



LETTER NO. L-27-02

ROBERT J. PELLATT
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Log No. 1274, 1270, 1238, 1170,
1160, 1151, 1144, 1120, 1068

June 28, 2002

Dr. Philip Kanigan
1767 Pass Creek Road
Castlegar, B.C. V1N 4S5

Dear Dr. Kanigan:

Re: Aquila Networks Canada (British Columbia) Ltd.
(formerly known UtiliCorp Networks Canada (British Columbia) Ltd.)
Recent Power Outage Complaints

This is in response to your original complaint of April 26, 2002 and subsequent letters and e-mails of May 14, 16, 20, and 24, 2002 to the Commission and Aquila.

The Commission is satisfied with the June 15, 2002 response by Aquila and concurs with Aquila's application of Electric Tariff Section 8.1 (attached). In particular, the Commission believes that the outages and surge damages were incurred as a result of trees contacting the feeder from which you are supplied. The Commission also considers that Aquila's tree control and brushing programs are reasonable. Unfortunately customers experience surges on feeders from time to time, caused by lightning or line contacts, which are beyond the reasonable control of the Utility. Therefore, customers are advised to protect sensitive equipment with surge protectors.

In regard to your e-mail of June 15, 2002 to Mr. Sinclair, residential customers in the Province are served from single-phase lines unless their load is great enough to warrant a three-phase supply (for example, if they are operating large motors). The issue of single vs. three-phase supply is irrelevant to the quality of service provided by the Utility.

Yours truly,

Original signed by:

Robert J. Pellatt

RJP/ac

Attachment

cc: Mr. George Isherwood
Manager Rates & Contract Administration
Aquila Networks Canada (British Columbia) Ltd.
Mr. Corey Sinclair
Manager, Municipal Relations
Aquila Networks Canada (British Columbia) Ltd.

7. LOAD CHANGES AND OPERATION (Cont'd)7.4 Power Factor (Cont'd)

install power factor corrective equipment to ensure that a lagging power factor of not less than 90 percent is maintained.

The Company may refuse service for neon, mercury vapour, fluorescent or other types of outdoor lighting or display device which has a power factor of less than 90 percent or other detrimental characteristics.

7.5 Load Fluctuations

The Customer shall operate its motors, apparatus and other electrical equipment in a manner that will not cause sudden fluctuation to the Company's line voltage, or introduce any element into the Company's system which in the Company's opinion disturbs or threatens to disturb its electrical system or the property or service of any other Customer. Under no circumstances shall the imbalance in current between any two phases be greater than five percent. The Customer shall indemnify the Company against any liability, loss, cost and expense occasioned by the Customer's failure to operate its electrical equipment in compliance with this section. The Company may suspend supply of electricity if the Customer fails to take remedial steps required by the Company to correct a disturbance.

8. CONTINUITY OF SUPPLY8.1 Interruptions and Defects in Service

The Company will not be responsible for any loss or damage whatsoever incurred by the Customer due to interruption, failure or defect in service or supply arising from causes outside the reasonable control of the Company (including strikes or lockouts), but will restore service or supply with reasonable diligence.

All responsibility of the Company for electricity delivered to the Customer shall cease at the point of delivery, and the Customer shall indemnify the Company and save it harmless from all liability, loss and expense caused by or arising out of the taking of electricity by the Customer.

The expense of any interruption of service to others, loss of or damage to the property of the Company through misuse or negligence of the Customer, or the cost of necessary repairs or replacement shall be paid to the Company by the Customer.

Issued November 19, 2001
UTILICORP NETWORKS CANADA
(BRITISH COLUMBIA) LTD.

Accepted for filing _____
BRITISH COLUMBIA UTILITIES COMMISSION

By: R.H. Hobbs, Vice President
Regulatory and Legislative Services
EFFECTIVE (applicable to consumption on and after)

By _____
Commission Secretary
October 22, 2001