

1    Q.    (Regulated Activities Evidence page 2.12, Chart 2.3)

2    Does Hydro believe the reliability improvements in transmission, distribution and

3    generation are an anomaly, or does Hydro believe them to have a level of

4    permanence?

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7    A.    Hydro does not believe the reliability improvements shown are an anomaly, but

8    rather an indication of the improved performance in 2012 against the five-year

9    experience from 2008-2012. 2011 was a particularly challenging year in the area of

10   reliability performance as there were significant weather systems that resulted in

11   numerous and lengthy outages to customers. Hydro continues to strive to maintain

12   and improve performance in all areas and, as outlined in the Regulated Activities

13   Evidence Section 2.3.2, has focused considerable effort through capital investment

14   and sound asset management practices.