

## Introduction

# The truth about Smart Meter Fires and Failures in British Columbia

**Energy Minister Bill Bennett and BC Hydro state that there have been no fires or dangerous incidents involving smart meters. Are they deceitful or just incompetent?**



*If they truly want us to believe that there have been no smart meter fires or failures, then they should explain:*

1. Why there are reports of smart meter fires and failures originating from such sources as the **Fire Commissioner, BC Safety Authority** and even the quite contrarian **BC Hydro** itself;
2. How they know that there haven't been fires or failures since no agency is able to track them;
3. What the reason is for Hydro removing smart meters after a fire before they can be examined by the Fire Inspector – which is against the law;
4. How they know there is no danger when there is little or no interagency communication regarding fires/failures which is needed for information of those incidents to reach the responsible officials, and there is no penalty for failure to communicate;
5. How they know there is no danger when the evidence of the cause of the fire is destroyed by the fire since these plastic meters are composed mostly of combustible materials;
6. How they can expect us to accept as reliable the reports attesting to the safety of smart meters when the authors get their data exclusively from agencies that are unable to track smart meter fires and failures.



*How can we get EVIDENCE of fires if Minister Bennett and BC Hydro couldn't? Or wouldn't? ..... Because we looked!*

Beginning with media reports, information was requested from various agencies via Freedom of Information. Additional reports were requested that were based on information provided directly by victims. It can only be assumed that many more “events” have occurred because, as we have found, not all fires make it to the newspaper.

## I. Reports of Fire

### A. From BC Safety Authority - Reports obtained via FOI

- 1) **Sparwood Post Office**, Aug. 2012 where the meter sparked and smoked, but no major fire resulted because there was an immediate response. (EMAIL #14)\*

### B. From BC Hydro - Reports obtained via FOI

<http://tinyurl.com/m5bpzpw>

- 1) **Coquitlam** – “Smart meter installed July 2012. Preliminary investigation indicates excessive consumption load over-heated socket and created fire.”  
(#16 ON HYDRO’S LIST <http://tinyurl.com/m5bpzpw>)
- 2) **Abbotsford**, Dec. 2012 – “Abbotsford Fire Dept. 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 2012.” (#24 ON HYDRO’S LIST <http://tinyurl.com/m5bpzpw>)



**Hydro did not investigate a meter blowing off the wall of a home. Does this allow them to say it didn’t happen?**

- 3) **Langley**, Nov. 2011. “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.” (#4 ON HYDRO’S LIST <http://tinyurl.com/m5bpzpw>)



**Installers were hired with no prior experience, given 10 days training. They did not follow standard protocol (e.g. exchanged meter under full load).**

**\*NOTE: all emails referenced this way are to be found in this document, starting on page 9**

### C. From Fire Commissioner Reports obtained via FOI

- 1) To date there have been **38 FOI requests made to the Fire Commissioner**. That office didn't have reports on 16 of those fires and so more information was requested from other sources. Initial requests were made in March, 2014 for incidents dating back to early-mid 2012. Fourteen of those reports have yet to be received. Of the reports that the Fire Commissioner did have, most were only partial, some included only the title page, and thus, necessitated further FOI requests. When more complete reports were received some of them indicated that there was no record of a fire or meter failure -- no record, despite that the Fire Services Act requires all fires to be reported to the Fire Commissioner's Office within 3 days of the fire. Section 9 <http://tinyurl.com/mlapu5p>  
This is despite the fact that in some of those specific events (according to media reports) the buildings burned to the ground, and in one case, a woman died in the fire. (SEE EMAILS #14, #2-5)\*
- 2) The Fire Commissioner's Office is an agency of the government which could explain a reluctance to find fault with the government's pet initiative. Could this be the reason that the reports focus not on the meters themselves but rather on things such as:
  - "socket failures"
  - "electrical arcing"
  - damage done at the time of installation
  - electrical/mechanical failure
  - undetermined, as the damage is so severe that there was nothing left to inspect.

This last category represents the largest number of reports. It is no wonder since the meter is largely plastic and, therefore, combustible. With the meters destroyed in the fire, the only items that survive and, thus, to blame in electrical fires are the electrical components in the buildings. But if these meters were safe and installed according to the electrical code it is unlikely that many of these fires would have occurred. Sample Fire Commissioner reports at <http://tinyurl.com/m2ckq4k>

**Could this be why the Fire Commissioner's Office doesn't have a code for smart meter fires – because until the arrival of smart meters, meter fires were practically non-existent?**

"We (the OFC) have more generic codes.... as our codes were developed long before smart meters came along." (EMAIL #1)\*

**There are  
NO codes for  
Smart Meter  
fires.  
Why not?**

**\*NOTE: all emails referenced this way are to be found in this document, starting on page 9**

## D. Media reports via the links below

[www.stopsmartmetersbc.com/fires/unusual-number-of-fires-smart-meters-linked/](http://www.stopsmartmetersbc.com/fires/unusual-number-of-fires-smart-meters-linked/)

[www.stopsmartmetersbc.com/fires/smart-meter-fires/](http://www.stopsmartmetersbc.com/fires/smart-meter-fires/)

These are the fires that Mr. Bennett and BC Hydro say didn't happen: fires that have occurred in every community; fires in which entire homes have burned to the ground.

Then how can Bill Bennett and Hydro think they can get away with saying there haven't been any? Because they believe there is no way for us to find out the truth. And they do have a point. Just witness the byzantine administrative detail we have had to navigate in order to uncover even a smidgen of the facts.

And the dissembling didn't just start with Bennett. NDP Kathy Corrigan quoted a 2009 report charging that there was no tracking, no accountability for failure to follow procedure, no central body looking at the fire hazards that were being put on our homes. That was in 2012. Well, here it is 2014 and, if anything, it's gotten worse.



**The Fire Commissioner's Office and the BCSA are agencies whose job it is to gather reports on the cause fires and other incidents. But they don't get reports on all fires and incidents. They don't even want reports on all fires and incidents. And if they don't get the reports they do want, there are no repercussions. Unless the fires are reported in some pesky newspaper, who is to know that they ever occurred?**

**If they get the reports and the fires are in the area of smart meters, they often are unable to list the cause of the fire because the igniter is consumed in the blaze. And since both of these agencies are semi-autonomous, they feel there is no need to share their reports with each other.**

**The few points that follow should give an indication of the byzantine complexity that shapes fire reporting in BC. If you can't follow them, don't be dismayed. Neither can we.**

**The Fire Commissioner's Office and the BC Safety Authority feel there is no need to share reports with each other!**

## II. Tracking of Smart Meter Fires or Failures



**How do Mr. Bennett and BC Hydro know that no fires have occurred when no agency is responsible for tracking them?**

1. The Fire Commissioner has no code for smart meters. All are coded as “electrical”. (EMAIL #1)\*
2. The Fire Commissioner does not get reports on all fires. (EMAILS # 2-6)\*
3. The Fire Commissioner believes BC Safety Authority is tracking smart meters so they don’t have to. (EMAIL #1)\*
4. BC Safety Authority can only investigate incidents that have been reported to it, and not all have been. (EMAIL #9)\*
5. BC Safety Authority does not report incidents to the Fire Commissioner because it believes, erroneously, that the Fire Commissioner gets them from other sources. (EMAILS #8 - 10)\*
6. BC Safety Authority has no jurisdiction over smart meters so does not report fires or failures to anyone. BC SA assumes BC Utilities Commission is getting reports. (EMAIL #11)\*
7. BC Utilities Commission is not getting reports. (EMAIL#12)\*

## III. Unreliable sources

Bill Bennett has referred to a commissioned report, written by former head of the Fire Chiefs Association Len Garis, as proof that the meters do not pose a fire risk. Mr. Garis was paid \$15,000 by BC Hydro, and reported that, based on the Fire Commissioner’s data, there had been no smart meter fires.

<http://tinyurl.com/m3x7b5q>

It is instructive that the only official report attesting to the safety of smart meters was written by a consultant at the behest of BC Hydro, paid to do so by BC Hydro, and who acquired his data exclusively from an agency that is unable to track smart meter fires and failures.

**\*NOTE: all emails referenced this way are to be found in this document, starting on page 9**

## IV. Violations of procedure

### A. Not All Fires Reported:

- Not only are there no codes for meter fires, but not all fires are being reported to the Fire Commissioner, in violation of Section 9 of the Fire Services Act.  
*<http://tinyurl.com/mxxkxjd>*
- Only fires causing “substantial” damage are required by the Fire Commissioner to be reported. Fires that have resulted in little damage, or events that if left unattended would have resulted in a major fire are not being reported. (EMAIL #4)\* One example is the fire at the Sparwood Post Office. (EMAIL #14)\* Other examples are in EMAIL #6\*.
- Documentation required by the Act often is missing many months after the event. When asked why this is lacking, the response was:  
“Local authorities are required to file a report on all fires with the Office of the Fire Commissioner (OFC) however in the event that they fail to do so, there is no information available to the OFC to release in response to a request. In such situations, the local authority would be the only source of the information being sought.” (EMAIL #2)\*

### B. Not All Incidents Reported:

- The Fire Commissioner advised that the Canadian Safety Authority would be tracking smart meter fires and failures, but it appears that no such agency exists. Attempts to locate this entity are redirected to the BC Safety Authority. When asked about tracking of smart meter incidents, BCSA’s initial response was one of dismissal, saying that there had been no smart meters directly linked to fires. (EMAIL #7)\* And therefore, the implication appears to be that BCSA feels there is no need to track smart meter fires and failures.
- The BCSA’s 2012 Incident Summary disproves the statement that there have been no smart meters directly linked to fires. In fact this report implicates smart meters in 10 incidents. (*<http://tinyurl.com/oor2w7m>*)

**CONFLICT:**  
BCSA claims that there have been NO Smart Meter fires ... yet their own summary states that there were 10 smart meter fire incidents.

**\*NOTE: all emails referenced this way are to be found in this document, starting on page 9**

- The BC Safety Standards Act Sec. 36 (<http://tinyurl.com/q39xcrt>) requires persons in charge to report an “incident” to BCSA as soon as reasonably possible. Yet incidents of melting, overheating, or causing “minor” fires are not being reported on a consistent basis. (EMAIL #9)\*
- A prime example occurred in Jan. 2013 in Prince George where a smart meter on a pole outside a summer residence was seen to catch fire. The pole was burned and Hydro was called. Photos were taken by a witness. The meter was taken, and the resident was sent a bill for the new pole.. Reports were requested of Hydro, the Fire Commissioner and BCSA. None were available. (EMAILS 8 & 8A)\* It’s as if it didn’t happen.

### C. No Sharing of Information:

- When the BC Safety Authority does receive reports about a failed smart meter, no information is shared with the Fire Commissioner because BCSA assumes the Fire Commissioner’s Office gets its own report on the incidents. (EMAILS #8-10)\*
- Neither is BCSA able to take any action because it has been precluded from doing so with regard to the Smart Meter Program. They have been told only BCUC has jurisdiction. (EMAIL #11)\*

### D. Precluded From Taking Action:

- BCUC does have jurisdiction over BC Hydro but it confirmed that it does not get reports on fires and failures associated with smart meters. (EMAIL #12)\* And even if they did, according to BCUC, under the Clean Energy Act and Directive 4, they would be precluded from taking action.

### E. Violates Regulations:

1. According to the Safety Standards Act, Sec. 36, nothing must be taken from the scene of the fire until the fire inspector has given his approval. BC Hydro has removed smart meters before the inspector has been able to do his job, and without approval. (EMAIL #14)\*
2. Hydro does not provide reports to BCSA on failures, such as melted or overheated meters, or small fires in which smart meters were involved, as evidenced by the incident accounted in EMAIL #8A\*. This is required under the Safety Standards Act, General Regulations. <http://tinyurl.com/qchysbb>

**\*NOTE: all emails referenced this way are to be found in this document, starting on page 9**

## F. BC Hydro Shifts Damage Cost to Homeowners:

- BC Hydro is the agency with most access to information about fires but it has denied any problems have occurred, putting the onus of responsibility on the homeowners. The policy has been consistent: blame the homeowner's base or home wiring. In many instances homeowners or their insurance companies have had to pay for damage done by incompetent installation or faulty meters.

## G. Deceptive Information:

- Despite BC Hydro's denials to the contrary, when an FOI was submitted asking for information related to any fire or other significant incident relating to smart meters either during installation or after, a report with 26 events occurring from Aug. 2011 to Nov. 2013 was provided. It is at <http://tinyurl.com/m5bpzpw>
- Though Hydro declared that its FOI response was complete. (EMAIL #13)\*, many of the incidents which had been reported to either the BCSA or BC Fire Commissioner, or in newspapers were not included. Examples:
  - Port Alberni fire, Fire Commission report JAG-2014  
<http://tinyurl.com/m2ckq4k>
  - Nanaimo meter failure, Nov. 24. 2011 <http://tinyurl.com/q9maw34>
  - Cloverdale, meter melted, Oct. 2012 <http://tinyurl.com/kmjuct6>

## Conclusion:

So, to the question as to whether Energy Minister Bill Bennett and BC Hydro, the man and the agency, are deceitful or just incompetent when they state that there have been no fires or failures involving ITRON smart meters installed in British Columbia, the facts would appear to speak for themselves.

They knew, or should have known, about the fire risk as early as 2011. Yet they did nothing. Rather, they dissembled, denied, and obfuscated. Their negligence has allowed more fires to occur, endangering both lives and property.



**The evidence is clear that, despite denials by Energy Minister Bill Bennett and BC Hydro, fires HAVE occurred.**

**Watch for our next installment explaining WHY they have occurred.... and will continue to occur.**



“SMART” METERS

EMAIL CORRESPONDENCE

Names of individuals have been removed to respect their privacy. If any MLA wishes to have details, please email [director@stopsmartmetersbc.ca](mailto:director@stopsmartmetersbc.ca).

Email #1

From BC Fire Commissioner’s Office,  
in response to Email 1a, CSSMBC request for fire reports

**From:** JAG:EX - BC Fire Commissioner  
**Sent:** Friday, June 29, 2012 1:18 PM  
**To:** CSSMBC@stopsmartmetersbc.ca  
**Cc:** JAG:EX  
**Subject:** RE: Fire information / 481877



Thanks for your email. I have been asked this question before about house fires and smart meters. **Unfortunately our fire codes used does not drill down enough to see that a fire was caused by smart meter only.** We have more generic codes like power from the road to the house as our codes were developed long before smart meters came along. When we looked into the few fires mentioning electrical distribution equipment (transformers, panel board) as the igniting object the fires were actually not related to smart meters at all.

**Not sure who would be tracking anything smart meter related other than possibly other provinces? The Canadian Safety Authority would be tracking if there are problems with the smart meters and fires.**

Sorry I couldn't be more help.  
*Fire Reporting Systems Officer, Emergency Management British Columbia  
PO Box 9201 Stn Prov Gov, Victoria BC CANADA V8W 9J1  
<http://www.pssg.gov.bc.ca/firecom/> • Ph 250-952-4846 Fax 250-952-5831*

**From:** CSSMBC@stopsmartmetersbc.ca  
**Sent:** Wednesday, June 27, 2012 10:39 AM  
**To:** JAG:EX - BC Fire Commissioner  
**Subject:** Fire information



I have been receiving reports of fires that possibly are related to smart meters in some way. These reports are based on initial information or perception, and follow up has not provided any further clarification on the actual cause.

Do you have any information about smart-meter related fires or explosions that you could share with me? If you do not, can you please tell me where I might be able to find this information?

Thank you  
Sincerely,  
CSSMBC

## Email #2

From BC Fire Commissioner's Office,  
in response to Email 2a, From CSSMBC

**From:** JAG:EX - BC Fire Commissioner  
**Sent:** March 24, 2014 1:59 PM  
**To:** CSSMBC@stopsmartmetersbc.ca  
**Subject:** RE: Request for fire reports

EMAIL  
2

Good afternoon,

In response to your questions regarding the request for copies of fire reports, the process has not changed. The information that you received is that which can be released without review. If you desire further information then a request under the appropriate Freedom of Information process is necessary and this ensures no inappropriate material is released as defined under the Act.

If you wish to submit such a request the link is provided here for your use:

<http://www.gov.bc.ca/citz/iao/foi/>

**Local authorities are required to file a report on all fires with the Office of the Fire Commissioner (OFC) however in the event that they fail to do so, there is no information available to the OFC to release in response to a request. In such situations, the local authority would be the only source of the information being sought.**

Thank you,

*Fire Reporting Systems Officer*

*Emergency Management British Columbia*

*Block A - Suite 200 • 2261 Keating Cross Road • Saanichton BC V8M 2A5 Canada*

*www.embc.gov.bc.ca • Ph 250-952-4846 Fax 250-952-4888*

**From:** CSSMBC@stopsmartmetersbc.ca  
**Sent:** Thursday, March 20, 2014 17:15 PM  
**To:** JAG:EX - BC Fire Commissioner  
**Subject:** RE: Request for fire reports

EMAIL  
2a

Dear (Fire Commissioner),

I very much appreciate your providing these reports.

**As I understand it from reading the various regulations, speaking with fire chiefs, and with the BC Safety Standards, reports on all fire must be filed with your office. If you don't have them, where might I find the others ones?**

According to the Fire Act, Section 20, the fire reports are available to the general public to read, and there is no reference to having to make a special application to the Government's Information Access Operations. Has the Act changed, or is there something about which I am not aware? Your assistance is much appreciated.

Sincerely,  
CSSMBC



“SMART” METERS

EMAIL CORRESPONDENCE

Email #3

From BC Fire Commissioner's Office, in response to CSSMBC's Email 3a requesting specific fire reports

**From:** JAG:EX - BC Fire Commissioner  
**Sent:** March 20, 2014 3:19 PM  
**To:** CSSMBC@stopsmartmetersbc.ca  
**Subject:** RE: Request for fire reports



Good afternoon,

I have gone through and emailed you the fire reports that we have in our system. **The fire reports you did not receive we do not have in our system.**

*Fire Reporting Systems Officer  
 Emergency Management British Columbia  
 Block A - Suite 200 • 2261 Keating Cross Road • Saanichton BC V8M 2A5 Canada  
 www.embc.gov.bc.ca • Ph 250-952-4846 Fax 250-952-4888*

**From:** CSSMBC@stopsmartmetersbc.ca  
**Sent:** Thursday, March 20, 2014 17:15 PM  
**To:** JAG:EX - BC Fire Commissioner  
**Subject:** RE: Request for fire reports



Dear Sir or Madam,

According to Section 20 of the Fire Service Act, fire reports are available to the public. I would like to receive copies of or access to the reports for the following. Can you please provide them or tell me how I might obtain them?

- 1) Aug 23, 2013 (*date of fire*) • Surrey, V3W 2C9 • Owner: xxxxx
- 2) Oct., 2012 • Restaurant • Cloverdale, V3S 4C8 • Owner: xxxxx
- 3) Jan. 13, 2013 • Restaurant • Vernon V1T 5S5 • Owner: xxxxx
- 4) Aug. 17, 2013 • Victoria/Colwood, V9B 1X8 • Owner: xxxxx
- 5) Nov. 17, 2013 • Abbotsford V2S 4X6 • Owner: xxxxx
- 6) Nov. 20, 2013 • Vernon, V1T 7Z3 • Owner: xxxxx
- 7) June 15, 2012 • Mission, V2V 4Y1 • Owner: xxxxx
- 8) Jan, 2013 • Prince George Rural East (Zone 80), Willow River, V0J 3C0  
 • Owner: xxxxxx

Your assistance is appreciated, and I look forward to receiving your response.

Sincerely,  
 CSSMBC



## “SMART” METERS

## EMAIL CORRESPONDENCE

## Email #4

**From BC Fire Commissioner's Office, in response to  
CSSMBC's Email 4a requesting further specific fire reports**

**From:** JAG:EX - BC Fire Commissioner  
**Sent:** April 9, 2014 12:00 PM  
**To:** CSSMBC@stopsmartmetersbc.ca  
**Subject:** RE: Fire Report



Good afternoon,

The event on August 1st, 2012 at **126 Aspen, Sparwood BC did not require a fire report** to be made and submitted to the fire commissioners office. This incident had no flames, no damage, and the fire department was there on standby as a precaution. **If there is no flame, and little or no damage at an incident, no fire report is required.**

Thank you,

*Fire Reporting Systems Officer*

*Emergency Management British Columbia*

*Block A - Suite 200 • 2261 Keating Cross Road • Saanichton BC V8M 2A5 Canada*

*www.embc.gov.bc.ca • Ph 250-952-4846 Fax 250-952-4888*

**From:** CSSMBC@stopsmartmetersbc.ca  
**Sent:** April 7, 2014 12:30 PM  
**To:** JAG:EX - BC Fire Commissioner  
**Subject:** Fire Reports #2



Dear Sir or Madam,

I would appreciate receiving the reports on the following fires.

Thank you for your help and time.

- 1) Dec. 20, 2013 • 1360 block Glenbrook St., Coquitlam, BC • Owner: xxxxx
- 2) June 8, 2012 • 1011 Tobermory Way, Garibaldi Highlands, Squamish, BC V8B 0G1  
• Owner: xxxxx
- 3) Jan. 22, 2013 • 3371 Cazakoff Rd, Nelson, BC V1L 6X7 • Owners: xxxxx
- 4) August 1, 2012 • 126 Aspen, Sparwood, BC V0B 2G0 • Owners: Canadian Postal Service
- 5) Jan, 2, 2014 • 8860 146A St., Surrey, BC • Owner: xxxxx
- 6) Sept. 20, 2013 • 1705 Mill Road, Prince George, BC V2M 7C4 • Owners: xxxxx
- 7) July 31, 2012 • 4683 Margaret St., Port Alberni, BC • Owner: Beaver Creek Building Supplies

Your assistance is appreciated, and I look forward to receiving your response.

Sincerely,  
CSSMBC



## Email #5

**From BC Fire Commissioner's Office, in response to CSSMBC's Email 5a requesting further specific fire reports**

**From:** JAG:EX - BC Fire Commissioner  
**Sent:** July 11, 2014 1:54 PM  
**To:** CSSMBC@stopsmartmetersbc.ca  
**Subject:** RE: Request for fire reports. #4



Hello,

I have attached a one page printout of the Fire Incident Report, of the following of your requests, which outlines the circumstances surrounding the fire incident. This material provides you with a summary of the above noted incident and is in accordance with the Freedom of Information and Protection of Privacy Act.

- 4.2) DWK 2014 04 13 11 01
- 4.3) CKE 2013 12 09 11 01
- 4.4) NCA 2014 03 17 03 01

**The following reports are not available on the Fire Reporting System at this time.** We are following up with the fire departments to confirm attendance and investigation. Your request is on file and we will issue out the report to you as soon as it is submitted to our office.

- 4.1) note. This fire occurred on Aug. 8 2013 (see email July 2/14)
- 4.5) note: This fire occurred on Dec. 28, 2013, (see email July 2/14)

Have a wonderful day,  
*Information Systems Officer/Desktop Publisher*  
 Office of the Fire Commissioner • Emergency Management BC  
 Mailing Address: PO Box 9201 Stn. Prov. Gov't. Victoria BC V8W 9J1

**From:** CSSMBC@stopsmartmetersbc.ca  
**Sent:** Wednesday, July 2, 2014 17:22 PM  
**To:** JAG:EX - BC Fire Commissioner  
**Subject:** Fire Reports #2



Dear (Fire Commissioner)

Would you please provide me with the official reports on the following fires?  
 Thank you, CSSMBC

(Note: The names and specific addresses have been removed for privacy's sake. If any MLA wishes the details, please contact director@stopsmartmetersbc.ca)

- 4.1) Date : Aug. 8, 2013 • Address: 2868 X St. • Owner: XXXXX
- 4.2) Date: April 9, 2014 • Address: #11 1525 X St. • Owner: XXXXX
- 4.3) Date: Dec. 9, 2013 • Address: 960 X St. • Owner: XXXXX
- 4.4) Date: March 17, 2014 • Address: 2259 X St. • Owner: XXXXX
- 4.5) Date: Dec. 28, 2013 • Address: 1370 X St. • Owner: XXXXX

## Email #6

## Exchange between BC Fire Commissioner's Office, (Emails 6 &amp; 6b) and CCSMBC (Email 6a)

**From:** JAG:EX - BC Fire Commissioner  
**Sent:** April 2, 2014 1:53 PM  
**To:** CSSMBC@stopsmartmetersbc.ca  
**Subject:** RE: Fire Report Request



In following up on your request I can advise you of the following information; (note: numbering inserted to your email thread for clarity in response)

1. Your original question asked where information could be found if a report had not been filed with the Office of the Fire Commissioner (OFC). You were advised that the local authority would be the only source in that circumstance. Where the OFC is made aware that a fire report has not been filed, the issue will be followed up as resources and work priorities permit.
2. "What other fires have occurred about which your office knows nothing? – The Local Assistant to the Fire Commissioner (LAFC) in an area where a fire occurs is responsible to investigate and report fires where property is destroyed or damaged (or a death has occurred), providing the LAFC is made aware of the fire occurrence. **It is always possible that a fire is not reported and therefore the OFC would not be aware of it.**
3. For the 5 incidents listed;
  - (1) Oct. 2012 at XXX Cloverdale.. The fire department did not attend this incident and has no records related to it. No report exists. (see: "Our smart meter was melted:" <http://tinyurl.com/comzlwc>)
  - (2) Nov 20, 2013 Vernon. This occurred on First Nations land (Okanagan Indian Band Fire Department). Fires on First Nations lands are not required to be reported to the OFC, they are handled through Aboriginal Affairs Northern Development Canada (AANDC) and request for documentation would be directed through that organization.
  - (3) Aug 23 2013 at Surrey. The fire department has no record of a call for this incident and no investigation or report exists. (see: "BC Meter Fire sparks suspicion of grow-op" <http://tinyurl.com/jw2xelz>)
  - (4) Jan 2013 at XXX Prince George (rural east). Information received indicates that this area may have been served by a very small volunteer department that is no longer in existence. There is no record of any attendance at this incident and no known report available.  
*(A witness reported a smart meter on a pole outside a home burning. Pole burned as did wires. Hydro was called Next day took meter. Sent bill for \$3000 to owner of home for cost of pole.)*
  - (5) Nov 17, 2013 \_\_\_ St, Abbotsford. Where no fire has occurred there would be no fire report submitted. The fire department has confirmed they did not attend this incident and no report was done. The information collected by yourself would not be something that is tracked by the OFC. You may wish to consult with the local government authority with respect to a referral to the proper office to deal with the electrical issues alluded to in the information.  
*(Many appliances damaged, meter hot, malfunctioning, electrician and Hydro attended)*

Fire Reporting Systems Officer  
 Emergency Management British Columbia  
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## “SMART” METERS

## EMAIL CORRESPONDENCE

**From:** CSSMBC@stopsmartmetersbc.ca  
**Sent:** March 26, 2014 17:21 PM  
**To:** OFC, OFC  
**Cc:** JAG:EX; Minister, JAG JAG:EX  
**Subject:** To the attention of the Fire Commissioner: Request for fire reports



Dear Commissioner:

As per the Fire Services Act, Section 20 (2) fire reports are to be made available to the public. As an interested member of the public, I submitted a list of fires about which I wanted to learn more to the Commissioner's Office. \_\_\_\_\_ was kind enough to provide reports on 3 fires, but advised me that she had no information on the others.

According to the Fire Services Act, Section 9, a fire must be investigated within 3 days and a report must be submitted "immediately" to your office. When I asked where the reports for these fires would be, I was told that: "Local authorities are required to file a report on all fires with the Office of the Fire Commissioner (OFC) however in the event that they fail to do so, there is no information available to the OFC to release in response to a request. In such situations, the local authority would be the only source of the information being sought."

I interpreted this to mean that it was left to me to contact local authorities to obtain information about these fires and incidents. Is it not the duty of the OFC, when provided with information that indicates that the local authorities are failing to do their jobs according to the law, that fires that occurred months ago have yet to be reported, to find out why and to obtain those reports?

What other fires have occurred about which your office knows nothing?

If fires are not being reported to the OFC, how can your office do its job of determining if lives and property are at risk from a practice or device? Section 3 states that:

(4) The fire commissioner must help to enforce all enactments on combustibles, explosives and other flammable matter.

Below are details on 5 fires and incidents which I believe fall under the jurisdiction of the OFC. I am providing them to your office and would appreciate your obtaining the appropriate reports and forwarding them to me at your earliest convenience.

Please let me know if you are unable to get this information because I will contact local authorities, be it through the media with whom I am in regular contact.

Respectfully,  
 CSSMBC

1) Oct., 2012 • XX Restaurant • Cloverdale, V3S 4C8 • Owner: xxxxx

Documentation: Our smart meter was 'melted' by Jennifer Lang - Cloverdale Reporter - October 31, 2012:  
<http://tinyurl.com/kmjuct6>

No actual fire occurred, although an electrical device melted and posed a possible risk. Is this type of incident required, the Fire Service Act, to be reported to you? If not, is your officer concerned about such practices/devices that could be considered a fire risk? Where would this incident be reported?

2) Nov. 20, 2013 • Vernon, V1T 7Z3 • Owner: xxxxxxxx

Documentation: Community steps up to assist fire victims by Jennifer Smith - Vernon Morning Star - November 24, 2013: - <http://tinyurl.com/m2bnv5c>



## “SMART” METERS

## EMAIL CORRESPONDENCE

3) Aug 23, 2012 (I gave 2013 initially) • Surrey, V3W 2C9 • Owner: XXXXX

Documentation: BC Hydro meter fire sparks suspicion of grow-op in Surrey by Christopher Reynolds - Vancouver, BC - August 25, 2012:

<http://www.vancouversun.com/technology/Hydro+meter+fire+sparks+suspicion+grow+Surrey/7143042/story.html#ixzz24XpjlmoY>

4) Jan, 2013 • Prince George Rural East (Zone 80), Willow River, V0J 3C0 • Owner: XXXXX

Documentation: ( my notes): Spoke with \_\_\_\_\_ on Sept. 09/13. Phone)

(Prince George area) Jan./13 - Neighbour's pole on which the meter was installed caught fire. Neighbour wasn't there. Burned the pole off. Hydro came first day and removed smart meter and left the jacks in the base, even the melted plastic. Week later returned and took the base. Hydro told the owner that he will have to pay to replace \$3000.

XX got his first smeter Aug. 2011. **Hydro replaced it 2 times, so in total he had 3 meters.** In Jan, after his neighbour's smeter caught fire, XX went to look at his meter and found it had been smoking. **Face was smokey. The base was smoking.** Daughter will take photos of the base. **Very sick from smeter, went off grid and is now well.** Willing to help in any way.

5) Nov. 17, 2013 • Abbotsford V2S 4X6 • Owner: xxxxx

This is another situation where the meter was determined to be a fire risk, but the situation never developed into a fire. Here is the report I received from the owner. If you wish I can send photos of the damages. Could you please tell me if this is the sort of information that the Fire Commissioner's Office should be gathering? If not, who would?

"3 weeks ago we were having several electrical problems with our house. The lights constantly flickered and the house started surging. I had my electrician come asap. We ended up changing all of our breakers. Once this was completed, my dryer would work but there was no heat. So we took the heater coil out to get it replaced. But this piece was over \$100.00 so we decided just to buy a new dryer. This Saturday our new dryer came, we hooked it up and there was no heat again.....So now I am mad as my dryer was fine, and I just wasted \$500.00 on a new dryer.

My electrician came back on Sunday morning, and we found out that there was not enough power going to the dryer outlet. So we decided since all the other breakers were new, we had a feeling that the main breaker was only half working. So we ran to Home Depot got a new main breaker and went to install. Once we did this there was NO power to the house at all. We then put the old breaker back in thinking we may have a default breaker. But then the old one would not work either. We then tested the power coming in from the hydro and it was not what it should be. I then immediately called Hydro. They came out replaced the line and moved it. The technician told me to go flip the breaker to on. So I did this and still no power :( I was very upset by now. The technician then went to test my 'Smart Meter'. **He pulled the meter off and it was melted on the back. The one lug was very wide, and it had burnt the whole inside of the base and open wires. The Hydro technician stated that we were VERY lucky that we still had a house left.**

**"The Hydro technician stated that we were VERY lucky that we still had a house left."**

Our power was off from 10:30-18:10 on Sunday, which was very inconvenient to us all. I have never said no to these meters, but now I will make EVERYONE I know aware of them. This is not acceptable."

EMAIL  
6a





## “SMART” METERS

## EMAIL CORRESPONDENCE



**From:** JAG:EX - BC Fire Commissioner  
**Sent:** March 24, 2014 1:59 PM  
**To:** CSSMBC@stopsmartmetersbc.ca  
**Subject:** RE: RE: Request for fire reports



Good afternoon,

In response to your questions regarding the request for copies of fire reports, the process has not changed. The information that you received is that which can be released without review. If you desire further information then a request under the appropriate Freedom of Information process is necessary and this ensures no inappropriate material is released as defined under the Act. If you wish to submit such a request the link is provided here for your use: <http://www.gov.bc.ca/citz/iao/foi/>

Local authorities are required to file a report on all fires with the Office of the Fire Commissioner (OFC) however in the event that they fail to do so, there is no information available to the OFC to release in response to a request. In such situations, the local authority would be the only source of the information being sought.

*Fire Reporting Systems Officer  
Emergency Management British Columbia  
Block A - Suite 200 • 2261 Keating Cross Road • Saanichton BC V8M 2A5 Canada  
[www.embc.gov.bc.ca](http://www.embc.gov.bc.ca) • Ph 250-952-4846 Fax 250-952-4888*



## Email #7

From BC Safety Authority, in response to  
CCSMBC's inquiry RE: Reporting by Electricians (Email 7a)

**From:** XX@safetyauthority.ca  
**Sent:** February 7, 2014 3:59 PM  
**To:** CSSMBC@stopsmartmetersbc.ca  
**Subject:** How to obtain information re. fire hazards, Smart Meters



Thank you for your inquiry.

Incidents or suspected unsafe electrical wiring and equipment may be reported by anyone but the Safety Standards Act and Safety Standards General Regulation specify specific requirements for persons who must report incidents (see references below). Directive No. D-E3 070115 1 provides further clarification on the definition of incidents and reporting requirements: <http://tinyurl.com/pmh4sl>

**Part of BC Safety Authority (BCSA)'s mandate is to investigate incidents that are reported to us, including fires that may be suspected of having an electrical cause. We are aware there have been a number of reports of fires involving smart meter replacements. To date, our investigations have not directly linked smart meters as the cause of these fires.** We will continue to investigate these and other incidents that are reported to us. Please note that not all incidents are reported to us; and some municipalities administer the Electrical Safety Regulation within their own municipal boundaries. Incidents that occur within the boundaries of a municipal authority would be reported to, and investigated by, those jurisdictions.

As a safety regulator, we believe that the meter replacement program has had some positive impacts for safety in BC. Specifically, we have been working closely with BC Hydro in obtaining reports of unsafe conditions that have been identified through the program, within our jurisdiction. To date, BC Hydro has reported to us over a thousand pre-existing potential hazards that were discovered in the course of meter replacement.

Many of these reported hazards require relatively minor repairs; however, these hazards represent potential electrical fire or shock risks. Together with BC Hydro, we have been able to identify and alert home owners about these hazards before they resulted in an incident.

**Although BCSA presently has no mandate to regulate BC Hydro's power system or equipment (this is the responsibility of the BC Utilities Commission), we are always interested in better understanding the risks associated with electrical safety hazards. We will continue to monitor the safety of the meter bases.**

**References: Safety Standards Act**

36 (1) As soon as practicable after an incident occurs, the person in charge of the regulated product or regulated work, the owner of the regulated product and any other person specified by regulation are responsible for reporting the incident, in accordance with the regulations, to the appropriate safety manager.

(2) A person must not remove, disturb or interfere with anything in, on or about the place where the incident occurred except for the following:

- (a) as is necessary to rescue a person, to prevent personal injury or death or to protect property;
- (b) in accordance with the regulations;
- (c) in accordance with the directions of a safety officer or safety manager.

Safety Standards General Regulation: Duty to report incidents to the appropriate safety manager

34 (1) If any of the following persons attend an incident the person has a duty to report it to the appropriate safety manager:

- (a) a holder of a permit to perform regulated work;
- (b) a person who is authorized to perform or performs regulated work;
- (c) a person who is authorized to operate or operates a regulated product or system;
- (d) an officer or employee of a utility.

(2) The owner of a plant must report an incident to the appropriate safety manager.



## “SMART” METERS

## EMAIL CORRESPONDENCE



**From:** CSSMBC@stopsmartmetersbc.ca  
**Sent:** February-04-14 12:01 PM  
**To:** INFO BCSA  
**Subject:** How to obtain information re. fire hazards

A grey rectangular sticker with rounded corners, featuring the word "EMAIL" in a small font at the top and the number "7a" in a large, bold font below it.

Dear Sir or Madam,

I have been told by the IBEW that electricians are required to report to you any observed fire hazards. As well, if the electrician notes any electrical problem with a smart meter that could be considered a fire hazard he is required to report this to both your office and Hydro.

Can you please tell me what happens with such reports? What would your office do with reports that smart meters are overheating, melting, or in some way are considered a risk? Is BC Hydro required to report to your agency incidents where they discover that a smart meter has caused electrical damage or has overheated, etc? Are local fire depts. required to report incidents where they are called to a home or business because of a problem caused by or with a smart meter?

I understand that in some cases reports are made with the local BCSA offices. Do these offices report dangerous products, devices, etc. to your office?

Your time is appreciated and I look forward to receiving a response at your earliest convenience.

Regards,  
CSSMBC

## Email #8

From BC Safety Authority, in response to  
CSSMBC's inquiry RE: Prince George Incident (Email 8a)

**From:** XX@bcsafetyauthority.ca  
**Sent:** August 1, 2014 12:07 PM  
**To:** CSSMBC@stopsmartmetersbc.ca  
**Subject:** RE: Freedom of Information request



Thank you for your patience in receiving a response to your questions. I apologize for the delay in responding to you but my schedule often does not allow for immediate responses to questions from the public. I would like to suggest that you send your questions directly to our communications officer. She will be able to respond to your questions in a more timely manner. Her contact information is:

BRITISH COLUMBIA SAFETY AUTHORITY • 200 - 505 6th Street, New Westminster BC V3L 0E1  
tel: 778.396.2098 | fax: 778.396.2064 | email: Julie.Hewlett@safetyauthority.ca

I believe that I had included references to sections of the Safety Standards Act and Regulations related to incident reporting. However, in answer to your questions about incident reporting requirements, I have included links to relevant sections below. **It is my understanding that, in BC, fires are typically investigated by local fire departments. Their investigation results are reported to the Office of the Fire Commissioner.** However, fires may also be investigated by other agencies, such as the Coroner's Service, or local police departments. Furthermore, other agencies, such as BCSA or WorksafeBC may investigate fires within their own authority and jurisdiction, or participate in fire investigations being conducted by other agencies if requested.

As mentioned in previous messages, BCSA conducts investigations of reported incidents related to regulated products or work. **Our investigations are intended to identify potential equipment failures or contributing factors related to incidents suspected of having been caused by regulated products or work. However, our investigations are not generally intended to identify fire causes.**

[http://www.bclaws.ca/EPLibraries/bclaws\\_new/document/ID/freeside/00\\_03039\\_01#section36](http://www.bclaws.ca/EPLibraries/bclaws_new/document/ID/freeside/00_03039_01#section36) (<http://tinyurl.com/q39xcr>)

[http://www.bclaws.ca/EPLibraries/bclaws\\_new/document/ID/freeside/18\\_105\\_2004#section34](http://www.bclaws.ca/EPLibraries/bclaws_new/document/ID/freeside/18_105_2004#section34) (<http://tinyurl.com/qchysbb>)

I hope that helps.

BRITISH COLUMBIA SAFETY AUTHORITY • 104 - 34143 Marshall Rd, Abbotsford BC V2S 1L8

tel: 604.851.7018 | cell: 604.308.3559 | toll free: 1.866.566.7233 • [www.safetyauthority.ca](http://www.safetyauthority.ca) | Safe technical systems. Everywhere.

**From:** CSSMBC@stopsmartmetersbc.ca  
**Sent:** Tuesday, July 29, 2014 9:26 PM  
**To:** BCSA  
**Subject:** Freedom of Information request



**Please find attached () a response to my request for information about an incident that occurred in Prince George. I have the details of this event, and it was one in which the meter caught fire, burned a pole on which it was attached, and BC Hydro attended.** Fortunately the meter was not attached to the home and only the pole was destroyed. Is this not, according to your regulations, supposed to have been reported to the BC Safety Authority?

If you do not require a report on such an incident, could you please explain the rationale? I would like to understand what agency is responsible for ensuring that the fire risks are properly identified and that appropriate measures are taken to protect the public.

Sincerely, CSSMBC

## Email #9

From BC Safety Authority, in response to  
CSSMBC's request for clarification (Email 9a)

**From:** XX@bcsafetyauthority.ca  
**Sent:** July 10, 2014 12:04 PM  
**To:** CSSMBC@stopsmartmetersbc.ca  
**Subject:** RE: Information regarding BCSA and Smart Meters



As per my previous email, BC Safety Authority (BCSA) does not forward copies of our investigation reports to the fire commissioner unless requested, as they receive their own reports on fire investigations from fire departments. I would suggest you contact the office of the fire commissioner directly with any questions about their policies and practices.

BCSA only investigates fires and drafts investigation reports on incidents that are reported to us; not all fires are reported to BCSA.

With regard to your request for additional incident details for 2011, enquiries about and requests for non-published information should be directed to our Records Information and Privacy Analyst, R.

BRITISH COLUMBIA SAFETY AUTHORITY • 200 - 505 6th Street, New Westminster BC V3L 0E1  
 tel: 778.396.2098 | fax: 778.396.2064 | toll free: 1.866.566.7233 • www.safetyauthority.ca | Safe technical systems. Everywhere.

**From:** CSSMBC@stopsmartmetersbc.ca  
**Sent:** July-09-14 5:24 PM  
**To:** BCSA  
**Subject:** Information regarding BCSA and Smart Meters



Thank you for this very quick response, and for the links to the information.

May I please ask for a clarification. As I understand it from the provincial fire commissioner, a report is filed to him only if there is significant damage. So in the event that there is an electrical fire or potentially dangerous situation that is handled by the fire department, Hydro, an electrician or the individual, and the damage was insignificant (I do not know the determining amount) no report is filed with the commissioner, but the report is filed with BCSA.

As I understand it, for example if there were an overheated smart meter that smoked and melted, Hydro would replace it and is supposed to report it to you but would not report it to the fire commissioner. Would this sort of information be provided to the fire commissioner, whose job it is to identify fire hazards and warn the public?

A prime example is that of the fire at Sparwood Post Office on Aug. 1, 2012. The fire department attended and prevented the fire from spreading. No report was submitted to the fire commissioner so I was referred to the BCSA, where I was able to obtain a report.

Clarification would be much appreciated.

The 2011 report does not contain incidents summaries like those provided in Appendix A of both 2012 and 2013 reports. Were the incident summaries in another document? If so, could you please send it to me?

Thank you very much for your help.

Sincerely, CSSMBC



## “SMART” METERS

## EMAIL CORRESPONDENCE

## Email #10

**From BC Safety Authority, in response to CCSMBC's inquiry  
RE: incident Report forwarding (Email 10a)**

**From:** XX@bcsafetyauthority.ca  
**Sent:** July 9, 2014 2:58 PM  
**To:** CSSMBC@stopsmartmetersbc.ca  
**Subject:** RE: Information regarding BCSA and Smart Meters



Your request for information was forwarded to me for response by S.

**In response to your question about forwarding documents to the fire commissioner, BC Safety Authority does not forward copies of our investigation reports to the fire commissioner unless requested, as they receive their own reports on fire investigations from fire departments.**

BC Safety Authority publishes summarized incident data annually in our State of Safety Report. Copies of the 2011, 2012 and 2013 reports can be found on our website at the following links:

<http://www.safetyauthority.ca/publications/state-safety-report-2013> (<http://tinyurl.com/ockptvt>)  
<http://safetyauthority.ca/publications/state-safety-report-2012> (<http://tinyurl.com/oor2w7m>)  
<http://www.safetyauthority.ca/publications/state-safety-report-2011> (<http://tinyurl.com/qe5r2n9>)

Thank you for your interest in safe technical systems.

BRITISH COLUMBIA SAFETY AUTHORITY • 200 - 505 6th Street, New Westminster BC V3L 0E1  
 tel: 778.396.2098 | fax: 778.396.2064 | toll free: 1.866.566.7233 • [www.safetyauthority.ca](http://www.safetyauthority.ca) | Safe technical systems. Everywhere.

**From:** CSSMBC@stopsmartmetersbc.ca  
**Sent:** Wednesday, July 02, 2014 5:04 PM  
**To:** BCSA  
**Cc:** commission.secretary@bcuc.com; John Horgan. Leader NDP;  
 mike.farnworth.mla@leg.bc.ca;  
**Subject:** Information regarding BCSA and Smart Meters



Dear (BCSA),

I have reviewed the information available on - <http://www.safetyauthority.ca/safety-information/incident-data> which pertains to incidents occurring since Jan. 2014. Thank you for providing the link.

**Can you please tell me if the reports on fires or risks identified are forwarded to the provincial fire commissioner for his records? Is there any more information about individual incidents that I could obtain that would allow me to obtain reports from the fire commissioner?**

In response to my request for similar summaries for the years 2011- 2013, you provided the following link to the data for 2013: [www.safetyauthority.ca/sites/default/files/incidents\\_to\\_12-31-2013.xlsx](http://www.safetyauthority.ca/sites/default/files/incidents_to_12-31-2013.xlsx).

Unfortunately it does not work. Can you please provide the information for the 3 years, as above?

I appreciate your help in obtaining this information.

Thank you very much for your help.

Sincerely, CSSMBC

## Email #11

From BC Safety Authority, in response to CCSMBC's request for structure clarification (Email 11a)

**From:** XX@safetyauthority.ca]  
**Sent:** June 13, 2014 5:18 PM  
**To:** CSSMBC@stopsmartmetersbc.ca  
**Subject:** RE: Information regarding BCSA and smart meters



I have provided responses to your additional questions below (in blue).

**CCSMBC Original Question/Comment:** The summaries of incidents at <http://www.safetyauthority.ca/safety-information/incident-data> (<http://tinyurl.com/pzxusv6>) pertain only to incidents occurring between January 1–April 30, 2014. Could you please tell me how I might access the summaries for incidents occurring from January 2011–Dec. 31, 2013?

**BCSA RESPONSE:** Incident report summaries for 2013 are available in Appendix A BCSA's State of Safety Report for the corresponding year. State of Safety Reports are publicly available on our website. The 2013 State of Safety Report is available at: <http://www.safetyauthority.ca/publications/state-safety-report-2013>. Archived State of Safety Reports can be found at: <http://www.safetyauthority.ca/publicationarchive>.

**CCSMBC Original Question/Comment:** I would like to confirm my understanding with regard to BC Hydro's smart meter program: **1.** The BC Safety Authority has no responsibility other than to gather information as provided by BC Hydro and local authorities regarding incidents and hazards because BC Hydro is exempted under the Safety Standards Act in every regard.

**BCSA RESPONSE:** BC Safety Authority does have limited authority over BC Hydro but not in respect of the smart meter program. I have provided applicable excerpts below.

**CCSMBC Original Question/Comment:** **2.** The BC Utilities Commission, which normally would ensure that regulations are followed, has no authority over any aspect of BC Hydro's smart meter program as per the Clean Energy Act.

**BCSA RESPONSE:** I am unable to answer this question, as BC Safety Authority does not have authority or expertise in the legislation or operations of other agencies. Please contact the BC Utilities Commission for an explanation about the extent of their authority.

**CCSMBC Original Question/Comment:** **3.** Accordingly, there is no agency or authority that has the authority to ensure that BC Hydro follows safety or reporting regulations. Also, BC Hydro is the only agency that can provide information with regard to safety testing of its equipment.

**BCSA RESPONSE:** BC Safety Authority does not have authority or expertise in the legislation or operations of other agencies. The BC Utilities Commission should be able to provide you with some guidance in that regard.

**Application to utilities**

3 (1) This regulation, except for section 3.1, does not apply to a public utility as defined in the Utilities Commission Act in the exercise of its function as a utility with respect to the generation, transmission and distribution of electrical energy.

(2) Despite subsection (1), this regulation applies to the electrical equipment owned or in the possession or control of a public utility if the electrical equipment is not used directly in the generation, transmission and distribution of electrical energy.

**Hydro and Power Authority Act:**

Application of other statutes

32 (1) Despite any specific provision in any Act to the contrary, except as otherwise provided under this Act, the authority is not bound by any statute or statutory provision of British Columbia.

(7) The following Acts and provisions apply to the authority:


(w.1) the Safety Standards Act in respect of electrical equipment and regulated work respecting electrical equipment as those terms are defined under that Act;

(w.2) section 19.2 of the Safety Standards Act



## “SMART” METERS

## EMAIL CORRESPONDENCE



**From:** CSSMBC@stopsmartmetersbc.ca  
**Sent:** Monday, June 2, 2014 10:12:29 AM  
**To:** BCSA  
**Cc:** commission.secretary@bcuc.com; John Horgan. Leader NDP;  
mike.farnworth.mla@leg.bc.ca;  
**Subject:** Information regarding BCSA and Smart Meters



Dear (BCSA)

Thank you very much for your response.

The summaries of incidents at <http://www.safetyauthority.ca/safety-information/incident-data> (<http://tinyurl.com/pzxusv6>) pertain only to incidents occurring between January 1 –April 30, 2014. Could you please tell me how I might access the summaries for incidents occurring from January 2011- Dec. 31, 2013?

I would like to confirm my understanding with regard to BC Hydro's smart meter program:

1. The BC Safety Authority has no responsibility other than to gather information as provided by BC Hydro and local authorities regarding incidents and hazards because BC Hydro is exempted under the Safety Standards Act in every regard.
2. The BC Utilities Commission, which normally would ensure that regulations are followed, has no authority over any aspect of BC Hydro's smart meter program as per the Clean Energy Act.
3. Accordingly, there is no agency or authority that has the authority to ensure that BC Hydro follows safety or reporting regulations. Also, BC Hydro is the only agency that can provide information with regard to safety testing of its equipment.

I would appreciate it very much if you would kindly advise me if anything I've said above is inaccurate.

Thank you for your time and assistance,

Sincerely, CSSMBC





## “SMART” METERS

## EMAIL CORRESPONDENCE

## Email #12

From BC Utilities Commission, in response to CCSMBC's inquiry RE: incident Report forwarding (Email 12a)

**From:** BCUC:EX  
**Sent:** July 23, 2014 2:56 PM  
**To:** CSSMBC@stopsmartmetersbc.ca  
**Subject:** RE: Information re. smart meter incidents



Thank you for your follow-up email to the BC Utilities Commission.

**Unfortunately, the information you are requesting is not available as no such reports are provided to the Commission.**

Thank you again for contacting the Commission.

Regards,

*British Columbia Utilities Commission*

*6th Floor, 900 Howe Street, Box 250, Vancouver, B.C. V6Z 2N3*

*Website: www.bcuc.com • Phone: 604.660.4700 | Fax: 604.660.1102 | Toll Free: 1.800.663.1385*

**From:** CSSMBC@stopsmartmetersbc.ca  
**Sent:** Monday, July 14, 2014 11:05 AM  
**To:** BCUC:EX;  
**Subject:** Information re. smart meter incidents



Dear (BCUC),

I have been told about several incidents involving smart meters which have or could have resulted in damaged property or worse.

BC Safety Authority told me that when incidents are reported to BCSA that involve any BC Hydro equipment,, they have some limited authority to take action, except for smart meters – where they have none.

I was lead to believe that BCUC has this authority. Could you please tell me if the Commission does require reports on any fire or other incident involving smart meters or other components of the grid where a risk or potential risk to safety has occurred? If so, could you please tell me how I might access this information?

Thank you.

Sincerely, *CSSMBC*



## “SMART” METERS

## EMAIL CORRESPONDENCE

## Email #13

**From BC Hydro, in response to CCSMBC's inquiry  
RE: status report (Email 13a)**

**From:** XX@bchydro.com  
**Sent:** June 23, 2014 8:30 AM  
**To:** CSSMBC@stopsmartmetersbc.ca  
**Subject:** RE: Freedom of Information and Privacy Request No. 201.20.2015-004



The summary is complete. Thank you.

Regards,

*British Columbia Utilities Commission*

*6th Floor, 900 Howe Street, Box 250, Vancouver, B.C. V6Z 2N3*

*Website: www.bcuc.com • Phone: 604.660.4700 | Fax: 604.660.1102 | Toll Free: 1.800.663.1385*

**From:** CSSMBC@stopsmartmetersbc.ca  
**Sent:** 2014, June 22 12:49 PM  
**To:** BCHydro  
**Subject:** Freedom of Information and Privacy Request No. 201.20.2015-004



Dear (BC Hydro)

The response to my request dated June 17 was received on Friday, June 20. Thank you.

May I please ask if the summary of electrical events that was included is complete, or is there more information forthcoming?

Thank you.

Sincerely, *CCSMBC*



## Email #14

FOIPPA BC Safety Authority, 2014-65 (<http://tinyurl.com/oxyaqsh>)

Safety Authority Incident Report - Investigation Date: 2012/08/07

**Executive Summary:**

A fire in a meter base on August 3 2012, at the Canada Post building 126 Aspen Drive, Sparwood B.C. The fire was contained to the meter base. There was no reported injuries. **This incident was not reported to the B.C. Safety Authority until August 7 2012.** The cause was not determined.

**Cause Summary:**

Cause is undetermined. Due to the fact that the **B.C. Safety Authority, was not given a opportunity to inspect the damaged meter base, cause can not be determined.** As the fire occurred in the meter base that was connected and had a new smart meter installed, **there is no way to know if the cause was from a damaged meter base or from the smart meter.**

(highlighting and emphasis is mine).