

Major Event Day: September 14, 2020 Alectra Utilities

2.1.4.2.10 Major Event Response Reporting

'Major Event' is defined under section 2.1.4.2 of the [Electricity Reporting and Record Keeping Requirements \(RRR\)](#).

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.

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: _____
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

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
4. Did the distributor train its staff on the response plans to prepare for this type of Major Event?
 Yes No

Alectra Utilities has a Corporate Emergency Plan supported by individual Emergency Plans for each of its operational areas. The Emergency Plan is based on the Incident Management System ("IMS") and requires training exercises to be conducted on an annual basis. Each exercise must be debriefed and critiqued, and a brief written

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summary of the debriefing is distributed to all staff participating in the exercise. Training of Alectra Utilities system controllers (and others, as required) is performed on an ongoing basis, and continual review of the Emergency Plan is completed.

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:

The outage was caused by an event at Newton TS, a Hydro One-owned Transformer Station (TS). A squirrel contact at the station on “Y Bus” tripped both the “B3” and “B4” high voltage transmission circuits affecting other Hydro One-owned stations: Dundas TS, Newton TS and Mohawk TS. These stations are servicing Alectra Utilities customers in the City of Hamilton. Alectra Utilities customers that are connected to Dundas TS and Mohawk TS were out of power until HONI transmission circuits were restored. Some of the Newton TS loads were transferred to alternate feeders from other stations, however, further restoration by Hydro One within Newton TS was required in order to restore power to the remaining Alectra Utilities customers. Power to these remaining customers was restored by 11:36AM DST.

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)?

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September 14, 2020 – 7:23AM EST or 8:23AM DST

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:

From the very start of the event, Alectra Utilities issued multiple notices via social media channels – primarily Twitter. Alectra Utilities responded to many customers through direct messaging on Facebook. In addition, Alectra Utilities received media calls and responded with the most up to date information about the cause and estimated time of restoration (“ETR”).

Alectra Utilities posted an initial ETR with tentative restoration time of 13:00PM DST at approximately 7:45AM DST on the website. Social media response and updated ETRs to customers was ongoing throughout the day until the power supply was fully restored.

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

41,271 customers were interrupted during the Major Event.

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

3.88% of Alectra Utilities’ customer base

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

3 hours and 23 minutes

Additional Comments:

Dundas TS: 4,589 Customers experienced a momentary outage (<1 minute);

Mohawk TS: 22,237 Customers were restored within 47 minutes;

Newton TS: 14,445 Customers were restored within 3 hours and 23 minutes.

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

Yes No

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If yes, please report on the duration and frequency of the Loss of Supply outages:

The outage was caused by an event at the Hydro One-owned Newton TS, which tripped both the “B3” and “B4” high voltage transmission circuits – affecting three Hydro One stations which service Dundas TS, Newton TS and Mohawk TS, all servicing Alectra Utilities customers in the City of Hamilton. In total, 41,271 customers were affected by this outage with total duration of 3 hours and 23 mins.

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:

Alectra Utilities undertook further discussions with Hydro One in regard to Newton TS station assets, specifically the replacement plan and animal abatement plan. Newton TS is an outdoor station and will require further investments to address potential animal contact issues. A review of the protection co-ordination will also be

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conducted by Hydro One to determine if all devices operated properly.