

From: Haider Naveed
Sent: June 16, 2014 2:43 PM
To: IESO Stakeholder Engagement
Subject: RE: Outage Management Redesign (SE-109): Next Meeting and Feedback Requested

All,

The list below provides feedback from Hydro One with respect to the IESO's Outage Management Redesign initiative:

- **PARKED STATE (Or equivalent)** – As discussed in our meeting, Hydro One would like to see the addition of a PARKED state in the IESO's process. This additional state would allow outages to be parked from any state with the exception of *completed* and *in progress* outages. Furthermore, the PARKED slips must have the ability to be resurrected using the same outage ID, and should be able to progress through the process normally.
- **IESO Tab** – Hydro One would like to more information displayed in our IESO tab. We would like to see outages pertaining to any market participant impacting Hydro One displayed within tab. An example would be that if MISO has submitted an outage to the IESO, and the IESO requires a similar slip from Hydro One, we would have the ability to check times and equipment that MISO has requested, in order to match their slip.
- **The IESO should be able to see a list of the tickets that are currently in error along with a definition of the error, similar to how Hydro One sees them.** Currently, only Hydro One gets a list of tickets that have generated an error when sent to the IESO, however in many cases, the error is on the IESO's side (eg. IESO is missing equipment). If the IESO also received a list of the tickets that have errors, they could resolve many of them without us (Hydro One users) having to call/email the IESO to make changes.
- **Show all errors that are present on a ticket, not just the first error.** Currently, when a ticket generates an error with the IESO, the sending process stops when the first error is encountered and the ticket is resent when that error is resolved. This creates an issue with tickets that have multiple errors because they must be dealt with one at a time. This is very time consuming and requires a lot of back and forth communication between us and the IESO. If the NOMS/IESO interface showed a list of ALL errors in a ticket, perhaps on a more detailed IESO tab, this would allow us to resolve the errors much quicker and more efficiently.
- **Tickets that have errors are still sent through to the IESO.** Currently, when a ticket is sent to the IESO and generates an error, the sending process stops and the IESO does not receive any information until the error is resolved. This can be very problematic, especially for short notice outages, if the user does not notice the error. If the tickets in error are still sent through to the IESO, then at least the relevant information of the outage would be seen by the IESO. These tickets would still be (visibly) flagged as having errors that needed to be resolved. With this system we could implement a block where a ticket could not be "actioned" to another state if it currently has an error with the IESO. This would allow the information for an outage to be seen by the IESO, while at the same time it would prevent users from simply ignoring the errors.
- **Outage extensions** – As discussed, the new process and tool should not add additional limitations in terms of extending outages. Hydro One would like the ability to extend both planned and forced outages, using existing slips, without the need to create new slips, or requiring a new ID.

- URGENT outages – Currently in NOMS we display outages within a short notice window using the “PSN – Planned Short Notice” option. However, this encompasses all outages within 33 days of the planned start date. Does the IESO see any benefit in Hydro One adding an URGENT flag in NOMS to mimic your process?
- Equipment matching – Currently in NOMS, we have administrative rights to able to add or remove equipment to match out Network Management System. Hydro One is requesting that the IESO retain this functionality while moving forward to the new tool. Furthermore, we feel this may also be a good time to match equipment modelled in NOMS with the IESO’s tool to avoid issues with nomenclature. Currently, we use PSDB as our source of truth and match all equipment in NOMS to this.
- Priority Codes – Hydro One is requesting that Priority Codes be user configurable CROW. This will allow for additional flexibility moving forward
- Pre-approval items – Although distribution equipment including DESN transformers, transformer breakers, and LV busses are included in the pre-approval process, Hydro One would also like to see LV capacitors included in this list. With the inclusion of LV capacitors a majority of the LV bus outages will not able to able to proceed though the pre-approval process. Furthermore, breaker trip coil tests (BTCT’s) should also be added to the list of outages which can be pre-approved.
- Business process document – Hydro One is also requesting that a business process document highlighting changes be presented to the Hydro One for further feedback. A Requirements Document is needed before we can obtain any kind of estimate of hours, scope of work or release date from the vendor.

Please let me know if you would like to discuss any of the items above in further details.

Haider Naveed

Assistant NMO, Operating Planning

Hydro One Networks Inc | 49 Sarjeant Drive, Barrie ON