

# Hydro One's supply chain responds to the pandemic

## Accelerating timelines, acquiring materials, and streamlining processes help ensure the lights stay on

Hydro One is Ontario's largest electricity transmission and distribution provider with approximately 1.4 million residential, business, and industrial customers across the province of Ontario. The company generated 2019 annual revenues of approximately \$6.5 billion CAD and its 8,800 skilled and dedicated employees proudly build and maintain a safe and reliable electricity system, which is essential to support strong and successful communities.

On March 17, the Province of Ontario declared a state-of-emergency shutdown to help contain the spread of the coronavirus and all non-essential businesses were required to close. Hydro One is an essential business, responsible for energizing life for customers and communities across Ontario.

Hydro One's supply-chain team had already started monitoring the potential impact of COVID-19 in January. Early monitoring meant Hydro One could identify potential impacts and notify the lines of business affected by late-arriving products, make informed decisions about project impacts, and decide on how best to move forward.

### Buying more critical products

Hydro One continued to accept all deliveries to its warehouse, project sites, and all field locations because it did not want to force any business to store materials or be unable to invoice. The utility wanted to do its part to keep the Ontario economy going.

Hydro One determined which critical items were required and its supply-chain team ordered three months of supplies to ensure the warehouse was fully stocked. Inergi, a Capgemini company, provided support to the approximately 100 contracts needed for the larger orders.

The one-team approach meant a seamless collaboration between Hydro One and Inergi to secure the necessary materials. By working with Hydro One to streamline the process, months of work were completed in just one day to ensure the utility had all the supplies at its warehouse.

“Inergi has been an excellent partner and has been working seamlessly with us throughout this crisis. Their focus on continuing to deliver high-quality services during challenging times has enabled Hydro One to continue energizing life for people and communities across Ontario.”

### Brandon Walsh

Senior Manager, Support Operations  
Hydro One



## Keeping Hydro One employees safe

As an essential business, Hydro One had to ensure its employees remained safe. Like other Ontario companies, it needed to acquire pandemic supplies, such as paper towels, soap, masks, disinfectant wipes, and hand sanitizer.

To ensure Hydro One's pandemic supply requirements could be fulfilled, Inergi designated five buyers to work full-time with Hydro One to identify new sources of supply. The buyers needed to be creative with their outreach, as many other companies in Ontario were also attempting to acquire similar items.

The combined efforts of Hydro One and Inergi led to tens of thousands of pandemic supply materials being shipped out to the field across the province to help keep the essential front-line workers safe and let them focus on providing safe and reliable electricity to the people of Ontario. Finding new sources of product meant not all of the suppliers were on the existing Hydro One list. The process required Inergi to set-up new suppliers and enter the banking information so payment could be no-contact and paperless.

## Supporting Indigenous and small businesses

Hydro One is committed to developing and maintaining respectful and positive relationships with Indigenous communities across the province. This commitment continued through its pandemic efforts and sourcing of supplies.

Realizing the impact of the provincial shutdown on small businesses, Hydro One made the decision to offer early payment to its Indigenous and smaller vendors to help with any potential cash-flow issues. Vendors were notified and were able to opt into the early payment program if needed. Again, Hydro One wanted to ensure it supported the provincial economy as much as possible.

Acquiring supplies is an ongoing effort as the provincial shutdown continues into June. The supply-chain team continues its support to secure the supplies necessary to keep employees safe and the lights on across the province.

## About Capgemini

Capgemini is a global leader in consulting, digital transformation, technology and engineering services. The Group is at the forefront of innovation to address the entire breadth of clients' opportunities in the evolving world of cloud, digital and platforms. Building on its strong 50-year+ heritage and deep industry-specific expertise, Capgemini enables organizations to realize their business ambitions through an array of services from strategy to operations. Capgemini is driven by the conviction that the business value of technology comes from and through people. Today, it is a multicultural company of 270,000 team members in almost 50 countries. With Altran, the Group reported 2019 combined revenues of \$18.5 billion.

Learn more about us at

[www.capgemini.com](http://www.capgemini.com)

The information contained herein is provided for general informational purposes only and does not create a professional or advisory relationship. It is provided without warranty or assurance of any kind. ©2020 Capgemini. All rights reserved.