Major Events
RESPONSE REPORT

Issue: <u>June 10th to June 13th, 2020 §2.1.4.2 Major Events Response Report</u>

Date Issued: August 25th, 2020

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

Summary:

A severe thunderstorm with wide spread high winds went from West to East across Ontario, with wind gusts from 70 to 90 km/h in many parts of Ontario. Some areas experienced gusts as high as 110 km/h, and others experienced isolated tornado and hail threat. This severe storm interrupted ~216,000 (or 15%) of Hydro One Distribution customers.

This is the 1st Major Event in 2020.

A. Prior to the Major Event

1. Did the distributor have any prior warning that the Major Event would occur?
   ☒ Yes ☐ No
   Additional Comments:
   Use of IBM Predication Software and Weather Monitoring.

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
   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: _____

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
   X No, used fixed percentage (i.e., 10% of customers affected)
   *The OEB preferred option

3. When did the Major Event begin (date and time)?
   June 10, 2020 at 11:13PM

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

   Once Damage was assessed by the damage assessors, the incident was updated with the actual Estimated Time to Restoration (ETR). This can be viewed by all customers on our Hydro One Outage Map – there is also an auto notification via the Interactive Voice Response (IVR) system included.

5. How many customers were interrupted during the Major Event?
   ~216,000 customers

What percentage of the distributor's total customer base did the interrupted customers represent?
~15 %

6.   How many hours did it take to restore 90% of the customers who were interrupted?
~48 hours.

Additional Comments:
June 10, 2020 commencing at 11:13PM to June 12, 2020 ending at 11:13PM

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: _____

8.   In responding to the Major Event, did the distributor utilize assistance through a third party mutual assistance agreement with other utilities?
X 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?
    K-Line, Peterborough Utilities, Orillia Power, Niagara Peninsula Energy, Entegrus and Blue Water Power

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
X Process improvements
☐ System upgrades
☐ Other

Additional Comments:
Hydro One continues to proactively prepare for each Major Event by conducting briefings throughout the event and lessons learned sessions to specifically improve damage assessment, ETR accuracy and customer satisfaction. At the same time, a major processes improvement initiative is also taken place to streamline each of the execution steps through the use of the latest technology (WM Enterprise Systems).