

Sept. 17, 2010

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

VIA RESS

Dear Ms. Walli:

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

- 1) **Question:** In addition to SAIDI, SAIFI and CAIDI, what, if any, other system reliability measures do you use?

**Response:** In addition to the above service quality indicators PowerStream also tracks MAIFI. We further break down outage events by specific feeder, using the following reliability measures/indicators; FAIDI and FAIFI. We also measure/track the number of outages and auto-recloses per feeder. We also use the Index of Reliability measure.

- 2) **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.  
**Scada event times (faults and breaker operations) and Smart Meter outage reporting are used to record the start of an outage. Restoration times are from the field, Scada and Smart meters.**
- Whether planned outages are tracked separately.  
**Planned outages are tracked as separate events but included in the statistics.**
- The level of detail captured throughout a stepped restoration process to record the total customer duration impact.  
**Outage restoration time for each step of the process is recorded as well as the number of customers restored.**

**Response:** PowerStream uses Telvent software called "Responder" an Outage Reporting System (ORS) to measure/track the above service quality indicators. Each outage is tracked in the ORS from start to finish with a record of each restoration step. The number of customers interrupted for each outage are summated to provide the total for the SAIFI calculation. The customer hours of interruption for each outage are also summated to provide

the total for the SAIDI calculation. The total system customer count is recorded at the beginning/end of each month.

- 3) **Question:** Do you use system reliability performance results in planning, investment and maintenance expenditures, as well as establishing operation and maintenance procedures?

**Response:** Yes we do. PowerStream works closely with its operations and the maintenance departments to ensure that areas that are recognized with the FAIDI AND FAIFI measurements are addressed. This process is also used along with other tools for the planning and investment costs/budget for each year.

- 4) **Question:** do you indentify and track the impacts of extraordinary events?

**Response:** Major Event Days are identified using the IEEE 2.5 Beta method for calculating the SAIDI threshold to determine which, if any days in the year this threshold is exceeded (MED's). If there are any such days, we do separate them out to report on them.

- 5) **Question:** What other actions do you take to manage system reliability performance?

**Response:** PowerStream has formed a “Reliability Committee” with cross-functional representation from Planning, Standards, Lines, P&C, Station Design, Engineering, Customer Service and Health & Safety sections. Under the direction of the System Planning department, the objective of this committee is to continuously improve the reliability of PowerStream’s electricity distribution system through the systematic monitoring of reliability related statistics and issues, analyzing root causes of poor performance, and making recommendations for action to improve system performance. .

In addition to the Reliability Committee, the System Planning and Standards section, has engineering resources in Reliability and Asset Condition Assessment areas that have the primary focus for ensuring the system assets are managed efficiently and effectively from both a reliability and safety point of view.

If you require further information, please do not hesitate to contact:

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Yours truly,

*C.Dade/per*



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cc: