

1 Q. **Reference: Supply Cost Deferrals 2015, 2016 and 2017 Application Evidence, Page**
2 **2, lines 16-18.**

3

4 *“...Hydro took a number of steps, one of which was that the Company adjusted its*
5 *operation of generating units to ensure that reliability was a key element of its*
6 *operational decision making.”*

7

8 Please list the other steps taken by Hydro, as referred to in the cited passage, to
9 ensure reliability was a key element of Hydro’s operational decision making.

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12 A. Hydro’s report titled *Establishing a Robust Operational Philosophy and Enhancing*
13 *Skills and Capabilities Relating to Systems Reliability and Analysis*, filed with the
14 Board on March 30, 2017, details the actions that Hydro has taken to establish a
15 more robust operational philosophy and its plans to establish a more reliability-
16 centric culture. While the report in its entirety includes detail about the actions
17 taken by Hydro to embed reliability in its operations and decision making, Section
18 2.3 specifically details the improvements undertaken in System Operations.