

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

Q. Please advise as to how productivity will be increased in the result.

A. The applications to be installed through the Operations Support Systems project will offer better capacity for the planning, estimating, prioritization, scheduling and tracking of a variety of tasks.

Many types of customer requests are now tracked through the Customer Service System, and are assigned from a work queue that has no capacity to prioritize, sort or schedule work requests. Those capacities will be available through the new applications, and will enable work to be assigned to crews on the basis of a number of variables, including priority, geographic location, and required skills and equipment. This will allow work to be scheduled to make better use of the work crew’s time, with less administrative effort required for the planning and tracking of work, and for responding to customer queries regarding the progress of their service requests.

The planning, estimating, scheduling and tracking of capital work is currently done using various applications developed in-house. The new applications will improve current processes and make more efficient use of available resources.

The prioritization and scheduling of operating maintenance activities, such as the regular inspection of distribution feeders, is now largely paper-based. The new applications will provide for improved tracking of the results of such inspections and better prioritization and tracking of the work required to correct identified deficiencies.