

1 Q. **Projects over \$50,000 but Less Than \$200,000**

2 Tab 26 Install Automated Meter Reading, Various Sites:

3 Why are "more flexible billing options" and "customer selected billing dates" not
4 available under the current meter system?

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7 A. Automated Meter Reading (AMR) technology provides flexible billing options as
8 AMR generates data on a daily basis thus providing flexibility to change from
9 Hydro's current process of eight bill cycles to daily billing which is not currently
10 available as a result of Hydro's manual meter reading process. Customer selected
11 billing dates are available to Hydro's customers under Hydro's current meter system
12 as well as the new AMR system. Customers would have to make a request to
13 Hydro's Customer Service team to have the billing date change applied to their
14 account. The Customer Service team will then make the necessary adjustments to
15 allow customers to take advantage of time sensitive discounts.