



Newmarket-Tay Power Distribution Ltd.

Major Event Day: - October, 15 2017

RRR 2.1.4.2.10 Major Event Response Reporting

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. Distributor responses are identified in the text boxes 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)

No

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.

Not applicable

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?

Not applicable

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.

Major event procedures are available and reviewed annually.

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, third party mutual assistance agreements were in place with Hydro One and PowerStream (now Alectra). Additional assistance, if required, could also be obtained through contractors and LDCs that are listed in the Emergency Response Guide. No external assistance was required in dealing with this Major Event.

During the Major Event

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

The event was considered a Major Event in accordance with OEB RRR definition i.e. unpredictable and beyond the control of the distributor and using fixed approach methodology i.e. criteria for 10% of total customers affected.

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

No, because the 5 years of historical data needed to obtain daily SAIDI for the calculation of the T-med threshold was in a system where the data could not be readily extracted in the necessary format. In 2016, a new system was adopted for storing reliability data so that going forward daily SAIDI can be readily calculated and within 5 years, the required 5 years of data will be collected in order to calculate the T-med threshold required for determination if IEEE 1366 methodology can be applied.

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 Hydro One broken poles on which the distributor has circuits (joint-use pole); according to the codes in section 2.1.4.2.5 can be attributed to Code6- Adverse Weather.

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?

No. (On October 15, 2017 there was high winds and rainfall resulting in a wind warning being received from Environment Canada to the general public).

5. When did the Major Event begin?

Date: Month dd, yyyy

October 15, 2017

Time: (For Example HH:MM AM)

Outage 1 – October 15, 2017 at 15:21 PM

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 on-call staff was available and utilized for the restoration.

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

Using Twitter, customers were notified of the outage on October 15, 2017 at 2:22PM. The twitter outage notification (one-way communication out to the public) was also available on the distributor's website during this event.

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

ETR was unknown because of the joint-use pole situation and dependent also on Hydro One replacing their poles.

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

Two updates were issued on October 15, 2017. The first update at 4:28 PM to communicate, "Update: Large scale outage has been isolated and power restored. Crews have been dispatched to multiple no power calls in #Newmarket". The second update at 5:05 PM to communicate "Power Restored: All Power in #Newmarket has been restored".

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.

Yes, the distributor's contact information is available on the customer's bill and on the distributor's website with an emergency phone number for updates.

11. Did the distributor issue press releases, hold press conferences or send information to customers through social media notification? If so, how many times and what was the general content?

No.

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

All after hours calls are re-directed to a live person at an after-hours call centre. Therefore 0% of customer calls were dealt with by the distributor's IVR system because.

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?

Twitter is now displayed on the company website under outages for customer's convenience. Two updates via Twitter were provided and readily available on the distributor's website.

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?

No.

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

Total customers affected by the outage were 4,278 representing about 12% of NT Power's customer base.

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

90% of customers had their power restored within 2 hours and 29 minutes; restoration time was dependent on Hydro One who needed to first replace their broken poles.

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.

No.

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

No, third party assistance was not required.

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)?

Discussion with Hydro One to understand any risks and/or measures to be implemented to mitigate a re-occurrence of the incident.

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

While this Major Event affected about 12% of the distributor's customers, the outage response and duration was mitigated in a relatively quick time-frame (including response time) given the adverse weather conditions and joint-use pole co-ordination.

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.

No.

Additional Information

In addition to responding the questions above, distributors may provide supplemental information to the OEB in an attachment.

Attachment provided (Yes/No): No ;

Report prepared by (Name & Title): Newmarket-Tay Power Distribution Ltd. ;

Report approved by (Name & Title): G. Young, COO ;

Report submitted through OEB Regulatory Portal by (Name & Title):

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