

1 **General**

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3 **Q. Ref: PUB-80 NP. What specific operational efficiencies will be generated by each of**  
4 **the proposed “Operations Engineering Enhancements”.**

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6 A. The proposed “Operations and Engineering Enhancements” will generate a variety of  
7 operational efficiencies, primarily enabling more effective use of internal labour  
8 resources through improved access to information, reduced manual effort, and increased  
9 productivity. The following examples illustrate specific operational efficiencies expected  
10 to be gained by each of the proposed initiatives.

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12 Project Management Improvements

13 As capital projects progress and modifications occur, it is essential that project managers  
14 have access to current, consolidated project information. A centralized database of  
15 projects and resources will reduce the manual effort currently required to consolidate  
16 project changes and maintain an overall view. This will improve management analysis  
17 by facilitating improved work-tracking and resource coordination. There are over 80  
18 projects currently being managed through the existing process.

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20 Crew Scheduling Efficiencies

21 Improved information on fault locations will facilitate crew scheduling and dispatch  
22 during outage situations, thereby minimizing travel and response time.

23  
24 Improved information on resource availability and on maintenance and capital work  
25 scheduling will facilitate forecasting of resource requirements and improve resource  
26 coordination and task assignment.

27  
28 Reporting Improvements

29 The current mechanism for project forecasting includes a series of complex spreadsheets.  
30 Reports such as a year-over-year view of capital expenditures require extraction of data  
31 from three different Excel pivot tables and compilation of the results. A consolidated  
32 reporting environment will provide a single process for retrieving this information, thus  
33 reducing manual effort and ensuring the integrity of the information is maintained.

34  
35 Work Order Tracking

36 The proposed enhancements will improve the capture, routing and tracking of work  
37 generated by customer calls. Work can be dispatched directly to district crews rather  
38 than to technicians in situations where technical assessments are not required (e.g.  
39 routine service locations). This will improve productivity by removing unnecessary steps  
40 in the process.

- 1        SCADA Enhancements
- 2        Fault alarms that were previously available only to System Control Centre Operators via
- 3        SCADA workstations will be provided to field personnel through such mechanisms as
- 4        electronic mail and pagers. This will facilitate faster and more informed field response to
- 5        electrical system problems.