



Major Event Report: Burlington Hydro – July 27, 2023

Reference 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 Ontario Energy Board that outlines the distributor's response to the Major Event, including answers to all of the questions set out below. Distributor responses are identified in the text boxes below.

A distributor shall file this report with the Ontario Energy Board 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.

Section 1: Prior to the Major Event

Question 1: Did the distributor have any prior warning that the Major Event would occur?

Answer: No.

Question 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?

Answer: Not Applicable.

Question 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?

Answer: Not Applicable.

Question 4: Did the distributor train its staff on the response plans to prepare for this type of Major Event?

Answer: Yes.

Section 2: During the Major Event

Question 5: 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.

Answer: Adverse Weather-Wind caused large tree limbs from adjacent property to fall across two feeders in ROW.

Question 6: Was the IEEE Standard 1366 used to derive the threshold for the Major Event?

Answer: Yes, used IEEE Standard 1366 (OEB preferred option).

Question 7: When did the Major Event begin (date and time)?

Answer: Thursday, July 27, 2023 at 4:36 am

Question 8: Did the distributor issue any information about this Major Event, such as estimated times of restoration, to the public during the Major Event?

Answer: Yes. Eleven social media posts (Twitter and Instagram) kept customers informed about the progress of repairs and estimated times of restoration. Customers were also directed to Burlington Hydro's Outage Map to stay on top of current estimated restoration times by neighborhood.

Question 9: How many customers were interrupted during the Major Event?

Answer: 10,678 Customers.

Question 10: What percentage of the distributor's total customer base did the interrupted customers represent?

Answer: 15% of total customer base.

Question 11: How many hours did it take to restore 90 % of the customers who were interrupted?

Answer: 4.5 hours.

Question 12: Were there any outages associated with Loss of Supply during the Major Event?

Answer: No.

Question 13: In responding to the Major Event, did the distributor utilize assistance through a third-party mutual assistance agreement with other utilities?

Answer: No.

Question 14: Did the distributor run out of any needed equipment or materials during the Major Event?

Answer: No.

Section 3: After the Major Event

Question 15: What actions, if any, will be taken to be prepared for, or mitigate, such Major Events in the future?

Answer: No further action is required at this time