

RRR 2.1.4.2.10 Major Event Response Reporting

When a distributor determines an outage was caused by a Major Event, it shall file a report with the OEB that outlines the distributor's response to the Major Event, including answers to all of the questions set out below.

A distributor shall file this report with the OEB within 60 days of the end of the Major Event unless there are exceptional circumstances, in which case the report can be filed within 90 days of the end of the Major Event.

Prior to the Major Event

1. Did the distributor have any prior warning that the Major Event would occur?

Yes. Weather Service Warning of high winds, although conditions ended up being far worse.

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? If so, please give a brief description of arrangements.

Yes. Two Operators on standby (called in at 03:00). Lines and Substations available via an emergency call in list.

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? If so, through what channels?

No.

4. Did the distributor train its staff on the response plans for a Major Event? If so, please give a brief description of the training process.

General training in Emergency Preparedness, Situational Awareness, etc. but this event was thought to become more of a workload issue.

5. Did the distributor have third party mutual assistance agreements in place prior to the Major Event? If so, who were the third parties (i.e., other distributors, private contractors)?

Yes. Standing agreements with neighbouring utilities and "in-house" contractors. Third party resources were made available at the customer call center

During the Major Event

1. Please explain why this event was considered by the distributor to be a Major Event.

The SAIDI duration of this event exceeded the 5 year Threshold

2. Was the IEEE Standard 1366 used to identify the scope of the Major Event? If not, why not?

Yes.

3. Please identify the Cause of Interruption for the Major Event as per the table in section 2.1.4.2.5.

(3) Tree contact (due to adverse weather - high winds)

4. Were there any declarations by government authorities, regulators or the grid operator of an emergency state of operation in relation to the Major Event?

No. Although the OGCC reported a significant number of outages.

5. When did the Major Event begin

Date

11-Jan-17

Time (For Example HH:MM AM)

2:28 AM

6. What percentage of on-call distributor staff was available at the start of the Major Event and utilized during the Major Event?

Operating - 2 of 6, Lines - 44 of 51

7. Did the distributor issue any estimated times of restoration (ETR) to the public during the Major Event? If so, through what channels?

Yes. 1) Public web page on the Outage Map via the Outage Management System, 2) Twitter

8. If the distributor did issue ETRs, at what date and time did the distributor issue its first ETR to the public?

The Outage Map issues a default ETR at the time of the outage, until crews arrive on site, but the first official ETR posted occurred at 04:09 AM

9. Did the distributor issue any updated ETRs to the public? If so, how many and at what dates and times were they issued?

14 subsequent ETR's were posted on the Outage Map - see attachment

10. Did the distributor inform customers about the options for contacting the distributor to receive more details about outage/restoration efforts? If so, please describe how this was achieved.

No.

11. Did the distributor issue press releases, hold press conferences or send information to customers through social media notification? If so, how many times and what was the general content?

No.

12. What percentage of customer calls were dealt with by the distributor's IVR system (if available) versus a live representative?

Third party call center used who responded to well over 60% of customer calls made during the event.

13. Did the distributor provide information about the Major Event on its website? If so, how many times during the Major Event was the website updated?

Via the Outage Map only which was updated 14 times.

14. Was there any point in time when the website was inaccessible? If so, what percentage of the total outage time was the website inaccessible?

No.

15. How many customers were interrupted during the Major Event? What percentage of the distributor's total customer base did the interrupted customers represent?

3,779 customer interrupted - 2.4%

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

3 hours

17. Was any distributed generation used to supply load during the Major Event?

No.

18. Were there any outages associated with Loss of Supply during the Major Event? If so, please report on the duration and frequency of Loss of Supply outages.

No.

19. In responding to the Major Event, did the distributor utilize assistance through a third party mutual assistance agreement?

No.

20. Did the distributor run out of any needed equipment or materials during the Major Event? If so, please describe the shortages.

No.

After the Major Event

1. What steps, if any, are being taken to be prepared for or mitigate such Major Events in the future (i.e., staff training, process improvements, system upgrades)?

1) Review of communication protocols between field staff, control room and Management. 2) Streamlining of Environmental clean-up. 3) Tree trimming and feeder patrol options being examined

2. What lessons did the distributor learn in responding to the Major Event that will be useful in responding to the next Major Event?

1) review to be performed on the location and cost of remote sectionalizing devices (automation). 4) Implementing a triggering process for provided meals to field staff 3) Creating single point of contact for internal communications

3. Did the distributor survey its customers after the Major Event to determine the customers' opinions of how effective the distributor was in responding to the Major Event? If so, please describe the results.

No.

Additional Information

In addition to responding the questions above, distributors may provide supplemental information to the OEB.

Attachment provided - Additional ETR template

YES