

# Major Events RESPONSE REPORT



**Issue:** November 15<sup>th</sup> to November 19<sup>th</sup>, 2020 §2.1.4.2 Major Events Response Report

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**Prepared for:** Publication and Electronic Filing with the Ontario Energy Board (“OEB”)

## Summary:

On November 15<sup>th</sup>, 2020, a low pressure weather system from Colorado moved across the province bringing high wind gusts in the 80 – 100km/h range and snow fall in the Northern region. In South and Central regions of Ontario, wind gusts reached up to 110 km/h during the day. Northern region experienced high winds and mixed precipitation that included rain and snowfall in between 10-15 cm of accumulation. The high wind gusts coupled with the snowfall in some regions resulted in over ~572,000 (or 41%) Hydro One customers being affected by this storm.

This is the second Major Event in 2020.

## A. Prior to the Major Event

1. Did the distributor have any prior warning that the Major Event would occur?  
 Yes  No

### Additional Comments:

#### Use of IBM Predication Software and Weather Monitoring.

2. If the distributor did have prior warning, did the distributor arrange to have extra employees on duty or on standby prior to the Major Event beginning?  
 Yes  No

**Brief description of arrangements, or explain why extra employees were not arranged: Scheduled extra crews to be on call.**

3. If the distributor did have prior warning, did the distributor issue any media announcements to the public warning of possible outages resulting from the pending Major Event?  
 Yes  No

4. Did the distributor train its staff on the response plans to prepare for this type of Major Event?  
 Yes  No

### **B. During the Major Event**

1. Please identify the main contributing Cause of the Major Event as per the table in section 2.1.4.2.5 of the Electricity Reporting and Record Keeping Requirements.
- Loss of Supply
  - Lightning
  - Adverse Weather-Wind
  - Adverse Weather-Snow
  - Adverse Weather-Freezing rain/Ice storm
  - Adverse Environment-Fire
  - Adverse Environment-Flooding
  - Other

Please provide a brief description of the event (i.e. what happened?). If selected "Other", please explain: \_\_\_\_\_

**The main contributing causes of the Major Event are tree contact and equipment failure during the wind storm**

2. Was the IEEE Standard 1366 used to derive the threshold for the Major Event?
- Yes, used IEEE Standard 1366\*
  - No, used IEEE Standard 1366 2-day rolling average
  - No, used fixed percentage (i.e., 10% of customers affected)
- \*The OEB preferred option

3. When did the Major Event begin (date and time)?  
**The level 1 emergency was declared at 1:18:23 PM on November 15, 2020.**  
**The level 2 emergency was declared at 6:34:15 PM on November 15, 2020.**

4. Did the distributor issue any information about this Major Event, such as estimated times of restoration, to the public during the Major Event?  
 Yes  No
- If yes, please provide a brief description of the information. If no, please explain:  
**The Weather Banner was updated on the Hydro One Outage Map to inform customers of the imminent weather.**

**Once damage was assessed by the damage assessors, the incident was updated with the actual Estimated Time to Restoration (ETR). This can be**

**viewed by all customers on our Hydro One Outage Map. There is also an auto notification via the Interactive Voice Response (IVR) system included.**

5. How many customers were interrupted during the Major Event?  
**Approximately 572,000 customers**

What percentage of the distributor's total customer base did the interrupted customers represent?  
**Approximately 41 %**

6. How many hours did it take to restore 90% of the customers who were interrupted?  
**Additional Comments:**  
**It took 66 hours and 33 minutes from the onset of the Major Event.**

7. Were there any outages associated with Loss of Supply during the Major Event?  
 Yes                       No

If yes, please report on the duration and frequency of the Loss of Supply outages: \_\_\_\_\_

PRIMARY CAUSE	NUM INT	CUST INT	CUST HRS INT
Loss of Supply	8	19896	47092.0

8. In responding to the Major Event, did the distributor utilize assistance through a third party mutual assistance agreement with other utilities?  
 Yes  
 No  
 Do not have third party mutual assistance agreements with other utilities

If yes, please provide the name of the utilities who provided the assistance?

- Festival Hydro;                      - Tilsonburg Hydro;                      - Entegrus;                      - Bluewater;
- Essex Power;                      - Orangeville Power;                      - EARTH Power;                      - Rrenfew;
- Newmarket Tay;                      - North Bay Hydro;                      - ENWIN Power;                      - Westario;
- North Power Utility;                      - Centre of Wellington;                      - London Hydro;                      - Lakefront

9. Did the distributor run out of any needed equipment or materials during the Major Event?  
 Yes                       No

If yes, please describe the shortages: \_\_\_\_\_

**C. After the Major Event**

1. What actions, if any, will be taken to be prepared for, or mitigate, such Major Events in the future?

- No further action is required at this time
- Additional staff training
- X Process improvements
- System upgrades
- Other

**Additional Comments:**

**Hydro One continues to proactively prepare for each Major Event by conducting briefings throughout the event and lessons learned sessions to specifically improve damage assessment, ETR accuracy and customer satisfaction. At the same time, a major processes improvement initiative is also taken place to streamline each of the execution steps through the use of the latest technology Weather Monitoring Enterprise Systems.**