

In reference to Schedule “B”, page 77 of 82, Outage Management, project cost \$284,000.00:

Q. Please inform as to how the proposed system will improve that response time.

A. The applications currently used to support trouble call management are among the oldest of the Company’s applications still in service that were developed in house. These applications provide limited functionality.

The existing applications will either be migrated to a new operating platform and modified to provide additional functionality, or they will be replaced with a new technology product. Either option will provide enhanced capabilities for logging, analyzing, organizing and dispatching customer trouble calls during outages.

The improved outage management applications will contribute to reducing trouble call response time in the following ways:

1. A more user-friendly computer interface will reduce the time required for System Control Centre (SCC) operators to record trouble calls on the system.
2. More complete information related to trouble calls, such as feeder and substation information, will enable SCC operators to better assess the scope and possible location of the problem, particularly during more widespread outages.
3. Availability of trouble call information to anyone connected to the Company’s information technology network will facilitate better coordination of resources to respond to problems on the electrical system.