

UPCOMING METER EXCHANGES IN YOUR COMMUNITY

INFORMATION PACKAGE



FORTIS
ALBERTA

Frequently Asked Questions

What work is FortisAlberta doing in our community?

- » FortisAlberta is exchanging electricity meters in our community over the coming months.
- » This work ensures homes and businesses continue to receive safe, reliable power.
- » Meter exchanges are part of FortisAlberta's regular operations — they install or exchange more than 30,000 meters across Alberta each year.

Why are meters being exchanged?

- » FortisAlberta's current meters are nearing the end of their lifespan and need to be replaced by the end of 2029.
- » Replacing them now helps maintain reliable electricity service and manage costs.

What are the benefits of the new meters?

- » They enable two-way electricity flow for solar panels and other forms of microgeneration.
- » They detect tampering and electricity theft to improve safety and reliability.
- » In the future, they will help communicate outages directly to FortisAlberta's control centre in Airdrie, helping restore power more quickly.

What can I expect during a technician visit?

- » You will receive an automated phone call about two weeks before a technician visits your property.
- » A technician will knock on the door, explain the process and confirm that you're ready for a brief power interruption (less than 10 minutes).
- » Once the meter is exchanged and power is restored, the technician will confirm the meter is working properly. You may need to reset some of your electronic devices.
- » If no one is home, a door hanger will provide information on how to schedule a meter exchange.

Who is doing the meter exchanges?

- » FortisAlberta is working with qualified contractors, Olameter Inc. and Rodan Energy Solutions.
- » These experienced companies specialize in utility work and operate under FortisAlberta's oversight.
- » All technicians follow FortisAlberta's safety, security and quality standards.

How can I identify a technician?

- » Vehicles will be clearly marked with FortisAlberta and Olameter Inc. or Rodan Energy Solutions logos and will be parked on the street near the meter location.
- » Technicians will wear uniforms, safety equipment and a visible ID badge.
- » Technicians will never request payment or personal information.
- » If you have questions or concerns about representatives visiting your property, call FortisAlberta at 310-WIRE (9473).

Frequently Asked Questions

Will a technician need to enter my home or business?

- » Most meters are located outside the home or business, and technicians typically do not need to enter. However, in some cases, a technician may need to access indoor or semi-enclosed spaces, such as garages, carports or mechanical rooms.

Where can I learn more?

- » Visit fortisalberta.com/meterupgrade.
- » Call FortisAlberta's Customer Care Centre at 310-WIRE (9473).