

### **Prior to the Major Event**

1. *Did the distributor have any prior warning that the Major Event would occur?*

Orangeville Hydro was aware that rain, freezing rain, and wind was within the short term weather forecast for January 17, 2017. Orangeville Hydro did not have prior warning of the Loss of Supply Event that occurred due to Hydro One's galloping conductors on the M25 Feeder.

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? If so, please give a brief description of arrangements.*

This event occurred during the work hours of Tuesday January 17<sup>th</sup>, 2017. Therefore, all available field and office staff were on duty.

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? If so, through what channels?*

Orangeville Hydro did not issue any media announcements regarding the increased chance of freezing rain in the weather forecast.

4. *Did the distributor train its staff on the response plans for a Major Event? If so, please give a brief description of the training process.*

Orangeville Hydro's staff is experienced with effects of freezing rain and windy conditions and the responses required to freezing rain events. Orangeville Hydro's staff is experienced with effects of Loss of Supply events and the responses required to Loss of Supply events.

5. *Did the distributor have third party mutual assistance agreements in place prior to the Major Event? If so, who were the third parties (i.e., other distributors, private contractors)?*

Yes, Orangeville Hydro is part of the Cornerstone Hydro Electric Concepts Association Inc. Emergency Mutual Assistance Agreement. 15 Ontario distributors are members of this Agreement as of February 29, 2016.

### ***During the Major Event***

- 1. Please explain why this event was considered by the distributor to be a Major Event.*

The Ontario Energy Board has defined a Major Event as:

“Major Event” is defined as an event that is beyond the control of the distributor and is:

- a) Unforeseeable;*
- b) Unpredictable;*
- c) Unpreventable; or*
- d) Unavoidable.*

The OEB has also stated:

“Beyond the control of the distributor” means events that include, but are not limited to, force majeure events and **Loss of Supply events**.

This Loss of Supply was beyond the control of the distributor and is both unpredictable and unavoidable for Orangeville Hydro.

- 2. Was the IEEE Standard 1366 used to identify the scope of the Major Event? If not, why not?*

The IEEE Standard 1366 was used to identify the scope of this Major Event Day. The IEEE Standard 1366 Two-Day method was also used to identify this Major Event Day.

- 3. Please identify the Cause of Interruption for the Major Event as per the table in section 2.1.4.2.5.*

The Cause of Interruption was identified at Cause Code 2: Loss of Supply.

- 4. Were there any declarations by government authorities, regulators or the grid operator of an emergency state of operation in relation to the Major Event?*

There was not a declaration of an emergency state of operation.

- 5. When did the Major Event begin (date and time)?*

The Loss of Supply occurred at 12:35 PM on January 17, 2017.

- 6. What percentage of on-call distributor staff was available at the start of the Major Event and utilized during the Major Event?*

100% of the *on-call distributor staff* were available at the start of the Major Event and 100% of the *on-call distributor staff* were utilized during the Major Event.

- 7. Did the distributor issue any estimated times of restoration (ETR) to the public during the Major Event? If so, through what channels?*

Orangeville Hydro did not issue any ETR statements to the public during the Major Event.

8. *If the distributor did issue ETRs, at what date and time did the distributor issue its first ETR to the public?*

N/A

9. *Did the distributor issue any updated ETRs to the public? If so, how many and at what dates and times were they issued?*

Orangeville Hydro did not issue any updated ETR statements to the public during the Major Event.

10. *Did the distributor inform customers about the options for contacting the distributor to receive more details about outage/restoration efforts? If so, please describe how this was achieved.*

When individual customers called in regarding isolated outages, Orangeville Hydro informed the customers of the known information.

11. *Did the distributor issue press releases, hold press conferences or send information to customers through social media notifications? If so, how many times did the distributor issue press releases, hold press conferences or send information to customers through social media notifications? What was the general content of this information?*

Orangeville Hydro issued:

- Two information releases via a mass distributed email
- Two social media notifications on Twitter
- Interviews with press over the phone as requested

The content was related to existence and scope of the outages, as well as, root cause details once they were known.

12. *What percentage of customer calls were dealt with by the distributor's IVR system (if available) versus a live representative?*

Orangeville Hydro does not have an IVR system.

13. Did the distributor provide information about the Major Event on its website? If so, how many times during the Major Event was the website updated?

Orangeville Hydro did provide information about the Loss of Supply event. The website was updated twice.

The website was visited 524 times during the Loss of Supply event.



14. Was there any point in time when the website was inaccessible? If so, what percentage of the total outage time was the website inaccessible?

Orangeville Hydro's website was not inaccessible.

15. How many customers were interrupted during the Major Event? What percentage of the distributor's total customer base did the interrupted customers represent?

4,211 customers were affected by a Sustained Loss of Supply interruption from 12:35 PM to 1:10 PM on January 17, 2017. This represented 35% of Orangeville Hydro's customer 12,104 customers. These same customers experienced a momentary interruption due to loss of supply at 2:00PM.

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

All of the 4,211 customers were restored at the same time. This took 0.58 hours (35 minutes).

17. Was any distributed generation used to supply load during the Major Event?

No.

18. Were there any outages associated with Loss of Supply during the Major Event? If so, please report on the duration and frequency of Loss of Supply outages.

Yes, all the outages were associated with Loss of Supply.

- SAIDI of 0.20 hours
- SAIFI of 0.35
- MAIFI of 0.35

19. *In responding to the Major Event, did the distributor utilize assistance through a third party mutual assistance agreement?*

Orangeville Hydro did not receive assistance during the Major Event through a mutual assistance agreement. Hydro One and Orangeville Hydro worked together to locate the root cause of the issue and determine an acceptable restoration plan.

20. *Did the distributor run out of any needed equipment or materials during the Major Event? If so, please describe the shortages.*

No.

**After the Major Event**

1. *What steps, if any, are being taken to be prepared for or mitigate such Major Events in the future (i.e., staff training, process improvements, system upgrades)?*

Orangeville Hydro has:

- Debriefed staff to discuss lessons learned
- Reviewed & Updated Community Contact Lists for Streamlined Press Releases (Local Media, Municipal Staff, Municipal Council, County Emergency Management)
- Confirmed the existing maintenance and capital programs that assisted in minimizing the customers interrupted during the Major Event.

2. *What lessons did the distributor learn in responding to the Major Event that will be useful in responding to the next Major Event?*

Orangeville Hydro has confirmed that the mass emails, social media updates, and our Outage Map are effective methods in communicating updates regarding Major Events. 434 of the 524 visits to our website during the Major Event were from a mobile device.

3. *Did the distributor survey its customers after the Major Event to determine the customers' opinions of how effective the distributor was in responding to the Major Event? If so, please describe the results.*

Orangeville Hydro has not surveyed its customer after the Major Event.