



CENTRE WELLINGTON HYDRO LTD.

**MAJOR EVENT REPORT**

MAY 4, 2018

## Prior to the Major Event

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

**Response:**

Yes, Centre Wellington Hydro was aware of severe weather forecasts leading up to the Major Event. Environment Canada issued a wind warning shortly before 11:00 a.m. on May 4, 2018, indicating that wind gusts between 90 and 100 km/h were possible on this day in Centre Wellington and surrounding areas. Environment Canada noted that damage to buildings and tree branches were possibilities given forecasted high winds.

A severe thunderstorm watch was also issued by Environment Canada.

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.

**Response:**

CWH ensured that all staff was available and able to respond if required, including the regular scheduled on-call crew as well as those line crew members who were not scheduled to be on-call.

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?

**Response:**

No. CWH did not issue any pre-event announcement.

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.

**Response:**

Yes, CWH, through daily work, training and preparedness ensures that the operation staff and equipment are ready to respond when required.

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)?

**Response:**

Yes, CWH has mutual assistance agreements with CHEC LDC's and Hydro One.

### During the Major Event

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

**Response:**

CWH calculates the TMED based on the previous 5 year historical years outages. This specific event had a value greater than the 5 historical average. This specific outage damaged CWH's overhead plant equipment which caused a large customer base to have their power interrupted. This event was also beyond the control of CWH.

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

**Response:**

Yes, CWH used the IEEE Standard 1366.

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

**Response:**

It was cause code 6, Adverse Weather and cause code 1, Loss of Supply.

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?

**Response:**

No, CWH is unaware of any declarations.

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

**Response:**

May 4<sup>th</sup>, 2018 at 4:03 PM

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

**Response:**

100%

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

**Response:**

CWH used its Twitter account, @cwhydro, to post updates that included being made aware of the areas affected. CWH updated its outage map, during the outage and directed customers to review the map for updates, it is accessible via our website to anyone. No ETR's were posted.

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

**Response:**

ETRs were not stated.

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

**Response:**

CWH did not issue any ETRs, however did advise when power was restored to customers in Fergus and also when it was restored in Elora.

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.

**Response:**

CWH staff was available to answer phones from customers. Through CWH's twitter posts customers were advised to contact the office, watch the outage map on our

website and that Tweets would be posted until power was restored.

11. 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?

**Response:**

CWH used its Twitter account to push out information. The first message went out at 3:40pm on May 4th, regarding a broken pole – power at this point was not interrupted. CWH then tweeted 3 messages, with the final message being to confirm that all customers' power had been restored and to contact the office if the any customers were still experiencing outages. These tweets were retweeted by local media, such as the local radio station, newspaper and Township, to allow for a larger distribution.

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

**Response:**

100% of all customer calls were answered by a live representative.

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?

**Response:**

Yes, CWH updated its mapping system, which is accessible via CWH's website, multiple times: when the power outage for Fergus customers was known; when all customers in Fergus were restored; when all customers in Elora lost power; and finally when all customers in Elora were restored.

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?

**Response:**

No, the website was accessible throughout the entire outage.

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

**Response:**

100% or 6682 of CWH's customers were affected by two adjacent outages (Fergus first and then Elora.)

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

**Response:**

It took CWH 1 hour to restore all customers.

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

**Response:**

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.

**Response:**

Yes – 1 hour for one time.

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

**Response:**

No.

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

**Response:**

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)?

**Response:**

CWH was prepared to respond for this major event and continues to replace aging infrastructure through capital investments, repairs and maintains equipment on



appropriate schedules and completes adequate training in preparedness to mitigate the impact of similar future events.

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

**Response:**

This was CWH's first outage while having our Twitter account active. CWH learned the importance of having social media to push accurate and current information out in an efficient manor to all customers. The requirement for clear and concise information was very important and CWH will always strive keep customers current during outages.

CWH will be using this as an example to review the processes of our phone system with all inside CSR staff to ensure processes are familiar and followed by all staff.

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.

**Response:**

CWH did not survey customers following the storm, however there were customers that expressed their appreciation verbally and through Twitter and Facebook community groups.