

Electricity meters are the end point of the large and complex electricity system that serves your homes and businesses.

The meters measure your electricity use for billing. And to make sure you're billed correctly, they must pass strict accuracy tests throughout their lifecycles.

In 2011 we invested in our metering system, installing 'smart meters' for 99% of our customers. These new meters are now our standard equipment. They measure detailed information about the flow of electricity and power you use, and create a communications network to send this data back to us automatically each day.

More timely and detailed information about when and where you need electricity helps us meet your needs and has enabled new tools like MyHydro that can help you save energy and money.

Please make sure the BC Hydro meter at your property is freely accessible at all times. We may still need to drop by to maintain or exchange the meter.

Report an outage

Please call us if you experience an outage.

Call

1 888 POWERON (1 888 769 3766) landline
or ***49376 (*HYDRO)** mobile phone

Although our meters report outages, you may have useful information about the cause that can help us get the right crews out to make repairs as quickly and safely as possible.

Find outage information at
bchydro.com/outages

For more information

Call **604 224 9376**

1 800 224 9376

Mon to Fri 0700–2000

Sat 0900–1700

Or visit **bchydro.com**

BC Hydro electricity meters

Standard meter

Radio-off smart meter

Legacy meter – digital

Legacy meter – analog



	Standard meter	Radio-off smart meter	Legacy meter – digital	Legacy meter – analog
Cost	None	\$22.60 set-up / \$55 exit fee \$20 monthly	\$32.40 monthly	\$32.40 monthly
Meter data	<ul style="list-style-type: none"> Total and hourly electricity use Outage information Voltage alerts 	<ul style="list-style-type: none"> Total and hourly electricity use Outage information Voltage alerts 	<ul style="list-style-type: none"> Total electricity use only 	<ul style="list-style-type: none"> Total electricity use only
Meter reading	Data is sent to us three times a day via our communications network. One percent of standard meters send us data directly using existing cellular networks.	Data is manually downloaded once every two months. Meter has no communication ability.	Meter is manually read and recorded once every two months.	Meter is manually read and recorded once every two months.
Access to electricity-use information	Yes – monitor your detailed electricity use data through a MyHydro account – data is up to the previous day. Or use a home energy monitor to use your use in real time.	Yes with delay – monitor your detailed electricity use data through a MyHydro account – data is updated when the meter is read every two months.	Not available.	Not available.
Will BC Hydro know if my power goes out?	Yes – the meter notifies us about outages. Please call 1 888 POWER ON to confirm the outage.	No – please call 1 888 POWER ON to report any outage.	No – please call 1 888 POWER ON to report any outage.	No – please call 1 888 POWER ON to report any outage.
What happens when I move?	Your account transfer is streamlined and the power is on at your new property within the day.	You'll choose between a radio – off meter or a smart meter for your new property.	We can't transfer legacy meters between properties, so you'll choose between a radio – off meter or a smart meter for your new property.	We can't transfer legacy meters between properties, so you'll choose between a radio – off meter or a smart meter for your new property.