

Summary

Filing Year

2017

Form Name

E2.1.4.2.10

RRR Filing No

14,582

Reporting Period and Company Name

January_February- 2017Sioux Lookout Hydro Inc., Sioux Lookout: Corporation; ED-2

Licence Type

Electricity Distributor

Status

Submitted

Submitted On

April 06, 2017

Submitter Name

Deanne Kulchyski

Attachment:

Prior to the Major Event

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

No.

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.

n/a

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?

n/a

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.

n/a

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, with Hydro One and the Northwest District Utilities.

During the Major Event

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

The event occurred as a result of high winds and heavy snow which caused a tree to fall on a primary line connected to our F3 feeder which supplies the urban population of Sioux Lookout. This event was unforeseeable.

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

Yes, SLHI utilized the IEEE Standard 1366 to identify the scope of the Major event.

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

Tree Contact

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

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5. When did the Major Event begin

2016-12-20

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

One on call staff. However all staff were called in to assist locating the fault and help with phone calls.

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

Yes through phone calls and facebook

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

On Facebook at 06:45 PM issued a notice of where the power was out. At 07:44 PM a statement was issued once the fault was found and when to expect the power on. The power was on at 08:15 PM

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

Not necessary since the power was restored shortly after the first ETR. However we did issue a statement telling customers the power was back on and should they still have no power to contact us.

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.

Yes our phone number was published on facebook

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?

Social media as stated above.

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

100% were dealt with from live representatives

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?

Just on Facebook

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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?

n/a

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

1,700 customers or 61%.

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

It took 1:45 to restore 100% of the customers

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

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)?

Line patrols, tree trimming

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

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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. However, we did receive comments on facebook after the power was restored.