

YOU ARE SCHEDULED TO GET A SMART METER IN 2009

The Ontario Government has a goal to install a SMART METER in every Ontario home and small business by 2010. To comply with this, Thunder Bay Hydro will begin installing SMART METERS this year.

What is a "SMART METER"?

SMART METERS have been deemed a conservation tool. SMART METERS measure how much electricity you use and when you use it. The meter will send the information to Thunder Bay Hydro wirelessly.

Eventually, SMART METERS will allow us to implement "Time of Use Rates". This will provide you with a new way to manage your electricity use and bills and also help the Government reach its electricity conservation goals.

What do I need to know now?

When we are doing installations in your neighbourhood, we will notify you. You will also be able to check our website www.tbhydro.com for more information about how installations are scheduled.

Meter installers will have identification with them and signs on their vehicles. *They will **not** request to see your bill or have you sign anything.*

Look for these logos together:  *Olameter*

Our installer will knock on your door before they start. If you are not at home, they will proceed with the installation and leave you with some information to let you know that your SMART METER has been installed.

We will need to shut off your power during that time. The installation will take only a few minutes to complete.

What happens once the SMART METER is installed?

Nothing will change once we have installed a SMART METER. Your bills will look the same and you will continue to pay for your electricity based on your monthly use.

In the future, the Ontario Government will require us to implement "Time of Use Rates". Your bills will begin to have more information about your electricity usage. These changes are not expected until 2010. We will let you know when that change is coming.

Questions?

If you have questions or you would like to learn more, you can visit our website www.tbhydro.com or call our **Customer Service Department** at 343-1131.