Providing electricity distribution excellence in a safe and reliable manner

July 22, 2022

Ontario Energy Board
2300 Yonge Street, 27th Floor
P.O. Box 2319
Toronto, ON M4P 1E4
Attention: Ms. Marconi

Dear Ms. Marconi:

Re: Reporting and Record Keeping Requirements – 2.1.4.2.10 Major Event Response Reporting

On May 21, 2022 and the following days, Halton Hills Hydro Inc. experienced a Major Event related to high winds.

As per the Reporting and Record Keeping Requirements Section 2.1.4.2, Halton Hills Hydro Inc. has classified the event as unavoidable, disrupted normal business operations and utilized IEEE Standard 1366 to determine that the event qualified as a Major Event.

Section 2.1.4.2.10 requires that *"[w]hen 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…A 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".*

Halton Hills Hydro Inc. has determined that the May 21, 2022 outage did, in fact, meet the requirements of a Major Event as per IEEE Standard 1366.

Please find attached as Appendix A, the required Major Event Report for the May 21, 2022 high wind outages experienced by Halton Hills Hydro Inc. Should you have any comments or questions, or require any additional information, please contact Tracy Rehberg-Rawlingson, Regulatory Affairs Officer, tracyr@haltonhillshydro.com or (519) 853-3700 extension 257.

Sincerely,

Tracy Rehberg-Rawlingson

Tracy Rehberg-Rawlingson
Regulatory Affairs Officer
Halton Hills Hydro Inc.

Cc: Scott Knapman, President & CEO, HHHI
David Smelsky, CFO, HHHI
Matthew Wright, Operations Manager, HHHI

APPENDIX A

Prior to the Major Event

1. Did the distributor have any prior warning that the Major Event would occur?
   There was no prior warning of the event.

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.
   Not applicable as there was no prior warning of the event.

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?
   Not applicable as there was no prior warning of the event.

4. Did the distributor train its staff on the response plans to prepare for this type of Major Event?
   Yes, staff are trained on emergency preparedness annually.

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)?
   Halton Hills Hydro Inc. has third party mutual assistance agreements in place, however, they were not required.

During the Major Event

1. Please explain why this event was considered by the distributor to be a Major Event
   As per the Reporting and Record Keeping Requirements Section 2.1.4.2, Halton Hills Hydro Inc. has classified the event as unavoidable, disrupted normal business operations and utilized IEEE Standard 1366 to determine that the event qualified as a Major Event.

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

3. Please identify the main contributing Cause of the Major Event as per the table in section 2.1.4.2.5.
   The main contributing cause of the major event was sustained high winds (cause code 6 – Adverse Weather).

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?
   There were no declarations by government authorities, regulators or the grid operator.

5. When did the Major Event begin (date and time)?
   The Major Event began at approximately 12:35pm on May 21, 2022.

6. What percentage of on-call distributor staff was available at the start of the Major Event and utilized during the Major Event?
   At the time of the first outage, two (2) on-call staff were available. Seven (7) additional staff were recalled and utilized throughout the duration of the event.

7. Did the distributor issue any estimated times of restoration (ETR) to the public during the Major Event? If so, through what channels?
   Estimated times of restoration (ETRs) were not provided, in fact, several posts to the website and social media channels were made informing customers that ETRs were unavailable due to the extensive damage.

8. If the distributor did issue ETRs, at what date and time did the distributor issue its first ETR to the public?
   Not applicable as estimated times of restoration were not provided, in fact, several posts to the website and social media channels were made informing customers that ETRs were unavailable due to the extensive damage.

9. Did the distributor issue any updated ETRs to the public? If so, how many and at what dates and times were they issued?
   ETRs were not provided, however, information was posted on the Halton Hills Hydro Inc. main website, the Halton Hills Hydro Inc. Outage map, as well as Twitter, Facebook, Instagram. Information was also shared to local community groups on Facebook.

   Updates were provided as follows:

Website outage map posts:	*49*
Twitter posts:	*81*
Facebook:	*107*
Instagram:	*14*

   Additionally, numerous individual messages from customers were responded to on Facebook, Twitter and Instagram throughout the event.

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.
    Each power restored post includes the phone number to contact the office if the customer is still without power.

    Posts notified customers to continue to follow Facebook, Twitter or the website for updates.

    Additional information about demarcation points and on how to find a licensed electrical contractor for completing work on private equipment was also provided several times.

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?

There were forty-nine (49) website outage map posts, eighty-one (81) Tweets, one hundred seven (107) Facebook posts and fourteen (14) Instagram posts during the outage period. All posts are simultaneously issued to the Website, Facebook and Twitter. Note, this does not include responses to direct messages received during the outage or replies to Tweets or Facebook comments. There were no press releases, however, the local newspaper, the Independent Free Press, did tweet about the power outage. Additionally, there were update letters published as pop up notices on the Halton Hills Hydro Inc. website.

12. What percentage of customer calls were dealt with by the distributor's IVR system (if available) versus a live representative?
Halton Hills Hydro Inc. does not have an IVR system. Customers are able to report power outages via Halton Hills Hydro Inc.'s website or phone into the office during office hours and an after hours answering service when the office is closed.

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?
There were forty-nine (49) website outage map posts. Along with the outage map being updated throughout the event and Twitter, Facebook and Instagram updates, a pop up notice was provided on the main website providing details of the outage. This pop up notice was provided on May 22nd at 9am and updated on May 23rd at 10 am.

May 22nd 9:00 am
"Like much of southern Ontario, Halton Hills was hit by thunderstorms yesterday afternoon with hurricane-force winds. The damage in several areas is considerable. Our crews worked through the night to clear lines from roadways and make areas safe for the public.

We still have several pockets of customers without power in all areas of Halton Hills. Our crews are continuing to work to restore power to all of our customers. With the amount of damage we experienced, these efforts are time-consuming. We are not able to provide ETAs because we do not know how long restoration in each area will take until we can get to it and assess the damage.

To those customers who are still without power, we understand that this has been a long outage and we thank you for your continued patience as we work to restore power. At this point, those still without power should plan for several more hours without power until we are able to replace broken poles and restore power.
Thank you to all of our staff who are continuing to work to ensure power is safely restored."

May 23rd 10am
"The thunderstorms that moved through southern Ontario on Saturday have left incredible amounts of damage to our distribution system. Our crews continue to work on clearing trees and repairing damaged infrastructure throughout our territory.

We have made significant progress, but we still have a lot of work to do. Yesterday, we were able to restore power to about 1000 customers. As of Monday morning, there are still approximately 300 customers without power. These customers are in the most heavily damaged areas. We have crews working to clear trees, set poles and repair lines in these areas. We do not have an ETA on restoring power to these customers.

Thank you to the many customers who have shown us their incredible support over the past two days. Thank you to those customers who are still without power for your ongoing patience. We understand that this has been a lengthy outage and that being without power is difficult.

A huge thank you to our staff who are continuing to work tirelessly to ensure power is safely 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?
    The website was accessible throughout the outage, however, due to the volume of hits to the outage maps, there were delays experienced in map updates on the 21st and 22nd.

15. How many customers were interrupted during the Major Event? What percentage of the distributor's total customer base did the interrupted customers represent?
    The outage (high winds) resulted in 7,337 customers having interrupted service of more that a minute (approximately 31.4% of total customers).

16. How many hours did it take to restore 90% of the customers who were interrupted?
    It took 12 hours and 20 minutes after the first outage was reported to restore 90% of all affected outage customers.

17. Was any distributed generation used to supply load during the Major Event?
    No. All known distributed generation in Halton Hills Hydro Inc.'s territory is solar and were not producing during the storm.

18. Were there any outages associated with Loss of Supply during the Major Event? If yes, please report on the duration and frequency of the Loss of Supply outages.
    There were no outages associated with loss of supply.

19. In responding to the Major Event, did the distributor utilize assistance through a third party mutual assistance agreement with other utilities? If yes, please provide the name of the utilities who provided the assistance?
    No, Halton Hills Hydro Inc. did not utilize assistance through a third party agreement with other utilities.

20. Did the distributor run out of any needed equipment or materials during the Major Event? If yes, please describe the shortages.
    A bucket truck was rented during the major event due to an equipment breakdown.

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)?
   Halton Hills Hydro Inc. is not taking additional steps to mitigate such major events in the future at this time.

2. What lessons did the distributor learn in responding to the Major Event that will be useful in responding to the next Major Event?
   As this particular storm developed quickly on a holiday weekend and with no prior warning, when many staff had travelled from the area, it was not practical to ensure all line staff were on call. All measures were taken to recall as many line staff as quickly as possible.

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.
   Halton Hills Hydro Inc. did not survey its customers after the Major Event.