



## Major Events Response Report

Date Issued: November 13, 2024

Prepared for: Publication and Electronic Filing with the Ontario Energy Board (“OEB”)

### Summary:

On August 18, 2024, the Espanola region experienced unusually high winds in the afternoon and evening, resulting in a power outage across the entire service area, including Espanola, Massey, and Webbwood. Hydro One Networks confirmed that the issue originated on their transmission line, though the exact cause of the outage was not officially disclosed. This loss of supply from Hydro One affected a total of 3,328 customers, and restoration efforts were fully dependent on Hydro One’s response.

### A. Prior to the Major Event

1. Did the distributor have any prior warning that the Major Event would occur?
  - No
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
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
4. Did the distributor train its staff on the response plans to prepare for this type of Major Event?
  - Yes

### B. 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.

- |  |  |
|--|--|
| <input checked="" type="checkbox"/> Loss of Supply | <input type="checkbox"/> Adverse Weather-Freezing rain/Ice storm |
| <input type="checkbox"/> Lightning                 | <input type="checkbox"/> Adverse Environment-Fire                |
| <input type="checkbox"/> Adverse Weather-Wind      | <input type="checkbox"/> Adverse Environment-Flooding            |
| <input type="checkbox"/> Adverse Weather-Snow      | <input type="checkbox"/> Other                                   |

Please provide a brief description of the event (i.e. what happened?)

- A transmission issue on Hydro One’s line during severe weather and high winds caused a service outage across the entire service territory.
- The Hydro One-owned Espanola Transformer Station is supplied by the S2B 115kV circuit, which also serves other Hydro One Distribution Stations (DS) in the area. While Hydro One has not yet confirmed the

cause, it is suspected that the outage may have resulted from a broken crossarm, given the unusually high winds that afternoon and evening. The outage began on August 18, 2024, at 15:34, with power restored to 2,808 customers in the Espanola region by 22:15 the same day. The remaining 520 customers had service restored by 03:00 on August 19, 2024.

2. Was the IEEE Standard 1366 used to derive the threshold for the Major Event?

- Yes, used IEEE Standard 1366 – OEB Preferred option

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

Date: August 18, 2024

Time: 3:34pm

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.

- During Event:

- Espanola Regional Hydro social media (Facebook) was updated regularly as new information was received.
- Customers were informed about the outage and that it was a Hydro One outage and were waiting on updates from them.
- Customers were informed that no ETA was given from Hydro One

After Event:

- Customers were let known that the power had been restored.

5. How many customers were interrupted during the Major Event?

- 3328

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

- 12.1%

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

- 6.68 hours for 2808 customers & 11.43 hours for 520 customers

7. Were there any outages associated with Loss of Supply during the Major Event?

- Yes

If yes, please report on the duration and frequency of the Loss of Supply outages.

- The major event was triggered by a Loss of Supply.
- 400.8 minutes/frequency = 1 for 2808 customers
- 685.8 minutes / frequency = 1 for 520 customers

8. In responding to the Major Event, did the distributor utilize assistance through a third-party mutual assistance agreement with other utilities?

- No

If yes, please provide the name of the utilities who provided the assistance?

- NA

9. Did the distributor run out of any needed equipment or materials during the Major Event?

No

If yes, please describe the shortages.

NA

### **C. After the Major Event**

1. What actions, if any, will be taken to be prepared for, or mitigate, such Major Events in the future?

No further action is required at this time

Additional staff training

Process improvements

System upgrades

Other

Additional Comments:

NBHDL has submitted a loss of supply report to Hydro One but has yet to receive a response. Given the circumstances, NBHDL has limited options to mitigate major events related to loss of supply, especially when the transmission circuit is affected. Any investments to enhance reliability would likely need to be addressed by Hydro One on their side of the demarcation point.