

1 Q. How does a “proactive maintenance approach” apply to the replacement of
2 computer equipment? (JRH p. 11, line 9)

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5 A. With the dependence on technology in today’s operation environment any
6 “breakdown” will affect productivity. However, the degree of that effect will
7 vary depending on user’s duties, the degree of utilization of the equipment
8 and criticality of that application or system. Hydro employs computer
9 technology widely, eg. PCs, servers, control equipment, energy management
10 systems and so on. Based on common industry practice, discussions with
11 consultants and specific vendor information, Hydro has adopted a proactive
12 approach in many areas of its operation. Run to failure is not an acceptable
13 alternative for continued productivity.