



ORDER NUMBER
G-171-26

IN THE MATTER OF
the *Utilities Commission Act*, RSBC 1996, Chapter 473

and

British Columbia Utilities Commission
Metergy Solutions Inc. Status as a Public Utility

BEFORE:

B.A. Magnan, Panel Chair
R. E. Murphy, Commissioner

on August 11, 2026

ORDER

WHEREAS:

- A. On July 10, 2025, a complaint was filed with the British Columbia Utilities Commission (BCUC) concerning, among other things, charges billed by Metergy Solutions Inc. (Metergy) for the provision of heating at 3435 Sawmill Crescent, Vancouver, British Columbia (BC) (Complaint);
- B. On July 10, 2025, the BCUC contacted Metergy regarding the Complaint to which Metergy provided a response on July 24, 2025. On August 12, 2025, the BCUC issued staff questions to Metergy regarding the Complaint to which Metergy provided a response on August 19, 2025. On November 13, 2025, the BCUC issued further staff questions to which Metergy provided a response on November 26, 2025;
- C. Further complaints were filed with the BCUC in July and December 2025, and in April 2026, concerning, among other things, charges billed by Metergy for the provision of heating at 3435 Sawmill Crescent, Vancouver, BC and 4188 Yew Street, Vancouver, BC; and
- D. The BCUC determines that the establishment of a public hearing to investigate Metergy's status as a public utility is warranted.

NOW THEREFORE the BCUC orders as follows:

- 1. A proceeding to review the status of Metergy as a public utility is hereby established in accordance with the regulatory timetable attached as Appendix A to this order.
- 2. Metergy is directed to provide a copy of this order and the public notice attached as Appendix B to this order, electronically where possible, to (i) all of the premises in BC where it provides service, and (ii) all individual sub-metered customers located in BC, by September 1, 2026.

3. Metergy is directed to publish a copy of this order and the public notice attached as Appendix B to this order in a clearly visible location on its website at www.metergysolutions.com by September 1, 2026. The posting must remain in place until a final determination on the proceeding has been issued.
4. Metergy is directed to post the public notice attached as Appendix B to this order on all of its existing social media platforms by September 1, 2026.
5. Metergy is directed to provide written confirmation to the BCUC of compliance with the public notice requirements in Directives 2 through 4 by September 3, 2026, including a list of the social media platforms on which public notice was provided.
6. Metergy is directed to file the supplemental information listed in Appendix C to this order by September 1, 2026.
7. In accordance with the [BCUC Rules of Practice and Procedure](#), any party wishing to comment on the proceeding is invited to submit a Letter of Comment by the date established in the regulatory timetable. Letters of Comment must be in the Letter of Comment Form and be submitted via the BCUC's website at <https://www.bcuc.com/Forms/LetterOfComment>.

DATED at the City of Vancouver, in the Province of British Columbia, this 11th day of August, 2026.

BY ORDER

Electronically signed by Bernard Magnan

B.A. Magnan
Commissioner

Attachment

British Columbia Utilities Commission
Metergy Solutions Inc. Status as a Public Utility

REGULATORY TIMETABLE

Action	Date (2026)
Metergy to provide Public Notice	Tuesday, September 1
Metergy to provide to BCUC Supplemental Information	Tuesday, September 1
Metergy to provide to BCUC confirmation of compliance with Public Notice requirements	Thursday, September 3
BCUC Information Request (IR) No. 1 to Metergy	Thursday, September 24
Metergy responses to BCUC IR No. 1	Monday, October 19
Letters of comment deadline	Tuesday, October 27
Further Process	To be determined



We want to hear from you

METERGY SOLUTIONS INC STATUS AS A PUBLIC UTILITY

The British Columbia Utilities Commission (BCUC) has established a proceeding to determine Metergy Solutions Inc.'s (Metergy) status as a public utility. Metergy provides submetering services to building owners in BC including, among other things, meter data collection, billing, and the collection of payments from building residents.

Between July 2025 and April 2026, the BCUC received complaints regarding charges billed by Metergy. Following its review of the complaints as well as response submissions from Metergy, the BCUC initiated an open and transparent public hearing to determine whether Metergy is operating as a public utility as defined under section 1 of the *Utilities Commission Act*.

To participate in the proceeding, please see the options below or visit www.bcuc.com/get-involved for more information.

GET INVOLVED

- [Submit a letter of comment](#)
- [Subscribe to the proceeding](#) to receive email notifications when public documents are posted to the proceeding page

IMPORTANT DATES

1. **Thursday, October 27, 2026**
Deadline to submit a letter of comment

Please visit the [proceeding page](#) on bcuc.com under "Our Work" to learn more.

CONTACT INFORMATION

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British Columbia Utilities Commission



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British Columbia Utilities Commission
Metergy Solutions Inc. Status as a Public Utility

SUPPLEMENTAL INFORMATION TO BE PROVIDED BY METERGY SOLUTIONS INC.

1. A diagram showing Metergy's ownership structure with the entity or entities responsible for Metergy's operations in British Columbia (BC) clearly identified.
2. A table, in excel format in the form of the table shown below, with the following information for each of Metergy's submetering operations in BC:
 - Address
 - Property name and description (e.g., residential, commercial, rental, strata, etc.)
 - Date (year) Metergy commenced operation at the facility
 - Number of end use customers that Metergy bills (total units billed at the address)
 - Name of upstream utility (e.g. BC Hydro, River District Energy, etc.)
 - Type of energy metered (e.g. electricity, natural gas, thermal energy, etc.)
 - Explanation of the full scope of Metergy's duties
 - Explanation of whether Metergy owns, operates or maintains any equipment (if yes, provide a description of what equipment is owned, operated or maintained).

Excel spreadsheet table format

Properties Submetered by Metergy in BC									Energy Type Metered by Metergy					Full Scope of Metergy's Duties		
Address	Property Name	Residential	Commercial	Rental	Strata	Start Date (year)	Number of Units Billed	Name of the Utility(s) Upstream of Metergy's meters	Electricity	Thermal Energy	Natural Gas	Domestic Hot Water	Other (describe)	Describe Equipment Owned by Metergy, if any	Equipment Operated or Maintained by Metergy, if any	Explanation of the extent of Metergy's duties at the Address
e.g., 3435 Sawmill Cres, Vancouver	Fynn	X		X		yyyy	###	e.g., River District Energy		X		X				

3. For all equipment identified in item #2 above that is owned or operated by Metergy (if any), a discussion, with rationale, as to whether the equipment is for the production, generation, storage, transmission, sale, delivery or provision of electricity, natural gas, steam or any other agent for the production of light, heat, cold or power.
4. Whether Metergy has the ability to disconnect services at any location identified in item #2 above.
 - 4.1. If yes, provide a list of addresses at which Metergy has the ability to disconnect services and a description of the circumstances in which Metergy may disconnect services.
5. Metergy's standard end-use billing agreement for its service in BC.
6. Metergy's standard service agreement used with the building owner or other entity that contracts Metergy for its service at: (a) rental properties in BC, and (b) strata properties in BC (if different).
7. Copies of any of Metergy's end-use billing agreements or service agreements that materially differ from the standard agreements provided under items #5 and #6 above.

8. Copies of Metergy's service agreements executed with any entity that contracts Metergy for its services at 3435 Sawmill Crescent, Vancouver, BC and 4188 Yew Street, Vancouver, BC.
9. A list of all the fees/charges that Metergy includes in a bill to end-users in BC.
 - 9.1. For each fee/charge listed in the response to the above, please provide the following information:
 - whether the fee payment is retained by Metergy or remitted to another entity; if remitted, please identify to which entity the remittance is made; and
 - who is responsible for determining the fee/charge.