

1 **Q. In reference to the evidence of Earl Ludlow, page 36, line 9, please provide a**
2 **statistical analysis to show that the problem call login (sic) system has proven to be**
3 **of particular benefit during storm conditions.**
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5 A. The referenced portion of the *Operations & Customer Service Evidence* addresses an
6 enhancement to the Problem Call Logging System (PCLS) that enables trouble calls to be
7 grouped by feeder. No statistical analysis has been conducted that would demonstrate
8 that this enhancement to PCLS is of particular benefit during storm conditions. However,
9 it is during storm conditions that the volume of trouble calls and the challenges faced by
10 line crews and technical staff in restoring power makes a coordinated response essential.
11

12 Prior to the PCLS enhancement that enabled the cross-referencing of residential
13 addresses and distribution feeders, information was not available that would allow system
14 control staff to determine whether multiple calls from the same neighbourhood might be
15 related to a problem on the same feeder. In the absence of information that would
16 suggest a common cause for an outage, the potential existed to have more than one crew
17 dispatched in response to the same problem. Since the enhancement to PCLS, this is less
18 likely to occur.
19

20 In addition, the grouping of trouble calls by feeder can assist in narrowing the search for
21 locating the problem, thereby minimizing outage duration.