

1 Q. **Re: Cost of Service Study, Exhibit 9, s. 4.1.1, pages 20-22**

2 Has NLH developed any energy conservation programs designed to reduce the
3 amount of electricity consumed in Labrador by residential isolated customers? If
4 so, please describe those programs.

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7 A. Yes, the Isolated Systems Energy Efficiency Program targets residential customers in
8 all isolated diesel systems. Please see the response to IN-NLH-012.

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10 In addition to the Isolated System Community Energy Efficiency Program, the
11 existing takeCHARGE programs providing rebates for insulation, windows and
12 thermostat upgrades are also available to customers in isolated diesel systems that
13 meet the program eligibility.