

RRR 2.1.4.2.10 Major Event Response Reporting

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 below.

A 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.

<u>Prior to the Major Event</u>	<u>EnWin's Responses</u>
1. Did the distributor have any prior warning that the Major Event would occur?	Yes, there was a severe weather warning.
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.	The weather warning did not provide much time before the storm hit. Crews were called but were not on site until after the Major Event began.
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?	Ongoing radio campaign with CKLW and Blackburn warns customers about possible outages during major storms and provides safety tips. Website storm warning banners are posted as soon as we became aware of outage potential. On August 6, these were posted twice, in response to two Environment Canada warnings.
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.	Yes - we hold "mock storms" and annual storm training to refresh procedures with staff.
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 - Ontario mutual assistance plan
<u>During the Major Event</u>	
1. Please explain why this event was considered by the distributor to be a Major Event.	This storm met criteria as per IEEE 1366. There were 15,313 customer hours of outage time experienced on this day.
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.	Storm
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: August 6, 2018
	Time: 13:16 PM
6. What percentage of on-call distributor staff was available at the start of the Major Event and utilized during the Major Event?	The event occurred on a holiday. After the on-set of the storm, all available storm response staff were called to come in.
7. Did the distributor issue any estimated times of restoration (ETR) to the public during the Major Event? If so, through what channels?	Twitter messages included some overarching estimates of restoration timeframe for the city. ETRs specific to each area were not posted.
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?	10 Tweets were issued to provide general restoration updates and overall estimates of restoration times, when available. Twitter log is attached.
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.	Our Twitter and website Information included outage map location and emergency phone numbers. Retweeted by media, private citizens and Windsor Police Services, reaching a potential collective audience of 332,235 people.
11. Did the distributor issue press releases, hold press conferences or send information to customers through social media notification? If so, how many times and what was the general content?	The majority of our contact with major media outlets was through our Twitter feed. Information was picked up by all major radio, online and TV outlets. We also participated in live interviews with CBC and CTV related to this event. Content included current outages, reassurance, ENWIN contact information, safety tips, where to find outage map and restoration progress.
12. What percentage of customer calls were dealt with by the distributor's IVR system (if available) versus a live representative?	ENWIN has a call messaging service that activates during extreme weather. The service provides a message to callers that we know about the outages and are working to repair them. It asks them to stay on the line if they are calling to report a line down or other emergency related to the storm and the power system.

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?	ENWIN website has link to Public Outage Map. Map updates automatically every 5 minutes.
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
15. How many customers were interrupted during the Major Event? What percentage of the distributor's total customer base did the interrupted customers represent?	30,845 unique customers were interrupted during the Major Event. This represents 34.01% of ENWIN's total customer base.
16. How many hours did it take to restore 90% of the customers who were interrupted	1 hour and 2 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.	No
19. In responding to the Major Event, did the distributor utilize assistance through a third party mutual assistance agreement?	No
20. Did the distributor run out of any needed equipment or materials during the Major Event? If so, please describe the shortages.	No
<u>After the Major Event</u>	
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)?	Communications staff have signed up for Environment Canada weather alerts by email.
2. What lessons did the distributor learn in responding to the Major Event that will be useful in responding to the next Major Event?	N/A
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
<u>Additional Information</u>	
In addition to responding to the questions above, distributors may provide supplemental information to the OEB. To upload supplemental documents, please click on "Add Attachment" button below.	

August 6 2018 Twitter Tweets (related to outage event)

2:47 PM - 6 Aug 2018

[#EnwinAlert](#) AUG 06, 2018 02:47 PM Power Outage in Forest Glade. ETR: Under Investigation
<https://t.co/nxfV3kE7ep>

3:07 PM - 6 Aug 2018

[#EnwinAlert](#) AUG 06, 2018 03:07 PM Power Outage in multiple regions. Please check the map for updates. <https://t.co/nxfV3kE7ep>

3:18 PM - 6 Aug 2018

[#ENWINAlert](#): A storm watch has been issued. If power goes out, we are on the way. Please help us to keep phone lines open for emergency calls. Check our outage map at <http://ENWIN.com> for information.

3:19 PM - 6 Aug 2018

ENWIN reminds customers that in severe weather such as storms, wires can go down. We are aware when power outages take place, so please keep phone lines open to report emergencies, such as downed lines and electrical fires. Stay back and call 519-255-2727.

4:02 PM - 6 Aug 2018

A severe storm has caused multiple outages across Windsor. ENWIN crews are on the job, and working to restore power. Visit <http://enwin.com> for an outage map which will provide information as it becomes available. <https://enwin.com/power-outage-centre/>

4:14 PM - 6 Aug 2018

You don't have to touch a downed powerline to be electrocuted. If a powerline falls on your car, call 911 and stay inside until help arrives! Electrical current from a downed line can run through the ground as well.

4:32 PM - 6 Aug 2018

ENWIN crews are working to restore power to all areas impacted by the recent storm, as soon as it is safe to do so. Our top priority is always safety for our customers and our workers. Please report emergencies such as downed wires at 519-255-2727

4:42 PM - 6 Aug 2018

ENWIN crews have restored power to approximately 11,000 customers following the recent storm, and are still working hard to restore the rest. We thank you for your patience. Downed wires or electrical fires can be reported at 519-255-2727.

5:35 PM - 6 Aug 2018

Fallen trees have resulted in downed wires across Windsor, concentrated in heavily treed areas in the east end. Two broken poles reported in the west end near Ojibway Parkway. ENWIN crews remain on the job. For unreported downed wires, call 519-255-2727

9:46 PM - 6 Aug 2018

Power has been restored to most customers, with approximately 500 ENWIN customers remaining to be restored. Restoration efforts have been complicated by fallen trees, darkness and subsequent waves of heavy rainfall. Crews will continue to work throughout the night.
