



Major Weather Report: Burlington Hydro - May 21, 2022

Major Event Response Reporting: Reference RRR 2.1.4.2.10

When a distributor determines an outage was caused by a Major Event, it shall file a report with the Ontario Energy Board 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 Ontario Energy Board 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.

Section 1: Prior to the Major Event

Question 1: Did the distributor have any prior warning that the Major Event would occur?

Answer: NO.

Question 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?

Answer: Not Applicable.

Question 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?

Answer: Not Applicable.

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

Answer: YES.

Section 2: During the Major Event

Question 5: 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.

Answer: ADVERSE WEATHER, WIND: Intense thunderstorm with winds in excess of 140 Km/h.

Question 6: Was the IEEE Standard 1366 used to derive the threshold for the Major Event?

Answer: YES, used IEEE Standard 1366 (OEB preferred option).

Question 7: When did the Major Event begin (date and time)?

Answer: May 21, 12:30 pm.

Question 8: Did the distributor issue any information about this Major Event, such as estimated times of restoration, to the public during the Major Event?

Answer: YES. A number of outage updates were sent by Twitter during the event, providing the latest information available on restoration efforts. Customers could also access the outage map on BHI's website which provides Estimated Time of Restorations (ETRs), as they became available.

Question 9: How many customers were interrupted during the Major Event?

Answer: 24,566 Customers.

Question 10: What percentage of the distributor's total customer base did the interrupted customers represent?

Answer: 35.7 % of total customer base.

Question 11: How many hours did it take to restore 90 % of the customers who were interrupted?

Answer: Approximately 9 hours.

Question 12: Were there any outages associated with Loss of Supply during the Major Event?

Answer: NO.

Question 13: In responding to the Major Event, did the distributor utilize assistance through a third-party mutual assistance agreement with other utilities?

Answer: YES. North Bay Power, Canadian Niagara Power and Niagara Peninsula Energy assisted Burlington Hydro in its restoration efforts.

Question 14: Did the distributor run out of any needed equipment or materials during the Major Event?

Answer: YES. Burlington Hydro ran out of some non-major materials, which it was able to source from other utilities.

Section 3: After the Major Event

Question 15: What actions, if any, will be taken to be prepared for, or mitigate, such Major Events in the future?

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