

THE CORPORATION OF THE TOWNSHIP OF HORTON

SPECIAL COUNCIL MEETING

SMART HYDRO METERS

August 18, 2009

There was a Special Meeting of Council held in the Municipal Council Chambers on Tuesday August 18, 2009. Present were Deputy Mayor Bob Hall, Councillors Dave Bennett, Don Eady and Bob Kingsbury. Mayor Johnston was away on vacation. Also present in the audience were Earl and Marilyn Newberry, Bob Barker, Robert E. Johnston, Jeff Vaive and Karen Mullins.

1. CALL TO ORDER

Deputy Mayor Hall called the meeting to order at 7:00 p.m. and welcomed everyone to this Meeting and asked Council and Staff to introduce themselves.

2. DECLARATION OF PECUNIARY INTEREST

There was no declaration of pecuniary interest by members of Council.

3. HYDRO-ONE SMART METER PRESENTATION

Present from Hydro-One were Carrie-Lynn Ognibene, who is Senior Advisor with Corporate Relations Hydro One and Dave Watts Customer Service. Also in the audience was Grant Eady and Mike Merchand, local Hydro One employees.

Carrie-Lynn Ognibene thanked everyone for the opportunity to review the individual hydro bills that were sent to her and she introduced Dave Watts, who provided a presentation.

Mr Watts said there were three parts to the presentation tonight, Billing, Smart Meters and Time of Use Rates.

Billing

Mr Watts started the presentation with a review of the Hydro Bill and listed general reasons why a bill might be higher than a customer expects. An example from this area was a colder January 2009 versus 2008. He summarized the eighteen enquiries from Horton that they reviewed. Of the eighteen requests to review, nine people have been contacted directly, seven of which are satisfied, six people have had voice messages left and have not been resolved and two they have been unable to contact, as they do not have an answering machine, but they are continuing to try and contact them.

The customer should contact the Call Centre if they have a question with the bill. At the Call Centre they can ask for personal advice from the Worker. If they are unsatisfied with the results of the conversation they can request a meter test, if they are still unsatisfied after the meter test they can contact Measurement Canada, a Federal Agency that controls measurements.

Dave Watts asked for questions at this point concerning billing. Marilyn Newberry questioned an error in their meter reading and reviewed her call centre experience. Bob Barker said he had concerns, but believes that they have been resolved as the kilowatts were adjusted. Jeff Vaive asked who calibrates the meters, is there a certificate of calibration? Mr Watts said this will be discussed in the next section. Karen Mullins noted that she has not been contacted yet.

Earl Newberry commented that he was sent a revised bill that is reduced exactly \$100.00 which surprised him as he expected not to see a whole number. Bob Barker asked when the debt charge that is on the bill will expire? Carrie-Lynn stated that it is estimated that this will end between 2014 and 2018. Bob Kingsbury asked when the estimates will stop, noting that there are two estimate bills and then one actual bill in a three month cycle. Dave Watt said that when Smart Meters are fully functional in 2011 they will start with monthly meter reading automatically.

Smart Meters

Dave Watts said that all residential and small business will get a smart meter by the end of 2010. There are five standards that the meters have to meet, example CSA and ULC. With each shipment of meters received samples are taken from the shipment to be checked by Hydro One and in addition Measurement Canada checks the meters as well.

An interesting note was that the Smart Meters communicate with Hydro One the amount of kilowatts used, but they also indicate when the power goes off.

Time of Use Electricity Rates

Dave Watts said the Time of Use Rates are to address peak demands, higher demand costs more. Load rates are different between summer and winter. In summer the peak is between 1:00 and 5:00 in the afternoon for air conditioning and in winter time there are two peaks between 7:00 and 11:00 in the morning and between 5:00 to 9:00 at night. The lowest prices under time of use will be at night and weekends and holidays.

Bob Kingsbury noted that this may seem to be discriminating against seniors, as the cheaper time is when they are sleeping. Dave Watts said that the requirement for time of use is a pass through requirement from the Province, this is not something Hydro One decided upon. He added though for the average consumer the bill will be neutral and if you want to benefit you can shave dollars off the bill by using off-peak hours.

People ask what can be done as a consumer. Mr Watts said that the most expensive type of hydro useage is heating or cooling air or water. He also noted that there is phantom hydro useage which are TVs and VCRs etc that are switched off but really still have power going to them. They should be turned off by a timer or power bar.

Dave Watts reviewed seven myths that he has encountered with his two year experience with Hydro One and Smart Meters.

Deputy Mayor Hall asked for final questions and thanked the speakers for their presentation and the ratepayers for attending.

Councillor Bennett noted that if Ratepayers had concerns and that we will meet with them to provide assistance if possible.

Councillor Kingsbury thanked Hydro One representatives for attending and invited the Ratepayers to attend Council meetings in the future with concerns they have on any issue.

Councillor Eady said he was glad to hear from the Ratepayers and glad to know that we have been of help. We need the Ratepayers to keep us advised of what their concerns are.

5. OTHER BUSINESS

There was no other business.

6. CONFIRMING RESOLUTION

Moved by Bob Kingsbury, seconded by Dave Bennett

That Council pass this confirming resolution to cover any actions or directions given during the open portion of this Special Council Meeting which are minor in nature and which were not set out in By-law of Resolution.

Carried.

7. ADJOURNMENT

Moved by Don Eady, seconded by Dave Bennett

That this Special Meeting be adjourned at 8:35 p.m.

Carried.

Chair

CAO/Clerk