



LETTER NO. L-41-03

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VIA FACSIMILE
(250) 364-1270

August 25, 2003

Mr. George Isherwood
Regulatory Affairs Executive
Aquila Networks Canada (British Columbia) Ltd.
1290 Esplanade, P.O. Box 130
Trail, B.C. V1R 4L4

Dear Mr. Isherwood:

Re: Aquila Networks Canada (British Columbia) Ltd.
July 31, 2003 Customer Contact Centre Report

The Commission acknowledges receipt of the above report and notifies Aquila that it considers these levels of customer service to be unacceptable. The Company states that performance levels will see marked improvement by the fourth quarter of 2003. The Commission will wait for these results before taking action.

Yours truly,

Original signed by:

Robert J. Pellatt

RJP/chm
cc: Registered Intervenor 2003 RR
Mr. John B. Hall
President and Chief Executive Officer
Princeton Light & Power Company, Limited
Mrs. Beryl Slack
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