



# Press Release

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## Haldimand County Hydro begins installation of Smart Meters

**Caledonia, ON (July 23, 2009)** --- Homes across Haldimand County are about to get "smart" as Haldimand County Hydro launches the County-wide installation of new electricity meters. The replacement of approximately 18,000 residential meters with a new "smart meter" began on July 22 and is expected to be completed in approximately six months.

Residents who have an outside meter will not need to be at home when the smart meter is installed. However, if the meter is not accessible, a representative of Olameter, the company contracted by Haldimand County Hydro to do the installations, will call and book an appointment. There will be a short power interruption during the meter exchange, but it should not affect the temperature in refrigerators or freezers. Clocks and timers on equipment will have to be reset. An information package on smart meters will be left at each location.

**Olameter representatives will carry identification and will not be asking for your hydro bill. No contracts are required and the customer doesn't need to sign any documents.**

"A smart meter has the ability to measure how much electricity is used on an hourly basis and the time of day it was used, however, it is important to note that for now, nothing will change for our customers other than the installation of a new meter. The smart meter will continue to work just like the old meter, will be read monthly and customers will continue to be billed the same way and at the current electricity rates," said Jane Albert, Consumer Services Manager, Haldimand County Hydro Inc.

All residential and small businesses in Ontario will have a smart meter by the end of 2010. However, the timing of the installations varies from community to community.

Further information is available at [www.haldimandcountyhydro.ca](http://www.haldimandcountyhydro.ca). Information on the province-wide smart meter initiative is available at [www.Ontario.ca/smartmeters](http://www.Ontario.ca/smartmeters).

For More Information:  
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## ***Haldimand County Hydro Smart Meter Installation – Background***

- Crews from Olameter, the company contracted by Haldimand County Hydro, will begin installation of approximately 18,000 residential smart meters across Haldimand County Hydro's service territory July 22<sup>nd</sup> and continue for approximately six months.
  - An information package on smart meters and energy conservation will be provided at each residence when the installation has been done.
  - The installers from Olameter will carry identification and will not be asking for your hydro bill. No contracts are required and the customer doesn't need to sign any documents.
  - Homeowners are not required to sign with an electricity retailer because they have a smart meter. Always review any retailer contract you are offered in detail prior to making a decision.
  - Residents who have an outside meter do not need to be home when the meter exchange is being done. Homeowners are asked to ensure the area around their current electricity meter is clear and easily accessible.
  - If the current electricity meter is located inside, a representative of Olameter will be in contact to book an appointment.
  - The time involved in installing the smart meter will vary from location to location, but is estimated to take an average of 10 – 15 minutes.
  - The installation process in most locations will not be difficult because smart meters typically fit into the same standard meter base used by current meters.
  - For the safety of the installation crew, there will be a short power interruption during the meter exchange. Clocks and timers will need to be reset but the brief interruption should not affect the temperature in refrigerators and freezers.
  - Once the new smart meter is installed, homeowners are not required to take any further specific steps for the meter to work.
  - Until Haldimand County Hydro implements the "time of use" rate structure, there will be no immediate change to how electricity rates work and how Haldimand County Hydro customers are currently billed for electricity.
  - Ontario is introducing smart meters—along with a "time-of-use" (TOU) electricity price structure—to help consumers manage their electricity costs, while helping Ontario to build a more efficient, more environmentally sound electricity system. Between now and 2025, Ontario will replace about 80 per cent of its electricity system.
  - Residents cannot choose whether or not to have a smart meter. Smart meters will be standard province-wide. Under Ontario's Smart Meter Initiative, all residential and small business electricity consumers across the province will receive a smart meter by the end of 2010.
  - Residents of Haldimand County Hydro's neighbouring municipalities are getting smart meters on various installation schedules. For example, installation in Norfolk County and the City of Hamilton are underway, Brantford is scheduled to begin in August and Brant County in May 2010.
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