

# **Major Event Response Reporting – July 08, 2020**

## **1 PRIOR TO THE MAJOR EVENT**

### **1.0 Did the distributor have any prior warning that the Major Event would occur?**

Toronto Hydro did not have prior warning of the adverse weather event (the “Major Event”).

### **1.1 Additional Comments:**

### **1.2 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.**

Environment Canada issued an alert for a Tornado Watch at 2:53 pm on July 8, 2020. Toronto Hydro started experiencing outages between 3:00-3:30 pm thereafter.

Once the utility became aware of Environment Canada’s alert, it deployed crews, from its Trouble Response, Forestry and Control Centre departments, to assist with the storm response. In addition, a number of employees from the Customer Care department were deployed to handle customer calls. Lastly, on a general basis, Toronto Hydro maintains a standby schedule requiring senior management, supervisory and operational staff to be readily available on a 24/7 basis to support with event restoration.

### **1.3 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?**

Toronto Hydro did not have prior warning of the Major Event. However, at the onset of the Major Event, Toronto Hydro began notifying customers of scattered outages on Twitter.

### **1.4 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.**

Toronto Hydro has established a training program for the management of Major Events with relevant training being conducted throughout the year. The utility uses the Ontario Incident Management System (“IMS”), the provincial recommended practice for incident management, as the basis for its training curriculum for emergency management. Toronto Hydro’s emergency response employees are trained on a number of IMS programs, emergency plans and emergency scenarios training.

## 2 DURING THE MAJOR EVENT

**2.0 Please identify the main contribution cause of the major event as per the table in section 2.1.4.2.5 of the electricity reporting and record keeping requirements (select one).**

- Loss of Supply
- Lightening
- Adverse Weather- Wind
- Adverse Weather- Snow
- Adverse Weather- Freezing rain/ice storm
- Adverse Environment- Fire
- Adverse Environment- Flooding
- Others

**2.1 Please provide a brief description of the event (i.e. what happened?). If selected 'Other' from above, please explain.**

Environment Canada issued an alert for a Tornado Watch at 2:53 pm on July 8, 2020. Toronto Hydro started experiencing outages between 3:00-3:30 pm thereafter.

**2.2 Was the IEEE Standard 1366 used to derive the threshold for the Major Event?**

Yes, the IEEE Standard 1366 was used to identify the scope of the Major Event Day.

**2.3 Did the distributor issue any information about this major event, such as estimated times of restoration, to the public during the major event? If yes, please provide a brief description of the information if no, please explain.**

Yes, Toronto Hydro engaged with its customers on social media, during which restoration updates and safety information were shared.

The estimated times of restoration were also shared on Toronto Hydro's outage map and the IVR.

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

08/07/2020, 14:43:00

**2.5 How many customers were interrupted during the Major Event?**

54,253

**2.6 What percentage of the distributor's total customer base did the interrupted customers represent?**

7%

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

5 Hours 26 minutes

**2.8 Were there any outages associated with loss of supply during the Major Event? If so, please report on the duration and frequency of the loss of supply outages.**

No outages were associated with loss of supply during the Major Event.

**2.9 In responding to the major event, did the distributor utilize assistance through a third party mutual assistance agreement with other utilities? If so, please provide the name of the utilities who provided the assistance?**

Toronto Hydro did not utilize assistance through a third-party mutual assistance agreement.

**2.10 Did the distributor run out of any needed equipment or materials during the major event? If so, please describe the shortages.**

No, Toronto Hydro did not run out of any needed equipment during the Major Event.

### **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)?**

Toronto Hydro monitors the weather through email notifications from the Provincial Emergency Operations Centre, Environment Canada and The Weather Company weather notification application. Toronto Hydro's response to this type of Major Event i.e. an adverse weather event, is managed through the utility's Disaster Preparedness Management program. This Program prepares the utility to safely, effectively, and efficiently respond to a wide-range of large-scale emergencies and extreme weather. The Program delivers the governance, planning and training that enables Toronto Hydro to mobilize and deploy its resources rapidly and effectively during and following disasters in order to mitigate the public safety, reliability and financial-related risks that can materialize at those critical times.