

ENMAX Power routinely changes electricity meters in homes and businesses to ensure accurate measurement of electricity consumption. Routine checks ensure that ENMAX Power is aligned with standards set by Measurement Canada. Your cooperation in completing the meter exchange is greatly appreciated.

What are we proposing to do?

Exchange the electricity meter in your home or business with a newer Measurement Canada certified electricity meter. There is no charge for this service.

Why is this necessary?

Measurement Canada requires that we periodically remove existing meters for recertification at different addresses throughout our service area to ensure the electricity is being measured accurately. For more information on Measurement Canada visit: <http://strategis.ic.gc.ca/eic/site/mc-mc.nsf/eng/lm03961.html>

Who are we?

ENMAX Power is the regulated wires service provider that owns and operates all the electricity metering equipment in Calgary. ENMAX Power operates an accredited meter shop that is required to abide by stringent Measurement Canada regulations.

What do you want me to do?

You will experience a short interruption of power that could take up to two minutes. We are asking for your cooperation to accomplish the exchange on our first visit by providing access to the meter and removing any obstructions that may hinder access.

How long does the replacement take?

The process usually takes about five minutes. If there are any issues detected, we will leave you a note and schedule a follow up visit as required.

Do I have to be home when the electricity meter is changed?

You don't have to be home in order for the work to be done. When the time comes to replace the electricity meter, we will ring your door bell to alert you that we are on site and ready to change your meter. We require that you clear access to the electricity meter ahead of time, if it has been blocked. If there are any access or repair issues that prevent our metering technicians from completing the replacement, we will arrange a future visit.

What if I refuse?

We can arrange a mutually convenient time to complete the meter exchange if there is a reason preventing us from performing the change on the first visit. Please note: if a mutually agreed to time, during normal business hours, is not possible and the exchange must happen after our normal business hours or an extra trip is necessary, you may be required to cover overtime expenses or pay a service fee according to the ENMAX Power Corporation Distribution Tariff Terms and Conditions.

What is our service promise?

Our pledge is to complete the work quickly in a friendly and courteous manner. Please direct any questions or concerns to the ENMAX Power Revenue Metering department at (403) 514-2807.