

Q. NLH-138 CA (Re: Page 5, lines 17-18)

Further to NLH-137 CA and given that Newfoundland Power's customers' costs are reflected in their rates, to what extent, in Mr. Bowman's opinion, can the expectations of Newfoundland Power customers regarding electricity service, be attributable to Rural customers.

A. **Mr. Bowman defers to the response to NLH-137 CA. He acknowledges that it is desirable that the value customers place of the different services be known for all customers in the Province. Newfoundland Power should know what its customers value, so it can properly represent its customers in this rate application.**