

## FortisBC's Metering Devices Advisory

September 10, 2025

This notice is intended to provide an update regarding the cellular metering devices that collect measured demand data across FortisBC's system, which includes devices that report data in WINS for Transportation Service customers operating under Rate Schedules 23, 25, 27 and 22's.

Historically, the majority of our cellular Automatic Meter Reading (AMR) field devices have operated on Rogers's 3G network. Gas Industry AMR equipment in Canada has only recently started receiving Measurement Canada approved 4G/LTE/5G compatible field devices. While FortisBC intends to upgrade to newer technology over time, Rogers very recently informed us they will no longer support 3G network devices and left us with very little time to figure out and implement a solution. Rogers has not been very clear on the timing of the loss of service, nor have they provided specifics of how the network will shut down. As a bridging option we have been forced to switch our current equipment from Rogers's to Telus, as they continue to provide 3G network service capability. As a result, all AMR units must be swapped out at each site and reconfigured for the Telus network. We have been prioritizing customer accounts served by Gas Marketers and anticipate that all AMR devices will be reconfigured for Telus service.

Unfortunately, Rogers did not communicate this change of service in a timely manner and did not leave us with much time to complete the AMR changes for Telus service. It's possible that we may start losing Rogers's 3G network at any time, and certain AMR devices may stop communicating. We are working as quickly as possible to get the equipment changed out and wanted to make sure you were aware of the possible loss of data issue. If your customers are impacted, we will provide concession if charges are incurred.

If you have any questions or concerns, please reach out.

Note this posting will be appended to the news flash section of our web site for your future reference:  
<https://www.fortisbc.com/NaturalGas/Business/TransportationServiceOption/TransportMarketersActivities/Pages/default.aspx>

Transportation Services  
FortisBC Energy Inc.  
604-592-7799