

## **Major Event Report for April 14<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?

Yes. Festival was watching weather reports regarding a likely Ice Storm and received notifications via the local Emergency Response Group that adverse weather was expected.

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. Festival Hydro notified available staff to be on standby as adverse weather was likely.

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?

Yes. Festival Hydro used social media through twitter and Facebook to warn of adverse weather and potential power outages prior to the start of the major event.

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.

Freezing rain and wind storm with strong winds caused tree limbs and uprooted trees to fall on overhead power lines. Using the IEEE Standard 1366 method, the event exceeded the Major Event Day Threshold with 1,606,909 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.

**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.

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:** Sunday April 15<sup>th</sup>, 2018

**Time (HH:MM AM):** 11:31 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. Additional support staff was utilized during the major event to assist in the restoration effort.

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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. ETR's were published on the website "Outages" section
2. ETR's were communicated via the Festival Hydro Twitter and Facebook feeds.
3. Social media links were made to the Hydro One Storm Centre

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

12:33 PM April 15, 2018

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. Updated ETR's were issued on:

Facebook

April 15<sup>th</sup> 2018: 12:33pm, 4:08pm, 4:50pm, 8:49pm, 9:02pm, 11:32pm, 11:48pm

April 16<sup>th</sup> 2018: 9:10am, 10:00am, 3:36pm

Twitter

April 15<sup>th</sup> 2018: 12:28pm, 3:59pm, 8:42pm, 8:57pm, 11:08pm, 11:12pm

April 16<sup>th</sup> 2018: 12:01am, 9:55am.

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.

Social Media posts contained the Festival Hydro telephone number so that customers could contact us directly. Posts on social media platforms directed customers to the Hydro One Storm center for Outage ETR's. The messaging in the "Outages" section of the Festival Hydro website provided information for contacting Festival Hydro by phone in addition to directing customers to Facebook and Twitter for on-going updates. There was also a link provided to the Hydro One Storm Center.

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?

The outline of posting to social media is as outlined in the answer to question 9 above. No press releases were issued or press conferences held; however, on social media local radio stations and news outlets shared Festival Hydro's updates to increase their reach. A number of direct tweets and 5 private messages were sent through Facebook. Customers were provided with any updates we had at the time and directed to the main newsfeed on the social media platforms. On Facebook customers used the comments function on posts in order to ask questions and keep in contact. Festival Hydro was incredibly responsive and remained active throughout the duration of the event.

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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?

43.5% 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.

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 5316 customers interrupted during the major event representing 25.2% of the total customer base.

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

27 hours and 22 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.

3 loss of supply events were associated with this event. One lasted 27 hours and 22 minutes (Zurich), the second lasted 27 hours and 23 minutes (Dashwood) and the third lasted 7 hours and 4 minutes (Hensall).

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

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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)?

Hydro One is preparing a feeder conversion to the supply in Dashwood that has improved historical reliability performance. 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?

Feeder damage patrols need to be assessed and communicated in a timely manner to provide information to internal staff and 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.