

## **Major Event Report for April 24<sup>th</sup> 2018**

### **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. The distributor shall also post this report on its website at the same time it is filed with the OEB.

#### **Prior to the Major Event**

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

No.

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.

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? If so, through what channels?

N/A

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

Festival Hydro completes an annual review and round table discussion on its emergency preparedness plan and updates the plan on an annual basis.

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.

A fault was detected at Hydro One's Stratford TS that caused an outage on the transmission level affecting all customers in Stratford. Using the IEEE Standard 1366 method, the event exceeded the Major Event Day Threshold with 1,243,170 customer minutes.

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.

**2 Loss of Supply**

Customer interruptions due to problems associated with assets owned and/or operated by another party, and/or in the bulk electricity supply system. For this purpose, the bulk electricity supply system is distinguished from the distributor's system based on ownership demarcation.

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 and time)?

**Date:** Tuesday April 24<sup>th</sup>, 2018

**Time (HH:MM AM):** 5:34 AM

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

100% of On-Call staff was available at the start of and during the Major Event.

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

Acknowledgement of the event on Twitter and Facebook were issued at 6:02am. No ETR's were provided. At 6:55am customers were provided with a link to the Hydro One outages map for updated ETR's through Facebook, Twitter, and via the Festival Hydro "Outages" webpage.

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

N/A

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

No ETR's were provided by Festival Hydro. Customers were directed to the Hydro One outage map for up-to-date ETR's.

Festival Hydro was actively communicating with customers and posted to social media at the following times:

Twitter: 6:25am, 6:29am, 6:55am, 7:28am, 8:05am

Facebook: 6:02am, 6:32am, 7:28am, 8:16am

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.

On the Festival Hydro "Outages" page customers had access to our phone number, links to our social media and a link to the Hydro One outage map. Updates and information were continuously provided for the duration of the event.

11. Did the distributor issue press releases, hold press conferences or send information to customers through social media notifications? If so, how many times did the distributor issue press releases, hold press conferences or send information to customers through social media notifications? What was the general content of this information?

No press releases were issued or press releases held.

The outline for the timing of social media posts is as above in the response to question 9.

Information provided covered acknowledgement of the outage, link to Hydro One outage map for ETR's, updates on the areas affected, restoration, and the cause of the event.

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

68% of customer calls were dealt with by the distributor's IVR system.

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?

The website was updated at the commencement of the major event and directed customers to Twitter and Facebook for the most up-to-date information and ETR's.

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 at all times during the event.

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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?

There were 14770 customers interrupted during the major event representing 69.9% of the total customer base.

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

1 hour and 51 minutes

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.

2 loss of supply events were associated with this event. One lasted 11 minutes and the other lasted 1 hour and 51 minutes.

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)?

Festival Hydro will continue to offer support to Hydro One in similar situations.

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

Communicating ETR's continues to be important information for our customers

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.