Q. **Reference: Distribution Equipment SCADA Additions - Phase I (2027-2028); Response to PUB-NLH-064**

Identify changes to field work methods, such as remote tagging of field devices through the SCADA system, that will be implemented with the updated SCADA technology and explain how these changes are expected to improve operational efficiency and reliability performance.

A. Generally, automation reduces unnecessary travel to the station or piece of distribution equipment, depending on location. This can have benefits in terms of avoided travel costs, improved outage management, and reliability improvements.
Examples of this include:

- Reduction in routine monthly trips to the sites to record feeder or equipment asset management and performance data;
- Limited site attendance when a feeder protection hold-off is required, such as during a contractor pole installation;
- Equipment programming updates can be performed remotely, instead of manually at site;
- Reduced requirement for travel back and forth between a work site and protection device during trouble shooting;
- More efficient crew troubleshooting processes due to accurate recorded system performance data;
- Reduction of manual equipment tasks will permit allocative efficiencies to be realized by operations, allowing higher value work to be performed;
- Engineered system load forecasts, protection studies, and preassessments of load additions can become more accurate due to the availability of continuous trend data, ensuring modeled systems act and react as designed and intended, without field rework or post project adjustments; and

- Deleterious power quality events such as; voltage imbalances, undervoltage and single-phasing, can be reduced due to real time system monitoring, lowering damage risks for customers and troubleshooting time for crews.