

Major Events RESPONSE REPORT



Issue: June 16th to June 19th, 2022 §2.1.4.2 Major Events Response Report

Date Issued:

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

Summary:

On the morning of Thursday, June 16th, 2022, numerous severe thunderstorms, with winds of up to 80km/h tracked across the Northern, Central and Eastern regions of Ontario. This event resulted in fallen trees and equipment failures, which resulted in substantial power outages and impacted a total of ~252,000 (or 17%) Hydro One Customers.

This is the third 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:

From the use of the IBM Predication Software and Weather Monitoring system.

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:

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 equipment failures and tree contacts.

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 1:24 PM on 6/17/2022.

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 accordingly 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 252,000 customers.

What percentage of the distributor's total customer base did the interrupted customers represent?
Approximately 17%

6. How many hours did it take to restore 90% of the customers who were interrupted?
It took 60 hours 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	26592	19231.4

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?

Alectra	Dundas Power	Erie Thames
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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 is scheduled in August to identify lessons learned and develop recommendations.