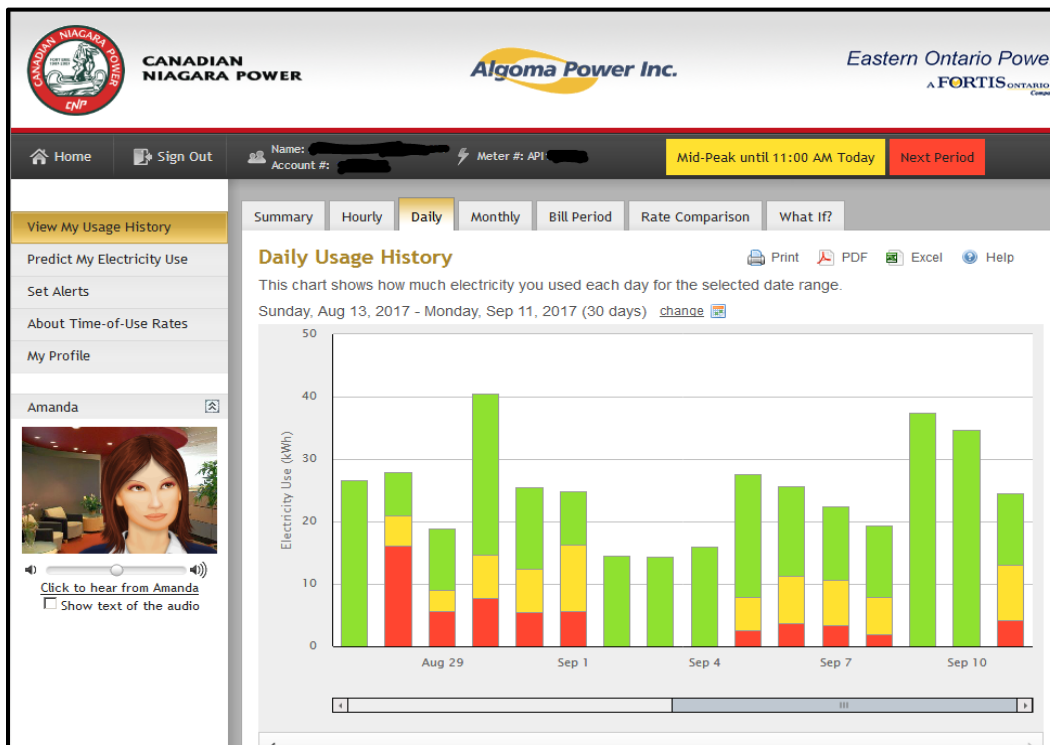


All electricity meters, including smart meters, must meet strict requirements related to accuracy. Measurement Canada is responsible for the approval, verification, inspection and sealing of the measurement components of all electricity meters. Meters are regularly removed from service for the purpose of having their accuracy tested as part of various inspections, or as a result of a complaint made to Measurement Canada.

When you have questions about the electricity consumption on your bill, Algoma Power Inc. recommends the following steps:

- Compare your consumption on the current bill to the consumption for the same month last year, this can easily be found on every bill in the lower left-hand side in the “Energy Consumption History” chart.
- Check your appliances, heaters, pumps etc. to make sure that they are running properly and turning off when they should be. You could also hire an electrician to check these items for you.
- Register for **MyHydroEye** at www.algomapower.com using your Account Number and MyHydroEye Activation Code, both are listed on the left-hand side of your bill. MyHydroEye provides quick and easy access to electricity consumption and cost information. You can view your usage and costs at multiple levels of detail (e.g. hourly, daily, monthly, bill period) in a variety of formats. You can also view bill predictions and set up usage and cost alerts to help you monitor and manage your electricity consumption. Viewing your usage information will assist you in determining when and what may be operating to consume electricity. It will also give you the ability to determine what appliances, heating units etc. were in use at various times.



1MyHydroEye screenshot example showing daily usage breakdown for a typical customer.

After completing these suggested steps, you may suspect that the meter is inaccurately reading your consumption. If this is the case, you can contact Measurement Canada. Measurement Canada investigates all complaints of suspected inaccurate measurement. To start an investigation, fill in a “Statement of Complaint – Electricity and Gas” form. It is important to ensure that you’ve completed every section of the form as incomplete forms will not generate a response from Measurement Canada.

To get a copy of the Statement of Complaint form, visit [Measurement Canada’s website](http://www.ic.gc.ca/eic/site/mc-mc.nsf/eng/home) www.ic.gc.ca/eic/site/mc-mc.nsf/eng/home

- Click on “Filing a complaint”
- Click on “Electricity or natural gas meters”
- Click on the “Statement of Complaint form pdf.” You can fill it out electronically or print it to fill out by hand.

In order to process your complaint, Measurement Canada requires:

- A completed Statement of Complaint form for the appropriate billing period
- A copy of your recent utility bill(s)
- Information on how you have attempted to resolve the matter.

After Measurement Canada receives your Statement of Complaint and other relevant information, it will send you and Algoma Power Inc. a notice indicating the time, date and place of the meter test. When the investigation is completed, the inspector will send you a report of the findings. The length of an investigation is typically between four to eight weeks.



2Meter Technician removing meter from residence.

Measurement Canada does not charge fees for the investigation; although, Algoma Power Inc. will apply a meter dispute charge of \$30.00 plus HST to your account to cover some of the costs associated with changing the meter and sending it away for inspection. This fee is waived if the meter is found to be incorrect. If Measurement Canada's findings are that you were billed inaccurately from a faulty meter, you will be eligible to receive an adjustment to your account.