NEWFOUNDLAND AND LABRADOR
BOARD OF COMMISSIONERS OF PUBLIC UTILITIES
120 Torbay Road, P.O. Box 21040, St. John's, Newfoundland and Labrador, Canada, A1A 5B2

E-mail: gyoung@nlh.nl.ca

2014-08-27

Mr. Geoffrey Young
Newfoundland and Labrador Hydro
P.O. Box 12400
St. John's, NL A1B 4K7

Dear Sir:

Re: Newfoundland and Labrador Hydro – the Board's Investigation and Hearing into Supply Issues and Power Outages on the Island Interconnected System

Please provide by September 3, 2014 the dates the following are to be completed and provide copies as soon as they are completed:

(i)   The Customer Expectations Research results referenced in PUB-NLH-194;
(ii)   The Customer Service Strategy referenced in PUB-NLH-202;
(iii)   The meeting minutes, notes, action items and lessons learned from the Joint Utilities meeting scheduled for September 2014; and
(iv)   The final Severe Weather Preparedness Protocol as referred to in the Integrated Action Plan Item #76 and the Protection and Control Systems Report, dated June 16, 2004.

If you have any questions, please do not hesitate to contact the Board's Legal Counsel, Ms. Jacqui Glynn, by email, jgylnn@pub.nl.ca or telephone, (709) 726-6781.

Yours truly,

Bobbi Sheppard
Bobbi Sheppard
Assistant Board Secretary

ecc.   **Newfoundland Power Inc.**
Mr. Gerard Hayes, E-mail: ghayes@newfoundlandpower.com
Mr. Ian Kelly, QC, E-mail: ikelly@curtisdawe.com

Island Industrial Customer Group
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