

**Fred James**

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February 22, 2017

Ms. Erica Hamilton  
Commission Secretary  
British Columbia Utilities Commission  
Sixth Floor – 900 Howe Street  
Vancouver, BC V6Z 2N3

Dear Ms. Hamilton:

**RE: British Columbia Utilities Commission (BCUC or Commission)  
British Columbia Hydro and Power Authority (BC Hydro)  
Radio-off Meter Communications with Network  
BC Hydro follow-up response to Commission Staff Questions**

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In our January 27, 2017 response to Commission Staff questions issued December 28, 2016 regarding radio-off meters communicating with the network, BC Hydro noted that we had recently discovered three additional radio-off meters that were communicating.

These radio-off meters had the Carbon 2 Register firmware, which was different than the initial issue related to meters with Carbon 1 Register firmware. We indicated our initial assessment was the radios were left on because of human error when disabling the radio, but that we had sent the three meters to the meter manufacturer (Itron) for further testing. We also stated we would provide an update once we receive the test results.

We have now received Itron's test results, which indicate the issue with these communicating radio off meters is not related to the Carbon 2 Register firmware. It has been determined there was human error associated with configuring the three identified meters as being radio-off. Final validation checks to visually confirm the "OptOut" message on the meter display was not done during installation of the meters.

We note the control procedures described in our earlier response were effective in detecting these communicating radio-off meters. To avoid similar situations in the future we have reinforced the field installation process to ensure the meter display is checked after an update using the tablets, which are the tools used to turn the radio on or off, to visually confirm the "OptOut" message.

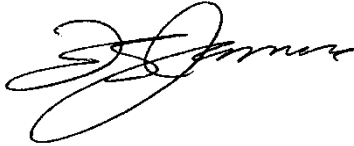
Additionally, BC Hydro will soon be updating both the tablet software and meter firmware to provide confirmation on whether the radio is off or on.

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**Page 2 of 2**

For further information, please contact Geoff Higgins at 604-623-4121 or by email at [bchydroregulatorygroup@bchydro.com](mailto:bchydroregulatorygroup@bchydro.com).

Yours sincerely,



Fred James  
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