



MAJOR EVENT RESPONSE

Report for the Ontario Energy Board

ABSTRACT

THIS REPORT CONTAINS INFORMATION FOR A MAJOR EVENT THAT IMPACTED RELIABILITY ON **SATURDAY, AUGUST 17, 2024**, 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: **Saturday, August 17, 2024**



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Introduction

GrandBridge Energy Inc. (GrandBridge Energy or GBE) delivers safe and reliable electricity to 113,000 customers in the City of Brantford, the City of Cambridge, the Township of North Dumfries and the County of Brant. GrandBridge Energy's service territory spans approximately 636 square kilometers. Our talented team provides safe and reliable energy solutions that are strengthened by an unwavering commitment to service excellence.

GrandBridge Energy is guided by a vision to be a leader in energy transformation and driven by a mission to bridge communities to the energy future. Our values are the principles and beliefs that guide our operations. GrandBridge Energy's vision, mission and values are supported by its Five-Year Strategic Plan.

On Saturday, August 17, 2024, GrandBridge Energy experienced its second Major Event as the result of an EF2 Tornado in Ayr, Ontario. As per section 2.1.4.2.10 of the Ontario Energy Board's (OEB) Electricity Reporting And Record Keeping Requirements below, GrandBridge Energy is filing this report with the OEB.

2.1.4.2.10 – Major Event Response Reporting 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 responses to questions regarding the Major Event.

Prior to the Event

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

Yes.

The tornado warning was received approximately 15 minutes before the Major Event occurred. The Environment Climate Change Canada (ECCC) issued a warning for several areas of Ontario, including the Waterloo Region at 10:45 a.m. The severe weather warning alerted the public about severe thunderstorms capable of producing tornado winds.

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?

No

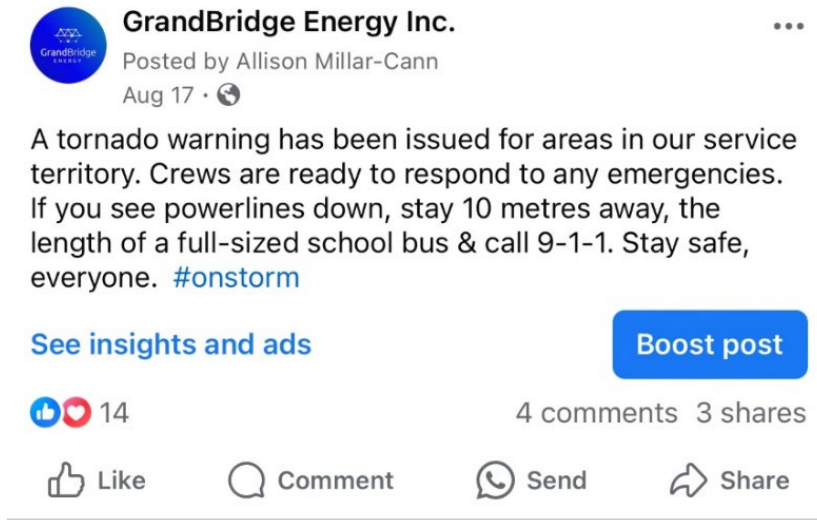
The Environment Canada forecast did not provide sufficient time for the distributor to place additional employees on duty or on standby prior to the Major Event beginning.

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 one advance message to the public on August 17, 2024, through its social media platforms (Facebook and Twitter) that a tornado warning had been issued for the service territory, there was the potential for outages as well as powerline safety messages. This message was issued immediately after Environment Canada sent out the tornado warning. See Figure 1 below.

Figure 1. GBE Public Message #1 August 17, 2024, at approximately 10:45 a.m.



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 – Tree Contact Weather (Cause Code 6.1). A tornado was confirmed as touching down on Greenfield Road and Northumberland in the community of Ayr. When crews arrived on site, they found a large number of downed trees and debris on many sections of the distribution lines in the area.

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 August 17, 2024, 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)] 2019-2023	-3.49
β = Standard Deviation (α)	2.04
T-med = $e^{(\alpha+2.5\beta)}$	5.00

The T-med value of 5.00 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 August 17, 2024.

Table 2.0 Calculation of Daily SAIDI Value

Day	Customer Outage (Minutes)	Total Customers	Daily SAIDI
Saturday, August 17, 2024	641,088	115,612	5.55

The calculated value for August 17, 2024, is **5.55** and is greater than the T-med threshold value of **5.00**. Therefore, this specific day was deemed to be a Major Event.

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

Date: Saturday, August 17, 2024

Time: 9:46 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.

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, Brantford, and Brant County areas. The Outage Map on the GBE website remained accessible throughout the Major Event.

GBE also sent notifications and status updates on all outages through its social media channels, predominantly through Facebook (7 posts) and Twitter (5 posts). The metrics on social media and website results for August 17, 2024, are attached in Appendix A.

In total, GBE released 5 updates to the public-facing Outage Map, shown in Appendix B as the result of the Major Event on August 17, 2024.

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 2,883 unique customers that were impacted during the Major Event. This represents 2.5% of GBE total customer base of 115,612.

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

It took 3 hours and 33 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.**

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.

- 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?

GBE is 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. GEB's Emergency Plan enables its 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:

- 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 – X, Facebook combined	12,300 Impressions
<i>Engagements</i>	Total times users interacted with Tweets and posts (clicks, retweet, replies, follows, likes, views).	353 Engagements
<i>Engagement Rate</i>	Number of engagements divided by the total impressions.	2.87 %

GBE X Analytics – August 17, 2024

Number of Posts: 5

Post Reach: 8,683 impressions

Engagements: 244

GrandBridge Energy @GrandBridgeNRG · Aug 17
All power has now been restored in #Ayr with the exception of 57 homes and businesses in the Trussler Dr & Greenfield Rd area. ETR is 11:00PM. If you are still without power, please call 1-833-POWER-01 ^pa
8 19 5.6K

GrandBridge Energy @GrandBridgeNRG · Aug 17
Update: Power #outage in #Ayr now affecting approx. 153 customers. Crews are working. ETR is 3:00PM - 5:00PM. For more info please visit outages.grandbridgeenergy.com ^pa
2 4 1K

GrandBridge Energy @GrandBridgeNRG · Aug 17
Power #outage in #Ayr affecting approx. 2900 customers. Crews have been dispatched. ETR is 3:00PM. For more info please visit outages.grandbridgeenergy.com ^pa
4 3 1.5K

GrandBridge Energy @GrandBridgeNRG · Aug 17
Power #outage in #Ayr affecting approx. 2900 customers. Crews have been dispatched. ETR TBD. For more info please visit outages.grandbridgeenergy.com ^pa
491

GrandBridge Energy @GrandBridgeNRG · Aug 17
A tornado warning has been issued for areas in our service territory. Crews are ready to respond to any emergencies. If you see powerlines down, stay 10 metres away, the length of a full-sized school bus & call 9-1-1. Stay safe, everyone. #onstorm
1 2 1.9K

Analytics

Account overview

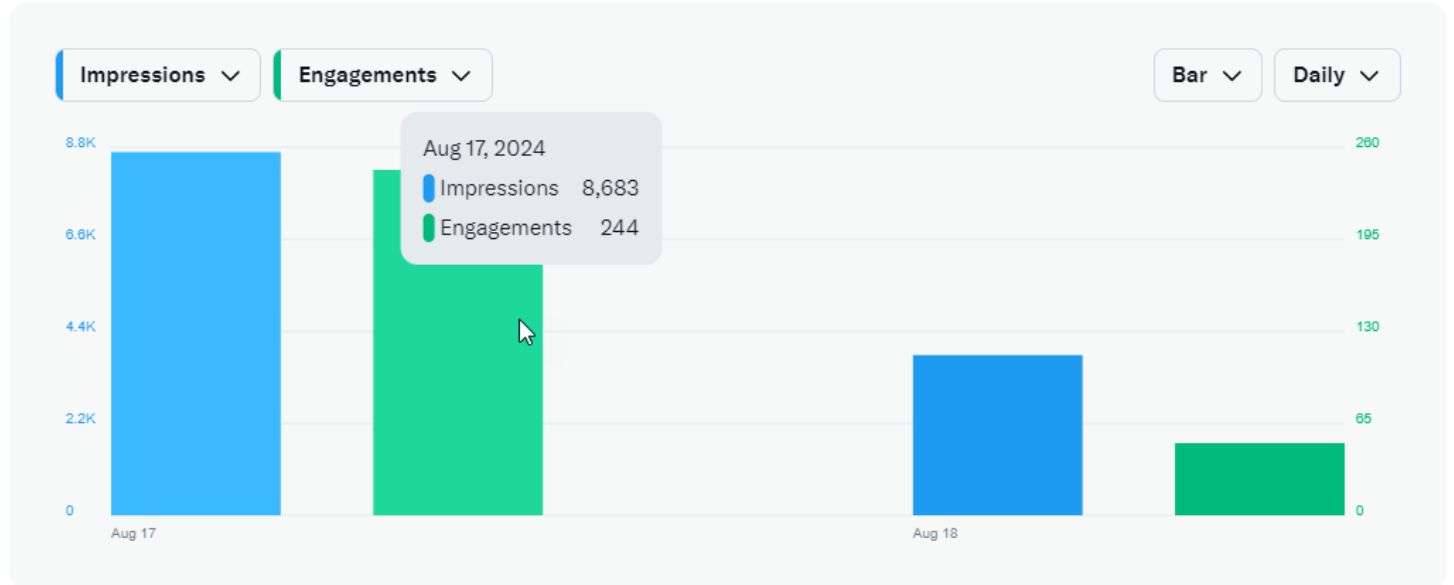
8/17/2024 - 8/18/2024

7D

28D

3M

1Y



Impressions [ⓘ] 12.5K ↑ 967%	Engagement rate [ⓘ] 2.4% ↓ -29%	Profile visits [ⓘ] 49 ↑ 4,800%	New follows [ⓘ] 7 ↑ 40%
Replies [ⓘ] 0 ↓ -100%	Likes [ⓘ] 33 ↑ 560%	Reposts [ⓘ] 14	Bookmarks [ⓘ] 0

GBE Facebook Analytics – August 17, 2024

Number of Posts: 7

Post Reach: 3.6K impressions.

Engagements: 109

GrandBridge Energy Inc.
Published by Allison Millar-Cann
August 17

A tornado warning has been issued for areas in our service territory. Crews are ready to respond to any emergencies. If you see powerlines down, stay 10 metres away, the length of a full-sized school bus & call 9-1-1. Stay safe, everyone. [#onstorm](#)

See insights and ads [Boost post](#)


14 4 comments 3 shares

Like Comment Share

View more comments

GrandBridge Energy Inc.
Crews are aware and responding to Ayr

GrandBridge Energy Inc.
Published by Michelle Auld
August 17



Township of North Dumfries
August 17

An apparent tornado has touched down in the Greenfield Road/Northumberland Road area of Ayr. Please note that the NDCC and Cowan Park are CLOSED. We ask that ... See more

No insights to show [Boost a post](#)

You and 30 others 20 shares

Wow Comment Share

GrandBridge Energy Inc.
Published by Hootsuite
August 17

Power #outage in #Ayr affecting approx. 2900 customers. Crews have been dispatched. ETR is 3:00PM. For more info please visit outages.grandbridgeenergy.com ^pa

OUTAGES.ENERGYPLUS.CA
outages.energyplus.ca

See insights and ads Boost post

1

Like Comment Share

GrandBridge Energy Inc.
Published by Hootsuite
August 17


Power #outage in #Ayr affecting approx. 2900 customers. Crews have been dispatched. ETR TBD. For more info please visit <https://outages.grandbridgeenergy.com> ^pa

OUTAGES.ENERGYPLUS.CA
outages.energyplus.ca

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GrandBridge Energy Inc.
Published by Allison Millar-Cann
August 17

Please avoid this area in Ayr (Greenfield/Northumberland/Trussler) to help facilitate power restoration, remove fallen trees. The priority is keeping all crews safe who are working in the areas.



Township of North Dumfries
August 17

We are hearing from emergency crews that people are driving to the area where a possible tornado has touched down in Ayr (Greenfield Road/Northumberland Road/Tr... See more

No insights to show Boost a post

GrandBridge Energy Inc.
Published by Hootsuite
· August 17 ·

Update: Power **#outage** in **#Ayr** now affecting approx. 153 customers. Crews are working. ETR is 3:00PM - 5:00PM. For more info please visit outages.grandbridgeenergy.com ^pa

See insights and ads Boost post

4 likes 1 comment 5 shares

Like Comment Share

Krista Niereisel
Thank you!
#Ayrtornado
6w Like Reply Hide

GrandBridge Energy Inc.
Published by Hootsuite
· August 17 ·

All power has now been restored in **#Ayr** with the exception of 57 homes and businesses in the Trussler Dr & Greenfield Rd area. ETR is 11:00PM. If you are still without power, please call 1-833-POWER-01 ^pa

See insights and ads Boost post

16 likes 1 comment 1 share

Like Comment Share

Michelle Uhrig
Great job restoring power to Ayr, we appreciate you!!!
6w Love Reply Hide 3 likes



Performance

Daily Cumulative



Reach

3.6K ↑ 148.8%

Sat, Aug 17

Content interactions

109 ↑ 890.9%

Followers

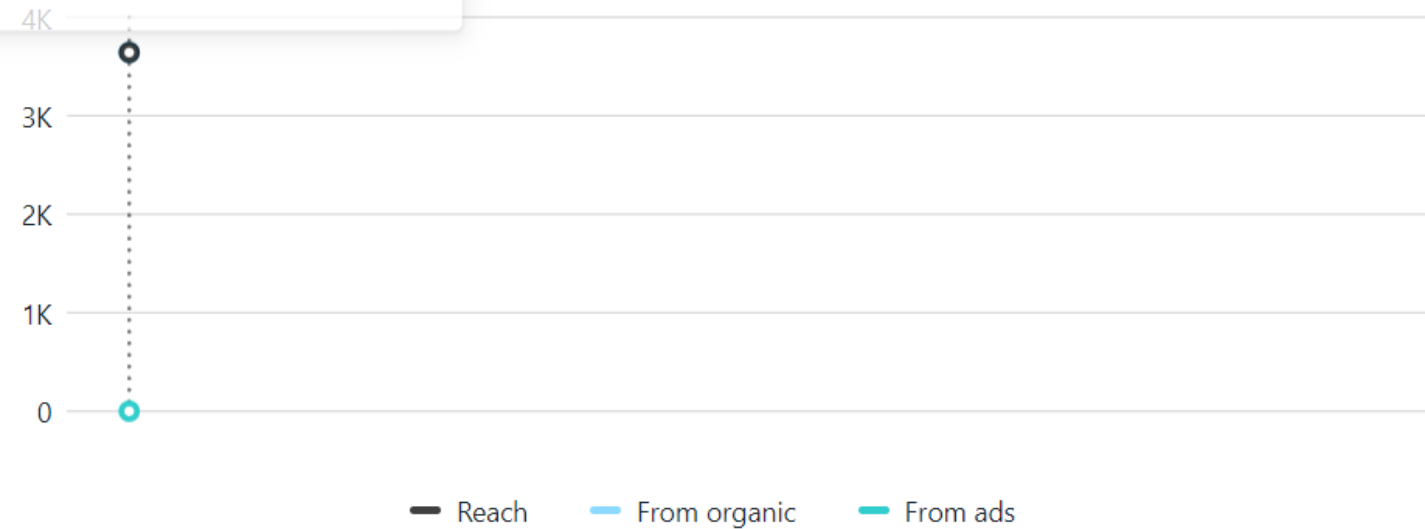
Lifetime

3.4K

Link clicks

15 ↑ 66.7%

From organic 3,642 From ads 0



Reach breakdown

Total
3,642 ↑ 148.8%

From organic
3,642 ↑ 149.5%

From ads
0 0%



GrandBridge Energy Inc.

Published by Hootsuite



August 17

All power has now been restored in #Ayr with the exception of 57 homes and businesses in the Trussler Dr & Greenfield Rd area. ETR is 11:00PM. If you are still without power, please call 1-833-POWER-01 ^pa

ic.

See insights and ads

Boost post

GBE Website Analytics – August 17, 2024

Traffic Statistics

Unique/active users: 1,255

Total Page Views: 4,311

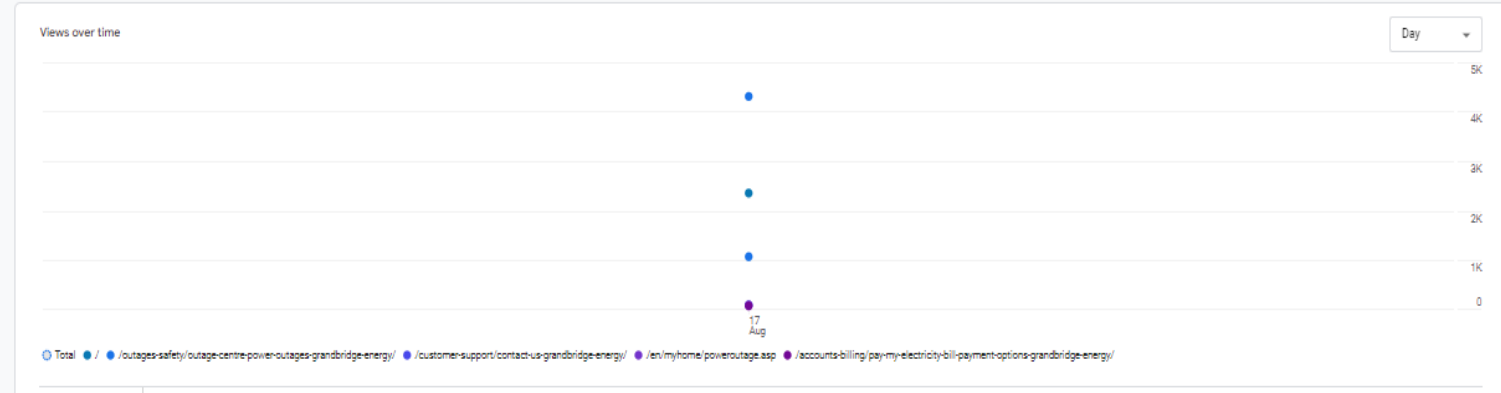
Top Pages: Homepage, Outage Centre, Customer Support

- Reports snapshot
- Realtime
- Life cycle
 - Acquisition
 - Engagement
 - Overview
 - Events
 - Pages and screens
 - Landing page
 - Monetization
 - Retention
- User
 - User attributes
 - Tech

All Users Mobile traffic

Pages and screens: Page path and screen class

Add filter



Page path and screen class	Views	Active users	Views per active user	Average engagement time per active user	Event count	Key events	Total revenue
Total	4,311 100% of total	1,225 100% of total	3.52 Avg 0%	21s Avg 0%	9,847 100% of total	0.00	\$0.00
1 /	2,358	811	2.91	11s	5,717	0.00	\$0.00
2 /outages-safety/outage-centre-power-outages-grandbridge-energy/	1,060	378	2.80	14s	2,343	0.00	\$0.00
3 /customer-support/contact-us-grandbridge-energy/	99	34	2.91	29s	197	0.00	\$0.00
4 /en/myhome/poweroutage.asp	89	38	2.34	7s	209	0.00	\$0.00
5 /accounts-billing/pay-my-electricity-bill-payment-options-grandbridge-energy/	71	26	2.73	24s	135	0.00	\$0.00
6 /outages-safety/report-an-outage/	55	14	3.93	1m 07s	93	0.00	\$0.00
7 /accounts-billing/bill-inserts-notices-grandbridge-energy/	50	24	2.08	10s	117	0.00	\$0.00
8 /my-account/	48	18	2.67	7s	111	0.00	\$0.00
9 /our-company/careers-in-energy-join-our-team-grandbridge-energy/	45	14	3.21	35s	77	0.00	\$0.00
10 /accounts-billing/move-in-out-move-application-grandbridge-energy/	43	18	2.39	22s	74	0.00	\$0.00

Appendix B - GBE Outage Map Updates Statistics

Outage #	Update Date & Time (EST)
7217	Saturday, August 17, 2024 @ 9:50
7217	Saturday, August 17, 2024 @ 11:58
7217	Saturday, August 17, 2024 @ 13:23
7217	Saturday, August 17, 2024 @ 15:15
7217	Saturday, August 17, 2024 @ 22:44