



Date

Jean Watt  
Appartement 4  
999 rue Volt  
Laprise QC L1A 3H6

**Account number:** 299XXXXXXXXX

**Subject: Free installation of next-generation meter**

Dear Sir or Madam:

Hydro-Québec must replace all its outdated electromechanical meters with next-generation models. The meter replacement is being done in compliance with the conditions established by the Régie de l'énergie, which regulates energy distribution in Québec. Next-generation meters will enable us to provide improved service, including faster outage detection.

We'll be installing the new meters in your area sometime in the next few weeks. You don't have to do a thing—the change is quick, simple and free.

We've enclosed a specially designed pamphlet to provide answers to your questions before installation. We also invite you to visit [meters.hydroquebec.com](http://meters.hydroquebec.com).

**Installation**

Meter replacement is quick and the power is interrupted for only a short time. The new meter will be installed by Hydro-Québec or Capgemini Québec, whose trucks will be identified as working for Hydro-Québec. All installers will wear a photo ID card. If you are out and your meter is indoors or inaccessible, the installer will leave a notice asking you to call and arrange an appointment.

**Options**

All customers will have next-generation meters, which are the new industry standard. If you prefer, however, you may call 1 866 332-6779 to opt for a non-communicating meter requiring manual meter reading. There will be a one-time installation charge of \$15 and a monthly meter-reading charge of \$5. You can exercise this option at any time, but the initial installation charge will be \$85 after [day/month/year](#).

Thank you for your cooperation.

Yours truly,

Customer services