

**2.1.4.2.10 Major Event Response Reporting**

DATE: May 4, 2018

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.

The 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. The distributor shall also post this report on its website at the same time it is filed with the OEB.

Prior to the Major Event	Response
1. Did the distributor have any prior warning that the Major Event would occur?	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.	The outage occurred during working hours on May 4, 2018, as such BWP was fully staffed and at that point did not need extra employees.
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?	No.
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.	Bluewater has a comprehensive Emergency Response Plan that is continually being updated. In addition to the plan, a meeting is held annually with the emergency response team to review the emergency plan and any updates. The training process entails a review of the binder, ensuring all contact information is up-to-date, ensuring the after-hours call list is up-to-date, and address any questions from the team.

<p>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)?</p>	<p>Bluewater is part of the EDA's Western District, and as such is part of a Mutual Assistance Plan where the participating utilities have signed a formal agreement identifying that, if called upon, they would help in providing a coordinated repair and restoration effort to a major electrical emergency. This Plan will be enacted upon only after Bluewater has implemented its own emergency plan and determined that the scope of the emergency requires a response from other participating LDCs.</p>
<p><b>During the Major Event</b></p>	
<p>1. Please explain why this event was considered by the distributor to be a Major Event.</p>	<p>The TMED for 2018 is 17.3867 based on the 2013-2017 period. This outage had a TMED of 58.0817 therefore was considered a Major Event.</p>
<p>2. Was the IEEE Standard 1366 used to identify the scope of the Major Event? If not, why not?</p>	<p>Yes, IEEE Standard 1366 was used.</p>
<p>3. Please identify the Cause of Interruption for the Major Event as per the table in section 2.1.4.2.5.</p>	<p>6 - Adverse weather</p>
<p>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?</p>	<p>No.</p>
<p>5. When did the Major Event begin (date and time)?</p>	<p>Friday, May 4, 2018 at 1:02pm</p>
<p>6. What percentage of on-call distributor staff was available at the start of the Major Event and utilized during the Major Event?</p>	<p>This event happened at 1:02pm on May 4th. Bluewater had full staffing available as it happened during regular business hours, therefore no on-call staff was required.</p>
<p>7. Did the distributor issue any estimated times of restoration (ETR) to the public during the Major Event? If so, through what channels?</p>	<p>No ETR was provided to customers.</p>
<p>8. If the distributor did issue ETRs, at what date and time did the distributor issue its first ETR to the public?</p>	<p>No ETR was provided to customers.</p>
<p>9. Did the distributor issue any updated ETRs to the public? If so, how many and at what dates and times were they issued?</p>	<p>N/A</p>

<p>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.</p>	<p>Yes, outage information is available on our website and through social media (Facebook, Twitter) and a message on the office phone system</p>
<p>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</p>	<p>We posted the initial outage information on Facebook and on Twitter and then continued to respond to comments and re-tweets on both sites. Bluewater has a social media representative on call 24 hours per day, and the staff member was providing almost real-time responses to messages with as much information as known at that time. In addition, Bluewater was in contact with the media and provided updates that were relayed on the radio and news.</p>
<p>12. What percentage of customer calls were dealt with by the distributor's IVR system (if available) versus a live representative?</p>	<p>Since this outage occurred during regular business hours, live representatives were able to handle the calls.</p>
<p>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?</p>	<p>Yes, The outage information was posted at the onset of the outage and was updated when power was restored to the area. Bluewater has a live outage map on the website, so customers are able to see the extent of the outage very quickly.</p>
<p>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?</p>	<p>No</p>
<p>15. How many customers were interrupted during the Major Event? What percentage of the distributor's total customer base did the interrupted customers represent?</p>	<p>13580 customers were affected which represents approximately 37% of the customer base (36,785 total customers).</p>
<p>16. How many hours did it take to restore 90% of the customers who were interrupted?</p>	<p style="text-align: right;">4</p>
<p>17. Was any distributed generation used to supply load during the Major Event?</p>	<p>No</p>

<p>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.</p>	<p>There were 4 outages associated with Loss of Supply. The first outage went off at 12:53 pm and was restored at 1:44pm. The following three outages went off at 2:14pm and were restored at 5:38pm, 6:11pm and 8:59pm.</p>
<p>19. In responding to the Major Event, did the distributor utilize assistance through a third party mutual assistance agreement?</p>	<p>No, assistance was not required.</p>
<p>20. Did the distributor run out of any needed equipment or materials during the Major Event? If so, please describe the shortages.</p>	<p>No</p>
<p><b>After the Major Event</b></p>	
<p>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)?</p>	<p>Bluewater was fully prepared for this outage, and handled it in accordance with the Emergency Plan without incident.</p>
<p>2. What lessons did the distributor learn in responding to the Major Event that will be useful in responding to the next Major Event?</p>	<p>See above response.</p>
<p>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.</p>	<p>No</p>