

Subject: Obligation to make Hydro-Québec meter accessible for replacement

Dear Madam:

We have tried to reach you several times, but our records indicate that you have still not given us a date when we can have access to meter 320H2076506 so that we can replace it.

The meter must be replaced with a free next-generation meter, which is now part of our basic service for all customers. As you know, the meter belongs to Hydro-Québec, and its replacement is mandatory.

Access refused

We must have access to Hydro-Québec equipment for maintenance or removal. If you do not allow us to replace the meter, **we could interrupt your service**. If we disconnect your power, you will have to pay a service interruption charge of up to \$361, as set out in the *Electricity Rates*. You'll find the *Conditions of Electricity Service* and the *Electricity Rates* at www.hydroquebec.com/publications/en/act-regulations-electricity-service-conditions/.

Please call 1 855 462-1029 within 15 days of the date of this letter to make an appointment to replace the meter. Otherwise, we will be sending you a notice of service interruption.

Thank you for your cooperation.

La direction - Infrastructure de mesurage et solutions technologiques