

To Whom It May Concern:

Hydro One Networks is responsible for 97 per cent of Ontario's electricity transmission system and about one-third of the province's distribution system. The 28,600 kilometer long high voltage system transmits electricity from generating facilities across the province to the local distribution utilities and large industrial consumers. Hydro One Networks' low voltage distribution system brings electricity to approximately 1.3 million homes or businesses across rural Ontario.

My group and Hydro One as a company, utilize Power Quality and Energy Monitoring and Analysis Systems from *Candura Instruments* as a primary tool for resolving customer supply issues. We are very pleased with the ease of use and performance of their Instruments *and* Analysis Software. Their monitors are rugged and reliable – we often use them outdoors and recently accidentally dropped a *PowerPro* unit 3 feet to the concrete floor, with no damage.

Candura Instruments also offers excellent customer support, and has often provided us with valuable assistance with data interpretation and training on power quality issues.

Yours truly,

A handwritten signature in blue ink, appearing to read "Walter D. Kloostra".

Walter D. Kloostra, P.Eng.
Manager, Distribution Planning
Work Management & Technical Services
Customer Operations
Hydro One Networks Inc.