

Hello Ms. Parr:

Thank you for providing a copy of your original letter. This is the first time that I have seen this letter and apologize for all the confusion. I know this must have looked like I was ignoring your request but I assure you this was never the case. I welcome all questions and concerns and will happily explain the dispute procedure to anyone who makes such a request.

To begin with the procedure that Measurement Canada Electricity and Gas Inspectors follow is called, simply, Electricity and Gas Measurement Dispute Investigation Procedure and can be found on our website at:

<http://strategis.ic.gc.ca/eic/site/mc-mc.nsf/eng/lm00197.html>

First I would like to explain a little concerning your "Dispute Rating" which was found to be "Unfounded" in your case. This means I was unable to find an error greater than $\pm 3.0\%$ in regards to your meter as per Section 31(1) (a) of the Electricity and Gas Inspection Regulations which states: "...an error that is greater than (a) 3% of the amount of electricity or gas supplied through the meter...is not permitted". In regards to your electricity bills Measurement Canada has issued a directive which can be found on our website at:

<http://strategis.ic.gc.ca/eic/site/mc-mc.nsf/eng/lm04360.html>

which states: "No dispute ratings will be qualified by the Inspector on the basis of questionable estimation practices, or errors found as a result of the review of billing, except for the use of a wrong metering installation multiplier used in the billing calculation. Dispute ratings will only be established on the basis of the condition, registration of the meter or metering installation, and/or wrong meter or metering installation multiplier used in the billing calculation."

The meter is determined to be accurate through a series of tests (these tests are outlined in the Electricity and Gas Measurement Dispute Investigation Procedure in Sections T-4 and T-5). Here is the list of the test results for your meter:

Full Load (50 Amp): 0.14% fast
Full Load (35 Amp): 0.14% fast
Full Load (17.5 Amp): 0.14% fast
Light Load (5 Amp): 0.14% fast
Power Factor (50 Amp): -0.23% slow
Creep Test (0 Amp): Passed
Dial Test (83 kWh): Passed

With the exception of Creep Test and Dial Test each accuracy test is repeated a minimum of 5 times and the test duration for each of these tests can be anywhere from 3 to 10 minutes. The Creep Test is performed at 0 Amps for a minimum of 10 minutes. The Dial Test I left running for a minimum of 24 hours at various current levels.

As to regards to your enquiry concerning "...the load put on the meter for the different peak hours (off-peak, mid-peak, on-peak)" is covered under Measurement Canada General Bulletin (GEN-31 (rev. 1)) entitled Policy on Multirate Register Metering. This policy can be found on our website at:

[http://strategis.ic.gc.ca/eic/site/mc-mc.nsf/vwapj/GEN-31-eng.pdf/\\$file/GEN-31-eng.pdf](http://strategis.ic.gc.ca/eic/site/mc-mc.nsf/vwapj/GEN-31-eng.pdf/$file/GEN-31-eng.pdf)

These terms (off-peak, mid-peak and on-peak) are what Measurement Canada calls Time-of-Use functions. These Time-of-Use function has a pre-selected number of registers (off-peak, mid-peak and on-peak) which accumulate interval consumption data during predetermined and pre-programmed times. Measurement Canada's policy on such register switching (Section 5.3) states: "MC will not evaluate or approve the accuracy of the conditions (e.g. time, temperature, radio frequency, etc.) that cause a meter to switch registers in a multirate register meter...". However, the approved legal unit of measurement is the kWh and this IS verified during the dispute testing. This test is known as the Dial Test (or register test). In your case I ran 83 kWh through the meter over a 24 hour period. This Dial Test was found to be accurate and well within the $\pm 3.0\%$ permissible error.

If you would like to see the testing done in person you are more than welcome to visit our office in Markham. I can demonstrate all the testing that is performed on dispute meters and answer any questions you may have regarding our policies or procedures.

Please let me know if you have any further questions or need clarification on anything in regards to your meter.

Sincerely,

Steven Roy

Measurement Canada | Mesures Canada
Small Business and Marketplace Services | Services axés sur le marché et les petites entreprises
Industry Canada | Industrie Canada
232 Yorktech Drive, Markham ON L6G 1A6 | 232, promenade Yorktech, Markham ON L6G 1A6
Steven.Roy@ic.gc.ca

Telephone | Téléphone 905-943-8711
Facsimile | Télécopieur 905-943-8717
Teletypewriter | Télérimeur 1-866-694-8389

Government of Canada | Gouvernement du Canada

This email and any files transmitted with it are privileged, confidential, subject to copyright and intended solely for the use of the individual or entity to whom they are addressed. Please notify the sender immediately if you have received this communication in error. Thank you for your assistance and co-operation