



Your Home Town Utility



September 16, 2010

By Email

Kirsten Walli
Board Secretary
Ontario Energy Board
P.O Box 2319
2300 Yonge Street
27th Floor
Toronto, Ontario M4P 1E4

**RE: Erie Thames Powerlines Corporation Responses
Board File No.: EB-2010-0249
Initiative to Develop Electricity Distribution System Reliability Standards
Questions for Distributors – Attachment A**

Dear Ms. Walli,

Provided is Erie Thames Powerlines written responses to the questions set out in Attachment A of the above mentioned document.

Sincerely,

Original Signed

Chris White
President
Erie Thames Powerlines Corporation



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Attachment A Questions to Discuss For Electricity Distributors

Current Practices

Question:

- *In additions to SAIDI, SAIFI and CAIDI, what, if any, other system reliability measures do you use?*

Response:

- Outages by Feeder by Year,
- Loss of supply,
- Cause/Sub Cause Charts,
- Emergency Response,
- Response/Repair Times, Autos by Feeder

Question:

- *Provide a detailed description of your methodology utilized to record SAIDI and SAIFI. Please include information such as:*
 - *The degree of use of automated event tracking from SCADA systems, as well as reliance on manual observations.*

Response:

Customer trouble/outage calls are most often the driver for SAIDI and SAIFI recording. Trouble and Outage Reports are completed manually for all trouble/outage situations. Interruption data is collected by field staff involved in the interruption restoration.

The interruption data collected includes the following:

- the date and time the call was received
- onsite time
- customer information – address, telephone number
- identifies the supply feeder
- restore time
- number of customers affected
- nature of the trouble



- causes
- sub causes
- repairs made and if any additional work is required
- is the site safe

The information is then manually entered into a data base system called Outage Management System.

Being an embedded distributor Hydro One's reporting web site is utilized to track momentary outages, and other outages on Hydro One's system that impact our customers.

Our utilities do not have a SCADA system.

- ***Whether planned outages are tracked separately.***

Response:

Since the Distribution System Code ("DSC") amendments were issued by the Board in March and June 2008 planned outages are being tracked separately. Historically planned outages were included in our SAIDI SAIFI CAIDI reporting. Scheduled outages are currently being manually tracked.

- ***The level of detail captured throughout a stepped restoration process to record the total customer duration impact.***

Response:

The Trouble/Outage Report that is required to be completed by field staff, involved in the interruption restoration, includes the time the call came in and the restored time, this information is used to track the length of time of the outage. The feeder, transformer, switch or pole number is also required this information links the number of customers supplied by the equipment.

Stepped restoration process is tracked to the best of our ability however accuracy can sometimes be a challenge. For the most part stepped restoration is the result of a larger significant event, given our large non contiguous service territory it becomes difficult to track.

Question:

- ***Do you use system reliability performance results in planning, investment and maintenance expenditures, as well as establishing operation and maintenance procedures? Please explain.***

Response:

Yes. Each year our budget planning process includes a review of our reliability performance. Trends on frequency, duration, cause of interruptions, feeder, location etc. are analyzed to establish poor performance issues. Through the analysis we determine whether we need to apply our expenditures towards capital upgrades or additional maintenance to improve the performance of the distribution system.



Question:

- *Do you identify and track the impacts of extraordinary events?*

Response:

Extraordinary events are tracked through our reliability assessment. Further analysis determines to what extent the event impacted our results and if the event was within the utilities control.

Question:

- *What other actions do you take to manage system reliability performance?*

Response:

Reporting results are reviewed during Quarterly Management meetings. Response times are scrutinized to ensure that performance is being maintained as expected.

Rigid maintenance program standards are applied in an attempt to avoid events from occurring.

Routine maintenance and inspections of the system are managed accordingly. The maintenance program includes a bi yearly thermal scan that will identify hot spots on the system. Corrective measures to repair any issues identified by the thermal scan will be corrected in a timely manner before it impacts the customer.

When we are made aware of any issues that are impacting our customers additional measures such as feeder patrols are conducted to identify the problems or a potential problems.

