

1 **Re: 2009 Capital Projects \$200,000 - \$500,000 p. D-38 - Voltage Regulator**

2 **Bank - English Harbour West**

3 Q. At page D-40 NLH states that *“Over the past number of years, voltage levels*  
4 *at customers’ services during light load and peak load are exceeding the*  
5 *recommended voltage levels recommended by the C.S.A.”* NLH also states  
6 that, *“the existing system is incapable of delivering voltages within standard*  
7 *at customers’ service entrances during periods of peak load.”*

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9 a) Please advise as to the number of customer complaints received by NLH  
10 over the past 5 years attributable to this issue.

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12 b) Please advise as to the nature of customer complaints received by NLH.

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15 A. a) Over the past five years there has been one formal customer complaint  
16 and a number of verbal reports to area line staff attributable to voltage levels.

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18 b) While there have been no damage claims, customers have complained of  
19 household appliances burning out prematurely.