

Major Event Response Reporting – June 13, 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 duty at the predicted time of the event and requested shift extensions as 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 severity of the event, Toronto Hydro also engaged additional crews and contractors to be available, if required.

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 systems (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 was consistent with the definition of a “Major Event” as set out in Section 2.1.4.2 of OEB’s Electricity Reporting and Record Keeping Requirements. This includes events that are beyond the control of the distributor, take significantly longer than usual to repair, and affect a substantial number of customers.¹

The event was unavoidable and unpreventable and Toronto Hydro experienced greater than normal call volume.

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 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 event was adverse weather.² The event involved wind gusts up to 87 kilometers 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?

Such declarations were not issued.

¹ Toronto Hydro used the Canadian Electricity Association’s Major Event Determination Reference Guide to assess whether a substantial number of customers were affected and whether it took significantly longer to restore service than normal. This guide references reliability thresholds established by the Institute of Electrical and Electronics Engineers (IEEE).

² [Cause code 6 in Table 2.1.4.2.5 in OEB’s Electricity Reporting and Record Keeping Requirements.](#)

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

The event began on June 13, 2018 at approximately 16:17 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?

All of the on-call staff were available at the start and utilized during the 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?

Yes, Toronto Hydro issued global ETRs to the public via general media updates (i.e., Toronto Hydro's dedicated phone line for all media enquiries) and social media (Twitter). In addition, individual/local ETRs were communicated, as available, via:

1. Updates to the outage map on Toronto Hydro's website;
2. Engagement by Customer Care Representatives and Key Account Representatives; and
3. 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?

The first global ETR was provided on June 13 between the hours of 18:00 and 21:00 on Twitter and through media interviews.

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?

Updated global ETRs were not provided, however individual ETRs and updates were shared with customers when requested.

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 was 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, communicate with Councillors and key City Staff, and provide updates via Twitter. The general content of the updates included the number of affected customers, cause of outage, safety messages for the public, and utility contact information.

Throughout the event:

- 12 media interviews were conducted;
- 25 tweets were posted on Twitter, including both outage updates and safety messaging;
- 9 Media Bulletins were emailed to keep media updated on the status; and
- 3 bulletins were emailed 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?

24% 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 was 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?

Toronto Hydro's website was not inaccessible during the event.

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?

Approximately 35,400 customers were affected at some point during the event. This represents approximately 5% 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 7 hours to restore 90% of the affected customers.

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

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.

Outages due to loss of supply were not experienced during the event.

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

Mutual assistance was not utilized.

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

Shortages of equipment or materials were not experienced.

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 experience reinforced the importance of Toronto Hydro's training and preparedness for major events. Overall, the response to the event was well-executed and highlighted the value in clearly defined roles and responsibilities throughout the response structure.

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 event.