

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

The weather report called for wind gusts of 70 to 90 km/hr. Wind gusts of 90km/hr are the start of the threshold where power outages can occur. A windstorm affecting many customers was not expected. Wind gusts in the Burlington area were over 100 km/hr.

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

Additional On Call staff were placed on standby. Burlington Hydro's Lines Contractor and Tree Trimming Contractor were asked to have crews available.

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

4. Did the distributor train its staff on the response plans to prepare for this type of Major Event?

Yes No

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

Windstorm with wind gusts in excess of 100 km/hr. Multiple tree contacts, broken poles, primary conductor and secondary conductor issues as a result of the wind gusts.

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

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

Dec 11th at 4:50 am.

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

Estimated Time of Restoration (“ETR”) and information about the outage (locations and causes) could be found on Burlington Hydro’s web-based outage map (except for a brief period where it experienced some technical problems). On social media – Twitter – 18 outage updates were tweeted as power was being restored.

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

7,397 Customers

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

11 % of total customer base

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

8 Hours

7. Were there any outages associated with Loss of Supply during the Major Event?

Yes No

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

9. Did the distributor run out of any needed equipment or materials during the Major Event?

Yes No

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

Burlington Hydro is reviewing the hardware which supports its Outage Management System to mitigate technical issues.