

1 Q. C-63; Volume II, Tab 27: Replace Programmable Logic Controllers, page 11, Hydro
2 states: *"The manufacturer indicates that there is no maintenance agreement in*
3 *place. Discussion will have to be undertaken within Hydro to determine to what*
4 *level, if any, of technical support from the manufacturer is warranted."*

5 Please provide details of any maintenance or support arrangements Hydro has
6 established for Programmable Logic Controllers.

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9 A. There is presently no support or maintenance agreement in place for hardware or
10 software. A support agreement for the programming software for Programmable
11 Logic Controllers is to be purchased in 2014. This will include one year of software
12 upgrades and technical support. Programmable Logic Controller hardware is
13 replaced upon failure or damage by Hydro Operations as long as said components
14 are not obsolete.