

OAEM Spotlight Series – When the Lights Go Out What do we do?

April 20, 2022

Catherine Blair - CEM, ABCP, CMMIII-EMP
Manager of Emergency Management

What we will Cover

- 1) Meet Alectra
- 2) Governing Legislation
- 3) Alectra's Emergency Plan
- 4) Working with Community Emergency Management Coordinators
- 5) Power outages and you
- 6) Gridex
- 7) Q&A



Who is Alectra Inc.?

- January 31, 2017 Enersource, Horizon Utilities and PowerStream merged
- February 28, 2017 acquired Hydro One Brampton
- Created the second largest municipally-owned electric utility in North America
- Alectra Inc. is the holding company for several subsidiaries
- Guelph Hydro January 1, 2019 merged



Meet Alectra

- Head Office Mississauga
- Divided into four Regions
 - East
 - Central
 - West
 - Southwest
- Catherine's office is in Hamilton



Alectra: Power in numbers



More than **1,000,000**
customers



\$4.8 billion
in capital assets



2nd largest municipally -
owned utility in North America**



7,000 kilometres
of overhead lines



17
communities served



14,000 kilometres
of underground cables



1,921 square-kilometre
service territory



120,000
distribution transformers



1,500
employees



133,000
poles and pole structures



11
offices and service centres



14
transformer stations



600
fleet vehicles



157
municipal substations

* all figures are rounded estimates as of January 1, 2019

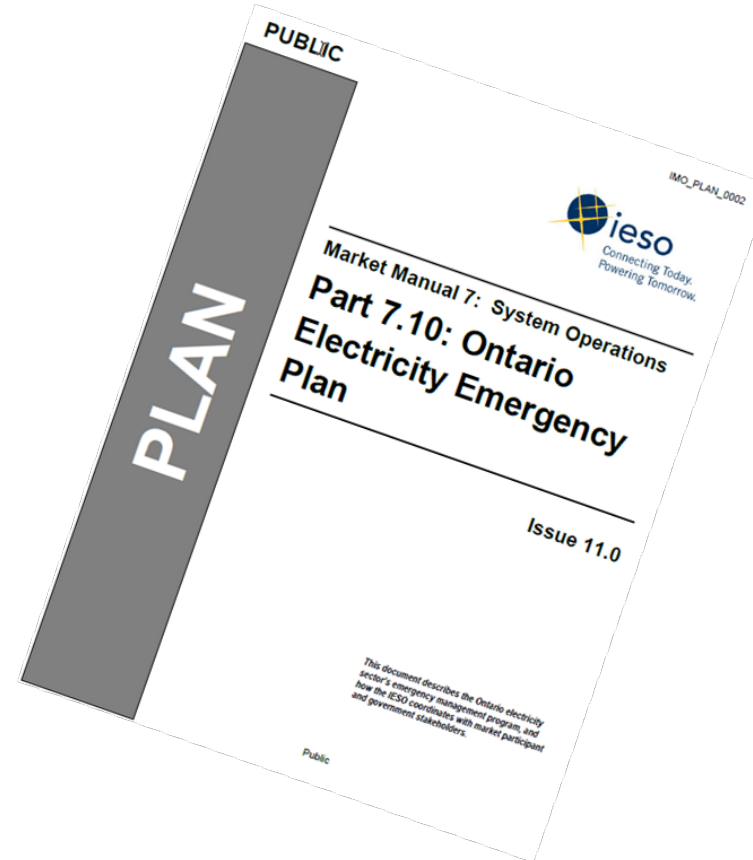
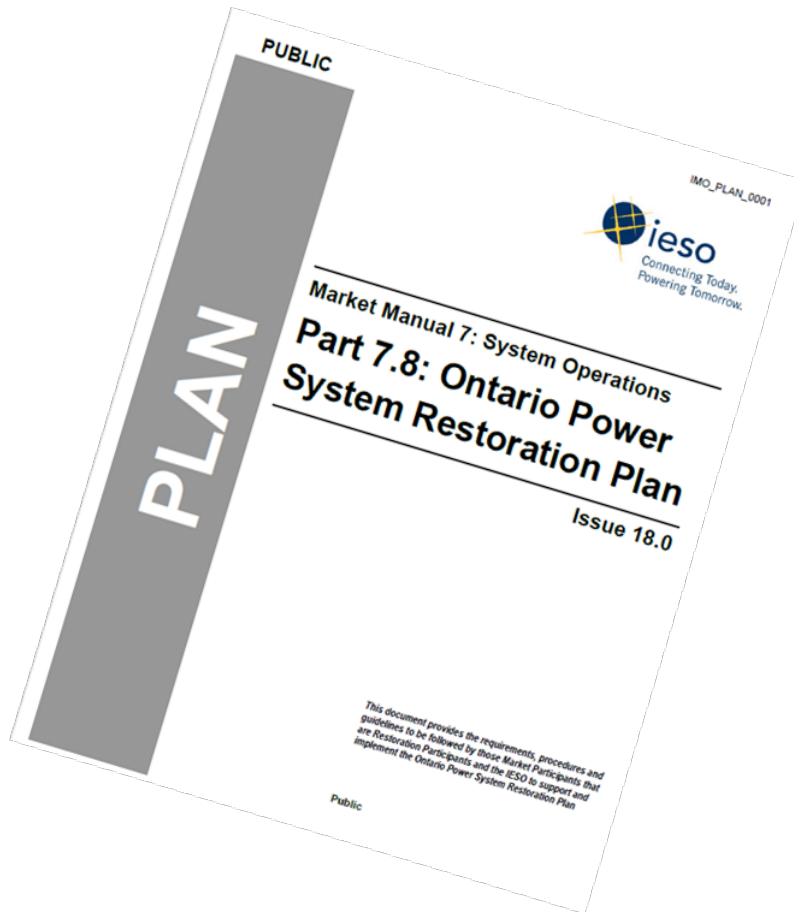
** based on the total number of customers served

Governing Legislation



- Electricity Act 1998
- Ministry of Energy
- Legislation led to creation of Market Rules
- Emergency preparedness requirements embodied in Chapter 5 Section 11.

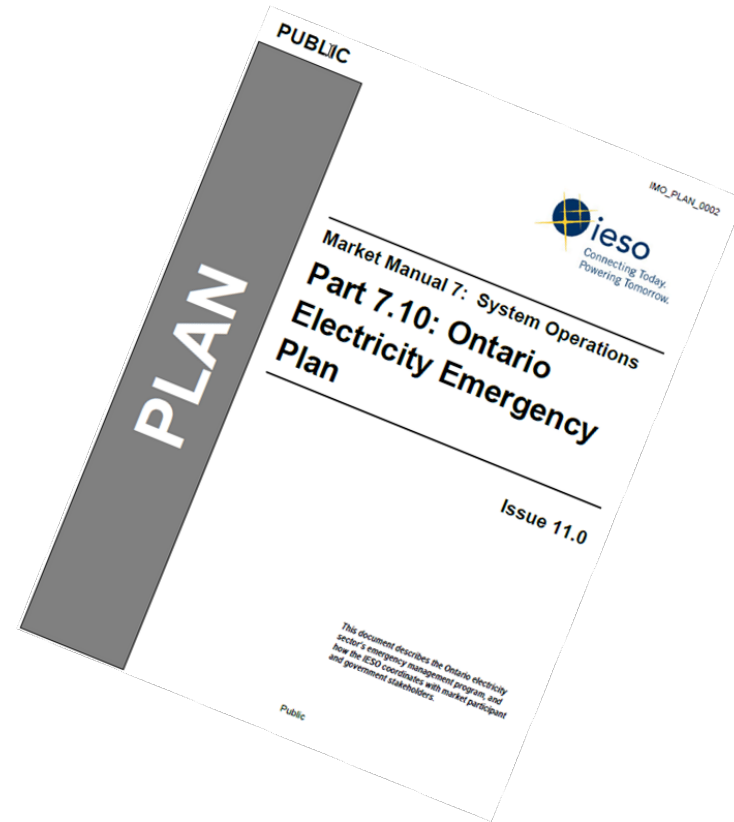
Market Manuals



Ontario Electricity Emergency Plan

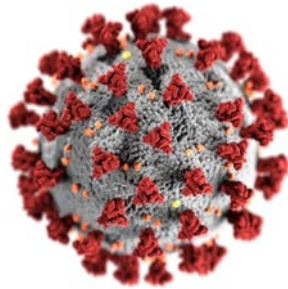
Requirements include,

- Hazard Identification
- Plan
- Training
- Exercises



Alectra's Corporate Emergency

- Signed off January 2019
- Address electrical and non-electrical emergencies
- Addresses Municipal Emergency Plans





The Contents of Alectra's Plan

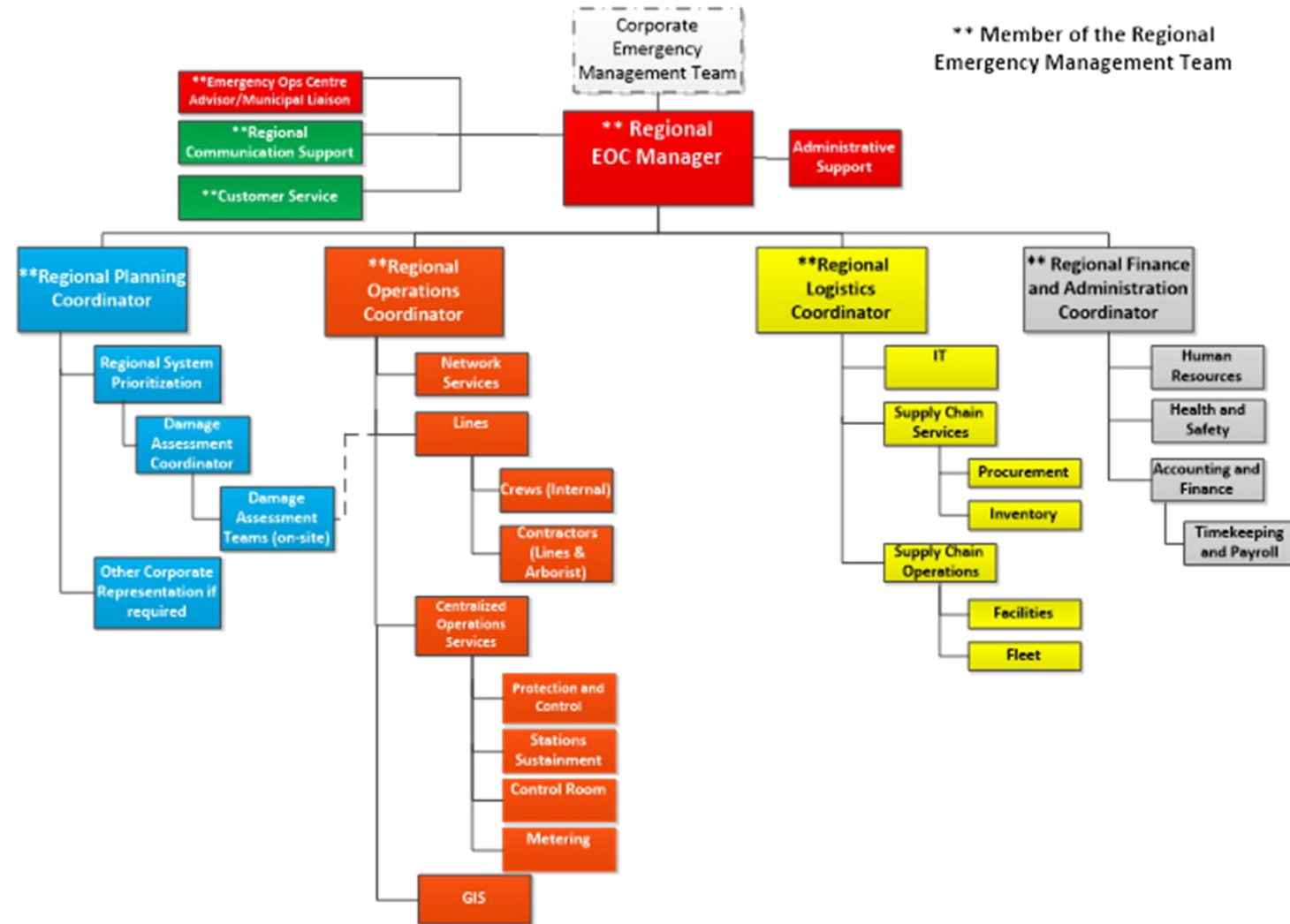
- 1.0 Introduction
- 2.0 Authority
- 3.0 Regional Emergency Management Team and Support Functions , Roles
- 4.0 Corporate Emergency Management Team and Support Functions, Roles
- 5.0 Emergency Operations Centres
- 6.0 On-Site Management



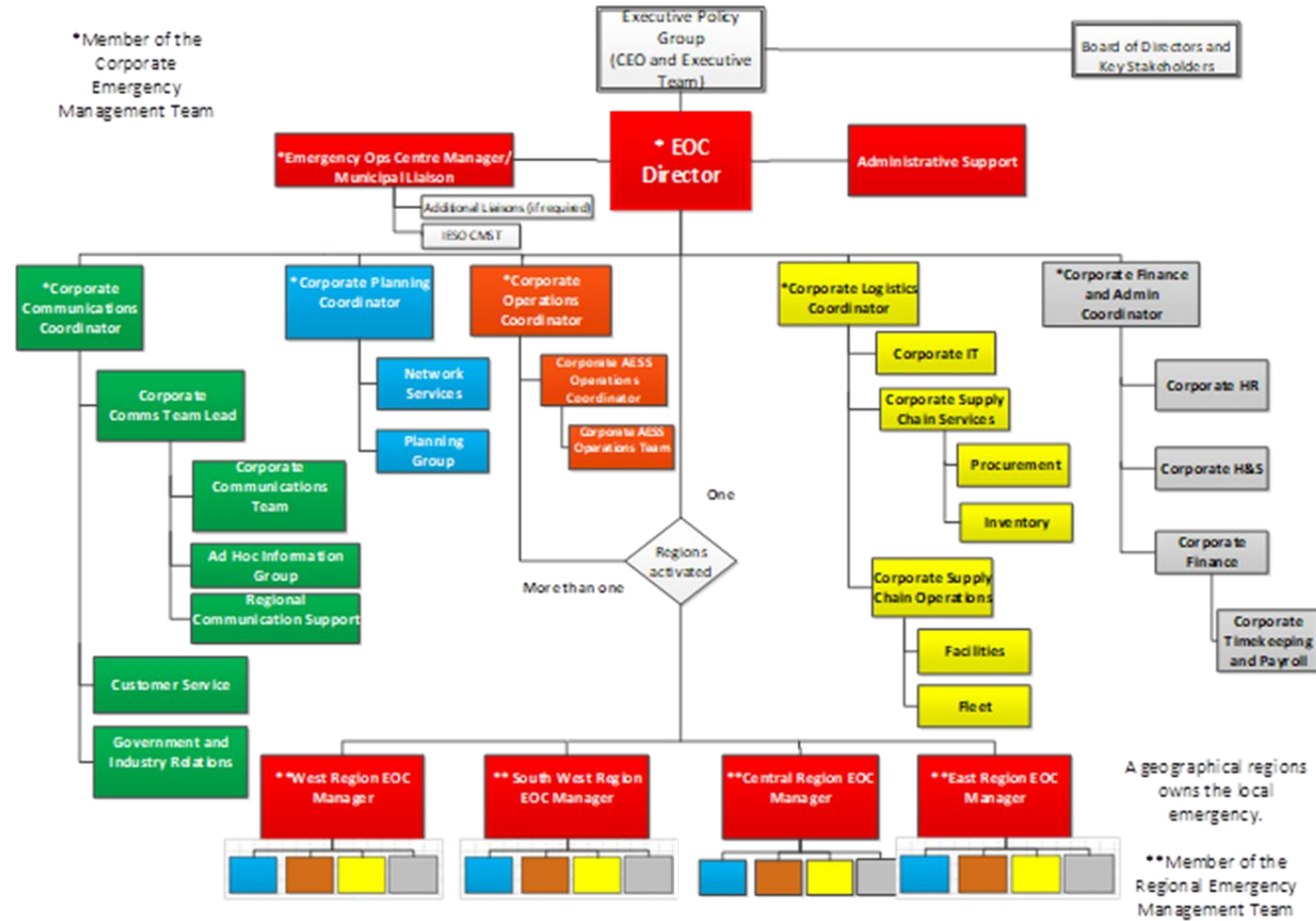
The Contents of Alectra's Plan

- 7.0 Plan Activation, Declaration, and Termination
- 8.0 Alternate Work Locations
- 9.0 Training and Evaluation
- 10.0 Record Keeping and Finances
- 11.0 Plan Maintenance, Revision, and Annual review
- 12.0 Recovery Plans
- 13.0 Business Units Procedures and Sub Plans

Regional Emergency Structure



Corporate Emergency Structure



Storm Central - Atlantic Coast*

- 2016 Colin (Topical Storm) and Hermine (Tropical Hurricane)
- 2017 Jupiter, Stella, and Fortis (Winter Storm)
July Heatwave
Julia (Tropical Storm)
Matthew, Harvey, Irma, and Nate (Hurricane)
Windstorm
- 2018 Riley, Quinn, Toby, and Diego (Winter Storm)
Gordon, Florence, and Michael (Tropical Storm)



Storm Central - Atlantic Coast*

- 2019 Harper, Ulmer (Winter Storms)

*Source <https://www.ahcusa.org/storm-central.html>





Emergency Operations Centres
ACTIVE INCIDENTS ADMINISTRATION
+ New ▾ ⚙ Page details

ACTIVE INCIDENTS



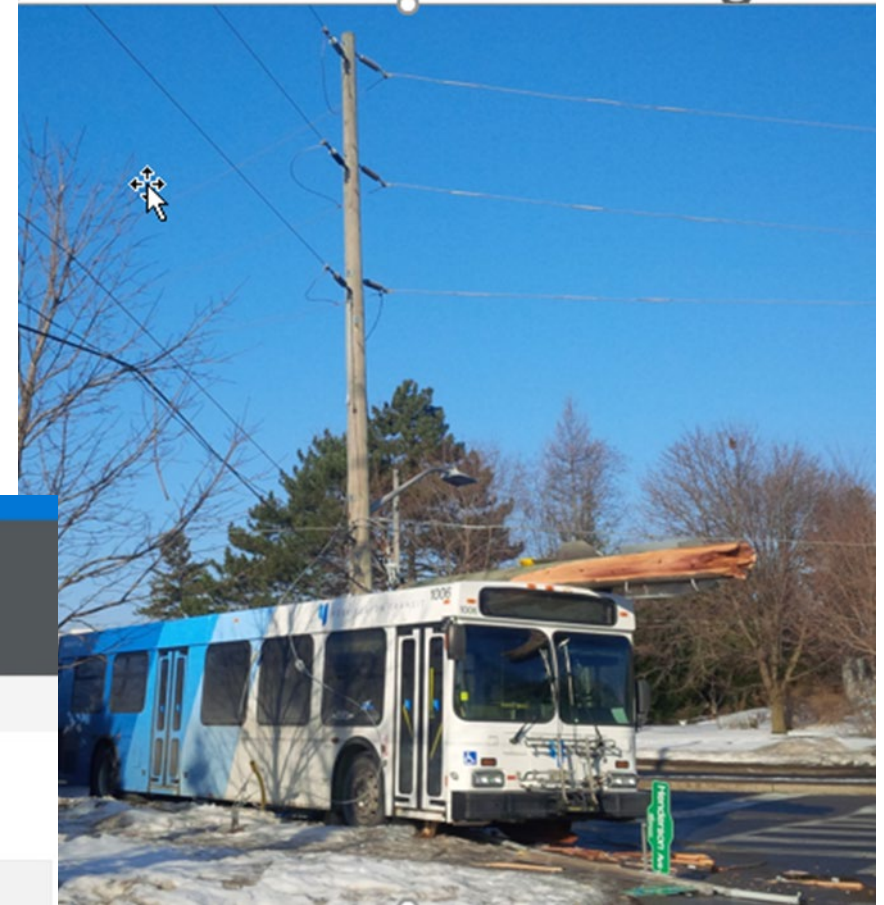
EOC Software Training Cityview Oct 7

Regions: Corporate, Central, East, West



EOC Software Training Cityview Oct 16

Regions: Corporate, Central, East, West



2018 Top 10 Weather Events*

- 1. Record wildfires and smoky skies
- 2. Canada affected by global summer heat wave
- 3. Hot and dry to snow-filled skies blunt the Prairie harvest
- 4. Powerful May winds cost \$1 billion
- 5. Ottawa-Gatineau tornadoes
- 6. Spring flooding throughout southern BC
- 7. Flash flooding of the Saint John River
- 8. Toronto's August deluge
- 9. Record cold start to a long winter
- 10. A cruel, cold, and stormy April



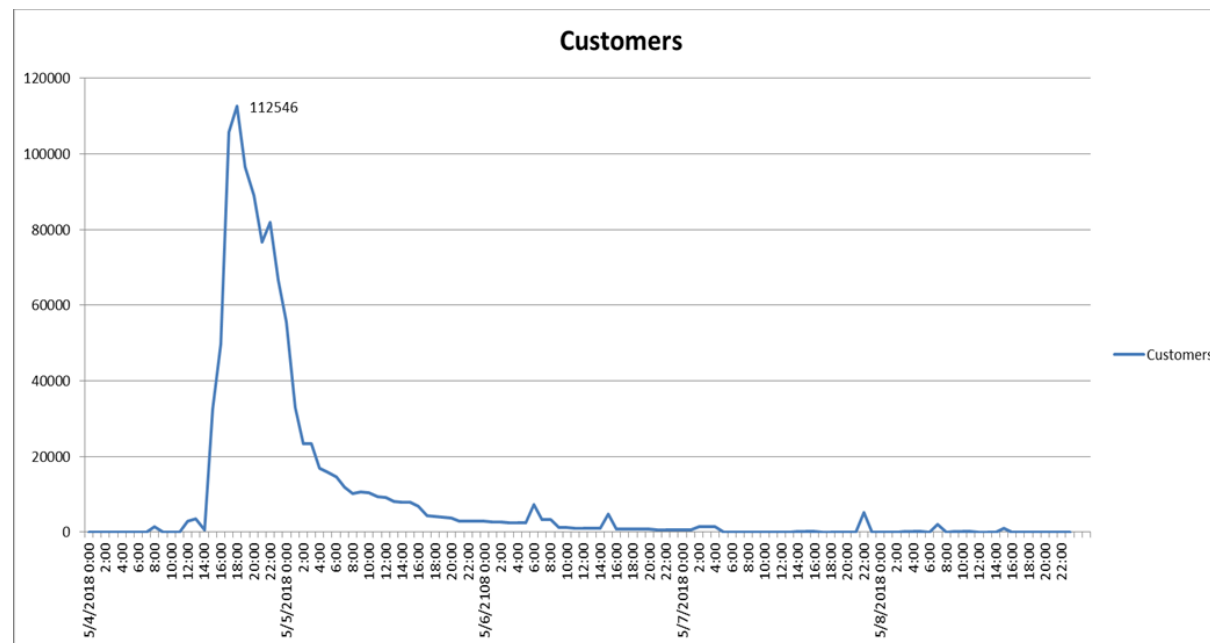
2018 A Very Busy Year for Alectra

- February 21st Flooding in Central Service Territory
- April 11- 16, 2018 Freezing Rain/Wind East Service Region
- May 4 - 7, 2018 Wind Storm Entire Service Territory
- September 21, 2018 Windstorm Entire Service Territory

Greatest Risk - Weather



Alectra Customer Impact – Restoration Curve



- 112,546 customers out at the peak of the event between 5 and 7 PM (EDT) May 4th
- 315 outages resulting in 214,156 customer interruptions in total

How Alectra is Adapting

- Collaboration and Information sharing
- Customer Education
- MicroGrid Technology
- Greenhouse Gas Reduction
- Alternate energy solutions i.e. POWERHOUSE pilot
- Continuously investing in electrical infrastructure



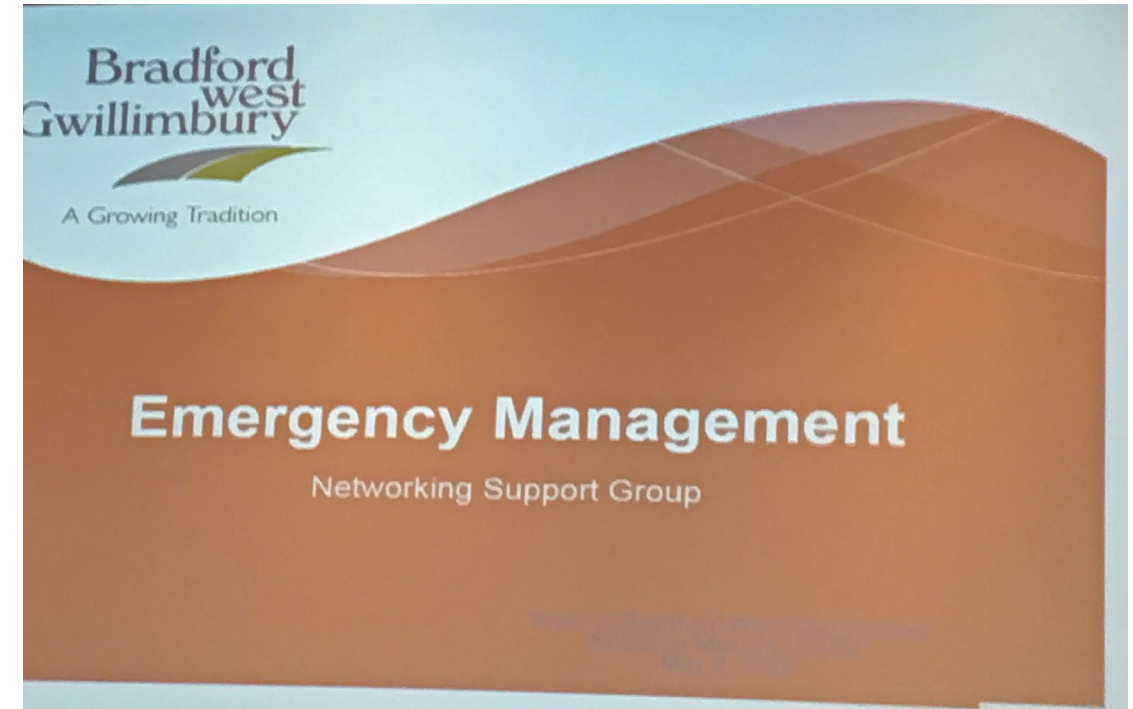
The Benefits – Joint Exercises



The Benefits – Joint Training



The Benefits – Information Sharing



The Benefits – Community Involvement



The Benefits – Community Involvement



**BUILDING
A DISASTER
RESILIENT NIAGARA
2019**



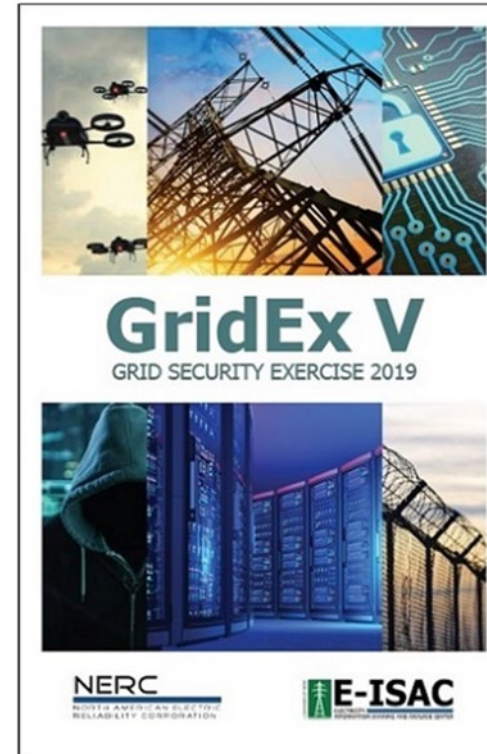
Friday, Jan. 18, 2019

Working with Municipalities



Working with CEMCs

- Information sharing
- Joint Training
- Joint Exercises
- Critical Infrastructure



Working with CEMCs



Guidebook for CEMCs

Your assistance is important during an event

Lines of Communication

- Upper and Lower Tiers
- Operations Cycle Meetings

Guide for Mayors and Members Council

Alectra Emergency Preparedness

Reference Guide for Members of Council



Declaring an Electrical Emergency?

The following statement may be used as a guideline when deciding whether to declare an electrical emergency:

"A power contingency on the electrical system which threatens human life, public property or the social and economic well-being of the community."

An emergency for a municipality may not constitute an emergency at Alectra.

All electrical emergencies in the Alectra service area shall come under the control of Alectra.

Alectra's Role in an Emergency

- Alectra is identified within municipal emergency plans as a partner agency during an event. The functional area within your municipal emergency plan which Alectra is responsible for may vary.
- Upon notification of an event from a Community Emergency Management Coordinator or other municipal employee who has been designated with that responsibility, Alectra will assess the situation and take actions appropriate to carry out responsibilities as described in the municipal emergency plan as well as activate Alectra's emergency plan in whole or in part as required.

Emergency Contact Information

Power outages:

1-877-963-6900 (formerly PowerStream service area)
905-522-6611 (Hamilton)
905-684-8111 (St. Catharines)
1-844-797-7920 (Brampton)
905-273-7425 (Mississauga)

Downed electric wires and other emergency situations
– Call 911

All municipalities have a designated CEMC that will coordinate activities with Alectra's Municipal Liaison during an emergency.

Levels of Emergency*

Level I - Low Impact: An event or pending event that can be handled using existing resources within an Alectra Region.

Level II - Medium Impact: An event or pending event that can be handled by an escalated Alectra response but may also require other Alectra regional support or external assistance.

Level III - High Impact: An event or pending event that has caused or has the potential to cause extensive damage to infrastructure and widespread, lengthy power outages that will require mutual assistance to help with restoration.

*Note: The above descriptions for each level should be considered guidelines only. Actual conditions during an event may require different strategies and actual conditions may change during the course of an event which may require new consideration of the severity levels.

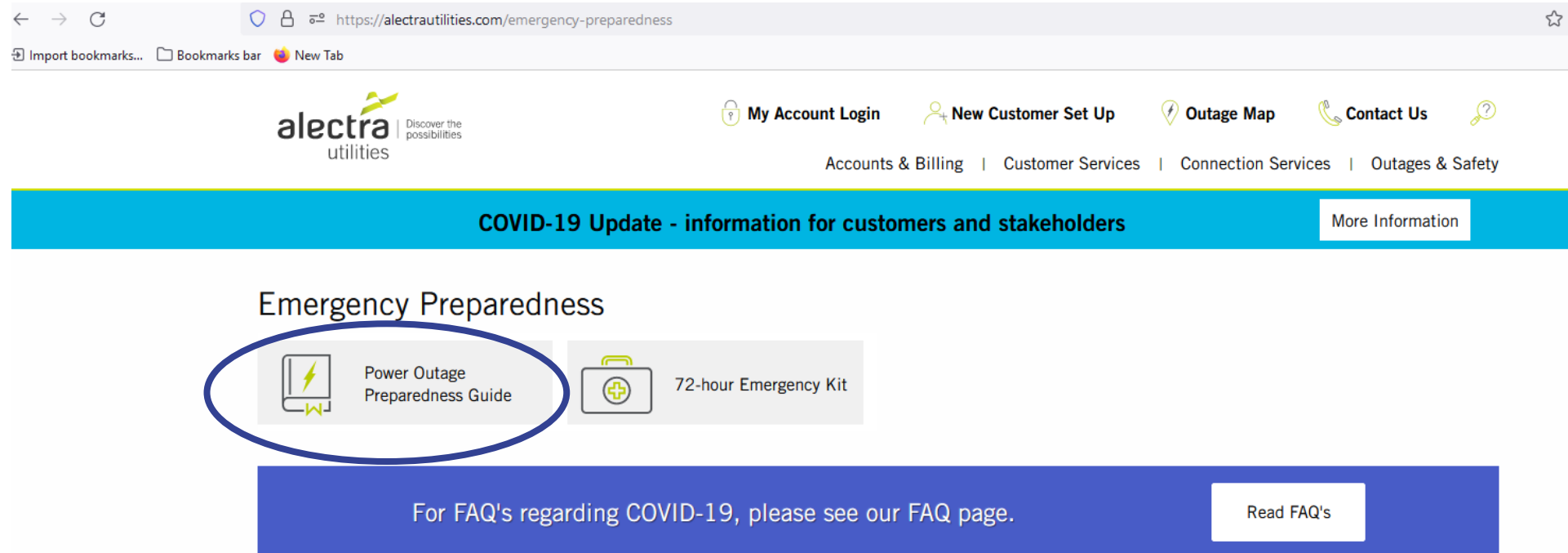
How can I help?

- 1) Municipalities can assist by communicating outage information provided by Alectra to their constituents.
- 2) Please work through your Community Emergency Management Coordinator (CEMC) if you have any concerns regarding electricity supply in your ward and/or municipality. Well established lines of communication exist between Alectra and your CEMC.
- 3) Prepare a 72-hour emergency preparedness kit for you and your family. Replace any items at least once a year or if items have exceeded expiry dates.



- Streamlines Communications
- Less calls to busy people
- Keeps the CEMC in the loop
- Coordination of Operations Cycle Meetings

Power Outages and You



The screenshot shows the Alectra Utilities website at the URL <https://alectrautilities.com/emergency-preparedness>. The page features a navigation bar with links for "My Account Login", "New Customer Set Up", "Outage Map", and "Contact Us". Below this is a secondary navigation bar with links for "Accounts & Billing", "Customer Services", "Connection Services", and "Outages & Safety". A prominent blue banner contains the text "COVID-19 Update - information for customers and stakeholders" and a "More Information" button. The main content area is titled "Emergency Preparedness" and contains two cards: "Power Outage Preparedness Guide" (highlighted with a blue circle) and "72-hour Emergency Kit". At the bottom, a blue banner states "For FAQ's regarding COVID-19, please see our FAQ page." with a "Read FAQ's" button.

← → ↻ <https://alectrautilities.com/emergency-preparedness> ☆

Import bookmarks... Bookmarks bar New Tab

alectra utilities | Discover the possibilities

My Account Login New Customer Set Up Outage Map Contact Us

Accounts & Billing | Customer Services | Connection Services | Outages & Safety

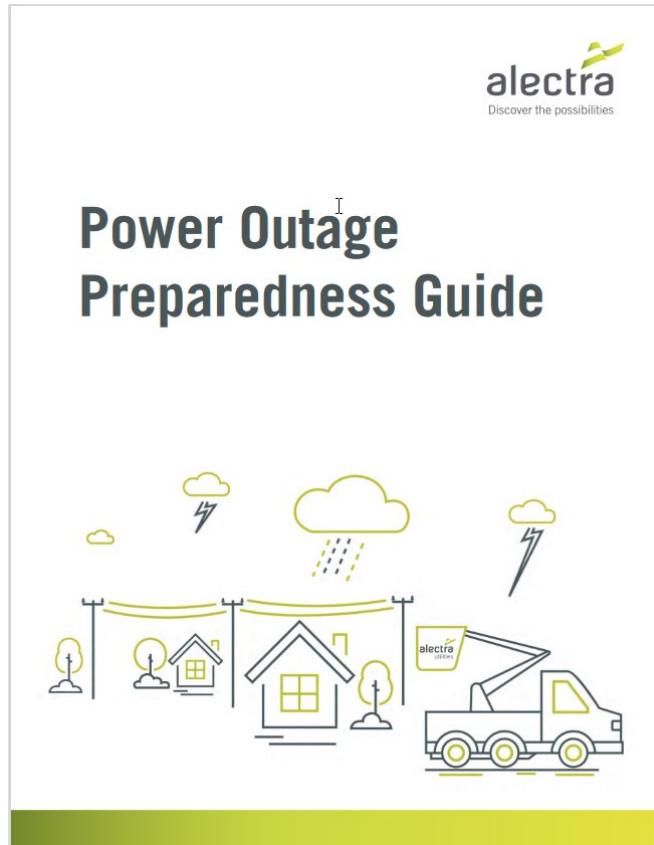
COVID-19 Update - information for customers and stakeholders [More Information](#)

Emergency Preparedness

 Power Outage Preparedness Guide

 72-hour Emergency Kit

For FAQ's regarding COVID-19, please see our FAQ page. [Read FAQ's](#)



Important numbers

Power outage safety tips

Preparing an emergency kit

Pets and emergencies

Sheltering in place

Food safety

Emergency contact list

In an Emergency - Important Terms

Critical Power System Loads

- are those loads essential to perform restoration

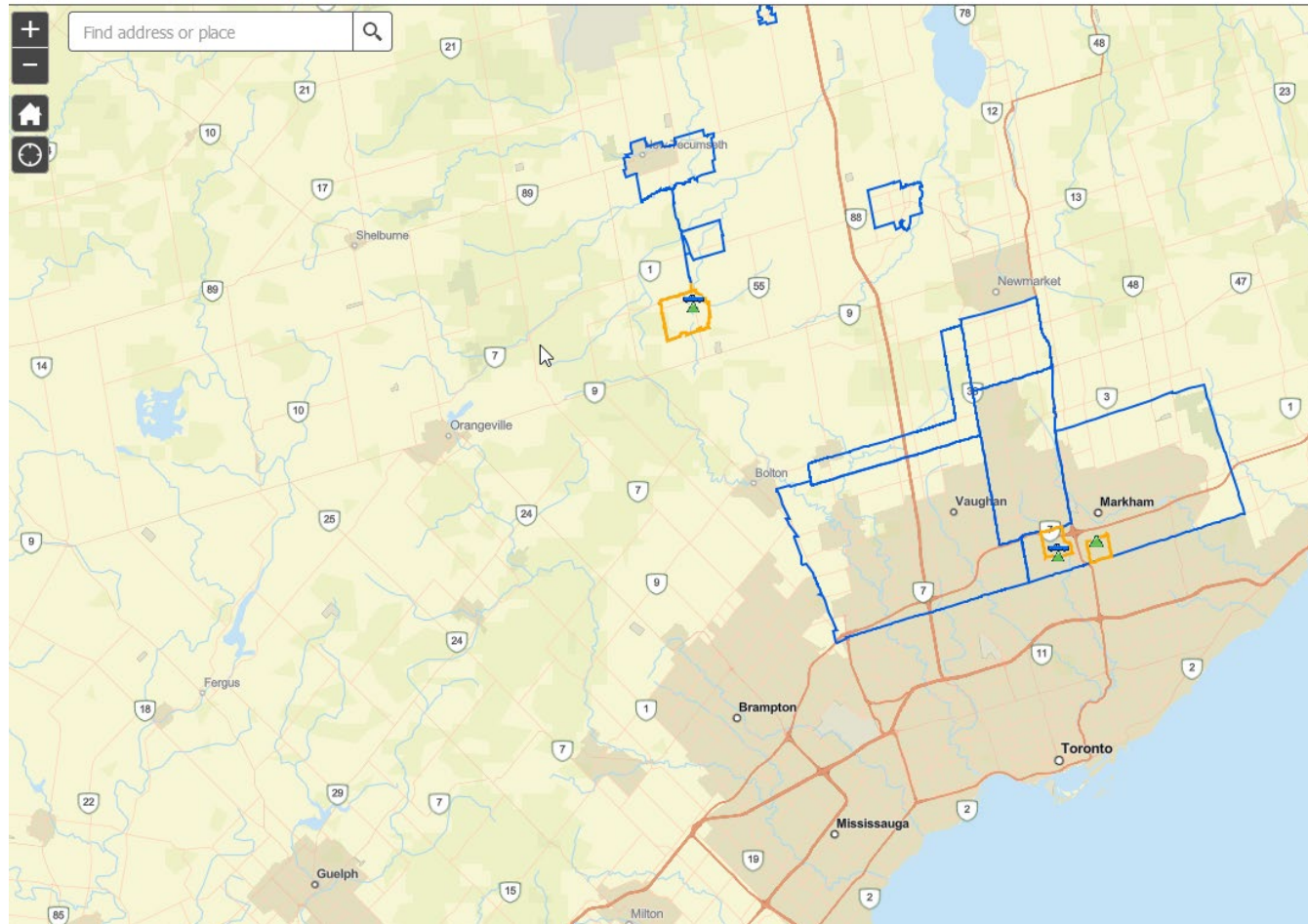
Priority Customer Loads

- are important consumer loads that need to be restored promptly to mitigate the impact on public health and safety, the environment, or the economy.



Power Outage versus Loss of Supply

 1-833-ALECTRA (1-833-253-2872)





Questions



Thank you