

1 Q. Please describe training conducted during 2013 and 2014 relating to the operation  
2 and use of the Outage Management System. Please specify job titles and number of  
3 employees participating in this training.

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6 A. Hydro has a custom built Power Outage and Emergency System (POES). The POES is  
7 an application that provides power outage information to customers, either via the  
8 Interactive Voice Response (IVR) telephone system, or the Outage Information page  
9 on Hydro's website. It is used by the ECC System Operators after work hours and by  
10 Customer Services Representatives (CSRs) during work hours or when the CSRs  
11 work extended hours during major service interruption events.

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13 The training provides the employee with knowledge to access and enter/update  
14 power interruption information into the POES. Training is provided to all ECC  
15 System Operators and CSRs when there are significant system modifications or  
16 enhancements. Otherwise, training is provided to new or transferred employees for  
17 these positions. There has been no major enhancement made to the POES in 2013  
18 or 2014. The last major enhancement and training effort was in 2010.

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20 Please refer to Table 1 for the training conducted in 2013 and 2014 related to the  
21 operation and use of the POES.

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Table 1 – Power Outage and Emergency System Training

2013 Training	
Job Title	Number of Employees
Customer Service Representative	1
Customer Communications & Billing Administrator	1

  

2014 Training	
Job Title	Number of Employees
Customer Service Representative	1
System Operator	1