

## Summary

### Filing Year

2017

### Form Name

E2.1.4.2.10

### RRR Filing No

15,247

### Reporting Period and Company Name

January\_February- 2017Sioux Lookout Hydro Inc., Sioux Lookout: Corporation; ED-2

### Licence Type

Electricity Distributor

### Status

Submitted

### Submitted On

May 18, 2017

### Submitter Name

Deanne Kulchyski

### Attachment:

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## 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)?

n/a

## 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 loss of supply from Hydro One and was an unexpected outage.

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.

Loss Of Supply - 2

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

2017-05-17

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## Prior to the Major Event

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

All staff was available - 9

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 Facebook and it was broadcast on the local radio.

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

First ETR was at 8:12 am on facebook

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

Yes (4) there were ETRs issued on facebook at 8:30 am, 9:13 am, on the radio at 10: 30 am, on facebook at 11:00 am.

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.

People were told to contact the office. We received many phone calls, which were all answered by staff.

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?

Yes see responses to 8. and 9.

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

All dealt with from a live representative.

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?

Not on the website, only facebook.

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

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

100% of customers were interrupted, customer count is 2,849

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

100% were restored at the same time - 6 hours

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.

It was a loss of supply outage, so yes. 1 outage for 6 hours

19. In responding to the Major Event, did the distributor utilize assistance through a third party mutual assistance agreement?

No. Not our outage.

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

None since the outage was caused by Hydro One.

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.

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