

Newmarket-Tay Power Distribution Ltd.

Electrical Emergency Preparedness Plan

Reviewed – Updated
May 2016

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Newmarket Ontario
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Copies of this plan are:

- Main office, upstairs on filing cabinet
- Newmarket --General Foreperson's office
- Newmarket Outside staff Lunch Room
- Newmarket Superintendent's office
- Tay - office
- Computer drive N:\EMERGENCY Prep Plan\
- Electronic back-up at The ITM Group Inc. office in Newmarket

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1.0 INTRODUCTION

1.1 Vision Statement

"To have a plan of action in place in order to allow staff to efficiently respond to all contingencies affecting Newmarket-Tay Power Distribution Ltd. operations to ensure the continued supply of safe, reliable electricity and services to the customers of Newmarket-Tay Power Distribution Ltd."

1.2 Service Area

The service area of Newmarket-Tay Power Distribution Ltd. (NT Power) is as stated in its Ontario Energy Board Distributor's License.

1.3 Referenced in Other Procedures

Other NT POWER procedures that provide further directions during emergencies are:

- 504-001 Emergency Disconnection and Restoration of Electrical Service
- 800-011 Line Crew Emergency Response and Rescue Operation
- 800-021 Emergency Procedures – 590 Steven Court, Newmarket Facility, & 489 Finlayson Street, Port McNicoll Facility

The Newmarket-Tay Power Distribution Ltd. Health and Safety Policy is shown in Appendix 9.

1.4 Notification of Emergency Preparedness Plan

This plan has been provided to the Independent Electricity System Operator (IESO), Town of Newmarket, Township of Tay, Town of East Gwillimbury, Township of King, and Region of York. The plan is posted on the NT POWER website at www.nmhydro.ca, excepting the Appendices.

2.0 TYPES OF CONTINGENCIES:

2.1 Electrical System Contingency

An electrical system contingency can either affect Hydro One's bulk system supply to NT POWER, or NT POWER's distribution system.

Interruptions in the Newmarket operating area of more than 15 MW, and that affect at least 25% of the customers, and cannot be restored by NT POWER crews within three hours will be considered a major emergency, or at the decision of the Emergency Coordinator, and will require the use of this plan.

Interruptions in the Tay operating area of more than 5 MW, and that affect at least 35% of the customers, and cannot be restored by NT POWER crews within three hours will be considered a major emergency, or at the decision of the Emergency Coordinator, and will require the use of this plan.

2.2 Building Contingency

NT POWER's buildings contingency caused by fire or disaster rendering a portion or all of the building not useable will require the use of this plan.

2.3 Pandemic Contingency

An influenza pandemic could affect up to 20% to 40% of NT POWER employees over a three to four week period. The above condition would still allow NT POWER to maintain adequate work forces to respond in a safe and timely manner as situations arise.

3.0 CONTINGENCY ASSESSMENT AND DECLARATION

3.1 Critical Path

While the different types of contingencies listed in Section 2 will dictate how the contingency will be dealt with, the protocol for assessing and declaring the contingency will follow the same critical path. (See Critical Path Flow Chart 1)

The following key employees are the individuals that should be able to see a contingency starting to emerge:

- Operations Technicians and/or Clerk
- On Call Crew
- Management On-Call
- A building contingency could be seen by anyone contained therein, or the neighbouring public

If the criteria for a contingency are as referred to in Section 2, these employees should contact the Emergency Coordinator or the alternate as shown two paragraphs below, who upon assessment will declare the contingency in effect.

The declaration of a contingency is a formal step, which in turn triggers the contingency response plan as is laid out in this manual.

The Emergency Coordinator is the President of NT POWER. If the President is unable to be contacted, the following chain-of-command will be used:

In Newmarket operations area:

1. Chief Operating Officer (COO)
2. Superintendent
3. Manager of Technical Services
4. General Foreperson

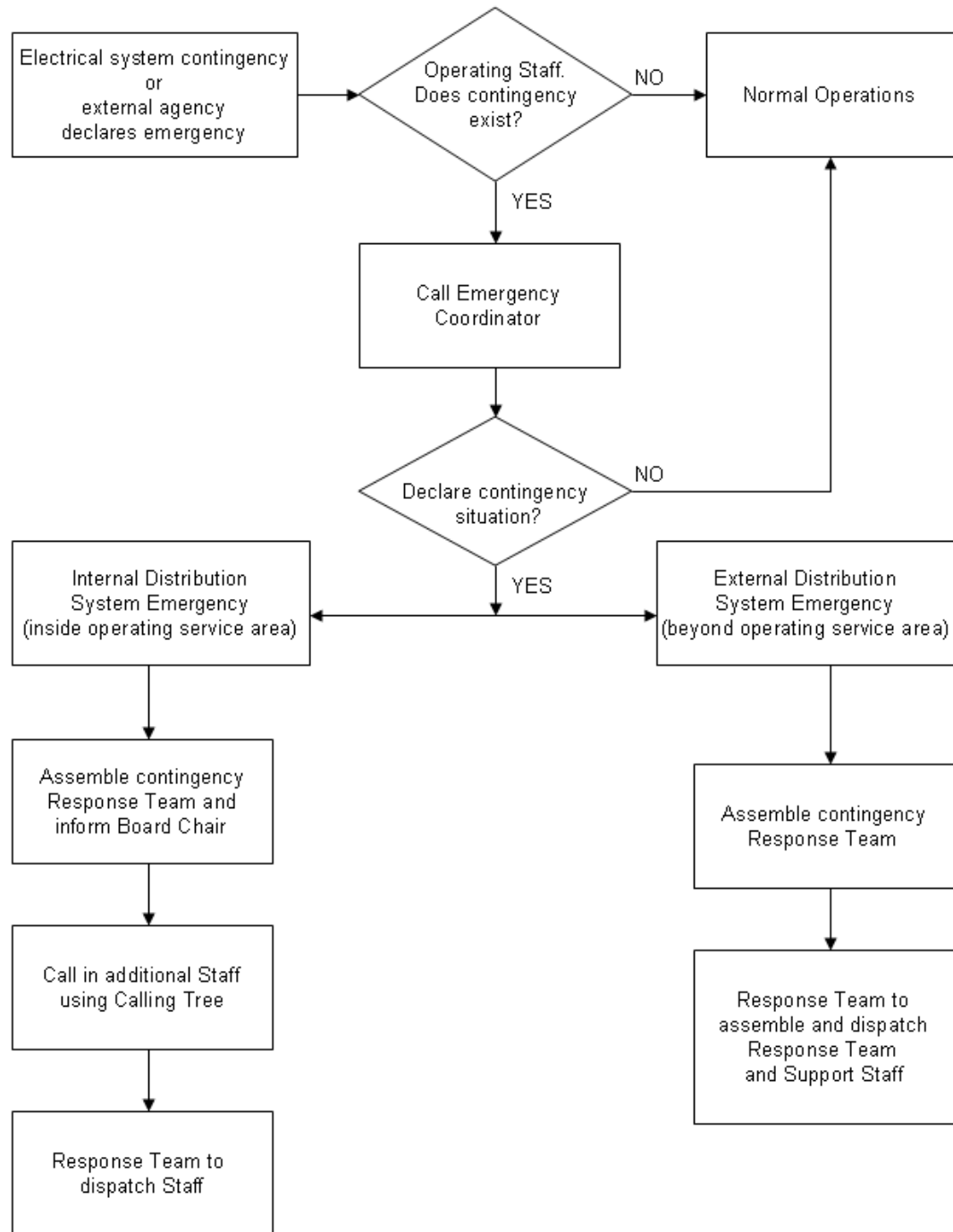
In Tay operations area:

1. Chief Operating Officer (COO)
2. Superintendent
3. Manager Technical Services

A list of emergency telephone numbers is available, see Appendix 1. A list of NT POWER staff internal telephone numbers is shown in Appendix 10.

CRITICAL PATH FLOW CHART 1

Emergency Procedure



3.2 Municipal or Regional Emergency

All major emergencies in the Town of Newmarket will come under the control of the Town of Newmarket or Regional Municipality of York Emergency Plans.

All major emergencies in the Township of Tay will come under the control of the Township of Tay Emergency Plans.

All major emergencies in the Town of East Gwillimbury will come under the control of the Town of East Gwillimbury or Regional Municipality of York Emergency Plans.

All major emergencies in the Township of King will come under the control of the Township of King or the Regional Municipality of York Emergency Plans.

If such an emergency is declared, whether or not the electrical system is directly affected, NT POWER will be placed on notice by the proper authority. NT POWER may be faced with the maintenance of essential services in an evacuated or hazardous area, or other duties that may be assigned. NT POWER has intertie capabilities that may be of use during a Regional Emergency to assist in temporarily restoring power to a neighbouring Local Distribution Company's (LDC) distribution feeders. The availability of these feeders will be coordinated between the Emergency Coordinator and the neighboring LDC.

4.0 ELECTRICAL EMERGENCY ORGANIZATIONAL STRUCTURE

The Electrical Emergency Organizational Structure is implemented and headed by the Emergency Coordinator (President or alternate), with a Communications Coordinator and a Operations Coordinator as shown in Emergency Organization Chart 2A for Newmarket operating area and Chart 2B for Tay operating area. Under Communications, the activities of the Phone Centre are key, particularly at the beginning of the contingency. The Operations Section consists of active outside crews and contractors as well as support staff.

4.1 The Emergency Coordinator's Role

The President, or alternate, will act as the Emergency Coordinator and is responsible for the overall co-ordination of activities during the contingency.

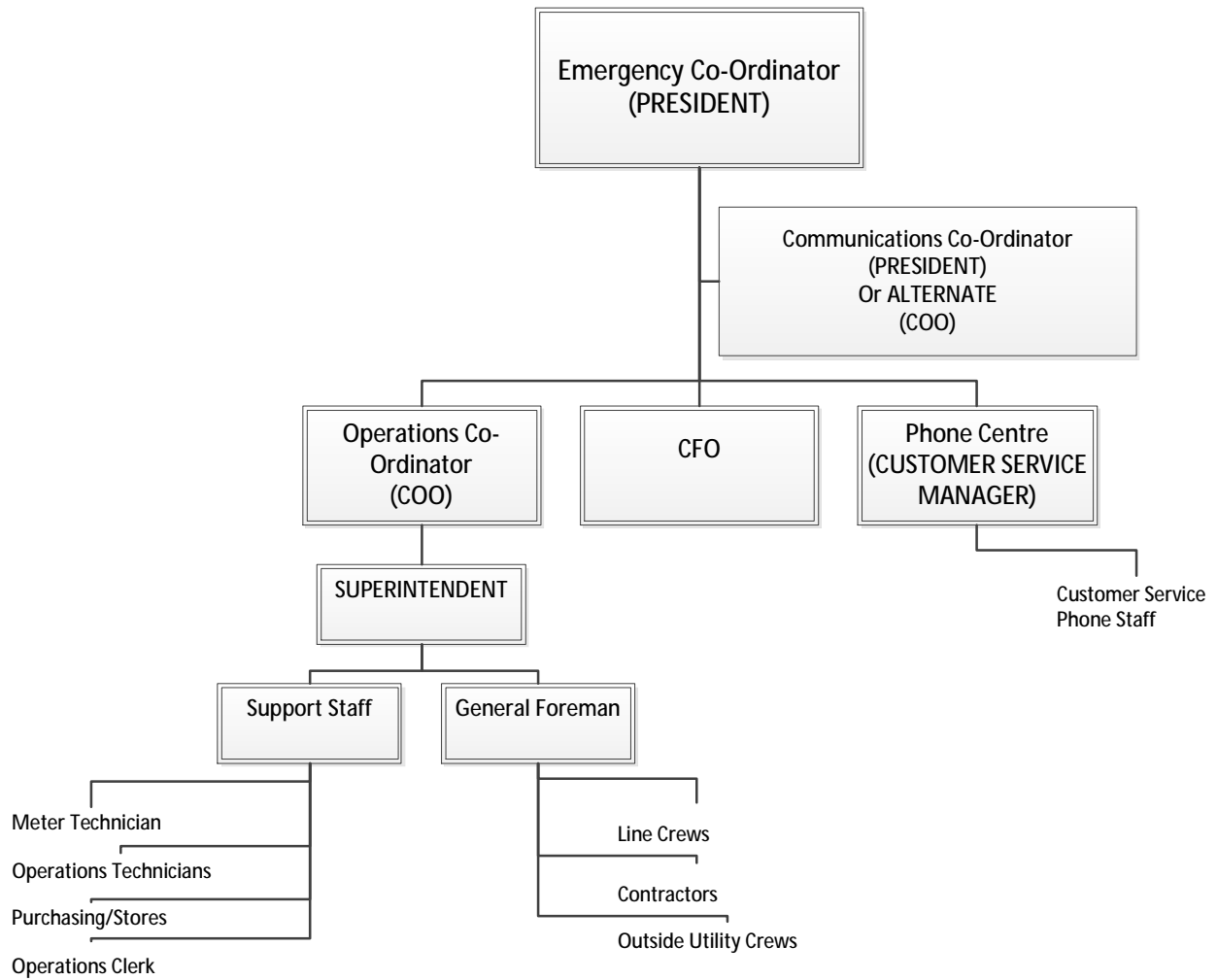
The Emergency Coordinator has the general responsibility to:

- Gain an overview of the total situation and assess overall operations
- Establish priorities and co-ordinate overall effort, liaising with and through the Communications Coordinator and the Operations Coordinator

- In conjunction with Operations Coordinator, organize workforces and secure required outside assistance (staff, transport, work equipment, material and special outside services)
- Maintain radio communications with field staff
- Arrange for food and accommodation for work forces
- Provide telephone answering service
- Obtain and control material

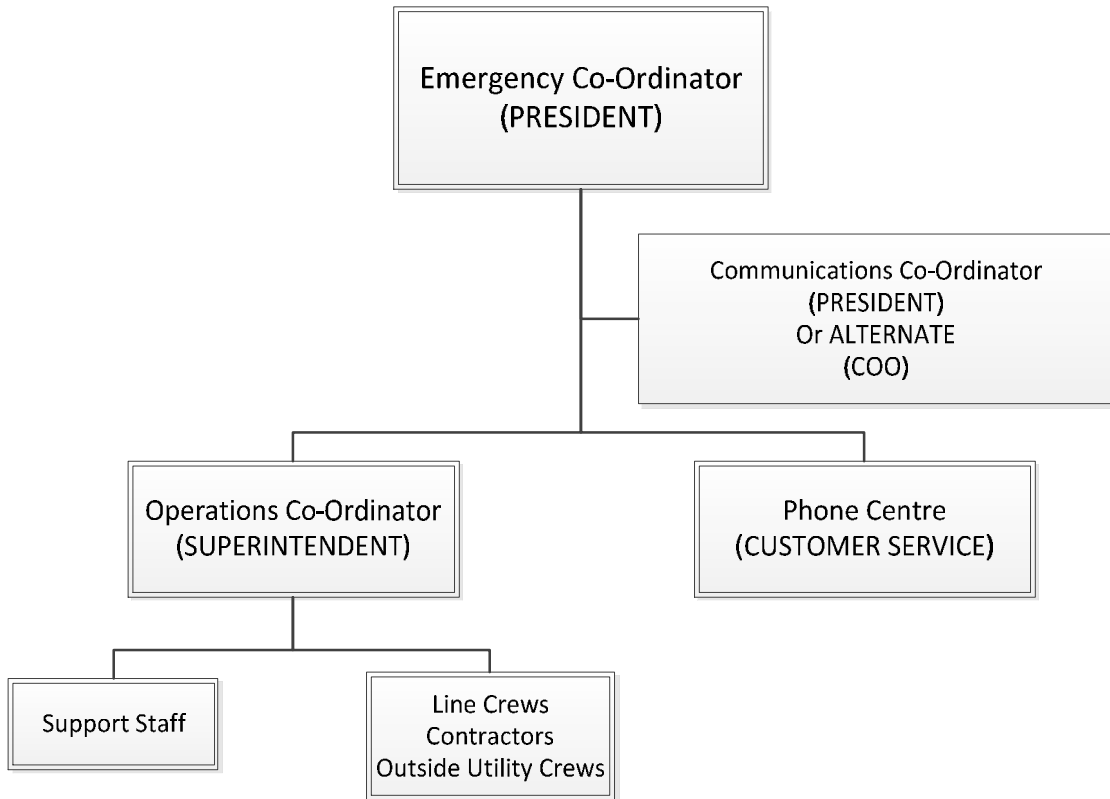
EMERGENCY ORGANIZATION CHART 2A

NEWMARKET OPERATING AREA



EMERGENCY ORGANIZATION CHART 2B

TAY OPERATING AREA



4.1 The Emergency Coordinator's Role (continued)

Many of the above functions will be delegated as staff becomes available during the contingency.

It is critical that the Emergency Coordinator frequently assess the contingency to determine whether a situation is improving or deteriorating and that this information be relayed to the Operations and Communications Teams.

5.0 SYSTEM OPERATION CONTINGENCY

5.1 Operations Coordinator's Role

The Operations Coordinator must ensure that outside crews are effectively deployed and that the needed support services and materials are available during the contingency.

With the accumulation of sufficient data, a decision shall be made by the Operations Coordinator whether local resources are adequate for the emergency or whether outside assistance should be requested.

5.1.1 Request for Outside Assistance

If the assessment indicates that outside assistance should be requested from neighboring utilities (see Appendix 2), and/or outside contractors (see Appendix 3), the Operations Coordinator should provide the following general information:

- The problem and prevailing conditions
- Approximate number of customers affected
- Crews, work equipment, and material needed
- Where and when the crews are to report
- Anticipated hours of work
- Anticipated length of stay

5.1.2 Instructions to Incoming Crews

Incoming crews will be instructed to report to the normal operating service centre, 590 Steven Court for Newmarket area, or 489 Finlayson Street, Port McNicoll for Tay area, or as otherwise directed by the Operations Coordinator or designate. The incoming crews are to be informed of arrangements for accommodations, meals, service and fuel for vehicles.

5.1.3 Accommodations

The Operations Coordinator shall notify the Emergency Coordinator of the need for accommodations. The Emergency Coordinator will make arrangements for necessary accommodations and notify the Operations Coordinator. The Operations Coordinator will assign those crews in need of accommodation to the various motels (see Appendix 4).

5.1.4 Truck Service

The Operations Coordinator will notify incoming crews on availability of truck and equipment repair and maintenance facilities (see Appendix 5).

5.1.5 Fuel Provision

The Operations Coordinator will notify all crews regarding available fuel supplies (see Appendix 5).

5.1.6 System Maps

Incoming crews are to be issued NT POWER system operating diagrams. These maps will be provided by the Operations Technicians.

5.1.7 Assignment of Outside Crews

Every outside crew should be assigned to work with one of NT POWER's crews, or where not possible due to limited number, that one NT POWER staff be assigned to work with each outside crew. This will aid in knowledge of the system as well as aid in mobile radio communications.

5.1.8 Radio Communications

If, in the opinion of the Emergency Coordinator, communications are inadequate, mobile radios will be sourced or existing radios may be re-calibrated for frequency correctness to match NT POWER's frequency.

5.1.9 Responsibility of Outside Forces

NT POWER will pay for all labor, material and living expenses of outside crews. Crews reporting for work are to provide the required tools for their normal work. All work done by outside forces will be by "Dead Line" techniques unless specifically authorized by the Operations Coordinator.

5.2 Reporting

All crews are to report daily to the Operations Coordinator, or designate, on their work progress and to their supervisor. They are also to complete and submit details of jobs needing further work on the Trouble Call Sheets (see Appendix 6).

5.2.1 Time Sheets

Outside crews are to be provided with time sheets and are to report time in and time out on a daily basis.

5.2.2 Reports to The Emergency Coordinator

The Operations Coordinator, or designate, shall report the progress of repairs made and an estimate of the outstanding work and continued personnel and equipment requirements to the Emergency Coordinator on a daily basis.

5.2.3 Reports to the Board

The Emergency Coordinator, or delegate, will keep the Board of Directors, the Municipality, the Region or County informed and up-to-date on the situation during the emergency.

5.2.4 Reports to the Media

The Emergency Coordinator, or delegate, will act as the official spokesperson to the media. All inquiries by the media should be directed to the Emergency Coordinator. (See Appendix 7 for Media Contacts).

5.2.5 Materials

If considered necessary, the Emergency Coordinator will arrange for the Warehouse Administrator, or alternate, to report to work during the emergency.

The Warehouse Administrator will arrange for additional suppliers as directed by the Operations Coordinator. (See Appendix 8 for Critical Suppliers)

Some incoming crews may be providing additional materials such as poles, wire, etc. These shipments are to be tagged and separate records are to be kept.

Normal inventory controls will apply to all crews.

5.2.6 Work Protection Code

Regardless of the nature of the contingency, IHSA (formerly EUSA) Rules will be strictly adhered to by all crews and the Work Protection Code.

It is essential during storm conditions that all work protection code procedures be strictly adhered to in all instances. The existence of unfavorable work conditions coupled with the presence of many unfamiliar outside work crews, makes it paramount that all requirements are met in this regard.

All completed work protection tags and permits must be returned to the Operations Coordinator for retention.

5.2.7 Electrical Inspection

During an emergency/contingency situation, there may be deviation temporarily from many normal procedures as outlined in NT Power's approved Construction Verification Program. However, *no immediate hazards to life or property shall be left unattended and all worksites shall be left in a safe condition with "no undue hazard", as defined by the ESA technical guidelines.*

Field Staff shall:

- Isolate all damaged services from the system and advise the customer to have repairs made by a qualified contractor and inform the customer that an electrical inspection permit is required for their service to be reconnected. Record on Trouble Call Sheet.
- If repairs are temporary, note on Trouble Call Sheet for follow-up.

5.2.8 Priorities of Power Restoration

The NT POWER's official restoration policy is as follows:

- Hospital, water and sewer pumping stations, municipal Emergency Operations Centre (as designated), municipal Emergency Evacuation and Reception Centers (as designated), Police Stations, Fire and Ambulance Stations, health clinics, nursing homes, and senior citizens' homes.
- Industrial and commercial establishments
- Residences
- Street lighting

It will not always be possible to restore power exactly as outlined above. The Emergency Coordinator will use discretion and follow the above priorities as system configuration allows.

5.2.9 Health and Safety Mitigation

The NT POWER's official restoration policy outlined in section 5.2.8 shows the priority for health and safety facilities, as well as water and sewage pumping

stations. These facilities will be given a priority to mitigate the impact of an extended electricity outage.

Other safety factors such as buildings with elevators or individual traffic lights will not be the top priority.

There will be frequent communications with the Fire Department about areas which are out and the expected outage duration.

NT POWER's Health and Safety policy is attached as Appendix 9.

5.3 Services to Other Distributors and/or Transmitters

The distribution lines of NT POWER also extend to its service area boundaries and provide service to Hydro One Networks Inc. distribution, which is an IESO market participant, see section 6.3 operation/connection agreement.

5.4 Rotational Load Shedding

Rotational Load Shedding (RLS) may be required if there is only enough electricity to supply a portion of the operating service areas. If this is the case, decisions have to be made as to which parts, or which customers, will be energized, and for how long. It may be necessary to supply any given customer(s) for a limited time. The RLS Plan is outlined in Appendix 11. It uses section 5.2.8 of this plan as a guide. If the IESO requires province wide load shedding to take place, then a portion of the operating service areas will be without electricity during the "cut schedule #" relating to Newmarket (Armitage TS & Holland TS), established by the IESO and Hydro One Networks Inc. transmission.

The Town of Newmarket, Region of York, Township of Tay, Town of East Gwillimbury, Township of King, Hydro One Networks Inc., IESO, fire and hospital have been notified of this schedule. The RLS has not been publicly broadcast, but when an emergency is declared and the RLS implemented, then public notification will be made.

Tay Operating Area has no feeders listed on the RSL load shedding schedule.

5.5 Under Frequency Load Shedding Schedule (UFLS)

Both the Newmarket Operating Area and the Tay Operating Area have designated feeders on the UFLS Schedule, Appendix 11.

6.0 OPERATING/CONNECTION AGREEMENTS

6.1 Hydro One Networks Inc. (Transmitter)

An operating/connection agreement exists with the transmission company Hydro One Networks Inc. This agreement outlines (not inclusive):

- confidentiality
- equipment standards
- operational standards and reporting protocols
- disconnection
- liability
- representations and warranties
- operation and maintenance requirements
- default and termination
- dispute resolution
- compliance, inspection, testing and monitoring
- technical requirements
- asset ownership
- notices

6.2 Hydro One Networks Inc.

An Operating Schedule A “**details of specific operations**” exists with Hydro One Networks Inc. This Schedule outlines (not inclusive):

- Telephone contacts
- Ownership and Controlling Authority
- Emergency Operations
- Conditions of Restoration

The Schedule is located on Hydro One customer portal.

6.3 Tay Operating Area (Embedded Distributor) -

An Operating Schedule D “**details of specific operations**” exists with Hydro One Networks Inc. This Schedule (not inclusive) outlines. Telephone contacts

- Ownership and Controlling Authority
- Emergency Operations
- Conditions of Restoration

The Schedule is located on Hydro One’s customer portal.

7.0 BUILDING CONTINGENCY

In the event there is a fire or natural disaster which renders a portion or all of one of the Operating area buildings unacceptable for use , along with making phone,

radio or computer systems not useable, the hydro operations will be transferred to one of the following locations:

Newmarket Operating Area:

- Newmarket Town Offices – 395 Mulock Drive
- Mobile Trailers
- Vacant Commercial units

Tay Operating Area:

- Tay Firehall in Victoria Harbour

8.0 POST CONTINGENCY REVIEW

As with any emergency plan, we know that some things may go wrong. Some of these errors or oversights may be uncontrollable, but others may be avoidable. As soon as possible after the emergency has passed, a meeting should be held for key individuals to review the performance of this manual.

Opportunities to improve the emergency procedures or materials should be identified and recommendations should be submitted to the President.

9.0 TESTING AND TRAINING

9.1 Training

The IESO Market Rules require that each market participant's emergency plan is tested. Each person identified in section 3.1 will be trained in the details and implementation of the plan. A clear understanding of its contents will allow a smooth and effective enactment, when required. An annual meeting of the "key" members of the plan will be held to:

- refresh themselves of the details contained in the plan
- revise any points or procedures, as needed
- update communication information

9.2 Testing

NT POWER will ensure the capability and reliability of its personnel, procedures, and equipment through appropriate and timely testing of this plan. NT POWER shall support and actively participate in the implementation and testing of plan and voice communication facilities. The tests shall be scheduled at an appropriate time of the year and time of day, in consideration of the needs of customers and staff, and of the desire to minimize costs relating to such tests. Testing will also be performed when the municipality and/or the Region of York do their own emergency testing exercises.

The testing and exercises should:

- check and measure the responsiveness of NT POWER
- check and measure NT POWER's structure
- check the plan and its components
- be performed regularly
- performed on the communications network
- allow "key" members to demonstrate proficiency in their duties and responsibilities
- check emergency response communications with local authorities
- provide a mechanism to review and critique testing
- after-tracking system to assure remediation of the concerns identified by the evaluation and critique

Testing could be done when an actual small scale outage occurs.

9.3 Plan Review

This plan shall be reviewed annually by the President, COO, CFO,, Manager of Technical Services, Superintendent, General Foreperson and Manager – Customer Service.

10.0 PLAN APPROVAL

ORIGINAL SIGNED BY:

Paul Ferguson – President

Date: _____ May 2016 _____

ORIGINAL SIGNED BY:

Gaye-Donna Young – COO

Date: _____ May 2016 _____