

Major Events RESPONSE REPORT



Issue: April 14th to April 16th, 2022 §2.1.4.2 Major Events Response Report

Date Issued: June 10th, 2022

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

Summary:

A storm with heavy wet snow and high winds of up to 100km/h swept across the Southern, Central and Eastern Ontario, which caused extensive damage with broken poles and downed trees. This storm impacted a total of ~213,000 (14%) of Hydro One’s customers.

This is the 1st Major Event in 2022.

A. Prior to the Major Event

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

Additional Comments:

The Significant Event Notification System (SENS) forecasted the spring snowstorm and blizzard weather conditions that began on Monday April 11th, 2022.

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-planning events, extra staffing was arranged at the Operation Centers to prepare all emergency response positions ahead of the storm.

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 this Major Event were tree contact and equipment failure 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 3:45 PM on 4/15/2022.
The level 2 emergency was declared at 9:38 PM on 4/15/2022.

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:

During this event, restoration priority was provided to the crews. Once damage was assessed by the crews, each incident ticket was updated accordingly to include cause code and Estimate Time Restoration (ETR). For those incidents where crews were not available, Damage Assessors assessed the damage and provided updates. All ETR updates could be

viewed by our customers on the Hydro One Outage Map and were also available on our automatic notification system via the Interactive Voice Response (IVR) system.

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

Approximately 213,000 customers

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

Approximately 14%

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

Additional Comments:

It took 61 hours and 7 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	22612	72079.2

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?

Burlington Hydro	Lakeland Power Distribution Ltd
Durham High Voltage	North Bay Hydro
EPCOR	Sproule Powerline Construction Ltd
ERTH Power	Valard Construction
K-Line Construction Ltd	

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:

A storm debrief meeting was scheduled and held on May 9th, 2022.