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## Incident Report

File Number: 4939893  
Technology: Electrical  
Safety Officer: RANDY CORMIER  
Type of Premises: Single Family Residential

Status: File Closed  
Incident Date: 2011/11/15  
Incident Time: 17:05  
Investigation Date: 2011/11/22

**Incident Location:** 458 Kennedy Street (Meter socket)  
**Area:** NANAIMO-MAKI RD/10TH ST N

### Executive Summary:

Fire department contacted Ivan Pye, Senior Safety Officer, with information about an incident caused by installation of smart metering.

### Full Description of Incident:

Ivan Pye, electrical senior safety officer, was notified by the Fire Department of an incident caused by the installation of a smart meter on November 15, 2011. I did not attend the site as an electrical contractor repaired the damage before an investigation could be done.

The owner's adult daughter smelled electrical burning and called the fire department at 1705. There was no fire. Hydro and the fire department attended.

This report is for documentation purposes.

### Summary of Damages, Injuries, Fatalities:

Damage to meter socket.

Incident Severity: Level 3      Equipment Damage: Total Loss      Property Damage: Minor

### People Involved:

Number of People Injured: 0      Number of People Deceased: 0

### Cause Summary:

BC Hydro contractor installed a new meter in an old socket and cause the neutral connection to malfunction.