



**Peterborough Distribution Inc.**  
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Ontario Energy Board  
PO Box 2319  
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Toronto ON M4P 1E4

**ELECTRICITY REPORTING AND RECORD KEEPING REQUIREMENTS**  
**Section 2.1.4.2.10 - Major Event Response Reporting**

Peterborough Distribution Inc. (PDI) is submitting this letter to report details of a Major Event that occurred in Peterborough on July 3<sup>rd</sup>, 2017 in accordance with the Ontario Energy Board's (OEB) Electricity Reporting and Record Keeping Requirements.

*“When 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 set out below. The 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. The distributor shall also post this report on its website at the same time it is filed with the OEB.”*

**Prior to the Major Event**

*Q1. Did the distributor have any prior warning that the Major Event would occur?*

A1. No

*Q2. 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.*

A2. There was no prior warning.

*Q3. 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?*

A3. There was no prior warning.

*Q4. 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.*

A4. This question is not applicable to the particular event.

*Q5. 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)?*

A5. Yes. Peterborough Distribution Inc. (PDI) is part of the South Central Ontario LDC Mutual Assistance Plan which includes seventeen other utilities. PDI has also provided regional assistance to Hydro One during major events.

### **During the Major Event**

*Q1. Please explain why this event was considered by the distributor to be a Major Event.*

A1. This Major Event was unforeseeable since it was caused by the work of a third party Joint Use contractor. The incident resulted in the unfortunate fatality of an employee of that contractor. Due to the severity of the incident, the outage restoration was stopped until the authorized representative from the Government of Canada could complete their investigation. The representative had to travel from Toronto to Peterborough which lengthened the duration of the outage.

*Q2. Was the IEEE Standard 1366 used to identify the scope of the Major Event? If not, why not?*

A2. Yes. The SAIDI/day on the event date of July 3<sup>rd</sup>, 2017 was 20.1. The threshold for a major event based on the previous five years of data from 2012 to 2016 is 15.7 SAIDI/day.

*Q3. Please identify the Cause of Interruption for the Major Event as per the table in section 2.1.4.2.5.*

A3. Cause Code 9 – Foreign Interference

*Q4. Were there any declarations by government authorities, regulators or the grid operator of an emergency state of operation in relation to the Major Event?*

A4: No. The Peterborough Police closed the affected section of Brealey Drive to help coordinate the emergency responders and to close off the scene.

*Q5. When did the Major Event begin (date and time)?*

A5: The major event started on Monday, July 3<sup>rd</sup> at 3:33 pm.

*Q6. What percentage of on-call distributor staff was available at the start of the Major Event and utilized during the Major Event?*

A6: There were three on-call staff on duty that day. All three were utilized during the Major Event. Several other staff members were involved in coordination and communication of the response.

*Q7. Did the distributor issue any estimated times of restoration (ETR) to the public during the Major Event? If so, through what channels?*

A7. The outage information was communicated to the public through social media and press releases. The estimated time of restoration was not provided since the time of restoration was under Federal control. Continual communication was provided on the status of the outage.

*Q8. If the distributor did issue ETRs, at what date and time did the distributor issue its first ETR to the public?*

A8. The first social media notification was at 3:41 pm. The first press release was provided at 4:45 pm. The press release noted that once the investigation has been complete, power will be restored.

*Q9. Did the distributor issue any updated ETRs to the public? If so, how many and at what dates and times were they issued?*

A9. Nine separate social media notifications were provided to inform the public of the status of the restoration process. Two separate media releases were sent out to provide details on the outage status and the number of customers affected.

*Q10. 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.*

A10. The main form of communication during the event was through social media platforms. Our contact information is provided on our website but it was not specifically re-communicated back to our customers during the event.

*Q11. 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?*

A11. Please see the answer to Question 9.

*Q12. What percentage of customer calls were dealt with by the distributor's IVR system (if available) versus a live representative?*

A12: No calls were dealt with through the distributor's IVR. This event happened during a statutory holiday. The calls were handled by a live representative through our after-hours call answering service.

*Q13. 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?*

A13: Yes, our social media channels are automatically re-broadcasted on our website. There were nine separate updates on this event on our website.

*Q14. Was there any point in time when the website was inaccessible? If so, what percentage of the total outage time was the website inaccessible?*

A14: No

*Q15. How many customers were interrupted during the Major Event? What percentage of the distributor's total customer base did the interrupted customers represent?*

A15: The peak amount of customers interrupted were 6604 customers which are 18% of our customer base.

*Q16. How many hours did it take to restore 90% of the customers who were interrupted?*

A16. 44% of customers were restored within 56 minutes  
72% were restored within 1:24  
86% were restored within 2:42  
100% were restored within 4:20

*Q17. Was any distributed generation used to supply load during the Major Event?*

A17. No

*Q18. 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.*

A18: No

*Q19. In responding to the Major Event, did the distributor utilize assistance through a third party mutual assistance agreement?*

A19. No

*Q20. Did the distributor run out of any needed equipment or materials during the Major Event? If so, please describe the shortages.*

A20. No

### **After the Major Event**

*Q1. 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)?*

A1. The outage response from our staff to this event was commendable given the tragic circumstances.

*Q2. What lessons did the distributor learn in responding to the Major Event that will be useful in responding to the next Major Event?*

A2. The exact cause of the incident is unknown at this time. The results of the Federal investigation may provide lessons learned to prevent any future tragedies.

*Q3. 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*

A3. No. Customer surveys were not conducted due to the loss of life involved.

Please contact the undersigned if further information or clarification is required. Peterborough Distribution Inc. continues its effort to work safely and has high regard for the safety of all workers in order to best serve their customers.

Respectfully,



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