

Major Events RESPONSE REPORT



Issue: December 11th to December 18th, 2021 – (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:

Severe storm with high wind moved across Ontario with widespread gusts from 90-105 km/h. Some Northeastern shorelines of Lake Ontario and Lake Erie recorded winds of up to 120 km/h. This strongest windstorm of the year impacted a total of ~761,100 (~52%) customers.

This is the 2nd ME event in 2021.

A. Prior to the Major Event

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

Additional Comments:

Hydro One was aware of this low-pressure system and was monitoring its impacts through the weather monitoring system when it began in the southern United States on December 10th.

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:

During the pre-storm call on the morning of December 10th, extra staff were arranged in advance of the storm. These included: Lines, Damage Assessors and Field Business Centre staff.

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 were tree contacts and equipment failures during the windstorm.

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 11:51:11 AM on 12/11/2021.
The level 2 emergency was declared at 3:02:40 PM on 12/12/2021.

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 and added to the Hydro One Outage Map to inform customers of imminent weather.

Once damage had been assessed by the damage assessors, the incident was updated with an Estimated Time Restoration (ETR). This ETR could be viewed by all customers on our Hydro One Outage Map, also available on our auto notification via the Interactive Voice Response (IVR) system.

5. How many customers were interrupted during the Major Event?

Approximately 761,100 customers

What percentage of the distributor's total customer base did the interrupted customers represent?

Approximately 52%

6. How many hours did it take to restore 90% of the customers who were interrupted?

Additional Comments:

It took 149 hours and 12 minutes from the onset of the Major Event to restore 90% of the approximately 761,100 customers who were interrupted by this storm.

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	19	60811	236153.6

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?

CONTRACTORS AND LDC'S THAT ASSISTED	
Alectra	K-Line Construction
Black & Mac	Lakeland Power
Devries Power and Utility	London Hydro
Dundas Powerlines	Niagara Peninsula Energy
Durham High Voltage	Oakville Hydro
Elexicon	Orangeville hydro
Entergus	Ottawa River Power
Enwin	Power North
Epcor	PowerTel
ERTH	Sproule Powerline Construction
Hannon Electric	Sudbury Hydro
Highline Utility Solutions	T & T Line Construction
Holland Power Services	Tillsonburg Hydro
Hydro Ottawa	Valard

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
 Process improvements
 System upgrades
 Other

Additional Comments:

Hydro One is proactively prepared for each Major Event by conducting a debrief to identify lessons learned, including issues and recommendations to improve Damage Assessment, ETR accuracy and Customer Satisfaction. Major process improvements such as training, feeder prioritization, pre-planning preparation, staff planning for roles and accountabilities are also taking place to streamline each of the execution steps through use of the technology Weather Monitoring Enterprise Systems.