

1 Q. Please provide the following:

2 a. The number of hours of service outages, on an annual basis, that
3 Hydro's customers is willing to accept.

4 b. The correlation between amounts Hydro has spent to improve the
5 reliability of the network, and the power outages in each region of the
6 Province served by Hydro.

7 c. Information for recent years indicating the return on investments for
8 reliability improvements.

9 d. With regard to reducing power outage durations, a comparison of re-
10 designed maintenance procedures (i.e., fielding additional repair
11 crews) to making infrastructure improvements (i.e., building additional
12 feeders).

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15 A. a. Please refer to CA 1 NLH.

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17 b. Reliability improvement investments are based upon a number of
18 factors, including reliability performance history, the nature of reliability
19 issues, and the cost of addressing underlying reliability-related
20 problems. Investments can be targeted towards individual
21 systems/areas, or towards larger areas. Some investments provide
22 service improvements very soon after implementation, while others
23 may halt or retard the degradation of performance over time.

24 Correlations between amounts spent on reliability and regional
25 performance have not been attempted, and are not available. In some
26 instances, responses may be highly effective and relatively
27 inexpensive, whereas in other instances, significant expenditures

1 would be required to improve reliability. The nature of the problem
2 and the options available for remediation depend upon the situation.

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4 Hydro's practice is to monitor reliability performance on a system and
5 regional basis, and identify opportunities to maintain or improve
6 reliability in a cost effective manner.

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8 c. Return on investments for reliability-related expenditures have not
9 been calculated for the same reasons as noted in part b.

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11 d. Hydro has not completed a formal comparison of redesigned
12 maintenance procedures (i.e., fielding additional repair crews) versus
13 making infrastructure improvements (i.e., building additional feeders)
14 in an effort to reduce power outages. Both approaches are valid
15 depending upon the geography and the economics.

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17 By placing additional line crews in rural isolated communities,
18 response time can improve. By improving infrastructure, the
19 frequency with which outages take place can be reduced. In certain
20 cases, infrastructure improvements can also reduce the duration of
21 outages.

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23 Hydro evaluates the nature of the reliability issues faced by each
24 system, and based upon the nature of the problem develops the
25 appropriate response strategy, whether it be staffing response, an
26 infrastructure response, or a combination of the two.