



FOR GENERATIONS

**Scott Macdonald**

Manager, Freedom of Information and Privacy

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**Request Number: 201.20.2015-004**

17 June 2014

Ms. Sharon Noble  
818 Bexhill Place  
Victoria, BC  
V9C 3V5

Dear Ms. Noble:

Re: *Freedom of Information and Protection of Privacy Act* ('the Act')  
— Request for records

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I am writing in response to the above-noted request for records.

In response to items one and two of your request, I have attached a table showing a summary of significant electrical events that occurred during smart meter installation ('During'), within days of installation ('Post Install'), or more than three months after the installation ('Sustainment').

Please note that although the incidents listed in the attached table do record *electrical incidents which occurred during, or relatively soon after, the installation of a smart meter*, none of the incidents included in the table have been 'attributed' to the presence of a smart meter, or to the installation of a smart meter as distinct from any other type of meter.

Please note too, that section 22 of the Act prohibits public bodies like BC Hydro from disclosing personal information if that disclosure would be an unreasonable invasion of personal privacy. In view of this prohibition, I have removed from the attached table addresses related to each incident and/or information that would identify the location of a specific event.

In relation to item three of your request, please note that power surges result from events on the power grid, rather than as a result of the presence of a particular type of meter. BC Hydro does not track the occurrence of power surges in relation to the presence, or absence, of smart meters and so has no records to provide in that regard.

If you have any questions regarding BC Hydro's handling of your request, please call me. You may also ask the Office of the Information and Privacy Commissioner for BC ('the OIPC') to review BC Hydro's response by writing to the following address within 30 business days of receiving this letter:

Office of the Information and Privacy Commissioner for BC  
4<sup>th</sup> Floor, 947 Fort Street  
Victoria, B.C.  
V8V 3K3

If you ask the OIPC to review BC Hydro's response, please provide the OIPC with a copy of this letter and a copy of your request.

Yours truly,



Scott Macdonald

Attachments

## Significant Incidents and Events

Date	Incident #	Location	During/Post Install/Sustainment	Summary Description
-Aug-2011	5431	Richmond	During	GE socket model # TMPC8612R jaw failed during meter exchange, causing short in the socket and tripping line side breaker.
-Oct-2011	5578	Vancouver	During	Faulty breaker and blown fuse caused loud bang and smoke immediately after meter installed.
	5525	Fort Saint James	During	Broken socket face plate slide down during meter exchange, making contact with line lug. Triplex spanning across the road melted together with messenger wire, burning a section of the triplex closest to the pole mount transformer.
-Nov-2011	6295	Langley	During	Broken socket jaw made contact with meter socket cover during meter exchange. Arcing led to fire at meter location, continued to burn through neutral conductor and onto coax TV cable. Poor ground plate contributed to extent of damage.
-Nov-2011	n/a	Nanaimo	Post Install	Customer stated she smelled smoke. Fire department and BCH responded but found no evidence of smoke or other problems.
-Nov-2011	6568	Chilliwack	During	Broken socket jaw made contact with meter socket cover during meter exchange, melting the service wires.
-Jan-2012	7158	Smithers	During	Broken socket jaw made contact with meter socket cover during meter exchange. Jaw welded to meter socket cover. Arcing caused triplex neutral to burn through and break away from insulator on service mast.
-Feb-2012	7191	Cobble Hill, Vancouver Island	During	Installer failed to confirm as found meter # and perform voltage check. Self contained meter installed in element transformer meter socket resulted in burnt meter socket lug.
-Feb-2012	7198	Victoria	During	Broken socket block made contact with socket face plate during meter exchange, with the socket jaw shorting to ground and melted triplex.
-Mar-2012	7508	Nanoose Bay	During	Socket ground bonding wire was not terminated at the lug and the loose bare ground wire contacted and welded to the line lug while the conventional meter was being removed. The fault current melted the triplex conductor insulation, and then the cablevision termination box jacket.
-Apr-2012	7863	Chilliwack	During	Broken socket block made contact with socket face plate during meter exchange, with the socket jaw welding to face plate. The fault caused the overhead service wire to catch fire and tripping transformer fuse. It was later discovered that the meter socket was not properly grounded and fault found and burned path to 3 phase service to conference center.
-May-2012	8210	Port Alberni	During	Contract installer noticed damaged socket and called for BCH crew to disconnect service to enable repairs. While waiting for BCH crew, contractor inserted screwdriver inside socket and made contact with line jaw. Screwdriver temporarily welded to socket and started fire.
-Jun-2012	8560	, Comox	During	Broken socket jaw & lug made contact and welded with socket face plate. Fault current traveled through and melted the triplex neutral, then cablevision and telephone wires. Flames were observed exiting the transformer fuse/disconnect two pole lengths away.
-Jun-2012	n/a	Mission	Post Install	Smart meter installed on -Jun-2012. Customer heard crackling outside of home while watching TV. Fire department investigation concluded that heat source originated in the lower socket lug area but could not determine cause. BC Safety Authority speculated that over torqueing of the connector screw during initial socket installation may have created a crack between the socket jaw and wire connector.
-Jul-2012	n/a	Coquitlam	Post Install	Smart meter installed on -Jul-2012. Preliminary investigation indicates excessive consumption load overheated socket and created fire. Investigation on-going.
-Jul-2012	9119	Lytton	During	Installer had removed the conventional meter. While in the process of preparing to test voltage, the socket started to arc due to a failed conductor. A molten piece of metal struck the installer on the neck.

Jul-2012	9251	[REDACTED] Sparwood	During	Broken socket block made contact with socket face plate during meter exchange, with the socket jaw welding to face plate. The fault caused the service feed to burn and meld back to the underground pull box 20 feet away and ignited a fire inside the meter box
Jul-2012	9254	[REDACTED] Coquitlam	During	Broken socket made contact with socket face plate during meter exchange, with socket jaw welding to face plate. The plastic insulator block caught fire within the meter socket.
Aug-2012	n/a	Sparwood Post Office	Post Install	Meter exchange was performed on August [REDACTED] 2012 at [REDACTED] with no issues. At [REDACTED] there was a notification that the meter socket had failed. Damage was contained within the meter socket.
Aug-2012	9255	[REDACTED] North Vancouver	During	When tech pulled meter, phase #B# block came out with meter and contacted the cover of the meter socket. This resulted in an arc flash.
Sep-2012	9922	[REDACTED] Prince George	During	The contractor electrician failed to turn off the breaker supplying the 347/600 volt service to the meter. As the meter was being re-installed, it appears the contractor electrician did not engage the load side of the meter and then swiftly engage the line side as required. Rather, it looks as though the contractor electrician placed the meter lightly against all 7 jaws simultaneously, and, being under some load, arcing occurred at the line and load side of each set of meter stabs. Both the stabs of the meter and the jaws of the meter base sustained damage due to arcing.
Oct-2012	10092	[REDACTED] Vancouver	During	Contractor Electrician attempted an install a smart meter into an energized meter socket at [REDACTED] in Vancouver. This is a 347/600 volt service requiring the electrician to turn off line side power to de-energize the meter socket prior to installing the meter.
Nov-12	N/A	[REDACTED] Lady Smith	Post Install	Trouble order on [REDACTED] November 2012 reports a house fire. Fire Department called the fire in. Crew comments are that house and meter destroyed by the time the PLT arrived. (Likely disconnected at pole here due to severity of fire) Crew comments do not specify a cause of the fire. Meter installed January [REDACTED] 2012
Dec-2012	N/A	[REDACTED] Abbotsford	Sustainment	Abbotsford Fire Department reported an incident where a homeowner claimed his newly installed smart meter was smoking and proceeded to get his camera to take a picture of it. Supposedly, while taking the picture, the smart meter shot off the wall - this has not been verified, there is no photo, and there is no further information. Smart meter installed March [REDACTED] 2012.
Jan-2013	N/A	[REDACTED] Vernon	Sustainment	Small fire in kitchen of Restaurant during in which a 3-phase meter socket was destroyed. Smart meter installed Oct [REDACTED] 2012
Nov-2013	16074	[REDACTED] Surrey	During	During a routine meter exchange, as the legacy meter was pulled from the meter socket, the face plate of the meter socket fell contacting one of the energized jaws creating a phase to ground short condition.