

Chatham-Kent Hydro Inc. INTERROGATORY #5

Interrogatory

The following questions relate to the Queen Street service centre.

- (i) How many Hydro One staff are permanently located at the Hydro One service centre in the Municipality?;
- (ii) Please describe the fleet and equipment that is permanently located at this site;
- (iii) Please provide the business hours that the Hydro One service centre is open to the public and the types of customer services that Hydro One provides from this location;
- (iv) Please provide the phone number of the Hydro One service centre in the Municipality for Hydro One customers to call for service;
- (v) Please provide an estimate of the value of the inventory at the Hydro One service centre in the Municipality;
- (vi) Please advise if the Hydro One service center in the Municipality is currently for sale;
- (vii) Please describe the SCADA equipped control room at the Hydro One service centre in the Municipality;
- (viii) Please advise if Hydro One staff at the service centre in the Municipality are on 24-hour standby and if so, how many are standby and what is their classification? Is there a Supervisor/Manager on 24-hour standby and if so where is this person located?;
- (ix) Please provide a map of the service territory that is the responsibility of the staff employed at the Hydro One service centre in the Municipality; and
- (x) Please provide a written copy of the emergency preparedness plan submitted to the Independent Electricity Market Operator (IMO).

1 *Response*

2
3 (i) Networks has 19 staff permanently located at the Queen St. service centre in
4 Chatham. In addition there are significant numbers of employees, such as forestry,
5 lines, stations, and meter reading personnel who will work out in the municipality
6 on an as needed basis to meet customer and work program requirements.

7 (ii) The Queen St. location currently has 3 radial boom derricks, 2 material handling
8 bucket trucks, a 55 foot double bucket truck and 8 support vehicles. Additional
9 transport and work equipment that may be needed from time to time are available in
10 other locations in the vicinity or from across Networks' service area.

11 (iii) The service centre is not a customer walk-in location. Staff, equipment and
12 material are located in this centre to provide the field execution of the following
13 services;

- 14 • Power restoration and emergency response
- 15 • New connections
- 16 • Service upgrades
- 17 • Service Cancellations
- 18 • Underground locates
- 19 • Disconnects & reconnects for customer work
- 20 • Final meter readings
- 21 • Power Quality solutions
- 22 • Customer inquiries requiring site visits
- 23 • Line maintenance and upgrades
- 24 • Line relocations

25
26 Call handling and phone inquiries are handled by the Call Centre and local field
27 business centre as described in Exhibit J8-3-4 (ix) and (x).

28
29 (iv) As provided in Networks' Exhibit J-8-4, customers can call 24hr/day, 7 days a week
30 to Network's call centre and service orders are routed to the local service centre or
31 directly to crews as needed. Emergency calls are identified by the call centre
32 technology and routed to the Outage Management Centre with high priority. The
33 Outage Management Centre will dispatch a crew to emergency locations. Customer
34 calls are not handled at the local service centre.

35
36 (v) The Queen St. service centre has approximately \$105,000 of inventory to handle
37 routine activities. Additional inventory and special requirements are available
38 either in regional warehouses or on the manufacturers' premises as part of strategic
39 purchasing alliances.
40

1 (vi) The existing service centre on Queen St. is currently for sale but Networks' plans to
2 maintain a service centre in the Municipality. Networks has company wide
3 initiatives to reduce facility costs by reducing space requirements, selling properties
4 and leasing back smaller space requirements in local partnerships, exchanging
5 properties, and other proposals that may be available.

6
7 (vii) Networks SCADA control centre is located in Barrie, thus the control room for
8 equipment in the municipality is not located at the Queen St. service centre.

9
10 (viii) Networks has staff available 24 hours a day to respond to power outages,
11 emergencies, and power quality problems. Outside normal working hours a 2 man
12 lines crew (Regional Lines Maintainers) is on call with direct communications to
13 the Outage Management Centre. If situations require additional resources, the on-
14 call Supervisor has the capability to call in additional resources from within the
15 service area. Based on escalating need the following resources are available;

- 16
17 • Over 100 Regional Lines Maintainers, fleet and material from other service
18 centres in Southwest Ontario
19 • Assistance from local utilities in Southwest Ontario as per established Mutual
20 Assistance Agreements
21 • Over 800 Line staff from across the Province as per established storm response
22 processes
23 • Mutual assistance from utilities across the Province and in the United States

24
25 The above capability and process are documented and rehearsed as part of
26 Networks' Emergency Response Plan.

27
28 The on-call Supervisor is available on a 24hour standby basis and their location
29 would be within Networks local Zone as the responsibility is rotated among
30 available Supervisors.

31
32 (ix) See attached map.

33
34 (x) Networks' Emergency Preparedness Plan is privileged and confidential.
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