

1 Q. **Other**

2 (Re: Amended GRA, Exhibit 2) The table on page E5 indicates that Hydro did not
3 meet a single KPI target in 2013. When did Hydro make the Board aware of its
4 deteriorating performance and what steps, if any, did Hydro take to address its
5 deteriorating performance?
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7

8 A. Hydro reports its performance to the Board on a quarterly basis through the
9 quarterly regulatory report, which includes financial, reliability, and Holyrood
10 conversion rate reporting. In addition, Hydro reports to the Board any major
11 incident affecting reliability through the incident reporting process. The hydraulic
12 conversion rate and customer satisfaction are reported to the Board on an annual
13 basis only.
14

15 Hydro generally addresses reliability performance in a number of ways through its
16 asset management strategy as outlined in Section 1.4.3 and further described in
17 Section 2.3.3 of its Amended Application. Hydro also outlined in Section 2.3.4 of the
18 Amended Application its response to recent reliability performance.
19

20 In addition to the reliability indicators, Hydro's financial performance was
21 deteriorating which led Hydro to file a GRA on July 30, 2013 for a change in rates to
22 customers, effective on January 1, 2014.