



Major Event Response Report

November 15, 2020

Brantford Power Inc. is a local distribution company that delivers electricity safely and reliably to more than 41,000 customers in the City of Brantford.

After a major event such as a large-scale power outage, Brantford Power compiles a report which is filed with our regulator, the Ontario Energy Board (OEB), normally within 60 days of occurrence. These reports outline our response to major events. This requirement came into effect on May 3, 2016.

This report relates to outages occurring on Sunday, November 15, 2020 as a result of a record-breaking wind storm occurring throughout Southern Ontario. This is Brantford Power's first reported Major Event since the introduction of the Major Event reporting requirement.



Prepared by: Brantford Power Inc.

Date Posted: January 14, 2021

Prior to the Major Event

1) Did the distributor have any prior warning that the major event would occur?

Yes.

- **Additional comments:**

Brantford Power monitors weather alerts issued for the Brantford area by Environment Canada. On the day prior to the event, it was determined that there may be adverse weather the following date. The afternoon of the event a weather (wind) warning was issued from Environment Canada. BPI senior leadership began early preparations on Saturday afternoon and continued to escalate the preparations as the situation became more clear.

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?

No.

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

Preliminary arrangements were made the prior day with senior-level operations staff to monitor the event, though additional staff were not put on formal "standby". The day of the event, arrangements were made with additional staff in the Customer Care area early after the start of the event. On-call staff were available during the event, and further staff were only called in after the event had begun.

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?

No.

Brantford Power did not issue media announcements to the public prior to the event. Wind conditions were being monitored, and their anticipated impact to the distribution

system was unknown until the severe windstorm hit Brantford. Brantford Power immediately updated its social media platforms and website as soon as the first outages occurred.

4) *Did the distributor train its staff on the response plans to prepare for this type of major event?*

Yes.

All management staff in the company are trained in incident response via the Incident Management System (IMS) up to the 200 level, which can apply to multiple forms of Major Event. Brantford Power is unaware of technical or emergency preparedness training available specific to high-wind scenarios.

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.*

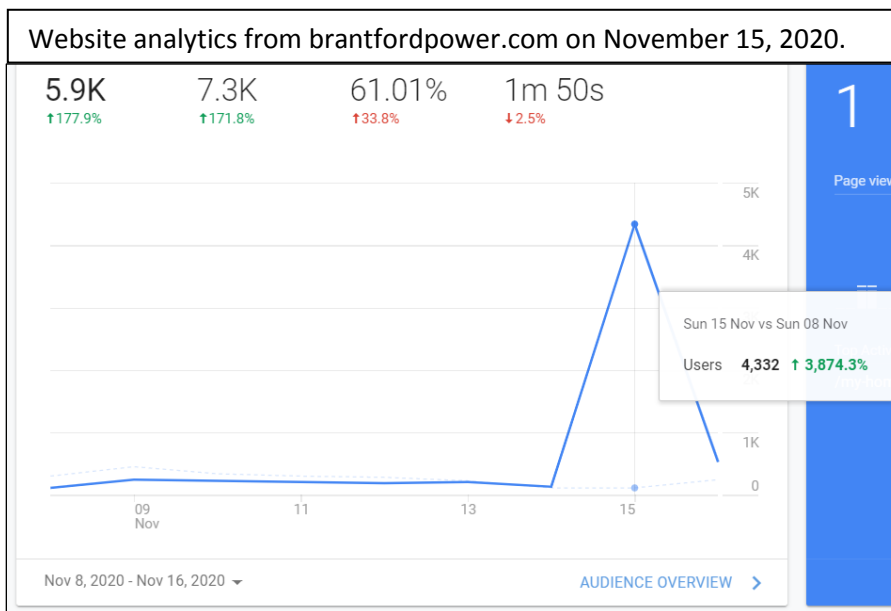
Adverse Weather-Wind

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

On the afternoon of Sunday, November 15, 2020, high winds were experienced throughout Southern Ontario, lasting into the evening. Winds of over 100 km/h were measured throughout the region. The nearby areas of St. Catharines and Port Colborne reported record high wind speeds of 141 km/h and 131 km/h, respectively. In Brantford, the storm brought down trees and tree limbs and scattered other debris throughout the city. Alerts of BPI outages began at 2:19 PM and shortly after this time a primary pole broke off in the wind. On-call staff were first to respond in the field, however just over an hour into the event response, further Operations crews were called in for support. Brantford Power had made arrangements with its after-hours third party call answering service to increase staffing if possible and to provide data on incoming calls to assist with power restoration and identifying outage causes. Further staff from the Customer Care area were also brought into the emergency centre to assist with the response, including documenting (scribing), coordinating with the third-party after hours call centre, reviewing service orders to ensure all issues identified via phone were closed,

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assisting with coordination of response to particular addresses. BPI's Tree Trimming contractor was also on-site and coordinated with Brantford Power to assist with removing debris and clearing power lines. Working from home, the SCADA and DG department assisted with monitoring the OMS Lite system which can indicate which areas are experiencing outages, how many customers are impacted at any given time, and whether power has been restored. Unfortunately, this OMS Lite system experienced some issues during the outage, requiring trouble shooting and extra efforts to ascertain all of these statistics. The Manager of Communications worked with the response team to provide frequent updates via Twitter and updating BPI's website, as well as responding to direct online and media inquiries. Frequent checks with the response team were necessary to provide up-to-date statistics on the number and location of outages and the progress of the outage response. By 8:15 PM, the wind had subsided, all outages had been restored, and Brantford Power did not anticipate any further new outages. The website was available throughout the outage and visits increased significantly from 109 the prior Sunday to 4,332, for almost a 4,000% increase.



2) Was the IEEE standard 1366* used to derive the threshold for the major event?

Yes, used IEEE standards 1366.

3) When did the Major Event begin?

Date

November 15, 2020



Time

2:19 p.m.

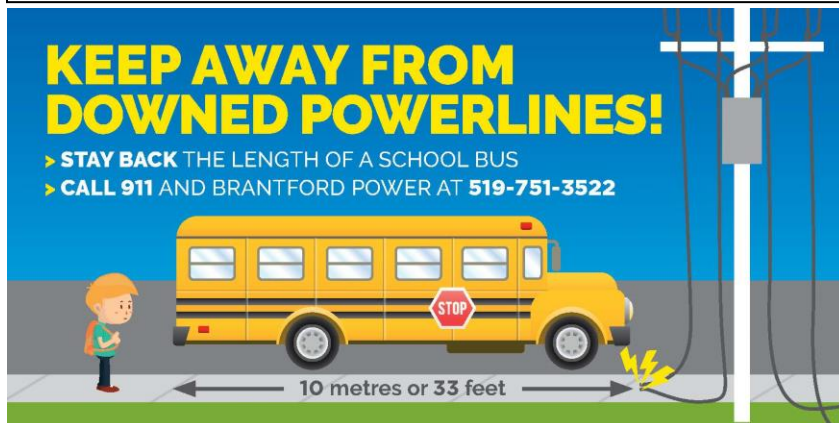
4) Did the distributor issue any information about this major event, such as estimated times of restoration, to the public during the major event?

Yes

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

Brantford Power issued frequent updates on Twitter, its website and in response to customer telephone calls. Communications included the number of affected customers, the areas currently experiencing outages, safety information and requests for customers on how to prioritize their calls (i.e.: in what circumstances a call to the utility is necessary). Statements were also issued to the local media. Brantford Power did not issue any estimated times of restoration.

Safety messages, including the one below, were shared with customers on Nov. 15, 2020.



5) How many customers were interrupted during the major event?

16,719 customers

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

41%

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

4 hours

- **Additional comments:**

During an ongoing adverse weather event, it can be difficult to ascertain this statistic. Not all outages begin at the same time and new outages can occur after outage restoration is successful in the same or different areas of the utility's service territory. In some outages, the interruption begins at the same time for all customers, and customer groups are restored sequentially, and if those circumstances it is straight forward to determine when 90% of customers have had power restored. For this outage, the 90% restoration occurred between 4 and 5 hours, however many customers had their power interrupted for a much shorter time (and most customers did not experience an outage at all).

7) Were there any outages associated with loss of supply during the major event?

No.

8) In responding to the major event, did the distributor utilize assistance through a third party mutual assistance agreement with other utilities?

No.

9) Did the distributor run out of any needed equipment or materials during the major event?

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)?

Other



- ***Additional comments:***

- Continue to monitor weather apps and Environment Canada alerts;
- Continue to prepare and coordinate internally ahead of a potential severe weather event including notifying key staff of a potential requirement to respond (Lines, Communications, Customer Centre);
- Continue to prioritize timely customer communications during an extended outage event;
- Continue to coordinate with third party after-hours call centre ahead of an expected weather event (to ensure Call Centre is prepared for increased call volumes).
- Extend Incident Management System (IMS) training - senior operations staff will receive enhanced training.
- Ensure formal scribe training is provided to pre-designated scribes and backups.
- Furthering the business case for the implementation of a full Outage Management System. This project will enhance the information available to customers and streamline outage response communication, coordination and reporting.
- Furthering the business case for the implementation of a 24/7 outsourced control room which will optimize communication and coordination during an outage response, allowing line crew supervisors to focus on outage restoration.
- Working with the after-hours third party call answering service to create automated and self-serve ability for LDC staff.