

1 Q. **Re: IN-NLH-281; IN-NLH-069**

2 In IN-NLH-069, Hydro stated that it provides Customer Service services to Labrador
3 Isolated customers.

4 To the best of Hydro's knowledge, does anyone provide Customer Service services
5 to residents of Natuashish? If so, please detail who, and describe what kind of
6 services are provided.

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9 A. The residents in Natuashish are not Hydro's customers; Hydro has an arrangement
10 with MIFN to provide operations and maintenance services for the Natuashish
11 electrical system. Hydro's does provide meter reading services for MIFN in
12 Natuashish. It also provides services relating to trouble calls and new connections.