

Q. NLH-139 CA (Re: Page 5, lines 17-18)

Further to NLH-137 CA and NLH-138 CA, would Mr. Bowman recommend a survey of Newfoundland Power customers, who pay the rural subsidy, to determine the level of spending for service improvements in Rural areas?

A. **No. As stated in the response to NLH-138 CA, Mr. Bowman recommends that Newfoundland Power customers be surveyed as necessary to determine the value they place on the various aspects of service. The survey should be crafted to determine customer willingness to pay for improvements in their own service levels.**