



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



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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