

1 Q. What level of confidence does Hydro have that CBPP can meet the 10 minute
2 response time when a 20 minute notification period was previously required? In the
3 response include a description of the actions that must be taken by CBPP to be able
4 to respond to a request.

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7 A. Hydro is confident, and CBPP has confirmed, that CBPP can meet the 10 minute
8 response time.

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10 CBPP is a 24 hours a day, 7 day a week operation and can always be reached by
11 Hydro's Energy Control Centre. Since entering into the 2014 Capacity Assistance
12 Agreement, CBPP has refined its response time. CBPP have completed a continuous
13 review of their shut down process and have gained efficiencies where possible. A
14 core area where improvements have been made is to streamline communications
15 and to develop clear operating instructions to be used for providing capacity
16 assistance to Hydro. Hydro has been advised that in other jurisdictions such as
17 Québec, mills owned by Kruger, CBPP's parent company, are required to respond in
18 less than 10 minutes.

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20 Upon receiving a request for capacity assistance from Hydro, a phone call is
21 initiated via direct line to the Thermal Mechanical Pulping (TMP) plant. The TMP
22 plant immediately reduces production by unloading the refiner motors based on
23 the amount of power requested. The unloading of this equipment instantly places
24 power onto the Island Interconnected System. This can take as little as 2 minutes.
25 CBPP then calls other operating departments to suspend operations. This entire
26 process can be accomplished inside the 10 minute request window.