

Advanced gas meter internal shutoff valve guide



Gas meter exchanges are underway across B.C. as part of FortisBC's Gas Advanced Metering Infrastructure Project. More than one million FortisBC gas customers will have their meters upgraded to wireless advanced meters over the next few years. Increasingly, you'll be seeing the new Sonix IQ advanced meters installed at your customers' homes and businesses.

Sonix IQ meter internal shutoff valve

These new gas meters have an internal shutoff valve that allows us to remotely shut them off automatically when necessary. That includes in the event we're made aware of an emergency such as a wildfire, flood or earthquake.

If you see a meter displaying a circle icon with a slash in the middle, that indicates the meter's internal valve is closed and gas flow through the meter isn't possible. A bell icon will also appear on the meter's display screen as part of this notification.



Closed Valve Notification



Open Valve

To have the valve manually reopened by a FortisBC technician to allow gas flow to continue, customers should call the FortisBC Contact Centre at 1-888-224-2710 to advise them of the meter's condition.