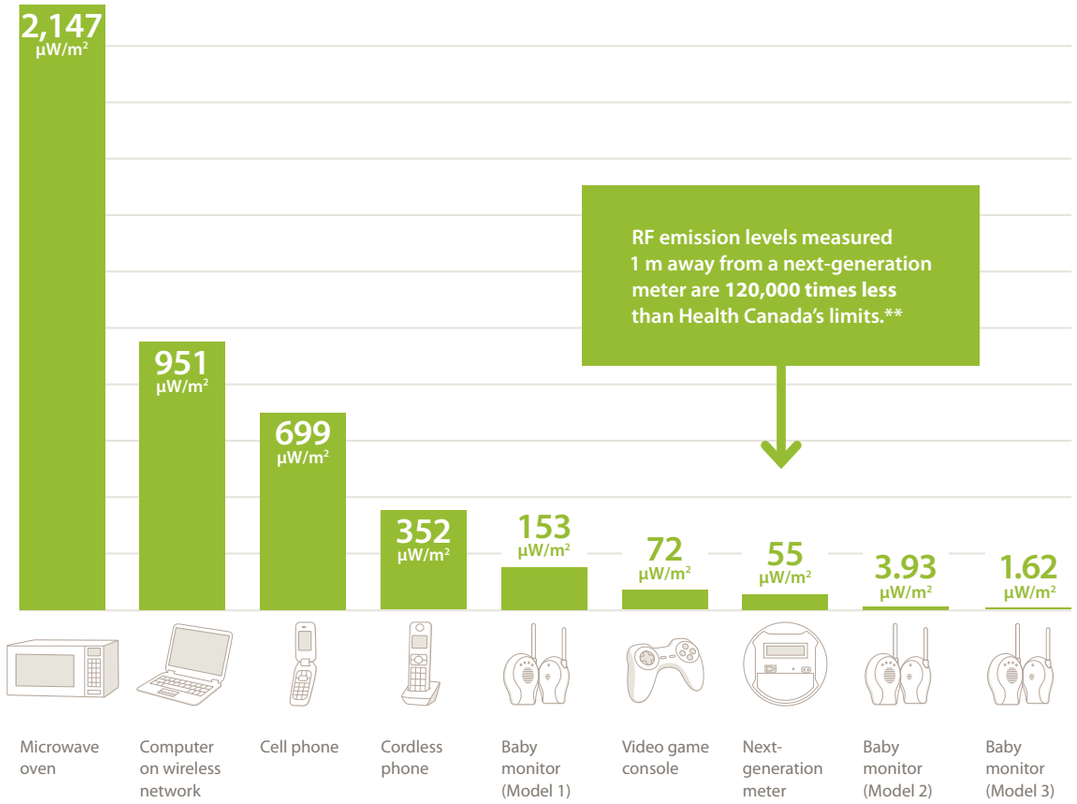
COMPARISON OF RADIOFREQUENCY EMISSION LEVELS

MEAN POWER DENSITY MEASURED NEAR COMMON HOUSEHOLD DEVICES
Tests by the Centre de recherche industrielle du Québec (CRIQ)*



* Source: For details on the measurement protocol used to obtain these values, see *Rapport d'essais de compatibilité électromagnétique, Mesures comparatives des compteurs avancés*, CRIQ file 670-43736-5.

** Limit recommended by Health Canada: 6,000,000 µW/m²

Centre de recherche industrielle Québec

VIDEOS

For more information on the following topics, watch the videos available on our Web site at **www.hydroquebec.com/next-generation-meters**:

- Health
- Measuring radiofrequency energy
- The selected technology
- Data confidentiality
- Data transmission
- Installation of next-generation meters

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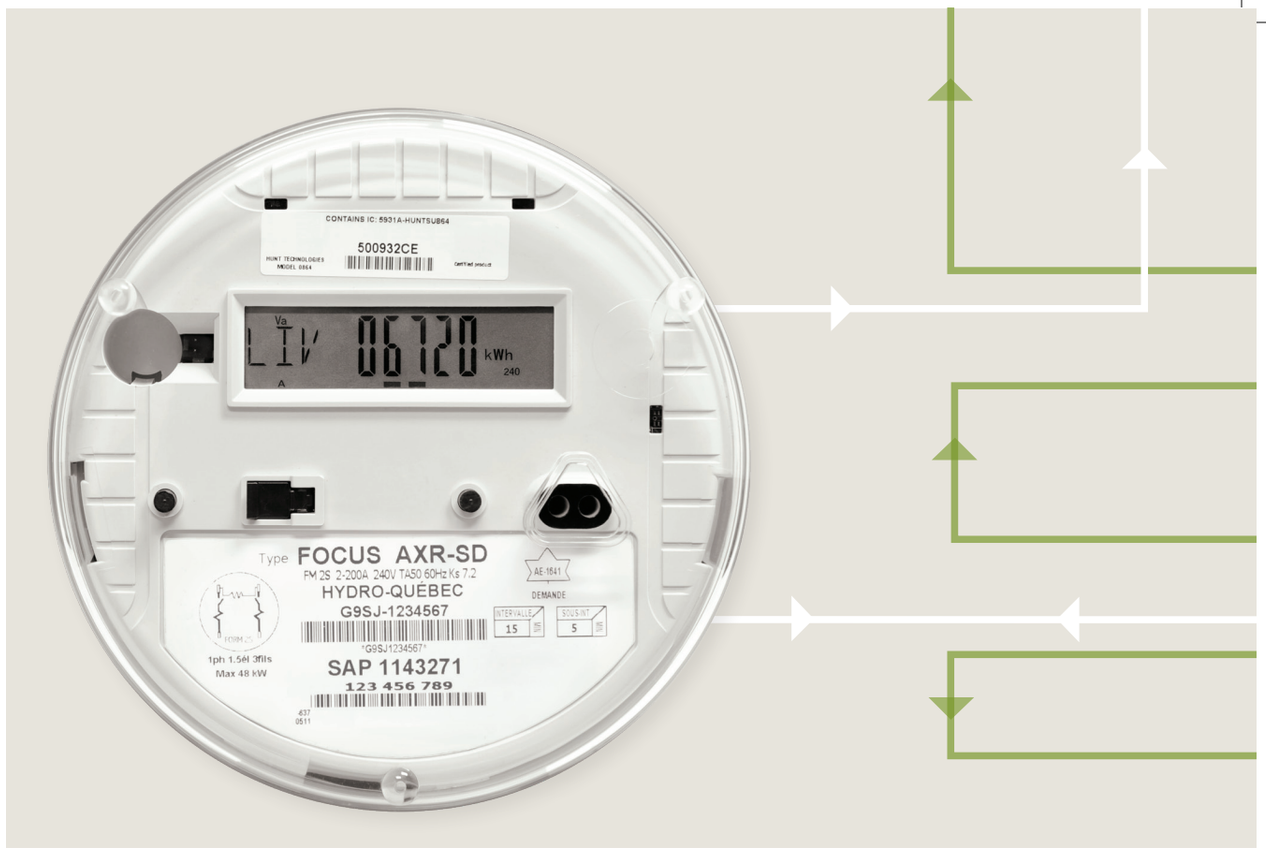

NEXT-GENERATION METERS – LOOKING TO THE FUTURE

Hydro-Québec has to replace its meters within five years. The company has selected a state-of-the-art technology that offers several benefits to its customers.

BACKGROUND

Of Hydro-Québec's fleet of 3.8 million meters, most are electromechanical, with a spinning disc and several dials. These haven't been manufactured in North America since 2010.

More than 120 million next-generation meters are already installed around the world. This technology has become the industry standard.

The next-generation meters we're now installing automatically register electricity-use data and transmit it to us; that's what we call remote meter reading. A Hydro-Québec meter reader doesn't have to go to your house anymore.

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BENEFITS OF NEXT-GENERATION METERS

- Your bills will be based on your actual consumption rather than on estimates, as could happen with the old technology.
- If your meter is indoors or hard to get to, you won't have to be home to let a meter reader in.
- You'll no longer have to report a power failure because, with the advanced technology, Hydro-Québec will be informed automatically.

  We can thus determine the scope of the outage and restore service more quickly.
- The new technology offers a range of functions that could be implemented in the future. For instance, you could monitor your electricity use and manage it wisely.
- There will be hundreds of tons less CO_2—one of the main greenhouse gases—produced every year, since we'll be able to retire a large number of cars currently being used by meter readers.

A SAFE, CERTIFIED TECHNOLOGY

The new meters meet all applicable standards issued by the competent regulatory bodies, including:

- **Health Canada**, which sets safety limits for radiofrequency emissions in our living environment. A table comparing the radiofrequency emission levels of next-generation meters against those of several common household devices is presented on the back of this brochure.

  Key points to note:

  - Radiofrequency (RF) emission levels measured 1 m away from a next-generation meter are well below Health Canada limits (120,000 times lower).
  - Exposure to RF emissions 1 m away from a next-generation meter is minimal compared to that from other RF-emitting devices.
- **Measurement Canada**, which sets the standards of precision for measuring instruments such as meters and oversees their application.

DATA PRIVACY

Hydro-Québec has implemented top-security safeguards, comparable to those used in the banking industry.

Your personal information, such as name, address and telephone number, will not be sent over the network.

Each meter has its own encryption key for secure encoding. In addition, the transmission path from your meter to Hydro-Québec's information systems is different each time. These measures ensure data security and integrity.

APPROVED BY THE RÉGIE DE L'ÉNERGIE

In October 2012, the Régie de l'énergie [Québec energy board] approved

- the free replacement of Hydro-Québec meters with next-generation meters;
- charges, terms and conditions for customers who wish to opt out of having next-generation meters installed in their home.

CUSTOMER INFORMATION

Before installation

You'll receive a letter announcing the free upcoming installation of a next-generation meter and providing information about the meter and Capgemini Québec, the company Hydro-Québec has hired to install it.

The day your meter is replaced

You'll receive a notice and a pamphlet.

Opting out

- If you don't wish to have a next-generation meter installed, you must call Hydro-Québec at the number given in the letter you were sent.
- To receive a credit on the initial installation charge, you must call to opt out within 30 days of the date at the top of the letter.
- There will be a one-time $98* installation charge (once the credit is factored in), along with a yearly meter-reading charge of $206, which will be spread out over your bills.
- Only the electricity account holder can opt out.

* *After 30 days, the installation charge is $137 instead of $98.*

ANY TIME

- You can opt out (certain costs and conditions apply).
- If you opt out and later change your mind, you can have a next-generation meter installed free of charge.