

**Major Event Response Reporting  
Loss of Supply – Belleville  
January 25, 2020**

**Prior to the Major Event**

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

Yes  No

Additional Comments:

*The Major Event was due to a loss of supply from Hydro One. Less than 48 hours prior to the outage, Elexicon Energy received a call from Hydro One advising of urgent emergency repair work that was required at the Belleville Transmission Station which would affect over 10,000 Hydro One customers and over 17,800 Elexicon Energy customers within the City of Belleville.*

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?

Yes  No

Brief description of arrangements, or explain why extra employees were not arranged:

*On short notice, Elexicon Energy worked with Hydro One to minimize impact to customers and to coordinate communication efforts. The outage was scheduled outside of regular business hours from approximately 2:00 – 4:30 am on a Saturday morning. The following extra employees were in place during the scheduled outage:*

- *4 Line staff plus 1 Supervisor*
- *1 additional Control Room Operator*
- *3 Customer Experience staff*
- *1 Corporate Communications Representative*

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?

Yes  No



4. Did the distributor train its staff on the response plans to prepare for this type of Major Event?

Yes  No

### **During the Major Event**

1. Please identify the main contributing Cause of the Major Event as per the table in section 2.1.4.2.5 of the Electricity Reporting and Record Keeping Requirements.

- Loss of Supply
- Lightning
- Adverse Weather-Wind
- Adverse Weather-Snow
- Adverse Weather-Freezing rain/Ice storm
- Adverse Environment-Fire
- Adverse Environment-Flooding
- Other

Please provide a brief description of the event (i.e. what happened?). If selected "Other", please explain:

*The Major Event was due to a Loss of Supply from Hydro One. On short notice, Hydro One was required to conduct emergency repair work to replace damaged equipment at Belleville Transmission Station which serves Hydro One customers along with Elexicon Energy customers in Belleville and the surrounding area. Due to the location of the damaged equipment, the station had to be de-energized while crews completed the critical work. The work was completed in advance of a winter storm that was anticipated in order to eliminate the risk of further damage and a more prolonged outage.*

2. Was the IEEE Standard 1366 used to derive the threshold for the Major Event?

- Yes, used IEEE Standard 1366\*
- No, used IEEE Standard 1366 2-day rolling average
- No, used fixed percentage (i.e., 10% of customers affected)

\*The OEB preferred option

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

*Date: Saturday January 25*

*Time: 2:00am*



4. Did the distributor issue any information about this Major Event, such as estimated times of restoration, to the public during the Major Event?

Yes  No

If yes, please provide a brief description of the information. If no, please explain:

*A Media Alert was issued by Hydro One and shared with Elexicon Energy's communication representative. Elexicon Energy took the following steps to further ensure information about the event was available to customers and key stakeholders through the following channels:*

- *Front page alert was activated on Elexicon Energy's website landing page with link to the outage release*
- *Front page alert was activated on legacy Veridian Connections website and release posted*
- *Website outage map*
- *Twitter messages, My Alerts*
- *Calls to large 44 kW connected customers and other identified customers with critical needs*
- *Release distributed to the Customer Experience team*
- *Planned outage release was sent to media outlets, City of Belleville officials, and Elexicon Corporation and Elexicon Energy Boards*
- *Meeting with City Emergency staff*

*Following communication with the City of Belleville, the Mayor held a media-like conference the day before the outage to further communicate notice of the planned outage to residents and businesses.*

*In addition, Hydro One advised Elexicon Energy that it distributed the media alert and engaged local media to share the message; contacted local elected officials; and used its social media channels to assist in communication of this event.*

5. How many customers were interrupted during the Major Event?

*18,071 customers were affected during the major event day.*

*What percentage of the distributor's total customer base did the interrupted customers represent? 11 %*

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

*2.5 Hours. Additional Comments:*



7. Were there any outages associated with Loss of Supply during the Major Event?

Yes  No

If yes, please report on the duration and frequency of the Loss of Supply outages:

*The major event was triggered by a Loss of Supply which lasted 2.5 hours.*

8. In responding to the Major Event, did the distributor utilize assistance through a third party mutual assistance agreement with other utilities?

Yes

No

Do not have third party mutual assistance agreements with other utilities

If yes, please provide the name of the utilities who provided the assistance? N/A

9. Did the distributor run out of any needed equipment or materials during the Major Event?

Yes  No

If yes, please describe the shortages: N/A

### **After the Major Event**

1. What actions, if any, will be taken to be prepared for, or mitigate, such Major Events in the future?

No further action is required at this time

Additional staff training

Process improvements

System upgrades

Other

**Additional Comments:**

*The topic of a single supply station (Belleville TS) with no backup has been identified and is included in the current OEB Regional Planning discussions for this region.*