

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

Weather forecast indicated potential for severe thunderstorms, high winds and lightning.

- 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 field and Control Room staff were on standby prior to the Major Event beginning.

- 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

Severe thunderstorm with high winds caused multiple tree contacts throughout Burlington.

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)?

July 10, 2020 at 8:01pm

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

A storm alert was issued 2 hours in advance of the storm indicating conditions were favourable for severe thunderstorms with a chance for outages and asking customers to be prepared. 8 tweets were posted during the event, providing ETRs, outage updates, and safety messaging, warning people to stay 10 metres from any fallen powerlines. The Outage Map on the website provided areas affected, customers affected, cause and ETRs.

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

3,616 Customers

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

5 % of total customer base

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

Approximately 9 Hours

Several very large trees fell onto primary conductor. Significant work involved to remove fallen trees, replace broken poles and repair primary conductor.

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

Additional Comments:
