

Major Event Day: November 15, 2020 Alectra Utilities

2.1.4.2.10 Major Event Response Reporting

'Major Event' is defined under section 2.1.4.2 of the [Electricity Reporting and Record Keeping Requirements \(RRR\)](#).

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.

Prior to the Major Event

1. Did the distributor have any prior warning that the Major Event would occur?
 Yes No

Additional Comments: Environment Canada issued a wind warning for Toronto, Peel, and Halton regions.

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?
 Yes No

Brief description of arrangements or explain why extra employees were not arranged:

On Saturday, November 14, 2020, Alectra arranged to have additional Control Room staff on standby for Sunday, November 15 in anticipation of the adverse weather event. The additional staff were called in on Sunday, November 15.

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?
 Yes No

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4. Did the distributor train its staff on the response plans to prepare for this type of Major Event?
- Yes No

Alectra Utilities has a Corporate Emergency Plan supported by individual Emergency Plans for each of its operational areas. 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.

During the Major Event

1. Please identify the main contributing Cause of the Major Event as per the table in section 2.1.4.2.5 of the Electricity Reporting and Record Keeping Requirements.
- Loss of Supply
 - Lightning
 - Adverse Weather-Wind
 - Adverse Weather-Snow
 - Adverse Weather-Freezing rain/Ice storm
 - Adverse Environment-Fire
 - Adverse Environment-Flooding
 - Other

Please provide a brief description of the event (i.e. what happened?). If selected “Other”, please explain:

On November 15, 2020, high winds and rain caused trees outside of the right of way (ROW) to fall on primary circuits across the entire Alectra’s service territory. Long duration outages resulted, as trees were cleared and circuits were rebuilt.

2. Was the IEEE Standard 1366 used to derive the threshold for the Major Event?
- Yes, used IEEE Standard 1366*
 - No, used IEEE Standard 1366 2-day rolling average
 - No, used fixed percentage (i.e., 10% of customers affected)
- *The OEB preferred option

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3. When did the Major Event begin (date and time)?

November 15, 2020 – 13:00 EST

4. Did the distributor issue any information about this Major Event, such as estimated times of restoration, to the public during the Major Event?

Yes No

If yes, please provide a brief description of the information. If no, please explain:

Prior the event, Alectra issued multiple notices via social media channels – primarily via Twitter. In addition, Alectra responded to hundreds of customers' inquiries through direct messaging on Facebook, Instagram and Twitter. Social media responses and updated ETRs to customers were ongoing throughout the day until the power supply was fully restored.

Alectra sent out one News Release on November 15. Alectra also proactively communicated approximately 40 (forty) Safety Messages across Twitter, Instagram and Facebook.

Four media interviews took place with the media spokesperson on November 16. Alectra received 3,800 clicks on Twitter to links that were provided to customers and over 2,000 engagements over the period of November 15 to 26.

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5. How many customers were interrupted during the Major Event?

103,486 customers (sustained outages only) were interrupted during the Major Event.

What percentage of the distributor's total customer base did the interrupted customers represent?

9.68% of Alectra Utilities' customer base.

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

Approximately 11 hours.

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Additional Comments:

7. Were there any outages associated with Loss of Supply during the Major Event?
 Yes No

If yes, please report on the duration and frequency of the Loss of Supply outages:

Thornton:

Thornton DS experienced a loss of supply from Hydro One. Supply to the Alectra feeder Thornton F3 affected, Hydro One lost bus at Alliston TS.

Guelph/Rockwood:

Rockwood MS2 experienced a loss of supply from Hydro One circuit M4 from Fergus TS in the morning of Nov 15, 2020 and was not restored until the following day.

Rockwood MS1 experienced a loss of supply from Hydro One circuit M8 from Fergus TS during the adverse weather event in the afternoon shortly after 13:00 EST.

Hamilton:

Lake TS – T1/T2 Bus outage. T2 was out of service and the transmission circuit supplying T1 transformer experienced an outage.

8. In responding to the Major Event, did the distributor utilize assistance through a third-party mutual assistance agreement with other utilities?
 Yes No

Do not have third party mutual assistance agreements with other utilities

If yes, please provide the name of the utilities who provided the assistance?

9. Did the distributor run out of any needed equipment or materials during the Major Event?
 Yes No

If yes, please describe the shortages: _____

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After the Major Event

1. What actions, if any, will be taken to be prepared for, or mitigate, such Major Events in the future?

No further action is required at this time

Additional staff training

Process improvements

System upgrades

Other

Additional Comments: _____