

2.1.4.2.10 Major Event Response Reporting

DATE: March 8, 2017

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?	On 5 a.m on March 8, 2017, BWP received a wind warning for East and West Lambton. At this point BWP began monitoring the weather stations and the Hydro One ("HONI") website for information.
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 at noon on March 8th, 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, with the last update in May 2016. 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>During the Major Event</p>	
<p>1. Please explain why this event was considered by the distributor to be a Major Event.</p>	<p>The TMED for 2017 is 18.30154 based on the 2012-2016 period. This outage had a TMED of 44.5069 therefore was considered a Major Event. This event was solely a Loss of Supply event, however it was determined to be a major event because of the number of Bluewater Power customers impacted, and the long duration of the outage.</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>2 - Loss of Supply</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>Wednesday, March 8 at 12:00pm</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 noon on Wednesday March 8th. 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>HONI notified BWP of the outage, and indicated they were patrolling their feeders in order to determine the cause. This HONI outage affected approximately 150 km of their line, and HONI patrolled from the eastern area (near Tillsonburg) to the west. The BWP service area is at the far western boundary of HONI area, therefore it took hours to determine the outage was close to BWP service area. Given this, HONI did not provide and ETR to BWP, therefore BWP did not provide any ETR to the public other than that the issue was being investigated.</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 was 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>BWP posted the outage information one time on Facebook and one time on Twitter and then continued to respond to comments and re-tweets on both sites.</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</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?	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?	4025 unique customers were affected which represents approximately 11% of the customer base (36,426 total customers).
16. How many hours did it take to restore 90% of the customers who were interrupted?	Approx. 6.5 hours
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.	Yes, this outage was solely related to Loss of Supply from Hydro One. There were 3 separate outages all related to the same issue that HONI reported as a failed lightning arrestor at the Strathroy TS. The first outage was at 12:00 and on at 12:06, the second outage at 12:10 and on at 12:13, and the third outage was off at 12:19 and finally restored at 19:10
19. In responding to the Major Event, did the distributor utilize assistance through a third party mutual assistance agreement?	No, 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)?	Bluewater was fully prepared for this outage, and handled it in accordance with the Emergency Plan without 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?	See above response.

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