Major Event Report

Waterloo North Hydro Inc.

August 14, 2020

Motor Vehicle Collision

Filed: September 1, 2020

Contents

Prior to the Major Event

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

No.

Additional Comments: Motor Vehicle Collison (MVC) occurred on August 14, 2020 on Union Street East near Moore Avenue in Waterloo, Ontario. The driver was the sole occupant of the vehicle which collided with a hydro pole causing it to sever. The accident ended in a fatality, no electrical contact occurred. As a result of the MVC, the secondary conductors came in contact with neighbouring tree branches, which ignited a small fire.

Subsequently, the collision caused a power outage to surrounding areas while Waterloo North Hydro Inc. (WNH) made the scene safe by dropping multiple feeders and ensured the area would remain safe until emergency personnel completed their duties.

Waterloo Regional Police Services closed the road in order to make the scene safe and to perform an investigation.

2. **Did the distributor train its staff on the response plans for a Major Event?**

Yes.

During the Major Event

1. **Please identify the Cause of Interruption for the Major Event as per the Table in Section 2.1.4.2.5. of the Electricity Reporting and Record Keeping Requirments**

Other

2. **Please Provide a Brief Description of the Event (i.e. what happened). If Selected Other, Please Explain**

Motor Vehicle Collison (MVC) occurred on August 14, 2020 on Union Street East near Moore Avenue in Waterloo, Ontario. The driver was the sole occupant of the vehicle which collided with a hydro pole causing it to sever. The accident ended in a fatality, no electrical contact occurred. As a result of the MVC, the secondary conductors came in contact with neighbouring tree branches, which ignited a small fire.

Subsequently, the collision caused a power outage to surrounding areas while Waterloo North Hydro Inc. (WNH) made the scene safe by dropping multiple feeders and ensured the area would remain safe until emergency personnel completed their duties.

Waterloo Regional Police Services closed the road in order to make the scene safe and to perform an investigation.

3. **Was the IEEE Standard 1366 Used to Derive the Threshold for the Major Event**

Yes. Waterloo North Hydro used ISEE Standard 1366.

4. **When did the Major Event Begin?**

August 14, 2020 at 9:06 a.m.

5. **Did the Distributor Issue any Information About this Major Event, such as Estimated Time of Restoration (ETR) to the Public during the Major Event?**

Yes

6. **If yes, Please Provide a Brief Description of the Information, if no, Please Explain.**

WNH's customer outage map displayed the number of customers initially out of power, the geographical area of the outage, cause, and the customers remaining out of power.

WNH provided updates on ETR through its social media channels (Twitter and Facebook). The first ETR update was communicated at 11:27 a.m. A second ETR was communicated at 1:45 p.m. This update was for the small number of customers that remained without power. This was the last update on ETR that was provided.

The ETR was also shared with the public through an alert banner on the corporate website (www.wnhydro.com). The banner was updated with the ETR at 11:25 a.m. and later removed when only a small portion of customers remained without power.

If new information was available, updates were provided at least once per hour.

7. **How Many Customers Were Interrupted During the Major Event?**

4,785 customers

8. **What Percentage of the Distributor's Total Customer Base did the Interrupted Customers Represent?**

8 per cent

9. **How Many Hours Did it Take to Restore 90% of the Customers who were Interrupted**?

Two

10. **Were There Any Outages Associated with Loss of Supply During the Major Event?**

No

11. **In Response to the Major Event, did the Distributor Utilize Assistance Through a Third Party Mutual Assistance Agreement with Other Utilities?**

No

12. **Did the Distributor Run Out of any Needed Equipment or Materials During the Major Event?**

No?

13. Additional Comments

WNH has implemented a number of grid modernization technologies and will continue to do so to increase system reliability and operational efficiencies. An example is Survalent's Fault Location, Isolation, and Service Restoration (FLISR) software application which combines SCADA, OMS, and automated switching devices to re-route power in the event of a fault. This enables power to be efficiently restored to as many customers as possible via an automatic process. These technologies provide automatic self-healing on the portions of the system unaffected by the fault, ultimately improving restoration times. WNH's staff is trained to be on alert for emergencies and major events.

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)**

Others

2. **Additional Comments**

WNH has implementeded a number of grid modernization technologies and will continue to do so to increase system reliability and operational efficiencies. An example is Survalent's Fault Location, Isolation, and Service Restoration (FLISR) software application which combines SCADA, OMS, and automated switching devices to re-route power in the event of a fault. This enables power to be efficiently restored to as many customers as possible via an automatic process. These technologies provide automatic self-healing on the portions of the system unaffected by the fault, ultimately improving restoration times. WNH's staff is trained to be on alert for emergencies and major events.