc.

In January, we received our regular hydro bill. I was confused and shocked when I opened it, and the amount was \$411.00, well over three times the average amount (even in the winter). I racked my brain to think of why the bill might be so high. Did we do any work on the house during that time, what could be different? I was a few days when I realized; the only difference with our hydro was the installation of our smart meter, which was done in December of 2011. This bill was the first since the installation.

Immediately I phoned Hydro to inform them their meter was malfunctioning. I was confused, disappointed and eventually angry that the associate I was speaking to was brushing off my concern as a normal consumption issue. She flat out told me the meter is NEVER wrong, and there must be something wrong with my house. She then went through a series of reasons why my bill was higher. We must have space heaters, it was a particularly cold winter, did we have a new baby, old chest freezer, pot lights (?). The list seemed endless.

At any rate, it did not matter that I told the associate we lived in a house less than a year old with an energy efficiency rating of 83%. It didn't matter that I told her our appliances were all under a year old and were all energy star. It didn't matter that we have gas heated; hot water on demand or that we both work full time days and are not even in the home 50% of the time.

It didn't matter that we were away for two weeks during the billing period. At the end of the conversation, the associate told me in essence "something is wrong with your house and it is not our responsibility to figure out what that is."

I decided I was going to wait for the next bill to see if this was a fluke, or if the trend would continue. I was again shocked to find my next bill, slightly lower but probably because now I am deathly afraid to turn on a light EVER, at \$368.00. Still three times higher than the average.

Once again I phoned BC Hydro. This time I got another associate who, not to my surprise, started reciting off the same list of "reasons" my bill would be higher than usual.

I stopped this associate almost immediately as I was feeling both patronized and insulted and asked for a supervisor. I was passed on to a gentleman who identified himself as Royce. Royce did not give me a last name and stated he did not have an employee number. Royce then seemingly picked up where the other associate left off with the list of "reasons." I stopped Royce at this point and plainly asked him if he were going to help me with my problem. I asked Royce how he could be sure the meters are correct and likened a meter malfunctioning to any other man-made object, installed by humans. Royce assured me the meters CANNOT be wrong because they are tested.

Wasn't thalidomide "tested" too? After several minutes of infuriating denials, disregards and round about diversions, Royce told me he

could send out an application to have someone remove the meter and have it sent to Canada Weights and Measures, but I would be responsible for the \$97 fee if the meter came back within allowable limits.

I have sent in the application because I am at a loss about what to do. It's not like I can say I am displeased with the service I am receiving from Hydro and take my business elsewhere. I was not opposed to the smart meter. I did not think there would be any issues, and I trusted if something were wrong with it, the situation would be remedied.

Over the past four months, my husband and I have paid an additional \$600 to BC Hydro because of this meter. I don't believe I will ever get that money back and as a young, hard working family (both my husband and I are government employees) we do not have an income where we can afford to throw away money.

I have spoken to many friends, family, colleagues and neighbours and am confident BC Hydro is grossly overcharging us for our consumption. I would greatly appreciate some response other than to "suck it up and pay." I have a valid concern, and I do not believe the responsibility should be on me to prove the validity of a machine I did not ask for in the first place.

I know I am not the only resident in this province faced with this particular challenge. Who in this province is going to take responsibility for Hydro's complete disregard for its customers? Hard working, tax-paying citizens are being manipulated by this company who, at this time it seems is sitting back, reaping the benefits of our misfortune. Tough luck, go somewhere else.

A frustrated and angry citizen of British Columbia

Equal monthly payments of around \$95.00 a month, to this last month a bill of \$206.00 rated as "overdue",

My bills are higher, friends I talk to their bills are higher. I am literally sitting in my house day after day, everything unplugged that I can think of that doesn't need to be plugged in. My baseboard heaters are OFF, they still suck power when off I am told. I don't cook at 5 pm supertime. I cook my main meal about 2 hours earlier and reheat it in the microwave to avoid peak period charges. I do my laundry at midnight on the weekends. I sit in a cold, dark house with blankets

around my shoulders. Yet I am expecting yet another high bill coming up.

The government and BC Hydro have mismanaged this whole thing, from top to bottom, and it is the people less able to pay (poverty level and below pensioners and other such folks) who will be dinged with paying for this government's past decade of mistakes and mismanagement, and BC Hydro's debt. You can't get blood from a stone, it's all I can do to manage to pay the Hydro bill and my full \$116.00 medical insurance, on a below poverty level pension. Something's gotta give! and I have a feeling I will be on the losing end of this whole schmozzle. I already am.

My bill has gone from equal monthly payments of around \$95.00 a month, to this last month a bill of \$206.00 rated as "overdue", even though I am paying them on time. They refuse to change this overdue label, I receive my pension at the end of the month, on or about the second to last day, depending if it is a banking day or not. This means I perpetually get an "overdue" label on my account, even though I pay promptly. I have spoken to them several times about this, and the only thing they say is I have to phone them every month so I don't get late charges. I have NO control over when that money comes in, it's a tiny provincial government employee pension.

I am at the mercy of both the government and BC hydro in this mess. As far as the increase in my bill goes, I am at my wit's end, I am cutting back, sitting in the dark no heat etc. Trying not to use at peak periods, because I have a hunch they'll go there next, to recoup the cost of their billion dollar extravaganza.

Increased Hydro

My hydro bills have increased dramatically since smart meter was installed. What can I do about this? My consumption for

Apr-may 2011/810kwh	.Apr- may2012/3164 kwh	390% inc.
June-July 2011/899kwh	June-July2012/2635kwh	293% inc.
Aug-Sept2011/810kwh	Aug/sept2012/3135kwh.	387% inc.

I just received my November bill, daily consumption was 93kwh. Nov/ 2011 daily consumption 30kwh. 310%

Increased Hydro Bill

I have had a smart meter installed in a new large house in Victoria. The smart meter was installed during the last 2 weeks of a billing period and the weather has stayed constant and quite mild for this part of the year. (Installed just over a month ago)

The analogue meter showed usage that amounted to approximately \$400 for the first 6 weeks of the billing period (September 23rd 2012 - November 9th 2012) and then the smart meter was installed (November 9th) and from November 9th to November 24th, I have used \$396 worth of electricity. So after the smart meter was installed and although the weather stayed constant I have used the same amount of electricity in 2 weeks as I had done in the 6 weeks prior the smart meter install.

We were also away for a week after the smart meter was installed with everything shut off other than the basics like the fridge. I also have to mention that our heat source is Geo Thermo heat.

We have had the same problem as others have in dealing with BC Hydro and basically that is we have to pay for the meter to be tested and that I must be using more electric, etc, etc. I am not using any more electric and in fact have turned off many items like bedside alarm clocks/radios etc.

Further I keep an eye on my consumption by checking the meter and my estimate as of today (roughly 1 month of consumption since my last bill) is approximately \$600.00

I am frustrated and it seems there is nothing that consumers can do about it.

Increased Hydro Bill

We have lived in this house for 12 years. Since the Smart (sic) meter was installed on July 31 our electric consumption has become very erratic and increased dramatically. Our last bill is more than double last winter's average monthly bill.

Talking at hydro I am told that based on today's reading next month will be even worse. The most galling thing is that I have to pay them to test the accuracy of their meter and they are unwilling to reimburse me for the time I have to spend filling out the paper work to have the meter tested. If I'm wrong I pay; If they're wrong they don't pay.

Increased Hydro Bill

We have talked to a BC Hydro customer rep about the dramatic apparent increases in our hydro kWh from equivalent billing periods 1 year ago. We got no help, only assurances that the meters are right and we can pay to have ours tested.

I was always in great standings with hydro until a bill for almost \$1600.00

i have been in a battle with bc hydro for 11 months now over some extreme billing issues. These issues occurred after my smart meter install Feb 23rd 2012. i feel as though i am being bullied out of, what to a single income family with child is alot of money. They keep leaving threats to shut off my hydro. They are trying to back date bill me triple the amount of hydro my house is able to consume as it is 90 years old and only has a 60 amp panel.

i was always in great standings with hydro until a bill for almost \$1600.00 came in the mail. After 330+days in my home this smart meter has a daily average of 33kwh/day. this is approx the amount i have always paid in this home.

The time in question is an 8 month span in 2011 in which they are stated my 90 year old home consumed 78kwh/day on top of all amounts previously paid.

BC hydro refuses to send me proper bills of any sort that show how they come to this conclusion. the amount of hydro they are stating that i am using is the equivalent 78, 100watt light bulbs running for 10hr per day on top of the 33kwh/day they have been paid for.

All bills from 2012 are at 30-33kwh/d. bc hydro also refuses to separate my bill so i can pay for the amount in which i know i owe as per there smart meter.

(33kwh/d) i apologize for rambling but feel as though i am running out of options in this matter.

We are a young family with a single income and an 11month old child. all i am looking for is to be pointed in the correct direction. After many hours reading multiple news articles from throughout the province i know that i am not alone with this issue.

Huge Hydro Bill totaling \$1,070 for a 60 day period.

This billing cycle, once again we have received a huge Hydro Bill totaling \$1,070 for a 60 day period. This year was much milder than last year and last year we were building our home and drywall heaters were heating the house to dry the drywall etc.

We also had the heating system hooked on to a temporary electric heater trying to dry the drywall. Occasionally trades people left windows open and there were 6 X 220V high-energy heaters hooked up in the house. This year we are living in our new home and the bill for the same period (as last year) is more than what we received last year. There was a lot more heating consumption last year because of the drywall heaters and colder weather.

We are also using Geo-Thermo heating now with the electric back up system turned off at the electric panel breaker. We are not at home in the day and at night after 9pm - 7am even our Geo Thermo heat is turned off.

We have avoided using our hydro range during the last 2 months and have been cooking on the gas range.

We have noticed that our Hydro costs are higher, yet we consuming less energy than what we are accused of consuming.

We did not want the smart meter installed in the first place and today i saw on Check 6 news that people will not be forced to install one going forward.

Can we get our smart meter removed?

In addition I have also complained the BC Hydro that the day that the smart meter was installed was the day that my wireless internet speed was reduced from approximately 80mbs to around 18mbs. That is quite a considerable reduction in wireless speed. BC Hydro officials tried to convince me that it was something else that had changed, which has not. They also tried to tell me that I must be using something like a "hot tub", which I am not.

Just thought I would keep you in the loop and that my complaints to BC Hydro are documented in case needed in the future

I could not believe my bill for these months was over \$3,000

I built my house in 2002-2203 and put in state of the eco friendly geo thermo heating and cooling system. Which draws heat from the ground. I live in the house and am the only owner.

My hydro consumption has been the same for the last 8 years. The installed the new smart meter summer of 2012 and my bill for October to January 2012 my consumption has doubled.

I could not believe my bill for these months was over 3000.00. I have made a call to hydro they said have your electrician check your house. He did and found nothing wrong. I don't know what to do and nothing has changed since I built the house so don't know what happened.

Wondering if the smart meter is faulty or what.

My bill increased from \$150. to \$379. in one month

I live in strata where there is a bank of meters not far from my unit. I hate that they are there. More importantly (maybe), is that my bill increased from \$150. to \$379. in one month (I was away with heat turned down for several days during

that period) When I phoned to complain I just got the usual runaround,- rhetoric that explained nothing - no real answers. I hung up, angry.