
1 Q. **Volume III, Tab 39 – Vehicles and Aerial Devices Fleet Additions**

2 Did any of the meter readers who were using their own vehicles voice concerns or
3 complain to Hydro regarding same? If so, please provide the dates of complaints
4 and the issues raised by the meter readers regarding use of their own vehicles.

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7 A. There have been many concerns and complaints passed on to the Supervisor for the
8 meter readers. The complaints were noted but not recorded by date. Some of the
9 concerns and complaints are:

10 a. “My vehicle breaks down from use.”

11 b. “Home owner pets are scratching the paint on my vehicle when I stop to
12 read the meter.”

13 c. “My vehicle is not suitable to access cabins or remote sites due to rough
14 roads.”

15 d. “I am putting too many kilometers on my vehicle each year.”

16 e. “My vehicle is getting a lot of wear and tear due to use.”

17 f. “My personal vehicle is not recognizable as a meter reader vehicle because
18 it is not branded.”

19 g. “The meter readers question what tires they should get for their vehicles.”