ERICA HAMILTON
COMMISSION SECRETARY
Commission.Secretary@bcuc.com
web site: http://www.bcuc.com

SIXTH FLOOR, 900 HOWE STREET, BOX 250
VANCOUVER, BC CANADA V6Z 2N3
TELEPHONE: (604) 660-4700
BC TOLL FREE: 1-800-663-1385
FACSIMILE: (604) 660-1102

Log No. 45061

VIA EMAIL
bchydroregulatorygroup@bchydro.com

November 6, 2013

BC HYDRO SMART METER CHOICES PROGRAM EXHIBIT A2-3

Ms. Janet Fraser
Chief Regulatory Officer
British Columbia Hydro and Power Authority
16th Floor, 333 Dunsmuir Street
Vancouver, BC V6B 5R3

Dear Ms. Fraser:

Re: British Columbia Hydro and Power Authority
Application for Approval of Charges Related to Meter Choices Program

Commission staff submit the following document for the record in the above noted proceeding: Towngas – Report Meter Reading.

Yours truly,

Erica Hamilton

EC/yl
Enclosure
cc: Registered Interveners
(BCH-MeterChoice-RI)

BC HYDRO SMART METER
CHOICES PROGRAM EXHIBIT A2-3

Household

News & Promotion
Appliance Gallery
Customer Service
- Six-star Service
- Customer Centres
- Open/ Close Account
- Report Meter Reading
- Billing Service
- Bill Payment
- Tariff
- Customer Service Hotline
- Maintenance Service
- Regular Safety Inspection
- Service Pledge
- Customer Focus Team

Mia Cucina Kitchen Cabinet Service
Towngas Card
Insurance Service
Useful Tips

Report Meter Reading

Our meter reader pays regular visits to your home to take the gas meter reading. If we cannot gain access to read the meter, we estimate the gas consumption based on previous records.

How to get an accurate consumption record each month?

It's easy. You can call our Self-reading Hotline at 2880 5522 on the date specified in your gas bill, or report your meter reading at our Towngas eService Centre.

You may also report the meter reading on any other date, and the reported reading will be used as a basis to estimate your monthly gas consumption.

How to use the Self-reading Hotline?

Our Self-reading Hotline is equipped with a voice recognition function. You may either key in or read out data over the phone. Just follow these simple steps:

Have your Towngas account number ready. You can find it on the top right-hand corner of your gas bill.

Write down the WHITE digits displayed in the window on the gas meter.
Read from left to right and ignore the RED digit.

Dial our 24-hour Self-reading Hotline 2880 5522.

Select the language: 1 for Cantonese; 2 for Putonghua; 3 for English.

Key in or read out your Towngas account number and confirm it when requested.

Key in or read out your meter reading.
Please do not hang up until you have confirmed your reading.
Confirm it when requested.

Quick Links

Media Centre
Cooking Centre
Appliance Gallery
eService Centre

How can I remember to report meter reading?

We offer a Self-reading Reminder Service to help you report your meter reading. This service operates through the telephone system or email. Once you have registered for the service you will receive a telephone call or email on the specified date of each month to remind you to report your meter reading.

The service is free of charge and you can register anytime you like at our Towngas eService Centre.

How to report my meter reading when I receive a Self-reminder Service call?

When you receive our call

1. Key in / read out (1) to select report meter reading.
2. Write down the WHITE digits displayed in the window on the gas meter, reading from left to right and ignoring the RED digit (our system will allow sufficient time for you to do so).
3. Key in / read out your meter reading.
4. Key in / read out (1) to confirm the meter reading.