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September 16, 2010

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

Attention: Kirsten Walli
Board Secretary

**Subject: Haldimand County Hydro Inc.
Initiative to Develop Electricity Distribution System Reliability
Standards (EB-2010-0249)**

Dear Ms. Walli:

Haldimand County Hydro Inc. is providing written responses to the questions set out in "Attachment A" of the Board's letter dated August 23, 2010 to assist with the initiative to develop electricity distribution system reliability standards. Haldimand County Hydro understands that the Board has requested responses in order to facilitate discussion during the stakeholder conference that forms part of this initiative in order to develop the proposed amendments to codes which will establish the system reliability requirements.

Please find enclosed three paper copies of this document. In addition one electronic copy has been filed today through the Board's web portal www.err.oeb.gov.on.ca in searchable / unrestricted PDF format.

Yours truly,
HALDIMAND COUNTY HYDRO INC.

*Original Signed by Sherry Graham
on behalf of J. A. Scott*

Jacqueline A. Scott
Finance Manager

JAS: sg

Question 1:

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

Response

Haldimand County Hydro Inc. (“HCHI”) does not collect any other system reliability measures.

Question 2:

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.

Response

HCHI relies on manual observations to collect system reliability information. It is not equipped with a SCADA or other automated event tracking system at this time.

HCHI’s methodology to record SAIDI and SAIFI is to complete a separate trouble report sheet (outage sheet) for each power interruption event. This report documents the time the call is received, the time the power is restored and the cause of the outage. The number of customers affected by the outage is subsequently determined manually using any combination of GIS system, telephone records from the outage and customer account data.

This data is entered into an access database which determines SAIDI and SAIFI from these outage sheet records.

Planned outages are currently recorded as part of HCHI’s SAIDI and SAIFI numbers but typically detail is not recorded for a stepped restoration process and the outage duration and impact is attributed to all customers until power is fully restored.

Question 3:

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

Response

Reliability is one of several criteria used by HCHI to evaluate and prioritize between competing capital projects. Reliability performance is assigned a weight of 25% in HCHI's capital project prioritization model. Using a risk based rating and the weight, each project is assigned a weighted score for reliability performance. This score is combined with other factors to determine the overall prioritization of capital projects.

Question 4:

Do you identify and track the impacts of extraordinary events?

Response

Extraordinary outage events such as those resulting from storm damages are included along with other power outage statistics but are not separately tracked. However, HCHI does accumulate costs in a separate work order when an event is deemed extraordinary.

Question 5:

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

Response

HCHI undertakes regular maintenance and inspection of the distribution system to manage system reliability performance. Some of these activities include annual tree trimming, recloser and switch maintenance programs, pole replacements and infrared and visual inspections.