

1 Q. In reference to the measures for improve reliability described on page 9 of the ESRA
2 Report, please provide details of any training programs that Hydro has established
3 since January 2014 for its employees to follow procedures/ protocols/ guidelines for
4 improved reliability performance.

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7 A. Hydro continues to follow its established procedures, protocols and guidelines that
8 have been in place prior to January 2014. However, all were reviewed following the
9 events of January 2014. In addition, all procedures, protocols and guidelines are
10 reviewed and discussed periodically as part of the day to day function of the Energy
11 Control Center and the Operator Training Simulator.

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13 Operators have been formally trained for the new Combustion Turbine at Holyrood.
14 Operators of the thermal plant at Holyrood are involved with an ongoing process of
15 standard training including improved communications between the Energy Control
16 Center and plant operations on unit status and return to service.