



## **MEDIA RELEASE**

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For Immediate Release

### **Thunder Bay Hydro Installers Set to Begin Meter Exchange**

Thunder Bay, ON – Starting today, Thunder Bay Hydro will be knocking on resident's doors. But unlike the many salesmen who plague residents once the weather warms, customers will NOT be asked to sign anything or to show their bills.

The door knocking will simply be a courtesy to let residents know that their power may be interrupted while a new Smart Meter is being installed. If a resident is not at home, they may notice some blinking clocks and a brochure left in their mailbox to indicate that their meter has been changed. For those 4,000 or so who have an indoor electricity meters, door hangers may be left asking them to arrange a convenient time to allow the meter installers access.

Meter installers will have identification badges with the Thunder Bay Hydro logo next to the contractor's logo and vans for their equipment will have signage in the windows with the same logos. These precautions are being made because when other city's have installed Smart Meters, some people have managed to take advantage of the project to gain access to homes or to sign customers up with electricity retailer companies without their knowledge.

"We want to emphasize the fact that customers will not be asked to show their bills or sign anything", says Robert Mace, President of Thunder Bay Hydro. "Experience from other cities has made us wary of the tactics that seem to thrive when a large scale meter exchange takes place. There may be some people who will take advantage of the fact that their local utility is knocking on their door. We need to emphasize that our installers will have identification with our logo on it."

By the end of November, it is expected that the majority of the city's forty-eight thousand household meters will be exchanged in compliance with the Provinces goal to install Smart Meters in every home and small business by the year 2010.

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