

Major Weather Report: Burlington Hydro December 1, 2019

RRR 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. Distributor responses are identified in the text boxes 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)

Yes. The Weather Network issued a winter storm warning with the possibility of freezing rain and wind gusts. Freezing rain accumulation was predicted to be less than 5mm and wind gusts up to 70km/h.

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.

Existing Burlington Hydro on call crew was available. Additional Burlington Hydro crews and a tree trimming contractor (Beswick) was also on-call and available if needed. A major event was not expected based on the predicted freezing rain accumulation and wind gusts.

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, 2 weather warnings were issued on social media – see attached Twitter record.

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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.

Yes. Burlington Hydro works safely to restore power to the largest areas first and then works its way down to single outages. Fire, police and wires down take priority.

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, Burlington Hydro has mutual aid agreements with 12 other LDCs as part of the Grid Smart City Cooperative, agreements with Hydro One and an alliance agreement with a third-party contractor.

During the Major Event

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

A total of 17,768 customers were affected by the outage representing 26% of Burlington Hydro's customers. The event was beyond Burlington Hydro's control and exceeded Burlington Hydro's daily SAIDI threshold used to identify a Major Event.

2. Was the IEEE Standard 1366 used to identify the scope of the Major Event? If not, why not?

Yes. Burlington Hydro used the IEEE Standard 1366 used to identify the scope of the Major Event.

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3. Please identify the Cause of Interruption for the Major Event as per the table in section 2.1.4.2.5.

6. Adverse Weather - Customer interruptions resulting from rain, ice storms, snow, winds, extreme temperatures, freezing rain, frost, or other extreme weather conditions.

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: December 1, 2019

Time (For Example HH:MM AM): 10:40 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 were available at the start of the Major Event and utilized during the Major Event.

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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, ETRs were issued on our outage maps and through social media (Twitter).

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

When the first outage came up on the BHI outage map, ETRs were included. This was followed by messaging via Twitter.

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, one updated ETR was provided when a portion of customers weren't restored by the initially issued ETR in south west Burlington (5 pm). The updated ETR was issued at 5:15 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.

Yes. Numbers to call and outage protocols are located on Burlington Hydro's website via a direct Outage Portal. Customers were directed to the Outage Portal or were informed that updates would follow on Twitter.

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11. Did the distributor issue press releases, hold press conferences or send information to customers through social media notification? If so, how many times and what was the general content?

No press releases were issued. 17 tweets were issued to update customers on restoration efforts (see attached Twitter record).

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

Burlington Hydro received 724 customer calls related to outages. 12% of the outage calls were dealt with through the IVR and 86% of the calls were transferred to a live representative.

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?

1. The Outage Map on the BHI website included information on the cause / # of customers affected / ETR / and updates as required. Burlington Hydro did not track the number of times the website was updated.
2. Customers can also access a live twitter feed from the homepage of the website's outage portal. Similar information was conveyed directly via Twitter.

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 and Outage Map were always available and up to date 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?

A total of 17,768 customers were affected by the outage representing 26% of Burlington Hydro's customer base.

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

It took 5 hours and 10 minutes to restore 90% of the customers affected. Customers were restored at 15:50 on Dec 1st.

17. Was any distributed generation used to supply load during the Major Event? (Yes/No)

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.

No.

19. In responding to the Major Event, did the distributor utilize assistance through a third party mutual assistance agreement?

No.

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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)?

Burlington Hydro is reviewing the hardware which supports its Outage Management System to mitigate technical issues. This will ensure the public is notified in a timely manner on outages and ETRs.

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

No lessons learned. The major event was just within capability of BHI to handle using existing resources and procedures.

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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. Incoming questions/accolades/complaints during the outage on social media or via customer service were handled at the time.

Additional Information

In addition to responding the questions above, distributors may provide supplemental information to the OEB in an attachment.

Attachment provided (Yes/No): Yes – Twitter record


Twitter Activity – Major Outage – December 1, 2019 (from last to first tweet)



Burlington Hydro @BurlingtonHydro · Dec 1

Outage affecting Snake Rd is fed by Alectra Hamilton. The outage is part of the Waterdown outage. Sorry for any confusion this has caused. Alectra ETR shows 11 pm. You can check out the latest on the outage from their site at: horizonutilities.com/myHome/powerou...

3 replies 3 likes 0 retweets 0 shares




Burlington Hydro @BurlingtonHydro · Dec 1

Crews are continuing their efforts to restore power to last 66 customers who lost power due to today's icy conditions. ETR is 8 pm.

13 replies 14 likes 0 retweets 0 shares

You Retweeted




City of Burlington @cityburlington · Dec 1

Salting operations are ongoing and will continue throughout the night. City staff will continue to monitor road and weather conditions. [#BurION](#)

3 replies 6 retweets 19 likes 0 shares

[Show this thread](#)



Burlington Hydro @BurlingtonHydro · Dec 1

Power has been restored for 1500 customers in Tyandaga and area.

12 replies 2 retweets 27 likes 0 shares



Burlington Hydro @BurlingtonHydro · Dec 1

Tree trimming work is ongoing in southwest Burlington before power can be restored. ETR is 5 pm We'd like to thank customers for their patience as this work continues.



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Burlington Hydro @BurlingtonHydro · Dec 1

Tree limbs are being cleared from primary lines in both Tyandaga and southwest areas before power can be restored. Crews working as quickly and as safely as possible to get power fully restored.

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You Retweeted



Liza DA @Leeza07DA · Dec 1

@cityburlington @BurlingtonFire @HaltonPolice @BurlingtonHydro large tree limb down from Kiwanis Park/ Aldershot Arena on Townsend Ave. Looks like it took power lines down too.



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Burlington Hydro @BurlingtonHydro · Dec 1

Expected ETR for Power Outage in southwest Burlington is 5 p.m. Crews working as quickly and as safely as possible to restore power in a number of areas in the City.

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Burlington Hydro @BurlingtonHydro · Dec 1

Due to high volumes accessing the outage map, the system is slower than normal. Thank you for your patience as our crews respond to numerous outages in the City.

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Burlington Hydro @BurlingtonHydro · Dec 1

Tree limb on Townsend has brought down a primary line. Power Outage covers area of QEW and 403. Crews have been dispatched.

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You Retweeted



Mary Battaglia @mmbattaglia4 · Dec 1

The City of Burlington is receiving reports of flooding, power outages and tree limbs down. Conditions along the lakefront are dangerous. Your patience is appreciated while staff work to address the calls received.
[@cityburlington](#) [@HRPSBurl](#) [@BurlingtonHydro](#) [@MariannMeedWard](#)



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Burlington Hydro @BurlingtonHydro · Dec 1

Please pay heed to the weather conditions and be sure you are prepared should a power outage occur in your neighbourhood:
burlingtonhydro.com/outageportal.h...



The Weather Network @weathernetwork · Dec 1

Officials are urging people to avoid any unnecessary travel today as freezing rain and ice make for treacherous driving conditions across parts of southern Ontario
#ONStorm #ONwx #icestorm
twitter.com/i/moments/1201...



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You Retweeted



Mary Battaglia @mmbattaglia4 · Dec 1

While the ice on the trees looks beautiful, combined with the high winds it is creating high risk of tree failures and hydro lines coming down. Avoid any walking or driving if at all possible. @BurlingtonHydro @cityburlington @MariannMeedWard



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Burlington Hydro @BurlingtonHydro · Dec 1

Pockets of power outages in the city due to the weather and ice build up. This includes Drury Lane/Fairview area and parts of east Burlington. Access our outage map for latest updates:
outagemaps.burlingtonhydro.com/OutageMap/Outa...



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Burlington Hydro @BurlingtonHydro · Dec 1

Power Outage in east Burlington is under investigation. ETR TBD. More to follow shortly.



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You Retweeted



The Weather Network @weathernetwork · Nov 30

All forms of precipitation are possible -- snow, ice pellets, freezing rain, and rain -- as a Colorado low tracks towards southern Ontario Saturday night. #ONstorm



Ontario: Travel impact expected with heavy snow, ice Sunday

www.theweathernetwork.com



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Burlington Hydro @BurlingtonHydro · Nov 30

Messy weather is forecast overnight and into Sunday. Ice pellets, freezing rain and snow all expected with some gusty winds. Be prepared - there's always the potential for power outages in such conditions.

burlingtonhydro.com/outageportal.h...



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