1   Q.   Please describe the quality assurance process to review Outage Management

2   System closed orders and data following an event and procedures for editing and

3   cleaning-up data.

4

5

6   A.   Hydro does not have an automated Outage Management System. Outages are

7   managed manually in the field and using a Power Outage and Emergency System

8   (POES) to provide Hydro customers with updates. The POES is an application that

9   provides power outage information to customers, either via the Interactive Voice

10   Response (IVR) telephone system, or the Outage Information page on Hydro's

11   website. Power outage information is entered into the POES and updated during

12   normal business hours by Customer Service Representatives or after normal

13   business hours by Energy Control Centre (ECC) Operators. Outage information in

14   Hydro's Power Outage and Emergency System (POES) is edited only while an event

15   is active in order to update the system with the most current outage event

16   information available.

17

18   Customer Service Representatives and ECC Operators have established a hand off

19   protocol at the beginning and end of normal business hours, to ensure the POES

20   reflects current outages at that time (i.e., resolved outages are closed on the POES).

21

22   After a power interruption has ended, no further editing of the information occurs

23   and the system retains the last update that was entered. Each day, a Customer

24   Service Representative reviews the data in the POES to ensure that resolved

25   outages are closed on the POES.