

# Major Event

July 16, 2024 – Loss of Supply - NOTL Station

## Prior to the Major Event

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

No. This was an unanticipated loss of supply from the transmitter.

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.**

N/A

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?**

N/A

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.**

Responding to any outage, whether major or minor, is a core service of NOTL Hydro so staff are well trained. Key features of this training include:

- In-depth knowledge of safety measures required to be undertaken as part of any response,
- Knowledge of the NOTL Hydro grid,
- Knowledge of the products used in the NOTL Hydro system,
- Understanding of the responsibility for decision-making during an outage.

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)?**

NOTL Hydro has mutual assistance agreements with a number of other local distributors including members of the CHEC group and other Niagara-based distributors. Third party assistance was not required for this outage.

## During the Major Event

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

Using IEEE Standard 1366 the SAIDA was 32.50 minutes versus a threshold of 12.30 minutes based on the five years to the end of 2023.

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

Yes

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

Loss of Supply

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 outage began at 1:23 PM on July 16, 2024.

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

As the event was during working hours all staff were available.

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

No estimated times of restoration were issued during the outage. NOTL Hydro had no control over timing as it was a loss of supply.

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

N/A

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

N/A

- 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.**

No. However, NOTL Hydro responded to a number of retweets looking for further information. Contact information is available on the NOTL Hydro website.

- 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?**

Social media posts were created shortly after the outage began and subsequent messages were posted during the outage. Three unique social media posts were added to Twitter/X and Facebook simultaneously during the course of the outage.

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

0%. All calls were handled by a live representative.

- 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?**

At the time, the NOTL Hydro website was automatically updated with any tweets. As such, the website was updated with the one tweet and all the retweets during the outage.

- 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 through-out the outage.

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

7,327 customers or 72% of total customers.

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

45 minutes.

**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.**

The entire outage was due to Loss of Supply.

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

No. No third-party assistance needed.

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

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)?**

The outage time was longer than it could have been if the double peak transmission rules were fixed. The loss of supply was due to gas alarms at one of the Hydro One transformers on the Q11S transmission line. When this happens, NOTL Hydro must decide whether to switch the entire load to their York Station and incur costs to their customers of up to \$200k (\$20 per customer each outage) or to see if the outage will be short. Fixing the double peak transmission rules will allow NOTL Hydro to make that switch immediately without creating these extra charges for our customers.

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

See question above.

- 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.**

No.