



LETTER NO. L-68-95

ROBERT J. PELLATT
COMMISSION SECRETARY

SIXTH FLOOR, 900 HOWE STREET, BOX 250
VANCOUVER, B.C. CANADA V6Z 2N3
TELEPHONE: (604) 660-4700
BC TOLL FREE: 1-800-663-1385
FACSIMILE: (604) 660-1102

December 27, 1995

Mr. Gordon A. Hazlewood
1129 Henlow Road
West Vancouver, B.C.
V7S 2E6

Dear Mr. Hazlewood:

Re: British Columbia Hydro and Power Authority
Customer Complaint - Determination of Claim #95-N199

The Commission, following a review your complaint, has determined that B.C. Hydro applied the Electric Tariff and Customer Services Instructions regarding damage to customers equipment caused by faulty B.C. Hydro equipment correctly. The Commission has further determined that B.C. Hydro has applied its policies for damage claims in a fair and equitable manner and therefore denies further reimbursement of damages in your complaint.

Yours truly,

A handwritten signature in black ink, appearing to read "R. Pellatt", written over a horizontal line.

Robert J. Pellatt

RWR/ssc

cc: Mr. D. Harrison
Senior Vice President and Chief Financial Officer
British Columbia Hydro and Power Authority