

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?

5

6

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.