

## Major Event Day: Enersource Rate Zone, October 15, 2017

### **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. Distributor responses are identified in the text boxes 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/No)**

No, as weather alerts were issued at the time of the storm.

**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.**

The distributor did not have prior warning.

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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?**

The distributor did not have prior warning.

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.**

Yes. Alectra Utilities has a Corporate Emergency Plan supported by individual Emergency Plans for each of its four rate zones including the Enersource rate zone, covering the City of Mississauga. The Emergency Plan is based on the Incident Management System (“IMS”) and requires training exercises to be conducted on an annual basis. Each exercise must be debriefed and critiqued, and a brief written summary of the debriefing is distributed to all staff participating in the exercise. Training of Alectra Utilities system controllers (and others as required) is performed on an ongoing basis, and continual review of the Emergency Plan is completed.

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, however mutual assistance was not required for this event.

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### During the Major Event

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

Winds up to 102km/h were recorded at Pearson Airport. This not only impacted the Enersource Rate Zone but neighbouring municipalities as well. This is outside of the control of Alectra Utilities as the event was not caused by any defects in our electrical system. The outages on October 15<sup>th</sup>, 2017 amounted to a SAIDI of 5.70 which exceeded the Major Event Day Threshold of 3.03.

**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.**

- |   |   |
|---|---|
| 1 | Scheduled Outages - Customer interruptions due to the disconnection at a selected time for the purpose of construction or preventive maintenance.   |
| 3 | Tree Contacts - Customer interruptions caused by faults resulting from tree contact with energized circuits.  |
| 5 | Defective Equipment - Customer interruptions resulting from distributor equipment failures due to deterioration from age, incorrect maintenance, or imminent failures detected by maintenance.                  |
| 6 | Adverse Weather - Customer interruptions resulting from rain, ice storms, snow, winds, extreme temperatures, freezing rain, frost, or other extreme weather conditions (exclusive of Code 3 and Code 4 events). |
| 9 | Foreign Interference – Customer interruptions caused outside interference such as vehicle contact with electrical equipment, animal contact with equipment etc.   |

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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.

5. When did the Major Event begin?

**Date:** Sunday, October 15, 2017

**Time (For Example HH:MM AM):** 03:04 PM (EST)

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

All (100%) of on-call distributor staff (4 Linepersons, 1 Substations Technician, 1 Stores Keeper, 1 Supervisor, 1 Operator) were available and utilized during the storm in the Alectra Utilities Enersource Rate Zone. In addition, an extra 3 Supervisors, 1 Manager, 20 Linepersons, 3 Tree Trimmers, 3 Operators, and 1 Substation Technician were utilized. In total, 7 on-call and 31 additional staff responded to callouts.

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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. ETRS were provided via the Alectra Utilities Enersource Rate Zone Twitter Channel (@ alectra\_Sauga)
2. ETRs were published on the outage map which was available on the Alectra Utilities-Enersource Website.

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

3:59 PM on Sunday, October 15<sup>th</sup>, 2017

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

Yes, there were 4 updates issued throughout the event. The dates and times are as follows:

Sunday, October 15<sup>th</sup>, 2017: 3:59 PM, 5:59 PM, 7:34 PM and 10:53 PM

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- 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.**

Tweets directed customers to the online form to report a power outage that would provide us with more information about where the outage has occurred. Customers could also receive further information through the online power outage map.

- 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?**

A press release was issued early in the morning on October 16<sup>th</sup>.

Information was sent 16 times to customers through social media notification on Twitter. The general content of the messages were links to the online outage maps, methods on contacting the utility, safety messages and updates on outages.

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

In an effort to provide our customers with exceptional customer service, Alectra Utilities employs a third party service that is capable of answering customer outages calls 24/7. This service was utilized on this day as the MED occurred on the weekend when regular staff was not available. As a result, during this outage, 52% of the calls were answered by a live representative and 48% by the IVR.

**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?**

Information regarding outages were provided via Twitter. The customer however, could access the online outage map to see if they were affected. The online outage map was updated every 5-10 minutes.

**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. The website was accessible the entire time.

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

12,497 customers were interrupted during the major event, representing about 6% of the customer base in the Enersource Rate Zone and approximately 1% of the customer base for Alectra Utilities.

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

90% of the customers were restored in 5 hours and 34 minutes.

**17. Was any distributed generation used to supply load during the Major Event? (Yes/No)**

No.

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**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. Given the nature/severity of the event, mutual assistance was not required.

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

No.

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### 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)?**

Staff training is part of an ongoing process per the Alectra Utilities Emergency Plan. New systems such as the Incident Management System have been rolled out as part of regular training.

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

Lessons from Alectra Utilities' rate zones are being reviewed to determine what steps and/or tools can be deployed in other rate zones, such as storm hardening and construction standards.

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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 in an attachment.

**Attachment provided (Yes/No):** No attachment provided.