Major Events
RESPONSE REPORT

hydro one

Issue: February 28th, 2024 §2.1.4.2 Major Events Response Report

Date Issued: April 26, 2024

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

Summary:

A strong cold front tracked through southern Ontario on Feb 28 causing temperatures to drop dramatically below the freezing mark along with the development of strong northwesterly winds gusting to 70 or 80 km/h. Heavy winds caused increased outages to the distribution grid system. This windstorm impacted a total of ~132,000 (9%) customers. The day of Feb 28 qualified as the Major Event Day based on IEEE 1366 methodology

This is the first Major Event in 2024

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 an event however, the prediction tool significantly underpredicted the severity

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? **N/A**
   ☐ 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
   - **X 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. **See *Summary* above**

2. Was the IEEE Standard 1366 used to derive the threshold for the Major Event?
   - **X 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 first interruption started at 12:10 a.m. on 2/28/2024

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:

   - **Outage map banner posted on February 28 and updated as required throughout the event**
   - **We have in excess of 600,000 customers enrolled in outage information communication through SMS - Proactive texts were sent to these customers February 28**
   - **Social posts started on February 28 and were updated as required throughout the event**

- **News release/media outreach on February 28/29 and updated as required throughout the event**

5. How many customers were interrupted during the Major Event?
Approximately 132,000 customers were impacted on February 28

   What percentage of the distributor's total customer base did the interrupted customers represent?
   Approximately 9% of Hydro One's customer base was interrupted during the event

6. How many hours did it take to restore 90% of the customers who were interrupted?
It took 35 hours and 47 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	1	2408	3471.5

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?

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: