



## Wellington North Power Inc.

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# MAJOR EVENT REPORT

Report by: Wellington North Power Inc.

Date of Event: September 1<sup>st</sup> 2018.

Cause of Event: Loss of Supply.

Customers Affected: 2,715 customers.

Outage Duration: 160 minutes.

Report Submitted: October 25<sup>th</sup> 2018.

## Prior to the Event

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

[Wellington North Power Inc. Response:](#)

No, Wellington North Power Inc. did not have prior warning that the Major Event would occur.

- 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.

[Wellington North Power Inc. Response:](#)

Not applicable.

- 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?

[Wellington North Power Inc. Response:](#)

Not applicable.

- 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.

[Wellington North Power Inc. Response:](#)

Yes. Through daily work, training and preparedness ensures that Wellington North Power Inc.'s Operations staff and equipment are ready to respond when required.

- 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)?

[Wellington North Power Inc. Response:](#)

Yes. Wellington North Power Inc. has mutual assistance agreements with CHEC member LDCs (Cornerstone Hydro Electric Concepts – comprising of 15 LDC members.)

## During the Major Event

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

[Wellington North Power Inc. Response:](#)

Wellington North Power Inc. (WNP) classifies this event as a “Major Event” based upon the “Threshold Major Event Day” ( $T_{MED}$ ) calculation. The  $T_{MED}$  calculation for this event was above the previous 5-year historical years outages recorded for WNP.

The 5-year historical  $T_{MED}$  for Wellington North Power is 13.63698 calculated by:

$$\begin{aligned} \text{nlog-average} & \quad \alpha & = & (3.26255) \\ \text{nlog-std. deviation} & \quad \beta & = & 2.35013 \\ & \quad \alpha + \beta & = & 2.61279 \\ & \quad T_{MED} & = & 13.63698 \end{aligned}$$

The 5-year historic period (2013 to 2017 inclusive) is used to determine  $T_{MED}$  and this threshold is applied during the current (2018) reporting year.

For the “Loss of Supply” event that occurred on September 1<sup>st</sup> 2018, the calculated the System Average Interruption Duration Index (SAIDA), in minutes, was 113.1545 which is above the 5-year historical  $T_{MED}$  amount of 13.63698 as illustrated above.

The “Loss of Supply” event was unforeseeable, unpredictable, unpreventable, unavoidable, unplanned and beyond the control of the distributor.

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

[Wellington North Power Inc. Response:](#)

Yes, WNP uses the IEEE Standard 1366.

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

[Wellington North Power Inc. Response:](#)

The cause of interruption was Cause Code 2: 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?

[Wellington North Power Inc. Response:](#)

No, WNP is unaware of any declarations.

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

[Wellington North Power Inc. Response:](#)

The start of the event was 9:35pm on September 1<sup>st</sup> 2018.

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

[Wellington North Power Inc. Response:](#)

100% of WNP's On-Call staff were available at the start of the Major Event.

0% of WNP's On-Call staff were utilized during the Major Event as this was a Hydro One matter.

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

[Wellington North Power Inc. Response:](#)

Yes, WNP used both its Twitter and Facebook accounts to post estimation restoration times (ETR) to customers as well as provide updates on the LDC's website. ETRs were provided to WNP from Hydro One Networks' Ontario Grid Control Centre (OGCC).

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

[Wellington North Power Inc. Response:](#)

This event was a "Loss of Supply".

WNP's CEO/President was contacted by Hydro One Networks' Ontario Grid Control Centre (OGCC) on Saturday September 1<sup>st</sup> 2018 at approx. 9:31pm. OGCC advised of the following:

- The Hanover M4 feeder had been automatically removed from service by protection operation by OGCC at approx. 7:41pm and would not automatically reclose resulting in an interruption to 20 MW of Hydro One and LDC load.
- Hydro One line staff patrolled the feeder and discovered downed conductors on a section of the M4 feeder.
- To facilitate repairs to the M4 feeder, Hydro One would need to remove the Hanover M5 feeder from service.
- OGCC advised that the supply to WNP would be interrupted while repairs were being carried out and informed WNP's CEO/President that the interruption would be approx. 20 mins, starting at 9:35pm on September 1<sup>st</sup> 2018.
- Once the repairs were made, other significant issues were found. After load analysis checks were completed, Hydro One decided to switch the supply feeding WNP's service territory from Hanover TS to Palmerston TS. The supply switching to Palmerston TS was

completed and power was restored to WNP affected customers at approx. 12:15am on September 2<sup>nd</sup> 2018.

Note: Wellington North Power is fed from Hydro One’s Hanover M5 feeder. This feeder supplies power to Wellington North Power’s service territory of Holstein and Mount Forest. At approx. 9:30pm, WNP posted a message on both its Twitter and Facebook accounts as well as its website advising there would be an interruption for approx. 20 minutes for customers in Holstein and Mount Forest with an ETR of 9:55pm on September 1<sup>st</sup> 2018.

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

[Wellington North Power Inc. Response:](#)

Yes, upon receiving updated ETRs from OGCC, WNP notified its customers through the channels listed above. Below is a summary of ETRs updates communicated on September 1<sup>st</sup> 2018 and September 2<sup>nd</sup> 2018:

<b>Time of Message</b>	<b>ETR Given</b>	<b>Notes</b>
9:30pm Sept 1, 2018	9.55pm on September 1 <sup>st</sup> 2018	Social media message posted to advise power outage in Mount Forest and Holstein. Hydro One advised power should be back on in 20 minutes – approx. 9:55pm.
10:17pm	No	Social media message posted advising that power is still out in Mount Forest and Holstein. Hydro One crews continue to fix the problem. A new restoration time is currently not known but will be posted here when available. Thank you for your patience.
11:05pm	No	Repeat of same message.
11:57pm	No	Update: Power outage in Holstein and Mount Forest - crews are working on line switching to restore power. Thank you for your patience.
12:04am Sept 2, 2018	1:00am on September 2 <sup>nd</sup> 2018	Update: Power outage in Holstein and Mount Forest - crews are working on using a line from Palmerston to restore power. Restoration time approx. 1am. Thank you for your patience.
12:47am		Holstein and Mount Forest: power has been restored. If you are a Wellington North Power customer and still have no power, please call 519-323-1710. Thank you for your patience. Thank you to Hydro One and WNP crews.

- 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.

[Wellington North Power Inc. Response:](#)

No. As the event was in the late evening of September 1<sup>st</sup> 2018, the LDC's office was closed and telephone calls were diverted to WNP's out-of-business hours telephone answering provider. The out-of-business hours telephone answering provider received all telephone calls and, if it was an emergency, would contact WNP's On-Call staff.

WNP confirms there were no emergency telephone calls (life, death, medical or public safety risk) received by the out-of-business hours telephone answering provider.

WNP posted updates through its social media channels and website during the event.

- 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?

[Wellington North Power Inc. Response:](#)

From the start of the event to the end of the event, WNP posted six social media messages through Twitter and Facebook.

The LDC did not issue any press releases or hold any press conferences during or after the event.

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

[Wellington North Power Inc. Response:](#)

100% of customer telephone calls were directed to the LDC's out-of-business hours telephone answering provider who live-answered (a live representative) all calls received.

- 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?

[Wellington North Power Inc. Response:](#)

Yes, WNP provided information on its website.

On its "Home Page", WNP posted a banner advising there was a power outage in the affected areas of Holstein and Mount Forest. This banner was posted on the website at approx. 9:30pm on September 1<sup>st</sup> 2018 and advised customers to follow the LDC on social media (Twitter or Facebook) for updates or to read the social media messages posted on its website. On its "Home Page" all social messages posted by the LDC on Twitter and Facebook are shown in chronological order, with the latest messages at the top.

During the course of event, there were six social media messages that were shown on the LDC's website.

At the end of the event, when power was restored to the affected areas, the banner on the LDC's "Home Page" was updated at approx. 12:47am on September 2<sup>nd</sup> 2018 to advise power had been restored and should a customer still not have power, please call the after-hours telephone number as listed.

- 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?

[Wellington North Power Inc. Response:](#)

No, the LDC's website was accessible throughout the entire event.

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

[Wellington North Power Inc. Response:](#)

2,715 customers were interrupted during the event which represents 70.72% of the distributor's total customer base.

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

[Wellington North Power Inc. Response:](#)

The interruption was caused by a Loss of Supply and consequently 100% of customers' power was restored when the repair was made.

100% of customers' power was restored in 2 hours and 40 minutes.

- 17) Was any distributed generation used to supply load during the Major Event?

[Wellington North Power Inc. Response:](#)

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.

[Wellington North Power Inc. Response:](#)

The event was a Loss of Supply. Hydro One Networks feeds Wellington North Power Inc. The areas of Holstein and Mount Forest that are serviced by WNP were without power due to a Loss of Supply.

- SAIDI (System Average Interruption Duration Index) = 1.886  
[Minutes of outage = 160 mins ~ 2.67 hours x 2,715 customers = 7,240 / 3,839 total customers]
- SAIFI (System Average Interruption Duration Index) = 0.707  
[Customers affected = 2,715 customers. 2,715 / 3,839 total customers]

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

[Wellington North Power Inc. Response:](#)

No.

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

[Wellington North Power Inc. Response:](#)

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)?

[Wellington North Power Inc. Response:](#)

The event was a Loss of Supply. The Ontario Grid Control Centre confirmed that the Hanover M5 feeder was removed from service to enable repairs to the M4 feeder. Power to Hanover M5 feeder was restored at approx. 12:15am on September 2<sup>nd</sup> 2018 which resulted in restoration of supply to WNP customers in Holstein and Mount Forest.

Wellington North Power Inc. will continue to forge good working relations with Hydro One Networks and the Ontario Grid Control Centre.

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

[Wellington North Power Inc. Response:](#)

Wellington North Power Inc. recognizes that through social media, customers expect instant information, however this information needs to be correct. The LDC acknowledges that it could post more frequent updates on social media during an event, even if a cause or ETR is unknown – this message will at least reassure the customer that something is happening and someone is looking into the matter.

WNP also acknowledges there was a time delay between when the power was restored and when the LDC updated its website and notified its customers on social media.

- 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.

[Wellington North Power Inc. Response:](#)

WNP did not survey its customers following the event; however there were customers that expressed their appreciation verbally and through Twitter and Facebook community groups.

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