



Major Event Reporting
April 14, 2018

Date Filed: June 15, 2018

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PRIOR TO THE MAJOR EVENT

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

The initial weather forecast from media outlets in the days leading up to the Major Event were somewhat conflicting, but generally indicated that a heavy rain storm was possible for the weekend of April 14-15, 2018. On Friday, April 13, at 6:50 am, Environment Canada issued a weather statement for Southwestern Ontario, indicating that several rounds of rain and occasional thunderstorms were likely for April 14-15. It was further indicated that temperatures might dip below the freezing mark late on April 14, with the threat of freezing rain. Subsequently, at 7:01 am on April 14, 2018, Environment Canada issued a rainfall warning for Chatham-Kent, indicating that the rain would change to freezing rain late in the afternoon.

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.

Entegrus serves 17 communities in Southwestern Ontario. The boundaries of the EPI service territory stretch from Wheatley in the southwest to Parkhill and St. Thomas in the northeast. The boundaries are non-contiguous, and the distance across the Entegrus service territory is approximately two hours travel time by vehicle. Accordingly, Entegrus operates three service centres, located in Chatham, Strathroy and St. Thomas. This structure enhances (through the availability of back up resources) response times to system needs during storms. Staff from all three operational centres were put on alert on the morning of Saturday, April 14 after the Environment Canada rainfall warning. Ultimately, staff from all three centres assisted with the restoration efforts later that day. In addition, Entegrus engaged in discussion on the morning of April 14 with neighbouring utilities regarding mutual assistance, although ultimately this was not required by Entegrus.

- 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?**

The weather forecasts from media outlets in the days leading up to the storm were somewhat conflicting. Subsequently, the storm escalated very quickly on the morning of April 14, with freezing rain arriving much earlier than indicated in the rainfall warning issued at 7:01 am that morning. Accordingly, Entegrus did not issue any public warnings prior to the event.

- 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.**

Entegrus provides continuous training to staff on the various levels of response required for a Major Event. Entegrus has an established Emergency Preparedness Plan (“EPP”) providing details on how employees are called in and how staffing levels are balanced to cover rest time. The EPP is reviewed annually with employees.

Entegrus has significant experience in providing mutual aid support to other areas experiencing severe storm damage. In recent years, Entegrus staff have assisted with restoration efforts in other parts of Ontario, as well as New York, New Jersey and Florida. This experience is invaluable when responding to Major Events.

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)?

Yes, Entegrus has third party mutual assistance agreements in place through the Electricity Distributor Association (“EDA”) Western Group which includes the following utilities:

- Bluewater Power Dist. Corp.
- E.L.K. Energy Inc.
- ENWIN Utilities Ltd.
- Erie Thames Powerlines Corp.
- Essex Powerlines Corp.
- Festival Hydro Inc.
- London Hydro Inc.
- Tillsonburg Hydro Inc.

Entegrus is also part of the Great Lakes Regional Mutual Assistance Group and the Canadian Electrical Association Mutual Assistance Group. Both of these groups have agreements in place to provide additional assistance during Major Events where needed and available.

As described in #18 below, in conjunction with the restoration of the Entegrus service territory, Entegrus staff provided mutual aid assistance to Hydro One Networks Inc. on April 16, 2018 to restore supply to the area surrounding Parkhill.

DURING THE EVENT

1. Please explain why this event was considered by the distributor to be a Major Event.

The April 14, 2018 ice storm was considered a Major Event due to the number of customers experiencing a concurrent outage of greater than 15 minutes. Entegrus serves approximately 58,000 customers. At the peak of the Major Event in the afternoon of April 14, 2018, there were 12,597 customers without electricity, representing approximately 22% of Entegrus customers.

2. Was the IEEE Standard 1366 used to identify the scope of the Major Event? If not, why not?

The Entegrus Major Event scope determination policy is based on the prescribed Ontario Energy Board guidance, in particular, option (c), the Fixed Percentage Approach¹. This alternative defines a Major Event as a fixed percentage of customers affected (Entegrus has selected 10% as the threshold). Entegrus believes this option best aligns with the customer experience and is the easiest to apply and communicate. It also provides for ease of calculation in quickly determining an event's impact and thereby assists in streamlining internal reporting.

3. Please identify the Cause of Interruption for the Major Event as per the table in section 2.1.4.2.5.

This event consisted of the following Cause Codes:

- Adverse Weather (Cause Code 6)
- Tree Contacts (Cause Code 3)
- Defective Equipment (Cause Code 5)

¹ See Report of the Board, EB-2015-0182, Electricity Distribution System Reliability: Major Events, Reporting on Major Events and Customer Specific Measures, page 11

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?

No.

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

The storm came from the southwest on the morning of April 14, 2018 and moved northeasterly through the Entegrus service territory. The first Entegrus community impacted was Chatham, with customers first experiencing outages at approximately 10:45am. As the storm continued to move northeast, the community of Strathroy was impacted, with the first Strathroy outages occurring at 11:52am. The 10% threshold of customers without power threshold was reached at approximately 11:54am on Saturday April 14. Thereafter, outages first commenced in the community of St. Thomas at 3:21pm.

6. What percentage of on-call distributor staff was available at the start of the Major Event and utilized during the Major Event?

Entegrus had 100% of its on-call staff available during the outages. All of this staff was utilized.

7. Did the distributor issue any estimated times of restoration (ETR) to the public during the Major Event? If so, through what channels?

Entegrus provided continual updates on outage and restoration efforts at each specific community level, as there were multiple concurrent outages throughout the Entegrus service territory. The updates were shown on the Entegrus website, including the outage map. Updates were also posted on Twitter and Facebook. All posts included information on investigation efforts, causes and ETRs (where possible). The updates also included safety information, as well as reminders to report downed power lines.

The Entegrus website also contains an embedded Twitter feed to allow for customers who do not follow social media to receive updates.

8. If the distributor did issue ETRs, at what date and time did the distributor issue its first ETR to the public?

Entegrus issued its first ETR on April 14, 2018 at 2:36pm.

9. Did the distributor issue any updated ETRs to the public? If so, how many and at what dates and times were they issued?

Entegrus issued the following ETR updates for the various outages. Note that some of the ETRs on April 15 and April 16 relate to Loss of Supply, as more fully described in #18 below:

April 14 th at 4:55pm	April 15 th at 4:03pm	April 16 th at 1:33am
April 14 th at 5:49pm	April 15 th at 5:12pm	April 16 th at 1:50am
April 15 th at 12:39am	April 15 th at 5:31pm	April 16 th at 8:25am
April 15 th at 2:19am	April 15 th at 9:14pm	
April 15 th at 4:39am	April 15 th at 9:33pm	

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.

As noted in #7 above, Entegrus continually provided updates on outage and restoration efforts. These updates also included contact numbers, social media links and website addresses to receive more details about the outage/restoration efforts.

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?

Entegrus did not issue press releases or hold press conferences. As noted in #7 and #10 above, Entegrus sent information to customers through social media notifications. Entegrus released approximately 37 social media updates over the course of 3 days.

12. What percentage of customer calls were dealt with by the distributor's IVR system (if available) versus a live representative?

All inbound customer calls to Entegrus initially route to the IVR system. The customer then has an option to choose to speak to a live representative. Accordingly, 100% of all customer calls were initially dealt with by the IVR system.

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?

Yes, Entegrus included updates on its website. The website was updated 23 times during the Major Event.

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?

Entegrus had 16,190 customers interrupted during the Major Event. This represents approximately 28% of Entegrus customers.

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

It took 6.8 hours to restore power to 90% of the customers who were interrupted.

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.

There are no Loss of Supply outages included in the above-noted outage numbers, as Loss of Supply is to be normalized from Major Event calculations². However, as restoration was nearing completion, the Entegrus communities of Parkhill and Ridgetown began experiencing outages related to Loss of Supply. Subsequently, Hydro One Networks Inc., which was experiencing multiple outages throughout its service territory, requested assistance from Entegrus crews on Monday, April 16, 2018 outside of Parkhill. Entegrus assisted with the restoration of power supply to Parkhill and the surrounding area later in the day.

19. In responding to the Major Event, did the distributor utilize assistance through a third party mutual assistance agreement?

No.

20. Did the distributor run out of any needed equipment or materials during the Major Event? If so, please describe the shortages.

No.

² See Report of the Board, EB-2015-0182, Electricity Distribution System Reliability: Major Events, Reporting on Major Events and Customer Specific Measures, page 12

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)?**

Entegrus conducted a debriefing after the conclusion of the Major Event to review the successes and the areas of improvement. This will result in enhancements to continued staff training, including updates to the EPP to more fully describe requirements for St. Thomas. Further, Entegrus continues to upgrade its distribution system, which will also help with future resiliency.

- 2. What lessons did the distributor learn in responding to the Major Event that will be useful in responding to the next Major Event?**

Entegrus finalized its merger with St. Thomas Energy on April 1, 2018. Accordingly, valuable insight was gained from the Major Event with respect to organizing and coordinating the response of three operational centres with multiple crews. Entegrus has also identified an opportunity to utilize emergency radio channels to allow for improved communication between trucks across all operational centres.

- 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.**

Entegrus did not complete a customer survey related to this Major Event. However, Entegrus did receive many messages from customers via social media containing feedback. Screenshots of these messages (with names redacted) have been included in Attachment A of this report.

ATTACHMENT A

Entegrus
Published by Hootsuite [?] · April 14 at 5:49pm · 🌐

Update for #Strathroy outage: isolation of the damaged area is complete and switching has started. Power should be restored in 20 minutes for the vast majority. Thank you to everyone in #Strathroy for your patience.

1,216 people reached Boost Post

Like Comment Share

and 32 others Top Comments

3 Shares 8 Comments

Write a comment...

Thank you for your hard work in not so pleasant conditions. 1

Like Reply Message · 1d

Many thanks to your hardworking crew! 2

Like Reply Message · 1d

Thank you to the Entegrus crew for fixing it in this horrid weather 1

Like Reply Message · 1d

Thank you for your time and hard work. 1

Like Reply Message · 1d

Power came back in North end about 5:20. thanks Entegrus!! 1

Like Reply Message · 1d

Entegrus
Published by Hootsuite [?] · April 14 at 6:05pm · 🌐

Majority of power in #Strathroy should now be restored. Thanks again to everyone for your patience and the guys truly appreciate the thank you notes!

2,421 people reached Boost Post

Like Comment Share

and 30 others Top Comments

4 Shares 14 Comments

Write a comment...

Thanks a million, guys! Shitty day to be outside working. Much appreciated! 2

Like Reply Message · 1d · Edited

Great work guys thanks so much!! 1

Like Reply Message · 1d

Thank you guys for getting us back up and running at dinner, appreciate your help 1

Like Reply Message · 1d

Thanks for working in horrible weather to restore our power 🙏🙏 1

Like Reply Message · 1d

THANK YOU!!! A crappy day to be outside working. thanks 1

Thank you!!! 1

Like Reply Message · 1d

Is Kittridge restored? 1

Like Reply Message · 1d

Great job & thanks 1

Like Reply Message · 1d

Great job. 1

Like Reply Message · 1d

THANK YOU!!!! 1

Like Reply Message · 1d

Thank you 1

Like Reply Message · 1d

THANK YOU!!!! 1

Like Reply Message · 1d

Crews are still working on restoring power outside the Entegrus service area They estimate 11:00am as a restore time for Parkhill

1,691 people reached Boost Post

Like Comment Share

Top Comments

13 Shares

Write a comment...

Jaclyn Landes It was 11pm. Then 9am. Now 11am. May aswell say it'll turned back on. Instead of posting more few hours later again. 1

Like Reply Message · 12h

Did you actually read what they wrote? It's outside their service area, so it's not their crew working on it. 1

Like Reply Message · 5h

Write a reply...

Thanks for the update. I know your crew are doing the best they can! 4

Like Reply Message · 10h

Update on the Parkhill outage: there are a multitude of issues within Hydro One's service area affecting the town of Parkhill. Hydro One estimates power will be restored to the town by 9am Monday morning. Thank you.

2,552 people reached

Boost Post

Like

Comment

Share



[Redacted]

Top Comments

14 Shares



Write a comment...



[Redacted] Thanks , and thanks Hydro One for doing their best to get us lit up again. I'm sure the workers would like to be home and dry !

Like · Reply · Message · 8h



[Redacted] Changed again. Now it's 11am. Waiting for another post changing the time again

Like · Reply · Message · 12h



[Redacted]

Like · Reply · Message · 17h



[Redacted]

Like · Reply · Message · 16h