

Major Event Day: Dec 1, 2019 Alectra Utilities

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. Weather alerts did not come until the time the storm occurred.

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.

No arrangements were made, since no prior warning was provided.

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- 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?**

Yes. Alectra Utilities utilized Social Media to alert the public of the pending weather events that resulted in the Major Event. On November 30, 2019, the Alectranews Twitter account 'retweeted' the ESA's tweet on the weather conditions. Prior to the weather event beginning on December 1, the Alectranews Twitter account 'tweeted' a weather warning at 7:54 a.m. and Alectra Utilities posted on Facebook at 8:59 a.m.

- 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.**

Yes. Alectra Utilities has a Corporate Emergency Plan supported by individual Emergency Plans for each of its operational areas. The Emergency Plan is based on the Incident Management System ("IMS") and requires training exercises to be conducted on an annual basis. Each exercise must be debriefed and critiqued, and a brief written summary of the debriefing is distributed to all staff participating in the exercise. Training of Alectra Utilities system controllers (and others, as required) is performed on an ongoing basis, and continual review of the Emergency Plan is completed.

- 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. Mutual assistance agreements with third parties such as neighbouring utilities, private construction contractors, forestry contractors, and call centre contractors were in place, prior to the event.

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During the Major Event

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

Large ice accumulation over a prolonged period (Dec 1st from 6:00am to 12:00am) caused multiple wires to be down and equipment failures in several locations. At the peak of the ice storm (around 4:00pm), Alectra Utilities had 26,096 customers interrupted with over 91 outage events across Alectra Utilities' service territory.

The total customer minutes of interruptions experienced on Dec 1st, 2019 (15.85 million customer minutes) exceeded the Major Event Day threshold of 2.97 million customer minutes.

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

Yes

3. Please identify the Cause of Interruption for the Major Event as per the table in section 2.1.4.2.5.

0	Unknown/Other - Customer interruptions with no apparent cause that contributed to the outage
1	Scheduled Outages - Customer interruptions due to the disconnection at a selected time for the purpose of construction or preventive maintenance.
3	Tree Contacts - Customer interruptions caused by faults resulting from tree contact with energized circuits.
5	Defective Equipment - Customer interruptions resulting from distributor equipment failures due to deterioration from age, incorrect maintenance, or imminent failures detected by maintenance.
6	Adverse Weather - Customer interruptions resulting from rain, ice storms, snow, winds, extreme temperatures, freezing rain, frost, or other extreme weather conditions (exclusive of Code 3 and Code 4 events).
7	Adverse Environment – Customer interruptions due to the distributor equipment being subject to abnormal environments such as salt spray, industrial contamination, humidity, corrosion, vibration, fire or flowing.
9	Foreign Interference – Customer interruptions caused outside interference, such as vehicle contact with electrical equipment, animal contact with equipment etc.

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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

5. When did the Major Event begin?

Date: Dec 1, 2019

Time (For Example HH:MM AM): 07:00 am (DST)

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 were available and utilized during the Major Event.

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

Yes.

1. ETRS were provided via the Alectra Utilities Twitter Channel (@alectranews)
2. ETRs were published on the outage map which was available on the Alectra Utilities Website.
3. ETRs were provided in email notifications to customers and on the Outage Interactive Voice Response (IVR) phone system.

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

ETRs were communicated as they became available throughout the storm period.

The first ETR was sent out at 10:56 AM, December 1, 2019

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

Many ETRs were communicated as they became available throughout the storm period. ETRs were communicated to affected areas frequently as well as through the websites.

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- 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.**

Alectra Utilities' Tweets directed customers to the Online Form to report a power outage that would provide Alectra Utilities with more information about the outages' locations. Customers could also receive further information through the online power outage map. Customers had the option to speak to a live agent at any time through the utility outage telephone number to Alectra Utilities' Call Centre. Customers also utilized Social Media for providing and receiving information from the utility,

- 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?**

Information was sent 332 times to customers through Social Media notification on Twitter. The general content of the messages were as follows: links to the online outage maps; methods on contacting the utility; safety messages and updates on outages. Corporate Communications also sent out one (1) News Release on December 1st.

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

In an effort to provide customers with exceptional service, Alectra Utilities employs a third-party service provider that is capable of answering customer outage calls 24/7. This service was utilized on this day as the MED occurred. During the outage, 23.19% of customer calls were answered by a live representative of the third-party service on December 1, 2019. During this outage, 79.11% of customer calls were answered by a Live Representative of the third-party service on December 2, 2019. During the outage 57.59% of inbound customer calls were dealt with by Alectra Utilities' IVR system on December 1, 2019. During the outage 44.83% of inbound customer calls were dealt with by Alectra Utilities' IVR system on December 2, 2019.

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?

Information regarding outages were provided via social media channels and customers were advised to check the website for full details. Customers could also access the online outage map to see if they were affected. Outage maps and ETRs were frequently updated on the 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. The website was accessible during the period.

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

39,179 customers were interrupted during the Major Event, representing 3.70% of Alectra Utilities' customer base.

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

90% of the customers were restored in 26 (twenty-six) hours (11:00am Dec 2nd)

17. Was any distributed generation used to supply load during the Major Event? (Yes/No)

No

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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 Loss of Supply-related outages on Dec 1st, 2019.

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

Yes, third parties were notified prior to the event and were required to assist in the restoration of power. Private electrical construction contractors and tree contractors were utilized.

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

No.

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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)?

1. Staff training is part of an ongoing process as per the Alectra Utilities Emergency Plan. New systems, such as an Incident Management System, have been rolled out as part of regular training.
2. Tree trimming practices are being reviewed.
3. Alectra Utilities submitted an application to the OEB for additional funding which will address the ability to fault find and restore more efficiently, as well as greater storm resilience.

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

1. None at this time. Ice brought down large trees which were beyond tree trimming clearances. While changes in tree trimming processes (removal), and automation would have assisted, these are already planned or part of future design and planning practices.

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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. Alectra Utilities' Communications team discussed the effectiveness of the communications efforts during this event and identified areas for improved communications efforts for future events.

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