

MAJOR EVENT RESPONSE

Report for the Ontario Energy Board

ABSTRACT

THIS REPORT CONTAINS INFORMATION FOR A MAJOR EVENT THAT IMPACTED RELIABILITY ON **FRIDAY, DECEMBER 23, 2022**, IN GRANDBRIDGE ENERGY INC.'S DISTRIBUTION SERVICE AREA. THE CONTENTS OF THE REPORT ARE CONSISTENT WITH REPORTING AND RECORD KEEPING REQUIREMENTS FOR SYSTEM RELIABILITY PER EB-2015-0182.

OEB FILING 2.1.4.2.10

Prepared By: GrandBridge Energy Inc.

Date: Monday, February 6, 2023



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Introduction

Effective May 2, 2022, Energy+ Inc. (Energy+) amalgamated with Brantford Power Inc. (Brantford Power) to form a corporation under the name GrandBridge Energy Inc. (GrandBridge Energy or GBE). GrandBridge Energy delivers safe and reliable electricity to more than 111,754 customers in the City of Brantford, the City of Cambridge, the County of Brant and the Township of North Dumfries. The team provides safe and reliable energy solutions that are strengthened by an unwavering commitment to service excellence.

On Friday, December 23, 2022, Grand Bridge Energy Inc. experienced its second Major Event as the result of the December 2022 North American winter storm.

Prior to the Event

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

Yes.

On December 20, 2022, Environment Climate Change Canada (ECCC) issued a Weather Briefing forecasting inclement weather on December 23-25, 2022. The storm was forecasted to affect all of southern Ontario and large portion of northern Ontario beginning Thursday, December 22 through to at least Saturday, December 24. The briefing included threats of significant snowfall, strong winds, blowing snow, rain as well as icing and cold temperatures. At the time of the briefing, there was a fair amount of uncertainty regarding specific timing and snow/rain/wind intensities. Regardless of these uncertainties, high impacts were expected to occur.

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.

GBE initiated emergency response preparation and advanced resource planning during the week of December 19th, 2022. On Thursday, December 22, GBE finalized the arrangements that ensured extra employees were available to respond from December 23 to 25, 2022.

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?

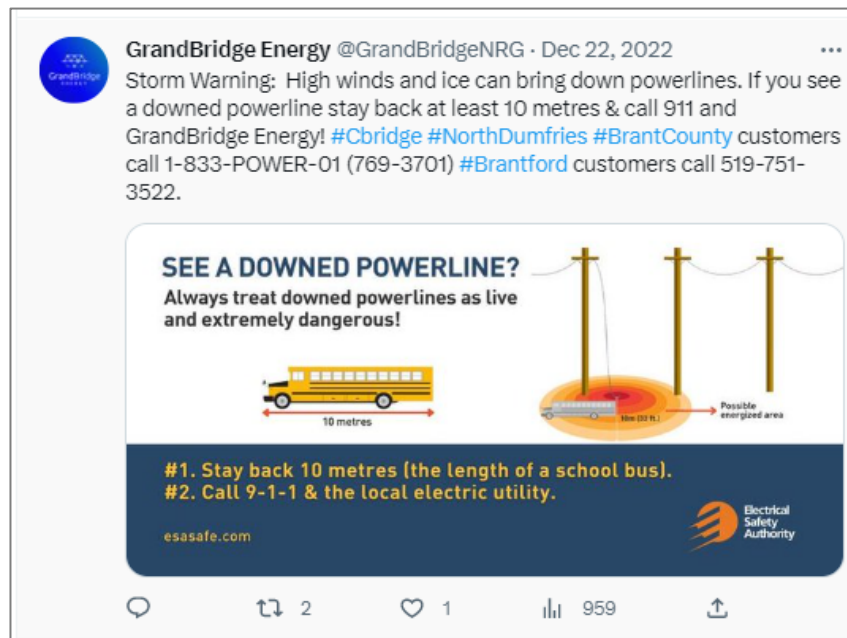
Yes.

GBE issued two (2) messages to the public on December 22, 2022, through its social media platforms (Facebook and Twitter) warning of a forecasted winter storm, possible outages resulting from the storm, emergency preparation tips and powerline safety messages.

Figure 1. GBE Public Message #1 Dec 22, 2022



Figure 2. GBE Public Message #2 Dec 22, 2022



4. Did the distributor train its staff on the response plans to prepare for this type of Major Event?

Yes.

GBE has a documented Emergency Plan that specifies duties and responsibilities of GBE's employees during an emergency to ensure effective response for this type of Major Event. The emergency personnel who are involved in the power restoration are trained to perform their responsibilities.

Additionally, GBE Operations employees are regularly placed on-call or on-standby as part of their regular duties, and therefore are proficient to respond in the event of power outages including Major Event days. GBE Communication employees are proficient in updating website, social media platforms, liaising with local media and directing customers as necessary, during major event situations.

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 main contributing cause of the Major Event was Adverse Weather (Cause Code 6). GBE experienced three (3) outages in North Dumfries and one (1) outage in Brantford, of which the largest outage was due to adverse weather with galloping lines in the town of Ayr.

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

Yes, the IEEE Standard 1366 (2012) was used to derive the threshold that would establish if December 23, 2022 would be a Major Event Day. GBE also performed a qualitative analysis based on the OEB's questions to determine if the event can be considered a Major Event.

The IEEE 1366-2012 Standard provides a statistical method of studying reliability events. A Major Event Day is a day which the daily system SAIDI (System Average Interruption Duration Index) exceeds a threshold value, designated as T-med. The SAIDI index is used as the basis of this definition since it leads to consistent results regardless of the utility size and is a good indicator of operational and design stress. Data used for SAIDI is based on five (5) sequential years and includes days that had an interruption, so a SAIDI/Day value can be used to calculate T-med.

The GBE T-med value as calculated in accordance with the IEEE 1366-2012 standard is shown below in Table 1.0:

Table 1.0 GBE T-med Calculations

Parameter	Value
α = Average [ln(Daily SAIDI)] 2017-2021	-3.49
β = Standard Deviation (α)	2.00
T-med = $e^{(\alpha+2.5\beta)}$	4.50

The T-med value of 4.50 indicates that any outage event with reliability statistics exceeding this figure would be deemed to be a Major Event. The table below shows the Daily SAIDI value calculated for December 23, 2022.

Table 2.0 Calculation of Daily SAIDI Value

Day	Customer Outage (Minutes)	Total Customers	Daily SAIDI
Friday, December 23, 2022	955,782	111,754	8.55

The calculated value for December 23, 2022, is **8.55** and is greater than the T-med threshold value of **4.50**. Therefore, this specific day was deemed to be a Major Event.

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

Date: Friday, December 23, 2022

Time: 7:44 EDT

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.

When known, the Estimated Times of Restoration (ETRs) were issued throughout the Major Event through GBE's public-facing Outage Map for the Cambridge, North Dumfries, and Brant County areas. The Outage Map on the GBE website remained accessible throughout the Major Event. The updates were posted on the GBE (former Energy+) home page via a highly visible Alert Banner.

The updates on the Brantford outages were regularly communicated via the legacy Brantford Power website. The Brantford service area has not yet been incorporated in the GBE's public-facing Outage Map following the merger of Brantford Power and Energy+ on May 2, 2022.

GBE also sent notifications and status updates on all outages through its social media channels, predominantly through Facebook (22) and Twitter (18). Two videos were posted to the GBE YouTube channel. The metrics on social media and website results for December 23, 2022, are attached in Appendix A.

For each outage in the Cambridge, North Dumfries, and Brant County areas, GBE updated the Outage Map system when the outage was first identified and provided updates depending on the scale of the outage. For each outage in the Brantford area, the legacy website was updated with an outage notification including the location and updates on the restoration.

In total, GBE released 19 updates to the public-facing Outage Map, shown in Appendix B and four (4) updates made to the legacy Brantford Power Inc. website as the result of the Major Event on December 23, 2022.

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

There was a total of 22,315 unique customers that were impacted during the Major Event. This represents 20% of GBE total customer base of 111,754.

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

It took 7 hours and 30 minutes to restore power to 90% of customers impacted by the Major Event.

- 7. 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.**

Yes.

There was one outage during the Major Event associated with Loss of Supply lasting 7 hours and 6 minutes. The power was restored by isolating the normal supply from Hydro One Network Inc. (HONI) and back feeding with another GBE feeder.

- 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.

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

No.

GBE had all the necessary materials and equipment to perform the repairs on the distribution system during the Major Event.

After the Major Event

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

Historically, GBE has been proactive in mitigating the risk of emergency by applying the appropriate distribution system designs, equipment specifications, deploying grid modernization technology, planned system maintenance, staff training and utility operating practices. The documented Emergency Plan enables GBE staff to effectively assess and respond to any given emergency.

The immediate action taken following the Major Event:

GBE conducted debrief meetings with the teams involved in the response during the Major Event. The focus of the debrief meetings was on the lessons-learned and areas of improvement. In the post-event analysis, GBE determined that the response to the Major Event was conducted in a safe, effective, and controlled manner in accordance with the established operating practices and procedures.

Future actions arising from the Major Event:

- Incorporate Brantford's distribution area into GBE's public-facing Outage Map to provide Brantford customers with instant access to outage status information.
- Continue deploying grid modernization technology (i.e. automated reclosers, fault indicators, etc.) to increase GBE's operational effectiveness during the Major Events.

Appendix A - GBE Social Media Analytics

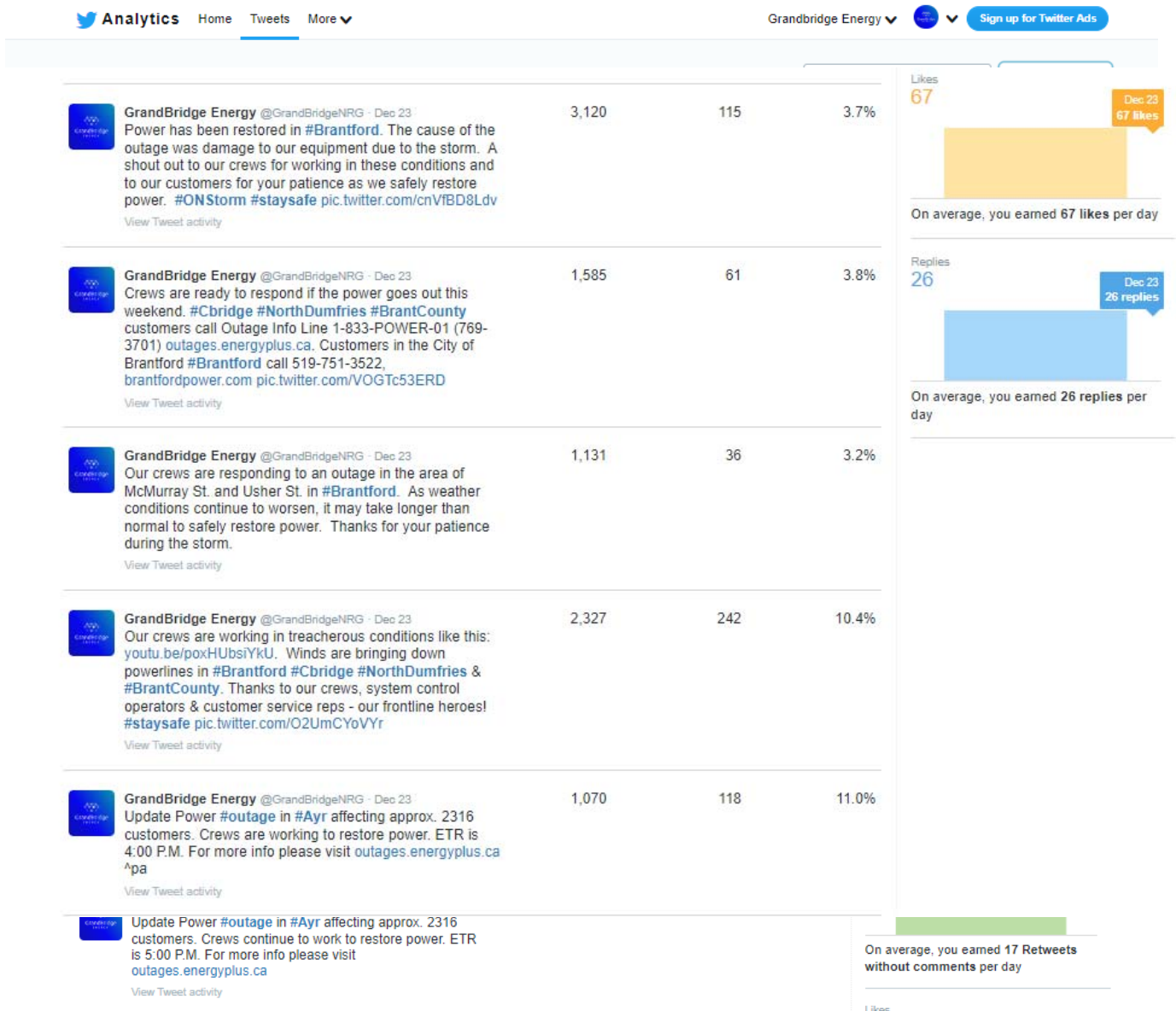
Terminology		Total
<i>Impressions</i>	Number of times users saw the Tweets, Posts, Videos – Twitter, Facebook, YouTube combined	57,230 Impressions
<i>Engagements</i>	Total times users interacted with Tweets and posts (clicks, retweet, replies, follows, likes, views).	7,057 Engagements
<i>Engagement Rate</i>	Number of engagements divided by the total impressions.	12.3%





GBE Twitter Analytics – December 23, 2022

Number of Posts: 18

Post Reach: 32,300 impressions

Engagements: 2,539



	GrandBridge Energy @GrandBridgeNRG · Dec 23 Update Power #outage in #Ayr affecting approx. 2458 customers. Crews are working. ETR is now 4:00 P.M. For more info please visit outages.energyplus.ca ^pa View Tweet activity	1,002	104	10.4%
	GrandBridge Energy @GrandBridgeNRG · Dec 23 All power has now been restored in #Cbridge. If you are still without power, please call 1-833-POWER-01 ^pa View Tweet activity	804	16	2.0%
	GrandBridge Energy @GrandBridgeNRG · Dec 23 Winter Storm Warnings remain in effect for our entire service territory. High winds, trees contacting powerlines cause outages. System Control, additional crews, customer service teams are ready to respond. #Be Safe #BePrepared #Cbridge #Brantford #BrantCounty #NorthDumfries pic.twitter.com/Zz7V2kyuB1 View Tweet activity	860	15	1.7%
	GrandBridge Energy @GrandBridgeNRG · Dec 23 Power #outage in #Ayr affecting approx. 2458 customers. Crews have been dispatched. ETR 2:30 P.M. For more info please visit outages.energyplus.ca ^pa View Tweet activity	1,638	192	11.7%
	GrandBridge Energy @GrandBridgeNRG · Dec 23 Update power #outage in #Cbridge affecting approx. 289 customers. Crews are working ETR is now 4:00 P.M.. For more info please visit outages.energyplus.ca ^pa View Tweet activity	964	87	9.0%
	GrandBridge Energy @GrandBridgeNRG · Dec 23 Power #outage in #Cbridge affecting approx. 289 customers. Crews are on site. ETR 12:00 P.M. For more info please visit outages.energyplus.ca ^pa View Tweet activity	13,325	443	3.3%

GBE Facebook Analytics – December 23, 2022

Number of Posts: 22

Post Reach: 24,675 impressions

Engagements: 4,230

The image shows a Facebook post from GrandBridge Energy Inc. The post header includes the company name, a profile picture, and the text 'Published by Hootsuite · December 23, 2022'. The main text of the post reads: 'Crews are ready to respond if the power goes out this weekend. #Cbridge #NorthDumfries #BrantCounty customers call Outage Info Line 1-833-POWER-01 (769-3701) outages.energyplus.ca. Customers in the City of Brantford #Brantford call 519-751-3522, brantfordpower.com'. The main visual is a large graphic with a blue background and a network pattern of dots and lines. At the top center of the graphic is a yellow warning triangle with an exclamation mark. Below this, the words 'Outage Alert!' are written in large, bold, white font. At the bottom of the graphic, there are two buttons: 'See insights and ads' on the left and 'Boost a post' on the right. Below the graphic, the text '2 shares' is visible.



GrandBridge Energy Inc.

Published by Hootsuite · December 23, 2022 ·



We are thrilled to report that power has been restored to customers in [#Ayr](#) [#NorthDumfries](#). Many thanks to our System Control Operators, lines crews for persevering in treacherous conditions over the past 10 hours. To our customers, thank you again for your support & patience!

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[Boost post](#)

46

9 comments 1 share

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Joanne Pileggi McLaren

Thank you for your hard work to getting it restored. We really appreciate it.

[Love](#) [Reply](#) [Hide](#) 5w



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GrandBridge Energy Inc.

Published by Hootsuite · December 23, 2022 ·



Crews have isolated the issue in [#Ayr](#) and are making repairs now to galloping powerlines slapping together in the high winds. We are hopeful that power will be restored within the hour. Thank you to customers for your patience & understanding!

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53

11 comments 11 shares

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Denise Praskey

Good job!!!! Hope whatever fix is being done works! Keep the crews safe!!

[Love](#) [Reply](#) [Hide](#) 5w



3

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Published by Hootsuite · December 23, 2022 ·



UPDATE 7:30 Crews are making progress in #Ayr #NorthDumfries. Additional technology is being deployed to help identify the cause of the outage. Safety is the priority in very hazardous conditions tonight. We will continue our efforts & appreciate your patience while we work.

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3

3 shares



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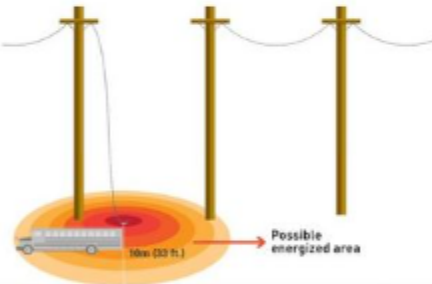
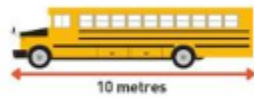
GrandBridge Energy Inc.

Published by Hootsuite · December 23, 2022 ·



SAFETY REMINDER: High winds & falling branches can bring down powerlines. If you see a downed wire stay back at least 10 metres & call 911 and GrandBridge Energy! #Cbridge #NorthDumfries #BrantCounty customers call 1-833-POWER-01 (769-3701) #Brantford customers call 519-751-3522.

SEE A DOWNED POWERLINE?
Always treat downed powerlines as live and extremely dangerous!



- #1. Stay back 10 metres (the length of a school bus).
- #2. Call 9-1-1 & the local electric utility.

esasafe.com



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5 comments 1 share



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Write a comment...





Michelle Uhrig

Half of Ayr is back on, those of us downtown off Northumberland are not, any updated ETA on when the rest of us will be? #noheat #freezing

Like Reply Hide 5w



Author

GrandBridge Energy Inc.

Michelle Uhrig our crews are making progress on restoring power to the remaining customers in Ayr. Thanks for your understanding.

Like Reply 5w



View 1 more comment



GrandBridge Energy Inc.

Published by Hootsuite · December 23, 2022 ·



Update 5:30: All available crews & @HydroOne are onsite to restore power in #Ayr #NorthDumfries tonight. System Control is doing some switching to reroute power which is why customers are seeing power on & then off again. We thank you for your patience while we work.

See insights and ads

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3 comments 6 shares



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Derek Snider

Good to know they were purposeful switchings, and not something intermittent and about to fail 😊 (👍👍)

Like Reply Hide 5w



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Published by Hootsuite · December 23, 2022 ·



Update Power #outage in #Ayr affecting approx. 2316 homes and businesses. Crews continue to work to restore power. ETR is TBD. For more info please visit outages.energyplus.ca

OUTAGES.ENERGYPLUS.CA
outages.energyplus.ca





Christy Pilmer Calhoun

Thank you to the crews out there working hard to get the power restored in this nasty weather (from the daughter of a retired linesman)

Love Reply Hide 5w



GrandBridge Energy Inc.

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Update Power #outage in #Ayr affecting approx. 1,000 customers. Crews continue to work to restore power. ETR is 5:00 P.M. For more info please visit

OUTAGES.ENERGYPLUS.CA

outages.energyplus.ca



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Paige Marie

It's came back on 3 times since 1030 am then goes back out 5 mins later for us. Not sure what's going on

Like Reply Hide 5w

Christy Pilmer Calhoun replied · 2 Replies



Dawn Lewis Wise

Hydro is out again!

Like Reply Hide 5w

Elaine Williams replied · 1 Reply



Michelle Uhrig

we appreciate your hard work in these terrible conditions, be safe out there

Like Reply Hide 5w Edited



Write a comment...



GrandBridge Energy Inc.

Published by Hootsuite · December 23, 2022 ·



Power has been restored in [#Brantford](#). The cause of the outage was damage to our equipment due to the storm. A shout out to our crews for working in these conditions and to our customers for your patience as we safely restore power. [#ONStorm](#) [#staysafe](#)



Most relevant ▾



Write a comment...



Michelle Uhrig

Great job guys! Waiting patiently for our power to be restored in Ayr #brrrrrr

Like Reply Hide 5w



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Published by Hootsuite · December 23, 2022 ·



Crews are ready to respond if the power goes out this weekend. #Cbridge #NorthDumfries #BrantCounty customers call Outage Info Line 1-833-POWER-01 (769-3701) outages.energyplus.ca. Customers in the City of Brantford #Brantford call 519-751-3522, brantfordpower.com



jOOMPdxT2T8UVBD94x_qrr8XrDTNs_7Gc44gOwLH5EvCeBEvR3IOOXPgE7II4wqB72nkELd6KkZOVtZGB



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Published by Hootsuite · December 23, 2022 ·



Our crews are responding to an outage in the area of McMurray St. and Usher St. in #Brantford. As weather conditions continue to worsen, it may take longer than normal to safely restore power. Thanks for your patience during the storm.

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Our crews are working in treacherous conditions like this: <https://youtu.be/poxHUBsiYkU>. Winds are bringing down powerlines in #Brantford #Cbridge #NorthDumfries & #BrantCounty. Thanks to our crews, system control operators & customer service reps - our frontline heroes! #staysafe





Write a comment...



Joanne Pileggi McLaren
Thank you and be safe

Like Reply Hide 5w

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Update Power #outage in #Ayr affecting approx. 2316 customers. Crews are working to restore power. ETR is 4:00 P.M. For more info please visit <http://outages.energyplus.ca/> ^pa

OUTAGES.ENERGYPLUS.CA
outages.energyplus.ca



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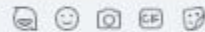
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Update Power #outage in #Ayr affecting approx. 2458 customers. Crews are working. ETR is now 4:00 P.M. For more info please visit <http://outages.energyplus.ca/> ^pa

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outages.energyplus.ca



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Published by Hootsuite · December 23, 2022 ·



Winter Storm Warnings remain in effect for our entire service territory. High winds, trees contacting powerlines cause outages. System Control, additional crews, customer service teams are ready to respond. #BeSafe #BePrepared #Cbridge #Brantford #BrantCounty #NorthDumfries



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Power #outage in #Ayr affecting approx. 2458 customers. Crews have been dispatched. ETR 2:30 P.M. For more info please visit <http://outages.energyplus.ca/> ^pa

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GrandBridge Energy Inc.

Published by Hootsuite · December 23, 2022 ·



Update power #outage in #Cbridge affecting approx. 289 customers. Crews are working ETR is now 4:00 P.M.. For more info please visit <http://outages.energyplus.ca/> ^pa



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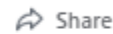
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GrandBridge Energy Inc.

Published by Allison Millar-Cann · December 23, 2022 ·



Large power outage in #Ayr #NorthDumfries. System Control and crews are investigating. For updates, please go to Outage Map outages.energyplus.ca



OUTAGES.ENERGYPLUS.CA
outages.energyplus.ca

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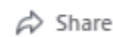
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Power #outage in #Cbridge affecting approx. 289 customers. Crews are on site. ETR 12:00 P.M. For more info please visit <http://outages.energyplus.ca/> ^pa



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outages.energyplus.ca



Aaron Richard Yates
No power on melair dr in Ayr

Like Reply Hide 5w



Author

GrandBridge Energy Inc.
Please check out the Outage Map - <https://outages.energyplus.ca/gridvu/> the Ayr outage is showing there. Thanks!

Like Reply 5w



GrandBridge Energy Inc.

Published by Allison Millar-Cann · December 23, 2022 ·



THROUGH RAIN AND HAIL
SNOW AND WIND
HURRICANES AND TORNADOES

OUR LINEMEN ARE THERE.



HAVE YOU THANKED A LINEMAN TODAY?

IBEW.ORG  **@IBEW**



GrandBridge Energy Inc.

Published by Hootsuite · December 23, 2022 ·



Crews have restored power in #Brantford Hardy Rd, St Andrews Drive, Cherry Lane areas due to a tree falling on a powerline. All customers should now have power restored. Call 519-751-3522 to report power issues. Stay safe - stay back at least 10 metres from downed powerlines.

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1 share



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Crews are working to restore power in #Brantford in Hardy Rd, St Andrews Drive and Cherry Lane areas, caused by a tree falling on a powerline. Stay safe - stay back at least 10 metres from downed powerlines, Thank you for your patience!

[See insights and ads](#)

[Boost post](#)



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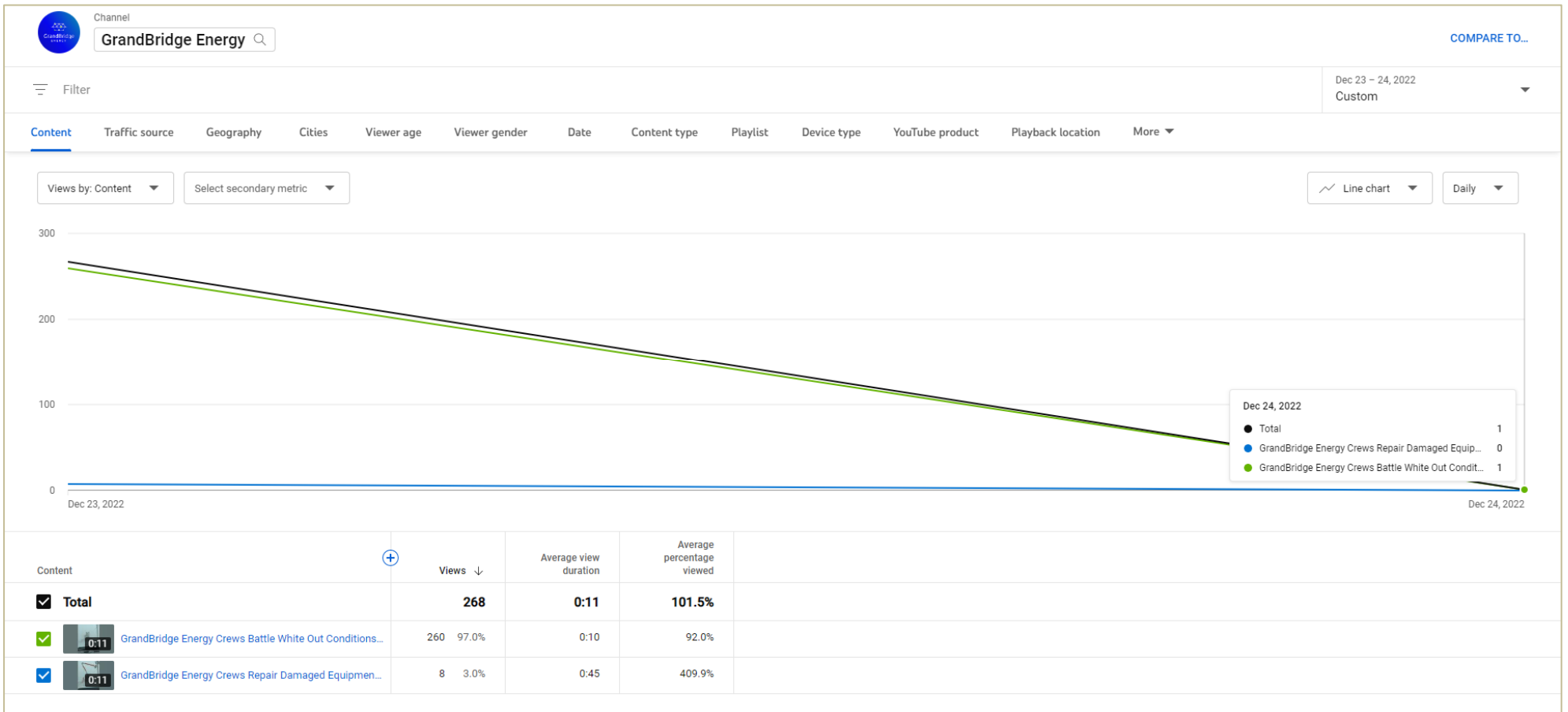
Write a comment...



GBE YouTube Analytics – December 23, 2022

Number of Posts: 2

Post Views: 268

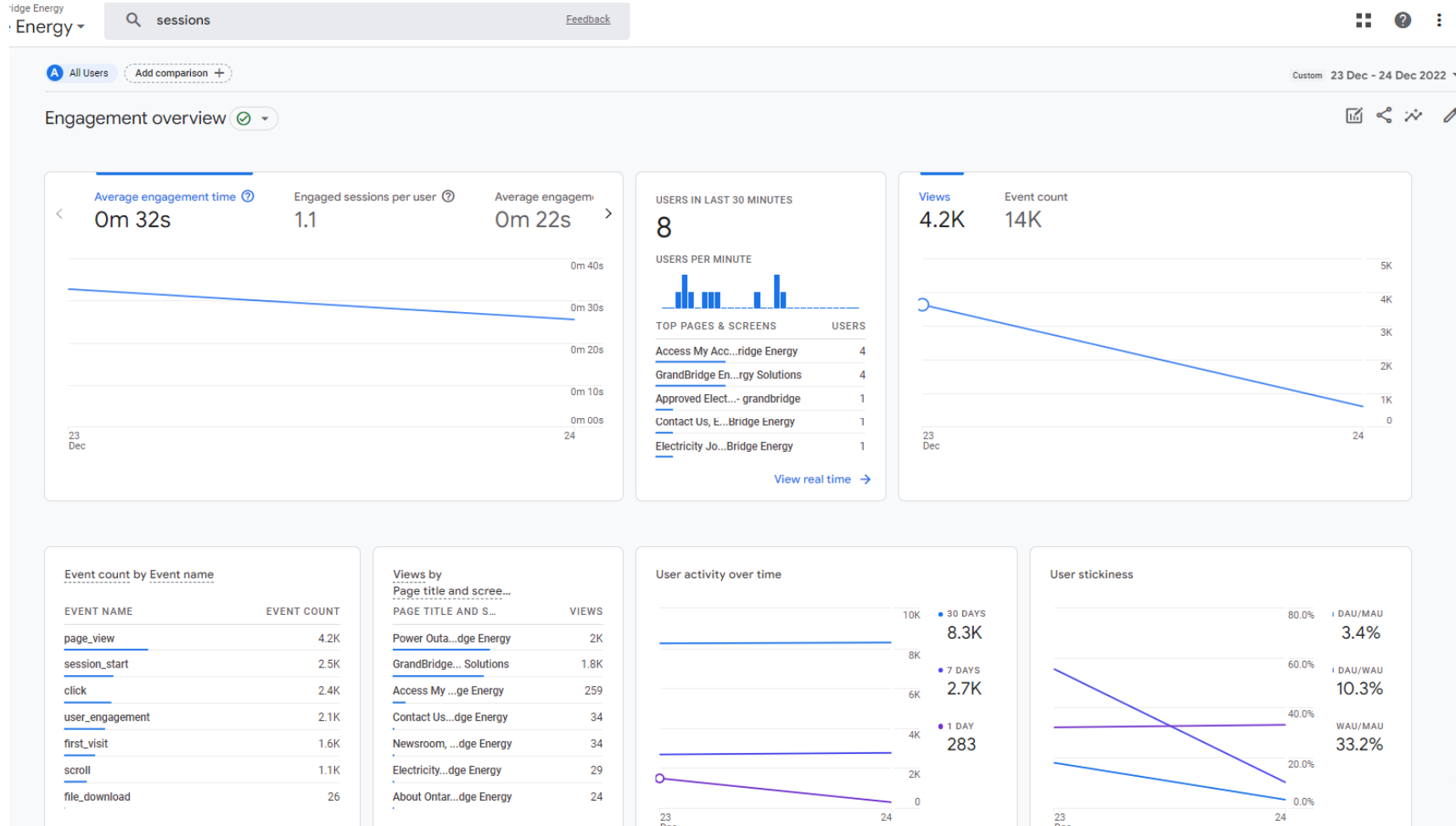


Website Analytics – December 23, 2022

GBE Landing Site Traffic Statistics

Total Sessions/visits: 2,493

Total Page Views: 4,225

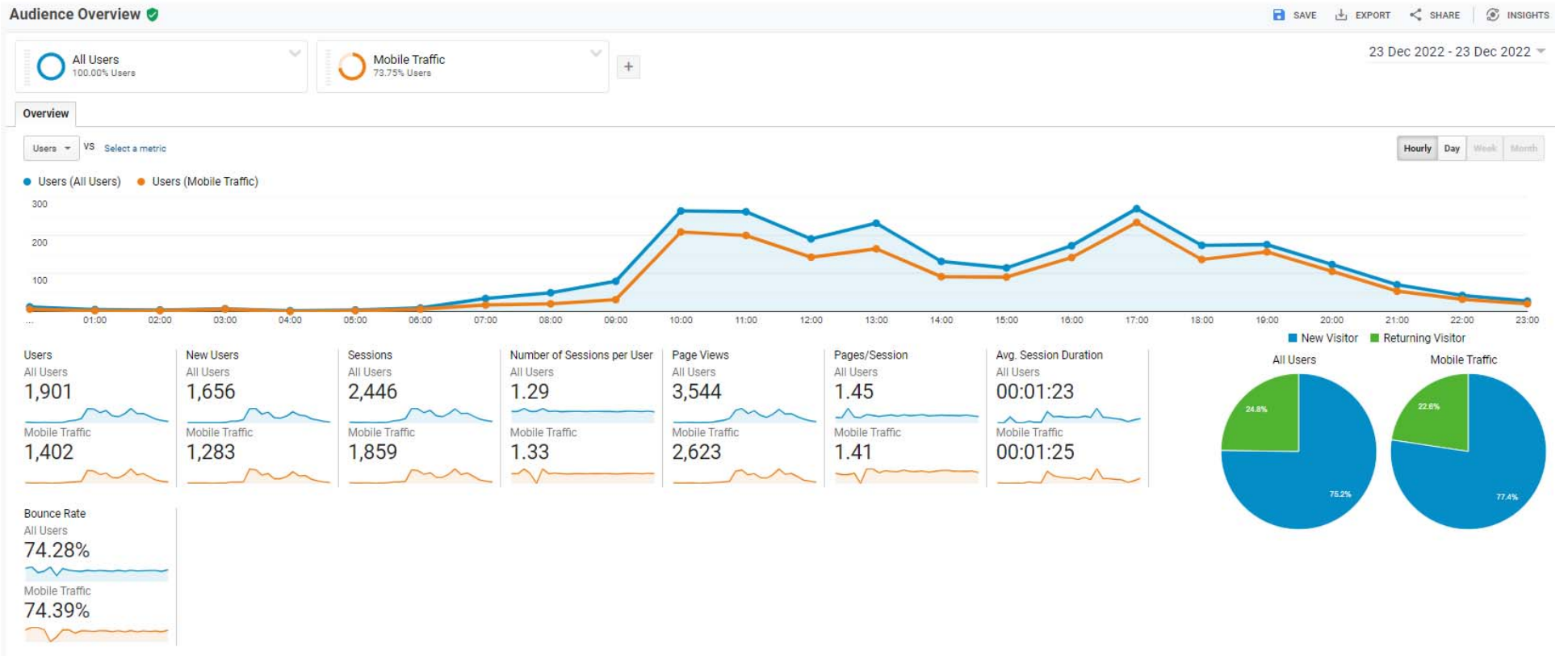


Legacy Energy+ Website Traffic Statistics

Total Sessions/visits: 3,446

Total Page Views: 3,544

Traffic Peak: 269 users @ 5:00PM EDT on December 23, 2022

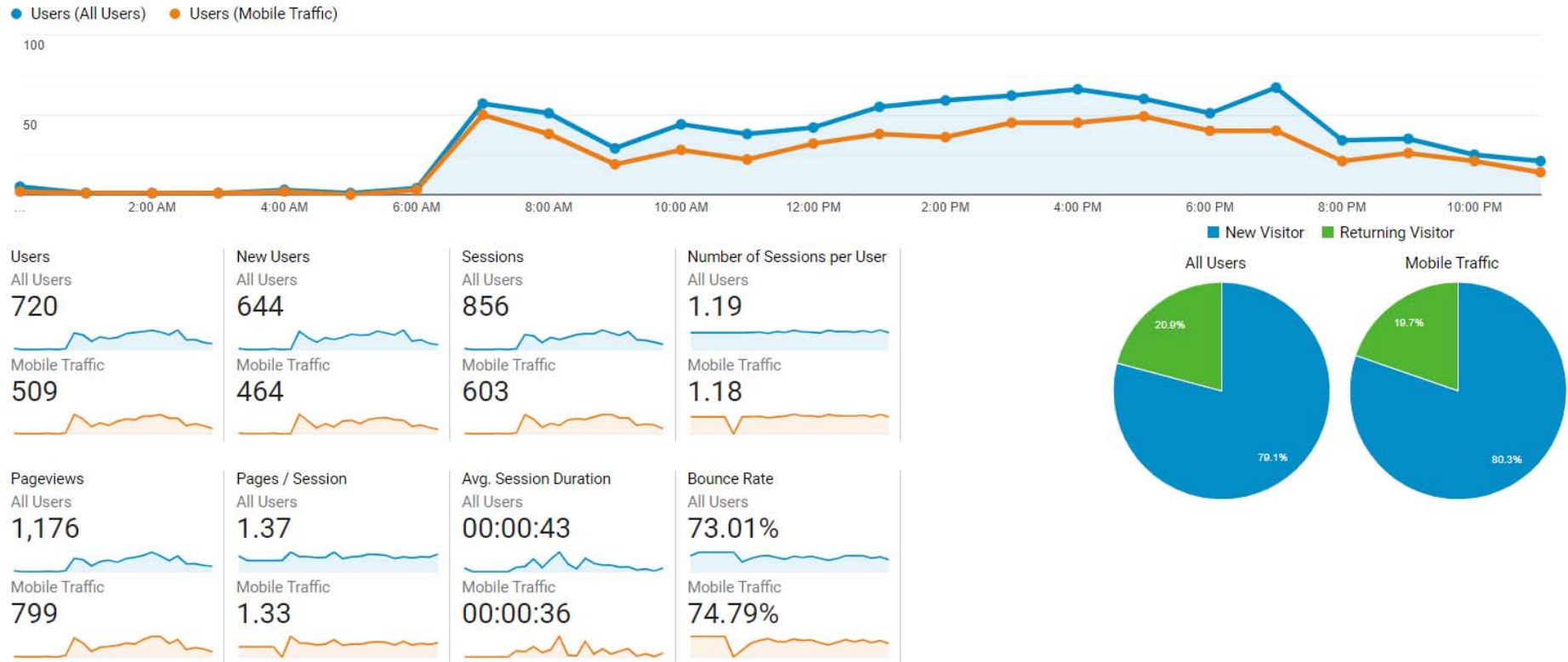


Legacy BPI Website Traffic – Statistics

Total Sessions/visits: 856

Total Page Views: 1,176

Traffic Peak: 67 users @ 7 PM EDT on December 23, 2022



Appendix B - GBE Outage Map Updates Statistics

Outage #	Update Date & Time (EDT)
E6396	Friday, December 23, 2022 @ 9:58
E6397 & E6416	Friday, December 23, 2022 @ 10:24
E6396	Friday, December 23, 2022 @ 10:47
E6397	Friday, December 23, 2022 @ 11:31
E6397	Friday, December 23, 2022 @ 11:39
E6416	Friday, December 23, 2022 @ 12:20
E6397	Friday, December 23, 2022 @ 13:11
E6416	Friday, December 23, 2022 @ 13:24
E6416	Friday, December 23, 2022 @ 13:27
E6416	Friday, December 23, 2022 @ 13:28
E6397	Friday, December 23, 2022 @ 16:31
E6397	Friday, December 23, 2022 @ 16:51
E6397	Friday, December 23, 2022 @ 16:54
E6416	Friday, December 23, 2022 @ 17:11
E6416	Friday, December 23, 2022 @ 17:14
E6397	Friday, December 23, 2022 @ 17:30
E6416	Friday, December 23, 2022 @ 19:36
E6416	Friday, December 23, 2022 @ 19:40
E6416	Friday, December 23, 2022 @ 20:57