

Major Event Report for May 4th 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 local weather reports regarding high winds.

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 storm began during normal working hours and all available staff were on duty.

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

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.

Strong winds caused tree limbs to fall on overhead power lines. Using the IEEE Standard 1366 method, the event exceeded the Major Event Day Threshold with 982,975 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.

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: Friday May 4th, 2018

Time (HH:MM AM): 2:43 PM

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

The event started during normal business hours. On-call staff and additional support staff remained on duty after hours 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.

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

3:22 PM May 4, 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 May 4, 2018 at:

4:57 PM

5:05 PM

5:47 PM

5:49 PM

6:27 PM

6:41 PM

7:15 PM

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 website, the customers were provided with the option to phone or find us on social media. Customers were also provided with links to the Hydro One Outage Map in order to stay up-to-date on the Hydro One outages that were affecting transmission to some Festival Hydro territories.

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?

Festival Hydro maintained constant communication with customers via social media.

Tweets and Retweets: 25

Facebook Posts and updates: 20, 7 Direct Messages and constant communication in comments on the posts.

The content shared was related to ETR's, pictures of downed poles and storm damage sent to us by customers, information about the outage causes, safety messaging, and updates about restoration efforts.

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

19.6% of customer calls were dealt with by the distributor's IVR system.

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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 three times during the incident. The first two updates provided information about specific areas and outages and directed customers to social media for more updates. The third update provided general information about the outages occurring as the storm had caused more widespread damage. The messaging directed customers to call, find us on social media, and in some cases to the Hydro One outage map for updates 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 10,780 customers interrupted during the major event representing 51.1% of the total customer base.

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

4 hours and 41 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.

Yes, there was one outage associated with Loss of Supply and it lasted 4 hours and 7 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

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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)?

Festival Hydro is reviewing technology solutions for outage communications.

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.