

### **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 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:**

The Weather Network did issue a wind warning but expected wind gusts were 70km/h which typically do not cause significant power outages.

- 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     Not Applicable

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

- 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     Not Applicable

- 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

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

High winds caused a large tree limb to come into contact with primary feeder circuit. Tree limb was too large to be removed by line crews and tree trimmers were needed. Tree trimmers found tree was snapped at base and entire tree had to be taken down. An upstream switch on same feeder circuit had leads burn off. There was no way to back feed customers until repairs were completed.

**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)?**

March 20, 2020 at 3:09pm

**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:**

Information on the outages was issued on Twitter. In addition, information could be gathered by customers from Burlington Hydro’s outage maps.

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

3,880 Customers

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

6 % of total customer base

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

7 Hours and 34 minutes

**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:**

**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:**

**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:**

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.