

**In reference to Schedule “B”, page 75 of 82, Operations Support System, project cost \$383,000:**

**Q. Please specify what estimating, scheduling and tracking and other field work is completed through this replacement.**

**A.** The replacement of these Operations Support Systems will provide for improved estimating, prioritization, scheduling and tracking of:

- customer requests for new services, new streetlights, the disconnection or reconnection of existing services or for tree-trimming near power lines; and
- capital projects related to distribution, substations and generation.