

**CERTIFIED MAIL-RETURN RECEIPT REQUESTED**

August 9, 2010

Mr. Jay M. Ignacio, P.E.  
President  
Hawaiian Electric Light Company  
PO Box 1027  
Hilo, Hawaii, 96721-1027

Re: EB-09-GB-0294

Dear Mr. Ignacio:

The Federal Communications Commission has previously notified you by letter on December 16, 2009, that it has received complaints of harmful radio interference possibly caused by equipment operated by your company. This interference has been reported by an operator in the Amateur Radio Service. The complainant is:

Location of Complaint

(Name withheld)  
(Address withheld)  
(Address withheld)  
Tel: (Number withheld)

Complainant's Mailing Address

(Name withheld)  
(Address withheld)  
(Address withheld)

In this letter, you were advised that this problem, if unresolved, could be a violation of Commission rules and could result in a monetary forfeiture. For this reason, we encouraged the parties involved to voluntarily resolve this matter without Commission intervention. If however it became necessary to facilitate a resolution, the Commission might investigate possible rules violations and address appropriate remedies, including monetary forfeiture.

You were further advised that the Commission expects that most cases can be resolved within 60 days of the time they are first reported to the utility company. In addition, if unable to resolve this matter by February 19, 2010, you were advised to inform this office about the nature of the problem, the steps being taken to resolve it and the estimated time in which those steps can be accomplished. You responded to this office on January 26, 2010. In that letter you indicated that you were planning to replace or address all identified noise generating devices within a quarter mile radius of (name withheld's) home by the end of March, 2010. Included in your list of noise generating devices were lightning arresters, hot line clamps, and strain insulators. Although you responded to this office within the specified time period and came up with a detailed plan to attempt to locate and resolve the interference, (name withheld) reports that harmful interference to his station continues.

We note that quite often in preparing a response to these letters, a utility will indicate that they have spent countless hours locating and correcting "noise" in and around the residence of the amateur. Unfortunately, those sources of "noise" are not the noise that is causing interference to the amateur. It is not the Commission's intent that the utility should correct all sources of "noise" in and around the amateur's residence; rather, it is our intent that you locate and eliminate the specific noise causing radio frequency interference to (name withheld).

In order to correctly identify and then eliminate the source of (name withheld's) specific radio interference, staff from HELCO will need to visit (name withheld's) residence and listen to the noise on his amateur equipment. Once your staff has heard (name withheld's) specific "noise," they will be better equipped to locate and correct the specific source of his radio interference. Most modern locating equipment, in fact, has the ability to observe and record noise signatures. Matching the unique signature or pattern of each offending noise source will help eliminate any unnecessary repairs, thus improving efficiency and reducing costs.

You are directed to respond to the undersigned within sixty (60) days from the date of receipt of this letter providing a statement of when you visited (name withheld's) residence and after that visit, the specific action(s) taken to identify and eliminate the source(s) of (name withheld's) radio interference. If you have any questions about this matter, please contact me in writing at: 1270 Fairfield Road, Gettysburg, PA 17325 or via telephone at 717-338-2577.

Sincerely,

Laura L. Smith, Esq.  
Special Counsel  
Enforcement Bureau

cc: Honolulu Resident Agent  
Western Regional Director