



February 12, 2016

Dear Customer,

RE: NET METERING

As you are aware, BC Hydro has been transitioning to the use of smart meters. Our records indicate that you are still using an analog meter and that you have applied to the Net Metering program and have been authorized to connect your generation to the grid. To continue to participate in the NM program, you are required to install a bi-directional meter as set out in our tariff.

We had been working on an alternative interim solution for you that would allow you to retain your analog meter until your meter expired. Unfortunately, that interim solution was not viable as it makes us non-compliant with Measurement Canada's regulation. It also contradicts the current Net Metering tariff.

Given that you are a Meter Choice customer, your options are as follows:

1. Accept a replacement meter that is a radio-off meter. A radio-off meter is a smart meter with the radios turned off. You can confirm that the radio is turned off by watching the meter display cycle through its screens: on smart meters where the radios are turned off one of these displays reads "RF OPT OUT"; or
2. Retain your analog meter until it expires and terminate your participation in the NM program. After your meter expires, you will be provided with a radio-off smart meter.

We ask that you contact Alevtina Akbulatova with your preferred option by March 11, 2016. If you have any questions about your options, Alevtina can be reached at 604-623-3878.

Sincerely,

A handwritten signature in black ink, appearing to be 'Joanne McKenna', written over a horizontal line.

Joanne McKenna  
Sr. Manager, Corporate Affairs

Cc: Customer Services Operations



May 18, 2016

Dear Mr. and Mrs.

FOR SERVICE AT:  
ACCOUNT NUMBER:

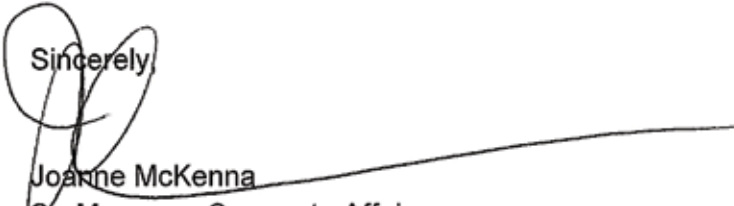
We acknowledge receipt of your email dated April 19, 2016 and your decision to not accept a smart meter with radio off at this time.

As the current analog meter is non-compliant with Measurement Canada's regulation for Net Metering, we have terminated your participation in the Net Metering program. This means that you no longer have BC Hydro's authorization to have generation connected to the grid.

In addition, to ensure safety, we require your confirmation that you have disconnected your solar PV system from our grid. Please contact Alevtina Akbulatova at 604-623-3878 with your confirmation by Monday, May 30, 2016. In absence of your confirmation, we will be required to disconnect your electricity service. We encourage you to contact us to avoid unnecessary reconnection fees.

Should you alter your decision to accept a smart meter, standard or radio-off, please call Customer Metering at 1-800-409-8199 to discuss your meter choice options. Once you have an installed smart meter, you can apply to the Net Metering program. We look forward to hearing from you.

Sincerely,



Joanne McKenna  
Sr. Manager, Corporate Affairs

cc: Customer Services Operations