



September 15, 2010

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

Dear Ms. Walli:

**Re: Initiative to Develop Electricity Distribution System Reliability Standards
Board File No.: EB-2010-0249**

In its letter of August 23, 2010, the Ontario Energy Board (OEB) requested specific information regarding the current practices regarding reliability standards.

Please find attached *EnWin's* submission as requested. The responses are structured in the format of Attachment A "Questions to Discuss" from the Board's August 23, 2010 correspondence.

Yours very truly,

***ENWIN* Utilities Ltd.**

Per: June Broadfoot
Regulatory Affairs
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Attachment A
Questions to Discuss
For Electricity Distributors

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

ENWIN also uses MAIFI.

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.**
- **Whether planned outages are tracked separately.**
- **The level of detail captured throughout a stepped restoration process to record the total customer duration impact.**

ENWIN does not use SCADA automated event tracking at this time.

Yes, planned outages are tracked separately.

ENWIN collects the following level of detail throughout a stepped restoration process to record the total customer duration impact:

- | | |
|------------|---------------------------|
| ▪ Operator | ▪ Customer Hours |
| ▪ Date Off | ▪ Number of Customers |
| ▪ Time Off | ▪ Equipment |
| ▪ Date On | ▪ Temperature |
| ▪ Time On | ▪ Cause in Detail |
| ▪ Hours | ▪ Lockout |
| ▪ Station | ▪ Breaker Auto /Reclose |
| ▪ Feeder | ▪ Fused Tap Blown |
| ▪ Cause | ▪ Breaker Closed Manually |
| ▪ Weather | |

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

Yes, *ENWIN* uses system reliability performance results for planning, investment and maintenance expenditures as well as for operation and maintenance procedure. Outage statistics along with customer population density is used for capital planning for items such as Tree trimming and Pole Top Reclosers.

For example, the planning associated with a subdivision in a field with no trees and zero outages would be minimal compared to area with very large trees and a large number of events in a year.

Do you identify and track the impacts of extraordinary events?

Yes, *ENWIN* tracks the impacts of extraordinary events.

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

ENWIN has implemented an automated restoration scheme on our SCADA system that restores power to an area faster and without human intervention.

ENWIN has created a large fault finding program that uses our SCADA system to locate faults to allow the dispatch of crews to a select area as opposed to patrolling an entire feeder length to locate a possible problem.

ENWIN's control room staff operates on a philosophy of safety first, reliability second. While ensuring reliability, *ENWIN's* control room staff is trained to question field staff and suggest options that will reduce the number of customers experiencing an outage. For example; when the field staff indicates they would like a breaker opened to do work, the control room staff might suggest a switch at an alternate location that would reduce the number of customers affected by that particular event.

System maintenance activities and projects involving aggressive tree trimming, surge arrestor programs, animal guards on transformers in high tree/animal areas are scheduled to allow for the best management of system reliability.