

Westario Power Inc. - Major Event Response Report

Major Event Day – November 15, 2020

1. Prior to the Major Event

- 1.1 Did the distributor have any prior warning that the Major Event would occur?

Westario Power did not have prior warning. This event was due to a Loss of Supply by Hydro One, our transmission partner. The Loss of Supply was the first indicator of an issue with power in the affected regions.

- 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.

As stated above, Westario Power did not have prior warning. With no advanced warning, no extra employees were engaged. However, the organization maintains standby schedule requiring supervisory and operational staff to be 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?

Westario Power did not have prior warning therefore no media announcements were issued. However, Westario default website banners include rotating banners and direct customers to updates and information should outages occur i.e. social media and our outage management website.

- 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.

Westario Power has an established Electrical Emergency Response Plan and has an established training program for the management of Major Events with relevant training be completed annually according to market rules.

In addition, Westario Operations employees are on call or on standby as part of their employment. Expectations to respond and work long days if required are known.

Training was provided for Call Handling and Outage Case management through the implementation and ongoing development of Westario Outage Management System.

Training was also provided to staff for providing updates on our website and social media (Twitter) as well as fielding customer inquiries on social media (Twitter).

- 1.5 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. Westario Power has a third-party Mutual Aid Agreement in place with multiple local distributors. Westario also has an ongoing relationship with a private contractor who has done capital construction work for Westario that Westario can call upon for additional resources.

In addition, Westario has a Mutual Switching Agreement with Hydro One to allow either party to switch distribution system devices at tie points for the purpose of emergency restoration or isolation.

2. During the Major Event

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

The event was consistent with the definition of a “Major Event” as set out in Section 2.1.4.2 of OEB’s Electricity Reporting and Record Keeping Requirements. This includes events that are beyond the control of the distributor, take significantly longer than usual to repair, and affect a substantial number of customers.

The event was unforeseeable, unavoidable and unpreventable and Westario experienced greater than normal call volume.

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

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

The daily SAIDI value for November 15, 2020, exceeded the daily SAIDI threshold. The total number of customer hours interrupted was 141,852.

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

The largest contributing cause of the interruption for the event was cause code 2 (Loss of Supply). Other causes that contributed were 3 (Tree Contacts), 5 (Defective Equipment), and 6 (Adverse Weather).

- 2.4 Were there any declarations by government authorities, regulators or the grid operator of an emergency state of operation in relation to the Major Event?

Westario Power is not aware of any local emergency declarations during the time period of this Major Event.

- 2.5 When did Major Event begin (date and time)?

The event began on November 15, 2020 at approximately 13:45 hours EST.

All Major Event Days are a 24-hour period by definition.

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

Westario utilized 100% of its on-call distributor staff. Additionally, Westario called out and utilized Power Line Maintainers and Line Supervisor.

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

Westario Power did not issue an ETR because it was not determined by nor available during the event. Updates on the outage were communicated to customers and media when new information was available to Westario Power.

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

As noted above, no ETR was communicated to the public.

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

As noted above, no ETR was communicated to the public.

- 2.10 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.

Yes. Westario updated customers through the media on a regular basis and informed the public that more updates would be provided on Twitter. Through Twitter, Westario Power proactively communicated that more updates would be provided as they became available and retweeted updates from sources of information.

- 2.11 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?

Westario Power did not issue any press releases or conduct any press conferences. Westario provided regular updates through its corporate Twitter account. Overall, fifteen social media messages were shared during the outage period and the

- 2.12 What percentage of customer calls were dealt with by the distributor's IVR system (if

available) versus a live representative?

Westario Power does not have an IVR System. Not applicable

2.13 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?

No.

2.14 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.

2.15 How many customers were interrupted during the Major Event? What percentage of the distributor's total customer base did the interrupted customers represent?

Approximately 9,613 customers were affected at some point during the event. This represents approximately 40% of Westario Power's total customer base.

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

It took approximately 18 hours to restore 60% of the affected customers, and approximately 20 hours to restore 90% of the affected customers. Please note that customers were restored over multiple steps.

2.17 Was any distributed generation used to supply load during the Major Event?

Distributed generation was not utilized.

2.18 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.

Yes, there were outages associated with Loss of Supply during the Major Event. The Loss of Supply interruptions contributed 141,810 Customer Hours of Interruption and 9,594 Customer Interruptions. Loss of Supply daily SAIDI was 5.9265 and SAIFI was 0.401.

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

No third party assistance was utilized during the event.

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

No shortages of equipment or materials were experienced during the event.

3 After the Major Event

- 3.1 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)?

Through its Emergency Preparedness program, Westario Power develops, implements and sustains a state of emergency readiness and response proficiency. In addition, Westario's asset renewal program reviews configuration of the distribution system and makes additional upgrades or improvements where needed to minimize reliability impact of events such as Loss of Supply. Westario Power also maintains a close working relationship with its transmission partner, Hydro One, to better understand its systems and operations

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

The Major Event reinforced the importance of Westario Power's training and preparedness for Major Events. Overall, the response to the Major Event was well-

- 3.3 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.

Westario Power did not survey its customers after the event.