

Major Events RESPONSE REPORT



Issue: December 23rd to December 28th, 2022 §2.1.4.2 Major Events Response Report

Date Issued:

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

Summary:

Early on the morning of Friday, December 23rd, 2022, a high impact winter storm (Elliot) swept across Ontario. The storm brought significant snow, freezing rain, strong winds and blizzard conditions. Wind gusts of 80-110 km/h impacted Southern, Central, Eastern and parts of North-West Ontario. This storm affected a total of ~525,000 (approximately 35%) customers.

This is the fifth 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 IBM Predication Software and Weather Monitoring tool indicated the potential for a significant event.

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: N/A

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.

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)?
A level 1 emergency was declared at 9:55AM on 12/23/2022.
A level 2 emergency was declared at 8:03PM on 12/23/2022.

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, each incident ticket was updated to include cause code and Estimated Time Restoration (ETR). For those incidents where crews were not available, Damage Assessors were used to assess the

damage and provide 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 525,000 customers¹

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

Approximately 35%

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

It took 111 hours and 14 minutes from the onset of the Major Event to restore 90% of the impacted customers.

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	2	15474	78627.1

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?

Cormorant Utility Service/Power Tel	Dundas Power Line	Durham High Voltage
EPCOR Utilities	Holland Power Services	Iconic Power Systems
K-Line	North Bay Hydro	Sault Ste. Marie PUC
Sudbury PUC	Sproule Powerline Construction	T&T Power

¹ Including loss of supply events

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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 took place on January 6th, 2023, to identify lessons learned and develop recommendations.