

Major Event Response Reporting – May 4, 2018

1 PRIOR TO THE MAJOR EVENT

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

Yes. Toronto Hydro received various weather statements and notifications from Environment Canada and Provincial Emergency Operations Centre (PEOC).

1.1 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.

Yes. Toronto Hydro had additional field and operations resources on shift at the predicted time of the event and requested and requested an extension of shifts as deemed necessary.

Toronto Hydro has a standby schedule requiring senior management, supervisory and operational staff to be available on a 24/7 basis to support with event restorations. Due to the expected potential severity of the event, Toronto Hydro also engaged additional crews and contractors to be available on standby.

1.2 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?

Yes. The public was advised of possible outages through Twitter, media interviews and email bulletins to City of Toronto Councillors and staff.

1.3 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.

Yes. Toronto Hydro has an established training program for the management of major events with relevant training being executed throughout the year. Toronto Hydro has adopted the Ontario Incident Management System, the provincial recommended practice for incident management, which forms the basis for Toronto Hydro's training curriculum for emergency management. Toronto Hydro's command and general staff are trained on incident management system (IMS 100, IMS 200 and IMS 300) in addition to exercising emergency plans.

1.4 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. Toronto Hydro is an active and participating member of two mutual assistance groups: the Canadian Mutual Assistance Group (CANMAG) and the North Atlantic Mutual Assistance Group (NAMAG).

2 DURING THE MAJOR EVENT

2.0 Please explain why this event was considered by the distributor to be a Major Event?

The weather event of May 4, 2018 was consistent with the OEB definition of “Major Event” (as set out in Section 2.1.4.2 of OEB’s Electricity Reporting and Record Keeping Requirements) as an event that “is beyond the control of the distributor and is unforeseeable; unpredictable; unpreventable; or unavoidable”.

This event was unavoidable and unpreventable and Toronto Hydro received a significantly higher volume of calls from the public relative to a typical day.

In addition, the reliability impact of the weather event met the Institute of Electrical and Electronics Engineers (IEEE) Standard 1366 definition of a Major Event Day (MED) as “a day in which the daily System Average Interruption Duration Index (SAIDI) exceeds a Major Event Day threshold value”.

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

Yes. The IEEE Standard 1366 was used to identify the scope of the Major Event.

2.2 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 for the Major Event on May 4 was Adverse Weather (i.e., cause code 6 in Table 2.1.4.2.5 in OEB’s Electricity Reporting and Record Keeping Requirements). More specifically, high wind with gusts up to 119KM per hour.

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

No, however Environment Canada and PEOC did issue various weather statements leading up to the event.

2.4 When did the Major Event begin (date and time)?

The Major Event began on May 4, 2018 at approximately 10:06 hours.

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

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

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

A global ETR was not issued. When available, Toronto Hydro issued individual/local ETRs to customers and other stakeholders through:

1. Social Media (i.e., Twitter);
2. Updates to the outage map on Toronto Hydro's website;
3. E-mail updates to the Mayor's Office and Councillors;
4. Customer Care Representatives and Key Account Representatives; and
5. Toronto Hydro's Interactive Voice Response (IVR) phone system.

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

As noted above, a global ETR was not communicated to the public.

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

As noted above, a global ETR was not communicated to the public.

2.9 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.

Yes, Toronto Hydro updated customers through the media on a regular basis. During these updates the public were provided with a phone number to report outages and receive the latest information via the IVR system. Media updates also reminded customers about Toronto Hydro's online outage map on the Toronto Hydro website. Toronto Hydro also shared call centre contact information via Twitter.

2.10 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?

Toronto Hydro did not issue any press releases or conduct any press conferences. However, the organization did issue Media Bulletins, communicated with the Mayor's Office, Councillors and key City Staff, and provided updates via Twitter. The general content of the updates included number of affected customers, cause of outage, safety messages for the public and contact information for customers.

Throughout the event there were:

- 55 media interviews conducted
- 64 tweets were posted on Twitter, including both outage updates and safety messaging
- 18 Media Bulletins emailed to keep media updated on the status
- 5 email bulletins were sent to City officials and Councillors

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

83% of customer calls were dealt with by the distributor's IVR system versus a live representative.

2.12 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?

Yes. The outage map on Toronto Hydro's website is updated every 15 minutes throughout the event.

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

There was no point in time when Toronto Hydro's website was inaccessible.

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

164,261 customers were affected at some point during the Major Event. This represents approximately 22% of Toronto Hydro's total customer base.

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

It took approximately 26 hours to restore 90% of the affected customers.

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

No. Distributed generation was not utilized.

2.17 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.

There were no outages associated with Loss of Supply during the Major Event.

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

No.

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

No shortages were experienced which adversely impacted restoration efforts.

3 AFTER THE MAJOR EVENT

3.0 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)?

Through its Disaster Preparedness Management (DPM) program, Toronto Hydro develops, implements and sustains a state of emergency readiness and response proficiency. Toronto Hydro is also an active and participating member of two mutual assistance groups: the Canadian Mutual Assistance Group (CANMAG) and the North Atlantic Mutual Assistance Group (NAMAG). In addition, Toronto Hydro routinely reviews design and construction standards and practices that support distribution system resiliency to help mitigate risks associated with Major Events.

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

The Major Event reinforced the importance of Toronto Hydro's training and preparedness for Major Events. Overall, the response to the Major Event was well-executed and highlighted the value in clearly defined roles and responsibilities throughout the response structure. Consideration is being given to increasing the number of standby resources available for potential major wind incidents, especially on weekends or holidays.

3.2 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.

Toronto Hydro did not survey its customers after the Major Event.