



- 6. Will they remove the meter if there is a health problem?
- 6A. If the radio transmissions are later determined to be unsafe, Toronto Hydro will comply with the new regulations.
- 7. Are they aware of all the scientific research which indicates that radio frequencies and microwave radiation cause serious harm to health?
- 7A. Should a customer have concerns about the safety of the standards being followed, they should contact Industry Canada.
- 8. Are they insured for any harm that may be caused by the smart meters?
- 8A. Toronto Hydro does not expect there will be any harm caused by the smart meters.
- 9. Will you provide details of that insurance?
- 9A. Toronto Hydro has general liability coverage but does not have specific insurance for smart meters.

For more information on smart meters, please visit our website at www.torontohydro.com and select 'Smart Meters'. You may also wish to visit the related links, such as Smart Meters Ontario, Ontario Energy Board (OEB), and/or PowerWISE.

Should I be of further assistance to you in this matter, please feel free in contacting me directly.

Again, thank you for bringing your concern to our attention.

Yours truly,

A handwritten signature in black ink, appearing to read "Gordon Baird", with a large, sweeping flourish extending to the right.

Gordon Baird
Supervisor
Customer Management Services

toronto hydro-electric system limited

- 5A. The radio frequency transmissions are regulated by the federal government. If a customer has concerns about the safety of the standards being followed, they should contact Industry Canada.

toronto hydro-electric system limited