

1 **Re: Page B-200, Replace Dial Backup System, \$201,300**

2 Q. What indications, from maintenance, from engineering staff, or from other  
3 utilities, would cause Hydro to believe that the dial backup modems and  
4 switching equipment must be replaced at this time?

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7 A. The primary reason for replacing the system is age. The system was  
8 installed in 1990. The modems and associated equipment have been  
9 manufacturer discontinued since 1995. Replacement parts are unavailable.  
10 The system is controlled by software that has reached the end of its life, as  
11 well; updates and maintenance are unavailable. The software application  
12 reached end of manufacturer support in 1995, and can only run on a  
13 computer using the Windows 3.1 operating system, which has not been  
14 supported since 2001. The system has exceeded its useful life and it is  
15 prudent to replace it at this time before catastrophic failure occurs. The  
16 system is critical to the functioning of Hydro's Energy Control Centre,  
17 allowing access to remote terminal units when the primary communications  
18 medium is unavailable due to scheduled or unscheduled outages. If the dial  
19 backup system is not functioning, remote stations will require personnel on  
20 site 24 hours per day for the duration of the communications outage. In the  
21 case of scheduled outages for transmission line work, this could be a matter  
22 of weeks. For these reasons, it is prudent to replace the system at this time.