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

2 Hydro states at p. 5 that while the meter readers in some locations are using their  
3 personal vehicles, Hydro can control the safety performance in meter reader  
4 vehicles when they are owned by Hydro. Please detail any issues with safety  
5 performance of personal meter reader vehicles over the last 5 years and what steps  
6 Hydro had to take to address same.

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9 A. In the past five years, Hydro has identified a number of issues with the meter  
10 reader vehicles, most of which have been discussed with the employees. Some  
11 issues cannot be rectified as they require the employee purchase a specific type of  
12 vehicle, add barriers and install other equipment in their personal vehicle. A  
13 selection of some of the key issues encountered with the personal vehicles are:

- 14 a. No barrier installed to protect the occupants and keep tools and equipment  
15 (such as meters and ladders) isolated from the passenger compartment.  
16 This type of barrier is currently essentially a standard installation in meter  
17 reading vehicles in utilities.
- 18 b. Inadequate space in personal vehicles to carry the necessary tools, parts and  
19 equipment needed on a regular basis.
- 20 c. The personal vehicles are generally not maintained to the same standard as  
21 Hydro vehicles. Hydro has found examples of when employees drive with  
22 cracked windshields, worn suspension components and all season tires in  
23 the winter.