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Dear Customer,

Innisfil Hydro is pleased to support the provincial government's goal of installing a **smart meter** in every Ontario home and small business by December 2010. We are scheduled to have smart meters installed in Innisfil during the months of September 2009 through February 2010. Smart meter installation is a simple process that will occur between the hours of 8 a.m. and 6 p.m. There's nothing you need to do to prepare for it and you do not need to be home during the installation.

You WILL NOT be asked to show your hydro bill or be asked to sign a contract.

Here's what you can expect the day our installer comes to your property:

- Our meter installers will knock on your door before they start the installation. Even if you're not at home, we'll proceed with the installation and leave you an information package to let you know that your smart meter has been installed.
- The installation will take only a few minutes to complete, but it requires that we shut off your power during that time. So, you may need to reset your clocks and other electronic devices and we apologize for this inconvenience.
- In cases where meters are located indoors or are inaccessible for other reasons, we may not be able to install a meter at the first visit. However, we will return in the future to complete the installation. We will leave a card with a phone number for you to call to arrange a time for the installation.

For now, your new meter will work just like your old meter. In the future, when smart metering systems are fully functional and time-of-use rates are implemented (planned for 2011), you'll have a new energy management tool to help you manage your electricity use and costs, reduce strain on the electricity system and help the environment. Please note that customers that have signed fixed price contracts with electricity retailers will not be able to take advantage of lower cost off-peak electricity, for the duration of the contract, but will still get a smart meter installed.

Three smart things your new meter will do in the future:

1. Measure how much electricity you use and when you use it and send this information to us wirelessly.
2. Make time-of-use rates (different prices at different times of the day) possible, providing you a new way to manage your electricity use and bills. **These meters will allow you to take advantage of lower cost off-peak electricity.**
3. Eliminate the need for estimated bills under normal conditions and help us better manage power outages.

The day the smart meter is installed we will leave more information including a brochure *Getting Smart About Smart Meters* to help answer your questions about smart meters and time-of-use rates. To learn more about energy conservation and to take advantage of one of our optional conservation programs, please visit our web site at www.innisfilhydro.com.

Over the next year we'll keep you updated on the latest smart meter news and when they will become fully operational. At Innisfil Hydro we're committed to helping Ontario build a conservation culture and the installation of your smart meter is an important step in achieving this goal. Learn more at www.innisfilhydro.com or call us at 1-705-431-4321 or 1-705-458-4329.