Q. **C-3, Replace Fuel Tank, $207,500**

On p. C-3 Hydro states that "There is no record of maintenance or repairs performed on the tank in the last five years." Please explain how Hydro uses work orders or other sources of information to track work that is performed by staff.

A. In additional to work orders, operational daily checks are in use throughout the company to assess conditions daily. In the case of staffed areas where there are fuel tanks, the daily checks include looking for leaks and other indications that the tank may cause environmental issues.

An approved work order represents an approval to use resources and perform the work scope identified on the work order. It is used to support the following functions:

a. Workflow tracking and management from initiation through approval, execution and ultimately close-out;
b. Capturing maintenance history (parts, work performed and results) and referencing it against specific asset records for future use; and
c. Collecting costs of the work and ensuring those costs are directed to the proper accounts.

This process is enabled through the JD Edwards enterprise software. Work orders are initiated to identify a work requirement, and associated with a specific asset. The asset with which the work order is associated may be at a relatively high level, a tank farm, for instance, rather than a specific tank. In such a case, it may be difficult to identify whether work was done on a lower level asset. There are both corrective maintenance (CM) and preventive maintenance (PM) work orders. The

CM work order next goes through an initial approval/rejection gate based on initial merit of the work. If approved, the work order moves on to formal work planning with scope development, resource estimation and parts identification. Once planning is complete, the work order moves through a final approval/rejection/ rework gate based on merit, cost and quality of the plan. If approved, the work order moves to the scheduling phase, then execution and ultimately close-out. Workers code their time directly to the work orders they service via the timesheet application which interfaces with JD Edwards. Work history is typically captured on paper by tradespeople and then entered in the history field on the work order in JD Edwards by clerks. Parts used are automatically coded to the work order when they are issued from inventory via JD Edwards software. Costs for parts sourced outside the inventory system are manually coded to the work order and appropriate financial account.

There is minor deviation in the way PM work orders flow. These pieces of work are typically frequency based and are set up in an automatic scheduler in JD Edwards. The scheduler generates the work order into the scheduling phase once the frequency trigger is met. The approval of these PM's happens on the front end, prior to being set up in the scheduler. After a PM is approved it becomes part of the approved PM program. The scope of the PM program and any changes to it is controlled by the Long Term Asset Planning Manager.

The JD Edwards work order database can be subsequently searched to retrieve required information. There is no capability to electronically attach supporting documents, drawings and reports to work orders in the current version of JD Edwards. These are typically referenced on the work order and filed so they can be located later if needed.