

Major Event Report for October 15th 2017

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.

During the Major Event

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

Extreme rain and wind storm with wind gusts greater than 100km/h 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 796,376 customer minutes.

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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 Outage

Customer interruptions due to the disconnection at a selected time for the purpose of construction or preventive maintenance.

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.

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).

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 October 15th, 2017

Time (HH:MM AM): 01:39 PM

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.

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.

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

4:01 PM October 15, 2017

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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?

Yes. 2 updated ETR's were issued on October 15, 2017 at 4:31pm and 7:54pm.

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.

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?

There were 11 tweets and retweets that covered information relating to safety when there are downed lines, information from the areas other emergency responders, and information relating to the outage. Additionally, we responded to private/direct messages on Facebook and Twitter. Lines of Communication were kept open between Festival Hydro and stakeholders.

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

86% 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 Outages section on the website was updated with outage information twice during the event.

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 4551 customers interrupted during the major event representing 21.8% of the total customer base.

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

3 hours and 28 minutes

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

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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 2 hours and 32 minutes (Zurich) and the other 3 hours and 53 minutes (Dashwood).

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)?

Discussions were held with staff after the event to review outage communications during the event and to evaluate the restoration process effectiveness. A new process to share outage information during events has been adopted.

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.

A review of the restoration process should be completed to see if restoration times can be reduced.

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.