

Major Events RESPONSE REPORT



Issue: September 12th to September 15th, 2021 §2.1.4.2 Major Events Response Report

Date Issued:

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

Summary:

Severe thunderstorm raced across Southwestern Ontario through Niagara region with wind gusts of 100+ km/h. Torrential rain and quarter size hail were reported. Many trees and branches were down in the wake of the storm. This storm impacted a total of ~147,200 (10%) customers.

This is the 1st Major Event in 2021.

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 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:

During the pre-planning event, extra staff was 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 tree contact and equipment failure during the wind storm.

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 6:10 PM on 09/12/2021.

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

Once damage had been assessed by the damage assessors, the incident was updated with an Estimated Time Restoration (ETR). This ETR could be viewed by all customers on our Hydro One Outage Map, and also available on our auto notification via the Interactive Voice Response (IVR) system.

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

Approximately 147,200 customers

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

Approximately 10%

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

Additional Comments:

It took 84 hours and 45 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	10	18,057	19,068.0

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:

Hydro One is proactively prepared for each Major Event by conducting lessons learned sessions to improve Damage Assessment, ETR accuracy and Customer Satisfaction.

Major process improvements such as trainings, feeder prioritization, pre-planning preparation, staff planning, roles and accountabilities are also taken place to streamline each of the execution steps through use of the latest technology Weather Monitoring Enterprise Systems.