

2026-08-26

**Newfoundland and Labrador Hydro**

Shirley Walsh

Email: shirleywalsh@nlh.nl.ca

Dear Ms. Walsh:

**Re: Newfoundland and Labrador Hydro - Board's Concern in Relation to the Provision of Reliable Service to Charlottetown and Pinsent's Arm - Request for Further Update**

On August 21, 2025 Hydro filed its most recent update pursuant to direction from the Board in Order No. P.U. 12(2025) regarding the long-term supply plan for Southern Labrador. In that update, Hydro noted that it is completing work to review, study and implement ways to ensure that Charlottetown, Pinsent's Arm and other communities in the region receive safe, reliable electrical service long term. Hydro also provided information regarding the mobile generating units and system reliability in the region.

The Board requests that Hydro provide a further update on Charlottetown and Pinsent's Arm addressing the following:

- i) A fulsome update on the failure and current status of mobile genset Unit 2108 at the Charlottetown Diesel Generating Station;
- ii) Details of any communication with community representatives and/or government officials with respect to issues and concerns with reliability in the area;
- iii) An update on the reliability in Charlottetown and Pinsent's Arm over the period since the August 21, 2025 update (i.e., May 1, 2025 to present), as compared to historic reliability and as compared to other communities on Hydro's isolated diesel systems;
- iv) Details of any further issues, incidents or concerns experienced with the mobile generating units since the August 21, 2025 update; and
- v) The anticipated date for the filing of an application for approval of a long-term plan for Southern Labrador, including the anticipated timing for the implementation of the changes that will be proposed.

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

Sincerely,



Colleen Jones  
Assistant Board Secretary

CJ/ml

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