



**London
Hydro**

Major Event Report

Date of Major Event: June 25th, 2024

Prior to the Major Event

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

Yes

Additional Comments

Environment Canada issued a special weather statement for the London area but it did not call for such a major event causing tornado-like winds that were seen.

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?

Yes

Brief description of arrangements, or explain why extra employees were not arranged.

The Major Event happened during normal working hours. London Hydro had all employees available to assist during the event.

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

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.

Others

Please provide a brief description of the event (i.e. what happened?). If selected “Other”, please explain.

High winds accompanied by heavy rain, passed through London Hydro's distribution area on June 25, 2024 at around 11:43am. The resulting high wind from the storm knocked down trees throughout the region that damaged various hydro poles and power lines.

OEB Cause Code; Adverse Weather - Tree Contact Weather / Loss of Supply

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

*The OEB preferred option

Yes, used IEEE Standard 1366

3. When did the Major Event begin?

Date: June 25th, 2024

Time (for example HH:MM AM): 11:43 AM

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.

London Hydro issued estimated times of restoration (ETR) for the various outage events through Twitter, IVR, Email, and Text. London Hydro also issued ETR through the outage map on our website, which gets updated every minute with the most updated information.

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

47,132 customers

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

28.12%

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

3 hours

Additional Comments

The major event started at 11:43am on June 25th, and over 90% of customers were restored by 3:16pm on June 25th.

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

Yes

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

Loss of Supply event interrupted supply to a total of 10,228 customers who were all restored within 88 minutes.

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

No

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

No

If so, please describe the shortages.

n/a

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

Additional Comments:

London Hydro has an Emergency Procedures Plan; training and mockups are performed annually. The purpose of the Emergency Procedures Plan is to define the roles and responsibilities of London Hydro personnel in the event of extensive damage to London Hydro's electrical distribution system. Also, London Hydro performs post event analysis following each Major Event in order to identify points of strength and areas for improvement.

Additionally, London Hydro is actively conducting a survey to identify trees that have adequate clearances from the lines, but could have severe impacts to reliability if the entire tree or large portions of it were to come down. London Hydro will continue to catalog extensive failed tree scenarios to consider as a part of the aforementioned study.