Major Events Response Report

Description: December 23rd to December 24th, 2022 Major Event Response Report

Summary:

On December 23rd, 2022, a high impact winter storm swept across Ontario. The storm brought significant snow, strong winds, and blizzard conditions. Wind gusts exceeding 80km/hr impacts Orangeville Hydro service area. The storm affected a total of ~5,400 of Orangeville Hydro's customers.

Prior to the Major Event

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

   Yes. Environment Canada warned of a significant winter storm set to hit much of Ontario.

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. On-call staff and contractors were available.

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. Social media content was posted and shared regarding preparing for power outages.

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

   Yes.

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.

   The main contributing cause of the major event was Cause Code 6 – Adverse Weather with Sub-Cause Code - Wind.

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

   The main contributing causes of the Major Event were high sustained winds straining overhead infrastructure.

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

   Yes, used IEEE Standard 1366. Please note that this is considered a Major Event using any/all of the available methodologies.

3. When did the Major Event begin (date/time)?

   The first outage began at 11:18AM on Friday December 23rd, 2022.

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

   Yes.

   If yes, please provide a brief description of the information. If no, please explain:

   Updates were provided through social media platforms (ie. Twitter), incoming telephone calls, and the website.

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

   Approximately 5,400. These customers experienced more than one outage.

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

   Approximately 42%

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

   There were multiple separate large outages related to this Major Event. It took ~3 hours to restore power for the first large outage. It took ~4 hours for the second large outage.

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

   No.

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

   Yes.

   If yes, please provide the name of the utilities who provided the assistance?

   Ontario High Voltage Ltd. (a contractor) provided the assistance. Due to the blizzard conditions and road closures, other LDC's were not available during the outage periods.

9. Did the distributor run out of any needed equipment or materials during the Major Event?

   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

   Additional staff training, process improvements, and system upgrades are examples of actions that are being taken.

Additional Comments:

Storm debriefings occurred at following Board meetings, management discussions, and operational meetings. Specific material will no longer be installed in the field and a proactive replacement program is planned to reduce the risk of future issues during conditions that strain the overhead primary distribution equipment.