



MILTON HYDRO DISTRIBUTION INC.

When a distributor determines an outage was caused by a Major Event, it shall file a report with the OEB that outlines the distributor's response to the Major Event, including answers to all of the questions set out below.

The distributor shall file this report with the OEB 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. The distributor shall also post this report on its website at the same time it is filed with the OEB.

Major Event Date May 21, 2022 Wind Storm (Derecho)

Prior to the Major Event

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

Yes. On Saturday, May 21, 2022, on-call operations, and management team were monitoring the weather travelling from east to Milton Hydro's service territory. Severe thunderstorm alarm from Environment Canada was received at approximately 12.00pm EST.

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.

No. The Environment Canada forecast did not provide sufficient time for Milton Hydro to place additional employees on duty or on standby prior to the Major Event beginning. However, it is Milton Hydro's common practice to have on-call personnel on standby on after-hours, weekends, and holidays.

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

No, Milton Hydro did not have sufficient advance notice of the storm to issue any advance alerts to the public.

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.

Yes, Milton Hydro has a documented Emergency Contingency Plan that specifies duties and responsibilities of employees during an emergency to ensure effective response for this type of Major Event. Employees have received on-the-job training with respect to responding to emergency events.

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. Please provide a brief description of the event (i.e what happened?)

The Cause of Interruption for the Major Event was Cause Code 6, Adverse Weather. The event was consistent with the OEB definition of Cause of Interruption Code 6 “Adverse Weather” due to high winds.

On May 21, 2022 at approximately 12.10pm, a storm classified as Derecho brought damaging winds up to 130km/hr across Milton, SW Ontario and Quebec. This caused fallen tree and limbs on wires, broken wires, downed wires, snapped poles, broken insulators and blown transformer/fuses across Milton Hydro’s service territory leading to prolonged power outages affecting 5,279 customers. Crews and office staff were called in for assistance, along with the contractors. Power was restored to 3,879 customers on day one, 1,150 customers on day two and the remaining on day three.

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

No, the fixed percentage approach (>10% customers affected) was used to derive the threshold for the Major Event.

3. When did the Major Event begin (date and time)?

The Major Event began May 21, 2022 at approximately 12.10pm EST

4. Did the distributor issue any information about this Major Event, such as estimated times of restoration, to the public during the Major Event? If yes, please provide a brief description of the information. If no, please explain.

Yes, Milton Hydro did issue estimated times of restoration through its website Outage Map (<https://outages.miltonhydro.com/outages>) and Social Media Accounts (Twitter & Facebook).

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

5,279 Customers were interrupted, representing 12.3% of the customer base of 42,863

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

13 hrs (0100 May 22, 2022)

7. Were there any outages associated with Loss of Supply during the Major Event? If yes, please report on the duration and frequency of the Loss of Supply outages.

No

8. In responding to the Major Event, did the distributor utilize assistance through a third party mutual assistance agreement with other utilities? If yes, please provide the name of the utilities who provided the assistance?

No, Milton Hydro utilized the assistance agreements with private contractors to support the restoration efforts. Milton Hydro contacted the mutual aid partner utilities for assistance; however, they were experiencing similar restoration efforts due to the widespread storm and were not able to provide assistance.

9. Did the distributor run out of any needed equipment or materials during the Major Event? If yes, please describe the shortages

No

After the Major Event

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

Milton Hydro conducted a review of its outage response for this outage and determined that the response was conducted in a safe, effective and controlled manner. Areas for improvement were identified for customer communication, grid modernization, damage assessment, mutual assistance and tree trimming. Actions were taken to improve internal and customer communication, expand mutual assistance and increase tree trimming activities.