



October 30, 2014

Ms. Kirsten Walli  
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Dear Ms. Walli:

**Re: Veridian Connections Inc., Z-Factor Application Interrogatory Responses**  
**Board File No.: EB-2014-0272**

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Attached please find Veridian Connections Inc. interrogatory responses to Ontario Energy Board Staff and Energy Probe.

Please do not hesitate to contact me if you require further information. I can be reached at 905-427-9870, extension 2202 or by email at [garmstrong@veridian.on.ca](mailto:garmstrong@veridian.on.ca).

Yours truly,

*Original signed by*

George Armstrong  
Vice President, Corporate Services

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The power to make your community better.

Veridian Connections is a wholly owned subsidiary of Veridian Corporation



1. Ref: Managers Summary – Page 2 – Audited Costs

Please indicate when the balance of OM&A costs of \$140,773 will be audited.

Response:

The OM&A costs of \$140,773, associated with the December 2013 ice storm but incurred in 2014 will be audited in the months of February and March 2015 at the time of Veridian's annual external financial statement audit.

2. Ref: Managers Summary – Page 9 – Restoration Plan

Please provide a copy of Veridian's Power Restoration Plan.

Response:

Veridian's Power Restoration Plan is included as Attachment A. All personal information in this document such as contact information has been removed.

3. Ref: Managers Summary – Page 13 & 14 – Local LDC's

Board staff notes that Veridian relied partially on support from nearby LDCs in the restoration effort.

- a) Does Veridian have a group of utilities with which it regularly cooperates? If so, which utilities are included in this group?
- b) Please provide a copy of the Mutual Assistance Plan. If a copy of the agreement is not available, please describe any standard arrangements in place with local LDCs regarding payment for service in emergencies.
- c) Please clarify if the invoiced costs from the LDCs are based on regular labour rates or premium rates, given the timing of the engagement, its urgency, or the amount of notice provided to suppliers.

Response:

- a) As stated on page 4 of the Manager's Summary, "*Veridian has a formal Mutual Assistance Plan with neighbouring utilities.*" They are the following utilities:
  - Peterborough Distribution Inc.
  - Oshawa PUC Networks Inc.
  - Lakefront Utilities Inc.
  - Orillia Power
  - Lakeland Power
  - Whitby Hydro
- b) A copy of the Mutual Assistance Plan is included as Attachment B– Group of Seven Emergency Mutual Assistance Plan.
- c) As stated within Section 3.1 of the Mutual Assistance Plan, the invoiced costs from the LDCs are based on a combination of regular labour rates and premium rates depending on the length of time worked per day and the specific days worked. The rates are based on the collective agreements of the responding utility.

4. Ref: Managers Summary – Page 13 & 14 – Third Party Contractors

Board staff notes that Veridian relied partially on support from external contractors in the restoration effort.

- a) Please provide information supporting the choices made with respect to the procurement of external contractors shown in Table 7 – Detailed Breakdown of Contractor Costs.
- b) Were external contractors retained in a manner consistent with Veridian's procurement policies? If not, please provide the rationale supporting procurement.
- c) Please clarify if the invoiced costs from the external contractors are based on regular labour rates or premium rates, given the timing of the engagement, its urgency, or the amount of notice provided to suppliers.

Response:

- a) As stated at page 9 of the Manager's Summary "*Veridian sought support from reputable competent power line and emergency line clearing service providers that were familiar with its service areas, business and safety practices.*"
- b) Veridian's procurement policies are standard operating policies designed for regular business conditions. Due to the urgency of the situation, the extent of the power outages and the need for additional assistance, there was insufficient time to allow for all regular operating procurement practices such as the issuance of RFP for services.
- c) The invoiced costs from external contractors are based on a combination of regular and premium rates dependent upon the hours and days for which the services were provided.

5. Ref: EB-2013-0174 Exhibit 4, Tab 1, Schedule 3, Page 3

The above referenced exhibit describes the departmental and corporate OM&A activities normally undertaken by Veridian and included within Veridian's OM&A budget for the 2014 test year, which underpins Veridian's current rates. One of these activities is Emergency Power Restoration, described in the evidence as follows:

*Emergency Power Restoration*

*This program is the emergency or reactive service to customers to restore distribution service to customers when interruptions occur due to unplanned events such as equipment failure or storm damage.*

- a) Please provide the amount included in Veridian's 2014 OM&A expense that relates to Emergency Power Restoration.
- b) Please provide Veridian's actual Emergency Power Restoration expenditures for the period from 2010 to 2014 and calculate a 5 year average.
- c) Please provide Veridian's budgeted Emergency Power Restoration expenditures for the period from 2010 to 2014 and calculate a 5 year average.
- d) If Veridian had a capitalization change please provide Veridian's Emergency Power Restoration expenditures prior to the capitalization change from 2010-2014.
- e) Please total how much Emergency Power Restoration expenditures have been in Veridian's rates since 2010-2014 less how much has been spent.
- f) Please provide 2013 actual Emergency Power Restoration expense, excluding the ice storm damage claimed in this application.
- g) Please indicate what, if any, of the Emergency Power Restoration budget was applied to the ice storm recovery costs.

Response:

- a) In its 2014 COS Filing referenced above, Veridian forecasted expenses of \$547,440 for Overhead Emergency Power Restoration costs within its proposed OM&A total of \$28,283,692. Subsequently, through a Settlement proceeding, Veridian's total OM&A approved for recovery was reduced by \$2,000,000 or 7.1%. Applying the same 7.1% reduction to all OM&A line items results in the amount of \$508,730 included in Veridian's approved 2014 OM&A expenses related to Overhead Emergency Power Restoration.

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- b) The table below provides Veridian's actual Overhead Emergency Power Restoration expenditures for the period from 2010 to 2013. As 2014 is not over and no total actual costs can be provided for the year, Veridian has provided 2014 Budget Overhead Emergency Power Restoration.

Description	2010 Actual	2011 Actual	2012 Actual	2013 Actual**	2014 Budget	5 Year Average
Overhead Emergency Power Restoration	\$627,657	\$687,924	\$542,265	\$1,639,455	\$508,730	\$801,206

- c) The table below provides Veridian's Budgeted Overhead Emergency Power Restoration costs for the period from 2010 to 2014.

Description	2010 Budget	2011 Budget	2012 Budget	2013 Budget	2014 Budget	5 Year Average
Overhead Emergency Power Restoration	\$643,238	\$704,496	\$640,125	\$643,238	\$508,730	\$627,965

- d) Veridian made the appropriate changes to its capitalization policy in January 2012. Amounts provided for 2010 and 2011 are prior to the capitalization change. Veridian did not maintain detailed records of the impact of the capitalization changes on a transactional basis that would allow for the recalculation of detailed expense line items.
- e) Veridian understands the question to be a comparison of amounts funded in rates for Overhead Emergency Power restoration costs for 2010 to 2014 versus actual costs incurred from 2010 to 2014. Veridian is unable to provide actual cost for 2014 as the year is not completed, therefore 2014 has been left out of the calculation.  
2010 to 2013 amounts funded in rates total \$2,572,952 has been include in rates less 2010-2013 Actual costs incurred of \$3,497,301. Veridian's actual costs exceeded Veridian's amounts funded in rates by \$924,349.
- f) The 2013 actual Overhead Emergency Power Restoration expense excluding ice storm costs proposed for recovery in this application is \$1,157,385.
- g) In 2013 as provided in part C, the budget for 2013 Overhead Emergency Power Restoration was \$643,238 and as stated in part F, the actual Overhead Emergency Power Restoration expenses excluding costs sought for recovery

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in this application were \$1,157,385. As the actual costs in 2013 exceeded the budget, no remaining budget amounts were available to apply.



6. Ref: EB-2013-0174 Exhibit 1, Tab 1 Schedule 2, Page 1

Board staff notes that Veridian provided the following description of its ownership:  
*Veridian is a wholly-owned subsidiary of Veridian Corporation and is headquartered in Ajax, Ontario.*

Is Veridian's shareholder making any contribution to the restoration cost?

- i. If not, why not?
- ii. If so, please provide details

Response:

- i. Not applicable
- ii. On page 3 of the Manager's Summary, Veridian states; "*Although both categories of costs are material and therefore eligible for recovery, Veridian is seeking only to recover the incremental third-party costs of \$718,055. Veridian proposes this reduced cost recovery as a goodwill gesture to its customers in recognition of the inconvenience of the prolonged power outage. Therefore, Veridian is willing to forego recovery of \$451,702 in internal costs.*" The additional internal costs that Veridian is not seeking to recover reduce returns that would otherwise accrue to Veridian's shareholder. This reduced return can be characterized as Veridian's shareholder's contribution to the restoration costs.

7. Ref: Accounting Standard - Board's letter<sup>1</sup> dated July 17, 2012

Veridian has specified that the accounting standard under which its Z-factor application has been filed is Canadian Generally Accepted Accounting Standards ("CGAAP").

- a) How has the accounting standard under which Veridian has filed impacted the level of OM&A for the ice storm recovery?

Response:

- a) At page 2 of the Manager's Summary, Veridian states:  
*"Veridian also confirms that it has prepared this application under Canadian Generally Accepted Accounting Standards ("CGAAP"). This application is reflective of the capitalization policy changes as per the Board's letter "Regulatory accounting policy direction regarding changes to depreciation expense and capitalization policies in 2012 and 2013" dated July 17, 2012."*  
The changes to depreciation expense and capitalization policies have had no impact on the level of OM&A for the ice storm recovery.

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<sup>1</sup>[http://www.ontarioenergyboard.ca/oeb/Documents/Regulatory/Board\\_Ltr\\_Accounting\\_Changes\\_Under\\_CGAAP\\_2012-2013.pdf](http://www.ontarioenergyboard.ca/oeb/Documents/Regulatory/Board_Ltr_Accounting_Changes_Under_CGAAP_2012-2013.pdf)

8. Ref: Board Letter of March 2, 2012: Cost of Capital Parameter Updates for 2012 Cost of Service Applications  
Board Letter of March 7, 2008: Cost of Capital Parameter Updates for 2008 Cost of Service Applications

Board staff notes that Veridian has reported achieved regulatory ROE as follows:

	Board-Approved ROE	Achieved ROE (reported)
2011	9.85%	8.01%
2012	9.85%	8.60%
2013	9.85%	12.39%

- a) Please confirm the above table is correct. If so, please explain Veridian's reasons for seeking the amount of \$718,055 recovery of the Z-factor claim through this application despite earning over 250 basis points above the approved ROE for the subject year, and whether the amount of \$718,055 could and should be borne by Veridian, given the level of its reported achieved return on equity in 2013.

Response:

- a) Veridian confirms that the above table correctly reflects the Board-Approved ROE and Achieved ROE as reported by Veridian, however, Veridian's achieved ROE from operations is not above the approved ROE.

As provided within the Management Discussion and Analysis for the Year 2013 accompanying the 2013 Scorecard for Veridian Connections Inc as published by the Board; *"The reported Return on Equity ("ROE") result of 12.39% is higher than the deemed level of 9.85%. The favourable results over deemed were due largely to the recognition of an unrealized gain on a financial instrument. Once normalized for this non-operating item, Veridian's ROE was 8.1% or 1.77% below the deemed level"*. Veridian further notes that the eligibility criteria as set out in section 3.2.7 of the Filing Requirements do not include criteria related to Achieved ROE relative to Board-Approved ROE.

9. Ref: Managers Summary – Page 16 and 17- Z factor Rate Rider  
EB-2007-0514/0595/0571/0551 Decision  
EB-2011-0186 Decision and Order

Board staff notes that Veridian proposes to recover the ice storm Z-factor costs by way of a fixed rate rider across all customer classes based on its approved 2014 base revenue requirement allocations. Board staff further notes that in the Board's Decision on The Combined Proceeding on Storm Damage Cost Claims (EB-2007-0514/0595/0571/0551)<sup>1</sup> and the Board's Decision on Niagara-on-the-Lake Hydro Inc.'s wind storm damage Z-factor claim (EB-2011-0186)<sup>2</sup>, the Board ruled that approved costs shall be allocated to the classes on the basis of distribution revenue and using the last Board-approved fixed-variable split.

- a) Please provide Veridian's views on the merits of allocating approved costs to all customer classes on the basis of distribution revenue regardless of the variance in costs incurred to restore service.
- b) Please calculate fixed and variable rate riders by allocating Veridian's proposed recovery amount of \$732,035 to all customer classes, using approved distribution revenue allocations and the last Board approved fixed-variable split for the following collection periods:
  - i. 2 years;
  - ii. 18 months; and
  - iii. 1 year.

Response:

- a) Veridian's proposal to allocate cost recovery across all customer classes on the basis of distribution revenue is reflective of the Board's decision in The Combined Proceeding on Storm Damage Cost Claims (EB-2007-0514/0595/0571/0551) as referenced above. In the matter of 'the variance in costs incurred to restore service' as referenced above; no discrete records of costs to restore service by class were maintained by Veridian during the 2013 December ice storm and Veridian would be unable to accurately propose allocation on a 'variance in cost' basis.

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<sup>1</sup>[http://www.rds.ontarioenergyboard.ca/webdrawer/webdrawer.dll/webdrawer/rec/11274/view/Dec\\_Combined%20Proceeding%20Storm%20Damage%2020070731.pdf.PDF](http://www.rds.ontarioenergyboard.ca/webdrawer/webdrawer.dll/webdrawer/rec/11274/view/Dec_Combined%20Proceeding%20Storm%20Damage%2020070731.pdf.PDF)

<sup>2</sup>[http://www.rds.ontarioenergyboard.ca/webdrawer/webdrawer.dll/webdrawer/rec/331998/view/dec\\_order\\_NOTL\\_20120322.PDF](http://www.rds.ontarioenergyboard.ca/webdrawer/webdrawer.dll/webdrawer/rec/331998/view/dec_order_NOTL_20120322.PDF)

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b)

**Appendix A**  
**Proposed Ice Storm Z-Factor Rate Rider**

	kWh/kW	Fixed Monthly Rate Rider (2 Year recovery)	Variable Rate Rider (2 Year Recovery)	Fixed Monthly Rate Rider (18 months recovery)	Variable Rate Rider (18 months Recovery)	Fixed Monthly Rate Rider (1 Year recovery)
<b>Customer Class</b>						
Residential Seasonal	kWh	\$ 0.09	\$ 0.0001	\$ 0.12	\$ 0.0002	\$ 0.19
Residential	kWh	\$ 0.21	\$ 0.0003	\$ 0.29	\$ 0.0003	\$ 0.43
GS < 50 kW	kWh	\$ 0.12	\$ 0.0001	\$ 0.16	\$ 0.0002	\$ 0.24
GS 50 to 2,999 kW	kW	\$ 0.75	\$ 0.0216	\$ 1.01	\$ 0.0288	\$ 1.51
GS 3,000 to 4,999 kW	kW	\$ 39.66	\$ 0.0104	\$ 52.89	\$ 0.0138	\$ 79.33
Large Use	kW	\$ 59.72	\$ 0.0164	\$ 79.63	\$ 0.0219	\$ 119.45
Unmetered		\$ 0.05				
Scattered Load	kWh	\$ 0.05	\$ 0.0001	\$ 0.06	\$ 0.0002	\$ 0.10
Sentinel Lighting	kW	\$ 0.03	\$ 0.0960	\$ 0.04	\$ 0.1280	\$ 0.06
Street Lighting	kW	\$ 0.00	\$ 0.0263	\$ 0.01	\$ 0.0350	\$ 0.01

Full calculation details are provided in the attached Attachment C.

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1. Ref: Page 16

- a) Please provide a version of Table 9 that allocates the Z-factor costs in the same manner as Account 5020 (Overhead Operations) did in the last approved cost allocation model.
- b) Please explain why this allocation is not more appropriate than the Board approved distribution revenue allocation proposed by Veridian in that storm related costs are included in Account 5020.

Response:

a)

EP IR #1  
Proposed Ice Storm Z-Factor Rate Rider

Customer Class	Allocated by Demand	Allocated by Customer	Total of Account 5020 Costs	% Allocation	Allocation to Rate Class	2014 Board Approved Forecast Average number of customers/connections	Proposed Recovery Per Customer/Connection	Fixed Monthly Rate Rider (24 months recovery)
Residential	\$141,269	\$202,544	\$343,813	54.7%	\$ 400,504	105,999	\$ 3.78	\$ 0.16
Seasonal								
Residential	\$8,374	\$18,995	\$27,369	4.4%	\$ 31,882	1,590	\$ 20.05	\$ 0.84
GS < 50 kW	\$52,276	\$16,779	\$69,055	11.0%	\$ 80,442	8,781	\$ 9.16	\$ 0.38
GS 50 to 2,999 kW	\$141,866	\$2,069	\$143,935	22.9%	\$ 167,669	1,087	\$ 154.25	\$ 6.43
GS 3,000 to 4,999 kW	\$16,207	\$9	\$16,216	2.6%	\$ 18,890	5	\$ 3,778.04	\$ 157.42
Large Use	\$14,016	\$4	\$14,019	2.2%	\$ 16,331	2	\$ 8,165.57	\$ 340.23
Unmetered								
Scattered Load	\$181	\$1,775	\$1,956	0.3%	\$ 2,279	929	\$ 2.45	\$ 0.10
Sentinel Lighting	\$0	\$908	\$908	0.1%	\$ 1,057	475	\$ 2.23	\$ 0.09
Street Lighting	\$2,860	\$8,284	\$11,144	1.8%	\$ 12,982	29,943	\$ 0.43	\$ 0.02
	\$377,050	\$251,366	\$ 628,416		\$ 732,035			

- b) It is Veridian's opinion that either methodology is appropriate.

2. Ref: Page 14

The evidence indicates that the proposal for a start date of the Z-factor rate rider of May 1, 2015 coincides with the expiration of the fixed charge rate rider for the recovery of stranded meters, thus contributing to rate stability. Please provide the level of the rate rider for the recovery of stranded meters, by rate class, which will expire in April, 2015.

Response:

**Stranded Meter Rate Rider Expires April 30, 2015**

Rate Class	Fixed charge Rate Rider
Residential	\$2.55
Seasonal Residential	\$2.55
GS < 50 kW	\$9.78

3. Ref: Page 16

Please provide a table that shows the number of customers by rate class in the same level of detail as shown in Table 9 for each of the following:

- a) 2014 approved number of customers;
- b) actual number of customers based on the most recent month of information available;
- c) forecast number of customers as of the end of April, 2015;
- d) forecast number of customers as of the end of April, 2016; and
- e) forecast number of customers as of the end of April, 2017.

Response:

a)

Customer Class	2014 Board Approved Forecast Average Number of Customers
Residential	105,999
Seasonal	
Residential	1,590
GS < 50 kW	8,781
GS 50 to 2,999 kW	1,087
GS 3,000 to 4,999 kW	5
Large Use	2
Unmetered	929
Scattered Load	
Sentinel Lighting	475
Street Lighting	29,943
	<b>148,811</b>



b)

Customer Class	September 2014 Actual Number of Customers
Residential Seasonal	105,780
Residential GS < 50 kW	1,586
GS 50 to 2,999 kW	8,751
GS 3,000 to 4,999 kW	1,035
Large Use	5
Unmetered	2
Scattered Load	914
Sentinel Lighting	449
Street Lighting	29,388
	<b>147,910</b>

c)

Customer Class	April 2015 Forecast Customers
Residential Seasonal	106,130
Residential GS < 50 kW	1,616
GS 50 to 2,999 kW	8,722
GS 3,000 to 4,999 kW	1,057
Large Use	5
Unmetered	2
Scattered Load	916
Sentinel Lighting	449
Street Lighting	29,682
	<b>148,579</b>

d) & e) No forecast of customer counts by month is available for 2016 and 2017.

4. Ref: Page 16

Please confirm that Veridian will track the revenue received through the Z-factor rate rider by rate class and at the end of the proposed clearance period, the balance in the account, by rate class will be cleared to the customers in each of the rate classes. If this cannot be confirmed, please explain.

Response:

Veridian confirms, that if ordered by the Board; it will track the revenue received through the Z-factor rate rider by rate class and at the end of the proposed clearance period, the balance in the account, by rate class will be cleared to the customers in each of the rate classes.

## ATTACHMENT 'A'

# Veridian Connections Inc.

Printed on Tue, 28 Oct 2014 13:44:31 GMT - Last modified on Wed, 15 Oct 2014 15:33:54 GMT

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## Purpose

The purpose of the Power Restoration Plan (PRP) is to provide Veridian staff with an instructional guide to assist in the restoration of power outages caused by uncontrolled events. The PRP also provides instructional guidance to Veridian staff in the event of an emergency declared by one or more municipalities serviced by Veridian.

## Guidelines

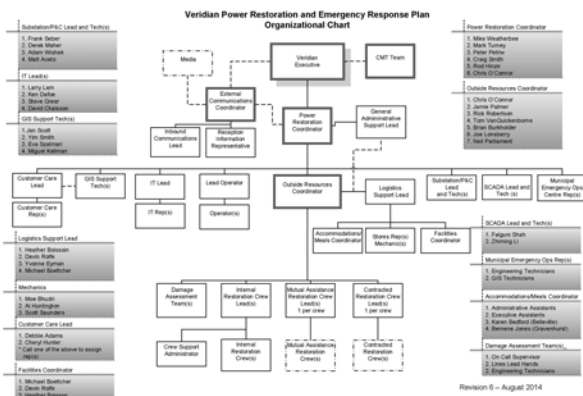
## Power Restoration Levels

Power outages have been divided into three main categories of restoration effort and response; Level 1, 2, and 3. For each level of response, procedures have been developed and are documented within this plan.

Level 1:	A Level 1 power restoration entails power outages involving up to 5,000 customers in one or more service districts where the estimated restoration time is less than 4 hours.
Level 2:	A Level 2 power restoration entails power outages involving more than 5,000 customers but less than 25,000 customers in one or more service districts where the estimated restoration time is less than 24 hours. The <a href="#">Crisis Management Team (CMT) [20]</a> receives communication with respect to the outage and the required Recovery Team members are engaged according to the <a href="#">Recovery Team Response Matrix [0]</a> .
Level 3:	<p>A Level 3 power restoration entails power outages involving 25,000 or more customers in one or more service districts where the estimated restoration time will exceed 24 hours. The <a href="#">Crisis Management Team (CMT) [20]</a> receives communication with respect to the outage and the required Recovery Team members are engaged according to the <a href="#">Recovery Team Response Matrix [0]</a>.</p> <p>A decision to escalate a Level 2 power restoration to a Level 3 power restoration will be made through consultation between the System Control Centre (SCC), Power Restoration Coordinator and Vice President, Operations.</p>

## Power Restoration Organization Chart

Click [Power Restoration Organization Chart \[0\]](#) for the latest version



## Recovery Team Response Matrix

For each power restoration level defined the following table outlines the expected participation of various departments within Veridian Connections. Depending on the nature of the situation the Power Restoration Coordinator may decide to adjust response requirements.

Role	Level 1	Level 2	Level 3
System Operator	Active	Active	Active
Power Restoration Crew	Active	Active	Active
Crew Support Administrator	N/A	Standby	Active
<a href="#">Customer Care [0]</a>	N/A	Active	Active
General Administrative Support Lead	N/A	Standby	Active
<a href="#">Power Restoration Coordinator [0]</a>	N/A	Active	Active
<a href="#">Outside Resources Coordinator [0]</a>	N/A	Active	Active
<a href="#">Information Technology [24]</a>	N/A	Standby	Standby
<a href="#">GIS Support [24]</a>	N/A	Standby	Standby
<a href="#">Logistics Support [0]</a>	N/A	Standby	Standby
<a href="#">SCADA and Substation Support [24]</a>	Standby	Standby	Standby
Inbound Communications Lead	N/A	Standby	Active
<a href="#">Communications [0]</a>	N/A	Standby	Standby
Reception Information Representative	N/A	Standby	Active
<a href="#">On-Call Supervisor [0]</a>	N/A	Active	Active
<a href="#">VP. Operations [0]</a>	N/A	Informed	Active

## Safety and ESA

Role	Level 1	Level 2	Level 3
<a href="#">Crisis Management Team [20]</a>	N/A	Informed	Informed

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## Safety and ESA

During power restoration and emergency events as described in this plan, Veridian staff will execute their work in a manner consistent with all safety-related policies and procedures. In no way does the work required under this document constitute a reason to deviate from established safety policies and procedures. This includes, but is not limited to, the Occupational Health and Safety Act, Veridian's policies and procedures, IHSA Rule Book, Ontario Regulation 22/04 and the Ontario Electric Safety Code.

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## Call Out Process

Per the Power Restoration Contact List (link), the team member(s) will be contacted in the following order:

During Regular Business Hours:

1. Office Phone or Extension
2. Home Phone
3. Alternate Phone
4. Emergency Contact

After Regular Business Hours:

1. Home Phone
2. Alternate Phone
3. Emergency Contact

Should the team member not be reachable via the above means, the alternate team member will be called following the same process until a team member is reached. Should all alternates not be reachable, the Power Restoration Coordinator will assume the role or delegate the role to another Power Restoration Team member.

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## Hours of Work Limitations

All staff are required to comply / track their working hours to ensure maximums are not exceeded. Refer to [Policy HR32 \[0\]](#) for further details.



# Shift Schedules and Changes

### Schedules

All roles beyond that of the Internal Restoration Crew(s) are to limit their shifts to 12 hours on followed by 12 hours off. Should the role that they are acting in require 24 hour coverage, a shift schedule will be created utilizing two (2) employees working 12 hours on followed by 12 hours off.

### Changes

For each shift change the “fresh” employee shall arrive ½ hour in advance to allow for an effective transition.

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## Priority Feeder Restoration

Every effort will be made to provide priority feeder restoration to the following facilities:

- Hospitals
- Municipal Operations Centres and Evacuation Centres (As a future development links will be included here to details)
- Emergency response facilities such as Fire, Ambulance and Police
- Water pumping and water treatment facilities
- Nursing homes and other long-term care facilities
- [Known customers on life support \[0\]](#)
- [Key industrial customers \[0\]](#)

A full listing of priority restoration feeders can be found in the [priority restoration feeder listing](#).

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## Staffing of a Single or Multiple Municipal Operations Centre (MOC)

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### Purpose

This section outlines the requirements for an emergency requiring the staffing of a single or multiple MOC's only. Power restoration requirements for the particular power restoration level shall be followed as applicable.

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### Emergency

For the purpose of this Power Restoration Plan, "emergency" is defined as an emergency declared by one or more municipalities within our service districts requiring the staffing of one or multiple Municipal Operating Centres.

See [Staffing of a Single or Multiple Municipal Operations Centre \(MOC\) \[6\]](#) and [Power Restoration Contact Information within Veridian Districts \[29\]](#) for information specific to Municipal Emergencies.

## Training

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### Staffing the MOC

A call will be received on the emergency line within the SCC notifying Veridian that a representative is required to staff one or multiple MOC's. The System Operator shall notify the Manager, System Control Centre of the request. The decision to staff one or multiple MOC's shall be made by the Manager, System Control Centre or Power Restoration Coordinator, as applicable.

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### MOC Centre Staff Representatives

The Power Restoration Coordinator shall call a single or multiple qualified staff representatives referencing the list contained in this plan. The qualified staff representatives shall be dispatched directly to the designated MOC location as per locations defined in Section 9.0.

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### MOC Representative Shift Rotation

The Power Restoration Coordinator shall determine the rotation of the shifts during the emergency and notify the MOC representatives as appropriate. Typically the shifts will consist of 8 or 12 hours in duration and is dependent upon the number of MOC's involved in the emergency.

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### Communications with MOC Representatives

The MOC representatives shall utilize the MOC supplied telephone and shall immediately upon arrival establish a communication link to the Power Restoration Coordinator. The MOC representative shall remain in communication with the Power Restoration Coordinator throughout the emergency as required.

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### Notification of MOC Staffing

The Power Restoration Coordinator shall notify the VP, Operations who will communicate with the [CMT \[20\]](#) immediately upon the staffing of a single or multiple MOC.

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## Training

The Veridian Power Restoration and Emergency Response Plan will be reviewed with all applicable staff on an annual basis. The review will include a tabletop exercise involving a simulated Level 3 power outage to ensure staff competency in executing the plan. [TestingandTrainingRecord\[0\]](#) documents delivery; attendance records are stored external to this plan within HR records.

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### Debrief Sessions

Following a Level 2 or Level 3 response, a debrief session shall take place within 1 week of the outage conclusion. This debrief session shall include but not limited to the following team members:

1. Manager, System Control Centre
2. VP, Operations
3. Manager, Lines Services

## Document Control

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4. VP, Engineering

5. Lines Staff / Field Supervisor(s)

The debrief session will be used to analyze the response to the outage to determine the requirement for process, policy or power restoration plan enhancements based upon lessons learned.

---

## Document Control

The Veridian Power Restoration and Emergency Plan will be reviewed and revised as applicable on an annual basis.

Revisions to the Veridian Power Restoration and Emergency Response Plan will be submitted to the IESO in accordance with the requirements under the [IESO Market Rules \[0\]](#) (Ch. 5, 5.11.2.4). The VP Operations is responsible for this process.

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## Power Restoration Action Plans

The action plans below are arranged by functional area with responsibility during a Power Restoration event. The status column to the left is to be used to indicate completion of an action. If the action is not performed given specifics of the situation then the reason should be documented. This information will be used in the post audit activities once the event is resolved.

The functional areas included are:

[System Operator, Power Restoration Coordinator, Power Restoration Crews \[0\]](#)

[Customer Care \[0\]](#)

[Outside Resources Coordinator \[0\]](#)

[GIS Support \[0\]](#)

[Information Technology \[0\]](#)

[Communications \[0\]](#)

[Inbound Communications Lead \[0\]](#)

[Reception Information Representative \[0\]](#)

[Logistics \[0\]](#)

[SCADA and Substation / P&C Support \[0\]](#)

[Crew Support Administrator \[0\]](#)

[General Administrative Support Lead \[0\]](#)

[Damage Assessment Team\(s\) \[0\]](#)

## System Operator, Power Restoration Coordinator, Power Restoration Crews

Status	Action for System Operator, Power Restoration Coordinator, Power Restoration Crews	Responsibility
	<p><b>Response to Outage From SCADA</b></p> <p>Other than a momentary, the System Operator will immediately dispatch the emergency response crew to begin a patrol of the affected feeder following the procedures outlined in <a href="#">WP-004 "44kV/27.6kV Line Patrol After Auto Reclose or Lockout at T.S." [0]</a></p>	System Operator
	<p><b>Response to Outage From Customer</b></p> <p>System Operator shall follow the procedures outlined in <a href="#">WP-045 "Trouble Call Process" [0]</a>. If the power outage is determined to be caused by Veridian, the System Operator shall dispatch the Power Restoration Crew to the location.</p>	System Operator
	<p><b>Initial Assessment and Preparation of Initial Restoration Plan</b></p> <p>Utilizing the information provided by the emergency response crew, the SCADA system and customers, the System Operator shall determine the affected portion(s) of the distribution system and prepare the initial plan to safely and efficiently restore power.</p> <p>This initial restoration plan shall be prepared by first taking into account the <a href="#">Priority Feeder Listing [0]</a> and <a href="#">Key Industrial Customers [0]</a>.</p> <p><b>System Operator to assess to determine <a href="#">Power Restoration Levels [0]</a>:</b></p> <ul style="list-style-type: none"> <li>• The number of customers affected</li> <li>• The estimated restoration time</li> <li>• The number of Emergency Response Crews required</li> <li>• The requirement to call in an On Call Supervisor (On Call Supervisor required if more than two (2) Emergency Response Crews are working)</li> <li>• The requirement to call in additional Operator(s) (Minimum 2 Operators required at Level 2 and higher)</li> <li>• The requirement to call in Power Restoration Coordinator (Required at Level 2 and higher)</li> <li>• The requirement to define and/or escalate the power outage to a Level 2 or Level 3</li> </ul>	System Operator
	<p><b>Communicate via the Outage Tool</b></p>	System Operator

## Power Restoration Action Plans

	Based upon the initial assessment of the outage, enter the outage into the Outage Tool. Provide as much detail as possible. The Outage Tool will automatically update the IVR, Twitter and web map and send an email to key staff.	
	<b>Escalate</b> Contact the Power Restoration Coordinator.	System Operator
	<b>Administer Initial Restoration Plan</b> System Operator shall administer the Initial Restoration Plan. All attempts will be made to minimize the duration of the power outage to as many customers as possible through sectionalizing and restoring power to unaffected portions of the distribution system.	System Operator
	<b>Escalate</b> VP, Operations and inform CMT (link) for the purpose of: <ul style="list-style-type: none"> <li>• Informing of Level 2 outage as appropriate</li> <li>• Regarding decision to escalate to a Level 3</li> </ul>	Power Restoration Coordinator
	<b>Re-evaluate Level 1, 2 or 3</b> The decision to escalate to Level 3 is normally made in conjunction by System Operator/Power Restoration Coordinator and VP, Operations. Either one can make the decision in the absence of the others.	System Operator, Power Restoration Coordinator and VP, Operations
	<b>Contact Emergency Management Coordinator (EMC) at affected Community</b> If power restoration level is escalated to a Level 3, contact the EMC at the affected community via the <a href="#">EMC Contact Listing [0]</a>	Power Restoration Coordinator
	Requirement for Mayoral Phone Meeting If the power restoration level is escalated to a Level 3, arrange for daily phone meeting with the Mayor of the affected communities. This will be arranged via the <a href="#">EMC Contact Listing [0]</a> .	Power Restoration Coordinator

## Power Restoration Action Plans

	<p><b>Prepare Daily Restoration Plan</b></p> <p>In consultation with the Outside Resources Coordinator and the System Operator, prepare a formal Daily Restoration Plan to be presented to the System Operator and Power Restoration Crew each morning at the daily briefing.</p>	Power Restoration Coordinator
	<p><b>Engagement of Additional Veridian Teams</b></p> <p>Based on Level definition contact additional Veridian teams per the <a href="#">Call Out Process</a> refer to <a href="#">Recovery Team Response Matrix [0]</a>.</p> <p>Inform and/or engage the <a href="#">Crisis Management Team [0]</a> for Level 2 or 3 as appropriate.</p>	System Operator or Power Restoration Coordinator
	<p><b>Assess Transportation Requirements for Additional Veridian Staff</b></p> <p>Consider whether transportation needs to be arranged for key staff travelling into work on the restoration effort, particularly in dangerous conditions (i.e. excessive snow).</p>	System Operator or Power Restoration Coordinator
	<p><b>Assess Work Areas</b></p> <p>Determine if additional workspace is required for the Active teams and set up appropriate space (i.e. in SCC or utilize Board room)</p>	Power Restoration Coordinator
	<p><b>Delegate additional activities to GIS Support</b></p> <p>To the extent possible delegate additional activities to the GIS Support. These include but are not limited to:</p> <ul style="list-style-type: none"> <li>• Status Update Form</li> <li>• Answering calls in the SCC</li> <li>• Assisting with the Outage Tool</li> </ul>	System Operator or Power Restoration Coordinator
	<p><b>Execute Power Restoration</b></p> <p>Execution in a manner consistent with all safety requirements and the priority power restoration requirements as outlined in this document.</p>	Power Restoration Crews
	<p><b>Monitor and Assess During Power Restoration</b></p> <p>Ensure:</p> <ul style="list-style-type: none"> <li>• the safe and efficient restoration of power</li> <li>• minimizing the outage time to as many customers as possible</li> </ul>	System Operator

## Power Restoration Action Plans

	<ul style="list-style-type: none"> <li>restoring power based on the <a href="#">Key Industrial Customers [0]</a> and <a href="#">Priority Feeder Listing [0]</a> as outlined in this document</li> <li>the requirement to recommend the escalation of the power outage to Level 2 or 3 if necessary</li> <li>communication updates through the Outage Tool at significant milestones in the power restoration process.</li> </ul>	
	<p><b>Communication Externally</b></p> <p>Via CMT ensure the External Communications Coordinator has received all required information to prepare messages, hour on the hour if necessary depending on the situation.</p>	Power Restoration Coordinator
	<p><b>Assess Need for Further Assistance</b></p> <p>Determine if external assistance/support (i.e. Mutual Aid from other LDCs (the <a href="#">Group of Seven [0]</a>), <a href="#">HydroOne [0]</a>, and/or contract crews) is required, engage as necessary.</p> <p>Decide if further internal assistance is required, including but not limited to, Outside Resources Coordinator, GIS support, Logistics support, SCADA and Substation support.</p>	Power Restoration Coordinator
	<p><b>Status Updates</b></p> <p>Approve all <a href="#">Power Restoration Status Updates [0]</a> for Level 2 and 3.</p>	Power Restoration Coordinator
	<p><b>Conclusion</b></p> <p>Determine end of power restoration process and return to normal distribution system operation requirements.</p>	System Operator & Power Restoration Crews
	<p><b>Debrief</b></p> <p>Determine whether a <a href="#">Debrief session [0]</a> is required and organize meeting</p>	Power Restoration Coordinator

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## Customer Care

## Power Restoration Action Plans

Status	Actions for Customer Care	Responsibility
	<b>Call Received from System Operator or Power Restoration Coordinator</b>	Customer Care Lead
	<b>Contact of Customer Care Representatives</b>  Level 2 Outage: Initially two representatives to be assigned to the Power Restoration effort.  Level 3 Outage: Initially four Customer Care representatives shall be assigned to the power restoration effort.	Customer Care Lead
	<b>Monitor Volumes</b>  Customer Care Representatives on phones will monitor volumes and in conjunction with Customer Care Lead to determine if additional Customer Care staffing is required.  NOTE: If required, Billing agents shall be utilized as Customer Care Representatives.	Customer Care Representatives & Customer Care Lead
	<b>Management Support</b>  For Level 3: Customer Care Lead to attend the office for the purpose of monitoring the inbound telephone calls and making decisions with regards to the requirement for additional Customer Care staffing and shift rotations. Ensure that staff are working the appropriate length of time in accordance with policy ( <a href="#">HR 32 [0]</a> ).	Customer Care Lead
	<b>Communicate Status Update to GIS</b>  Provide information on status, call volumes, and any new trends to GIS using email for consolidation to the Power Restoration Coordinator.	Customer Care Lead

## Outside Resources Coordinator

Status	Actions for Outside Resources Coordinator	Responsibility
	<b>Liaison</b>  Act as the liaison between the SCC and the field staff involved in the restoration efforts.	Outside Resources Coordinator



## Power Restoration Action Plans

Status	Actions for Outside Resources Coordinator	Responsibility
	<p><b>Staffing</b></p> <p>Select the appropriate crew(s) to execute the power restoration efforts, including the requirement to call in additional internal crews.</p> <p>Delegate any crew requirements with respect to rest periods, meals, accommodation to the Crew Support Administrator</p>	Outside Resources Coordinator
	<p><b>Equipment &amp; Material Requirements</b></p> <p>Coordinate the equipment and material requirements for the power restoration efforts.</p>	Outside Resources Coordinator
	<p><b>Crew Requirements</b></p> <p>Coordinate any Crew requirements for support during restoration event.</p>	Outside Resources Coordinator
	<p><b>Damage Assessment</b></p> <p>Coordinate the Damage Assessment Team and ensure completion of the <a href="#">Power Restoration Damage Assessment Form [0]</a>. Communicate the information from the field to the SCC.</p>	Outside Resources Coordinator
	<p><b>External Assistance Coordination</b></p> <p>Level 3: As necessary coordinate the call-in and integration of external assistance into the power restoration effort, including the assigning of a designated Veridian crew leader.</p>	Outside Resources Coordinator
	<p><b>Administer Daily Briefing</b></p> <p>In the morning and prior to the crews leaving for the day, conduct a Daily Briefing with the Power Restoration Crew to discuss the Daily Restoration Plan, accommodations, meals, shift schedules and any other items that may be required for that day.</p>	Outside Resources Coordinator
	<p><b>Field Supervision</b></p> <p>Decide if additional field supervision is required.</p>	Outside Resources Coordinator

## Power Restoration Action Plans

Status	Actions for Outside Resources Coordinator	Responsibility
	<b>Communicate Status Update to GIS</b>  Provide information on power restoration status to GIS for consolidation to the Power Restoration Coordinator.	Outside Resources Coordinator

## GIS Support

Status	Actions for GIS Support	Responsibility
	<b>Provide Information</b>  Prepare and provide any necessary maps, records, drawings, distribution system information, etc.	GIS Support
	<b>Update Information</b>  Update record system as required.	GIS Support
	<b>Information Exchange</b>  Share information between the SCC and Customer Care representatives.	GIS Support
	<b>Prioritize Outage Information</b>  Record outage information and provide a prioritized listing of restoration requirements.	GIS Support
	<a href="#">Power Restoration Status Update Form Completion [0]</a>  Level 2: Prepare the Power Restoration Status Update Form in consultation with Field Crews as required during the Power Restoration Process and forward to the Power Restoration Coordinator for review and approval.  Level 3: Capture all required communications data in consultation with Field Crews approximately ten minutes prior to every hour and forward to the Power Restoration Coordinator for review and approval.	GIS Support

## Power Restoration Action Plans

Status	Actions for GIS Support	Responsibility
	<b>Issue Power Restoration Status Form</b>  Once approved issue to the External Communications Coordinator, and CMT as appropriate.	GIS Support
	<b>General Support</b>  Other duties as assigned by the Power Restoration Coordinator and System Operator to alleviate administrative requirements. This may include, but not limited to: <ul style="list-style-type: none"><li>• Outage Tool entry</li><li>• Telephone assistance</li><li>• Status Updates</li></ul>	GIS Support

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## Information Technology

Status	Actions for Information Technology	Responsibility
	<b>Support</b>  Provide any phone, network or computer system support that may be required to support the Power Restoration activity.	IT Lead
	<b>Additional Staffing</b>  Decide if network or systems analyst should be engaged to support the Power Restoration activity.	IT Lead

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## Communications

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## Power Restoration Action Plans

Status	Actions for Communications	Responsibility
	Provide any internal or external communication that may be required as noted in the Communications Strategy document.	External Communications Coordinator
	Approve all messaging via the CMT.	External Communications Coordinator

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## Inbound Communications Lead

Status	Actions for Inbound Communications Lead	Responsibility
	Administer all inbound email, Twitter or other communication channels and provide this information to the External Communications Coordinator for consolidation to the Power Restoration Coordinator.	Inbound Communications Lead

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## Reception Information Representative

Status	Actions for Reception Information Representative	Responsibility
	Administer and provide/receive information to visitors/customers that may attend the reception area in person during a power restoration event. Provide all information to the External Communications Coordinator for consolidation to the Power Restoration Coordinator.	Reception Information Representative

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## Logistics Support

Status	Actions for Logistics	Responsibility
	Reference Standard Equipment list for key supplies.	Logistics Lead

## Power Restoration Action Plans

	Determine requirements for materials.	Logistics Lead
	Procure any additional material required for Power Restoration efforts. Consider materials availability from other Veridian locations.	Logistics Lead
	Manage refueling requirements for Fleet.	Logistics Lead
	Assess requirement for a fleet service mechanic and engage as appropriate.	Logistics Lead
	Communicate Status Update to Outside Resources Coordinator.	Logistics Lead

## SCADA and Substation Support

Status	Actions for SCADA and Substation Support	Responsibility
	<b>Communication</b> Receive input from Power Restoration Coordinator as to status, required support during Level 1, 2 or 3 incident.	SCADA and Substation Lead
	<b>SCADA Support</b> Provide any SCADA network or SCADA computer system support that may be required. Provide any Substation support or assistance that may be required. Decision with regards to the necessity of a SCADA Technician or Substation Field Technician(s).	SCADA and Substation Lead
	<b>SCADA Support</b> Provide any SCADA communication system support that may be required.	SCADA and Substation Lead
	<b>Substation Support</b> Provide any Substation support or assistance that may be required. Decide whether additional SCADA Technician or Substation Field Technician(s) should be engaged.	SCADA and Substation Lead
	<b>Communicate Status Update to GIS</b> Provide any updates as required to GIS via Communication protocol (TBD)	SCADA and Substation Lead

## Crew Support Administrator

Status	Actions for Crew Support Administrator	Responsibility
	<p>Provide administrative support to all Crew leads and Outside Resources Coordinator as required including, but not limited to:</p> <ul style="list-style-type: none"> <li>Arranging for meals, accommodations and rest periods</li> </ul>	Crew Support Administrator

## General Administrative Support Lead

Status	Actions for General Administrative Support Lead	Responsibility
	<p>Provide administrative support to the Power Restoration Coordinator and the Outside Resources Coordinator as required.</p>	General Administrative Support Lead

## Damage Assessment Team(s)

Status	Actions for General Administrative Support Lead	Responsibility
	<p>Attend damage location</p> <p><b>When requested by the Outside Resources Coordinator, attend the suspected damage location.</b></p>	Damage Assessment Team(s)
	<p><b>Assess and document damage</b></p> <p>Via the <a href="#">Damage Assessment Form [0]</a> assess the location and provide as much detail as possible relating to the damage to assist the Outside Resources Coordinator in determining the requirements for reconstruction efforts.</p>	Damage Assessment Team(s)
	<p>Communicate Findings</p> <p>Once the assessment is complete, communicate the findings to the Outside Resources Coordinator as soon as possible.</p>	Damage Assessment Team(s)

### Communications

All external communications shall flow through the External Communications Coordinator as documented in the Communications Strategy Document <link>.

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### Pre-Event Warning and Meetings

Upon receiving an official Weather Warning from Environment Canada, the Manager, System Control Centre will issue a Weather Alert email to key staff. This email will detail the impending weather event, document the intended location of the event and will furthermore trigger a meeting between the following employees:

- Manager, System Control Centre or designate
- Manager, Lines Services or designate
- Manager, Prudential and Credit or designate
- Manager, Supply Chain and Facilities
- VP, Operations

This meeting will confirm that all staff with Power Restoration Plan responsibilities have been or will be notified of the impending weather event and that they are on standby should a Level 2 or higher be called.

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### Volunteer Listing and Contacting Staff

Upon receiving a Weather Alert email, the Outside Resources Coordinator will request a volunteer listing of staff that are willing to be called in if required.

Should additional staff be required beyond the volunteer listing, the Outside Resources Coordinator will ensure that staff are continually called and notified that their assistance is needed until the require complement of staff has been obtained.

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### Dedicated Internal Restoration Crew

If requested by the System Operator or the Power Restoration Coordinator, the Outside Resources Coordinator will provide a dedicated Internal Restoration Crew consisting of two (2) Lines staff and one (1) bucket truck. This Crew shall be dedicated to the System Control Centre and will conduct system switching, troubleshooting and emergency response duties as assigned by the System Control Centre.

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### Information Lists

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### Crisis Management Team

This information list is maintained in the Veridian Connections Ready Plan. Changes to this list must be made there.

Ajax Office Phone Number: **905-427-9870**

The list is divided into 2 sections: CMT members and CMT members with Power Restoration responsibility to allow for easy access to the information. To access Contact information for CMT alternates, reference the [Readiness Coordinators \[0\]](#) information sheet (included in this plan).

Name	Alternate	Phones	Work and Personal Email Address	BBM Pin #	Emergency Contact Person and Number
<b>CMT Only</b>					
Rob Scarffe (CMT Lead)	Kevin Myers	O: x2245	_____ _____		
Fred Damiani	Carol Gibbs	O: x2245	_____ _____ —		
Andrew Hermans	Tracey Strong	O: x3224	_____ _____ —		
Kevin Myers	Istvan Szekely	O: x5254	_____ _____		
Michael Matthew	Rob Whitehead	O: x2221	_____		
<b>CMT Members with Power Restoration Responsibilities</b>					
Heather Boissain	Devin Rolfe	O: x3276	_____		



Name	Alternate	Phones	Work and Personal Email Address	BBM Pin #	Emergency Contact Person and Number
Larry Lam	Ken Dafoe	O: x2233	_____ —		
Chris Mace (Comms)	Eryn Wishnowski	O: x2218	_____ _____		
Debbie Adams	Cheryl Hunter	O: x5220	_____		
Mike Weatherbee  (Power Restoration Coordinator)	Mark Turney	O: 888-445-2881 x3232	_____		
Chris O'Connor  (Outside Resources Coordinator)	Rick Robertson	O: x3260	_____ —		
			_____		



## Information Technology Recovery Team (ITRT)

This information list is maintained in the Veridian Connections Ready Plan. Changes to this list must be made there.

Ajax Office Phone Number: 905-427-9870

Name	Phones	Work and Personal E-mail Addresses	Role/Title	Emergency Contact Person and Number
Larry Lam	O: x2233	_____ _____		
Steve Greer	O: x2244	_____		
David Chaisson	O: x2299	_____		
Ken Dafoe	O: x2255	_____		
Kevin Myers	O: x5254	_____ _____		
Istvan Szekely	O: x5305	_____ _____		

## Information Lists

Name	Phones	Work and Personal E-mail Addresses	Role/Title	Emergency Contact Person and Number
Maged Yackoub	O: x3226	_____		
Falguni Shah	O: x2227	_____ _____		
Zhiming Li	O: x2270	_____		
Mike Weatherbee	O: x3232	_____		
Sean Piggot	O: x5295	_____		

## Readiness Coordinators

This information list is maintained in the Veridian Connections Ready Plan. Changes to this list must be made there.

Ajax Office Phone Number: 905-427-9870

Name	Function (s)	Phones	Email Work / Home	Emergency Contact Info
Carol Gibbs	HR, Safety	O: x2294	_____ _____	
Tracey Strong	Finance – Budget, Reporting	O: x2239	_____ _____	
Gail Macpherson	Finance – Payroll	O: x2288	_____ _____	
Larry Lam	IT	O: x2233	_____ _____	
Istvan Szekely		O: x5305	_____	
Maged Yackoub		O: x3226		
Terry Britton	Distribution Services	O: x2207	_____ _____	
Devin Rolfe	Logistics	O: x2268	_____ _____	

Name	Function (s)	Phones	Email Work / Home	Emergency Contact Info
Terry Robertson	Metering	O: x2222	_____ _____	
Debbie Adams	Billing Cust Serv	O: x5220	_____	
Kyle Brown	Retailer Relations	O: x5215	_____ _____	
Doug Gray	Energy Settlements (Billing)	O: x5204	_____	
Cheryl Hunter	Customer Care	O: x5308	_____ [0] _____ _____	
Steve Zebrowski	Regulatory Reporting	O: x3274	_____	
Mike Weatherbee	System Control Centre	O: x3232	_____	

Name	Function (s)	Phones	Email Work / Home	Emergency Contact Info
Craig Smith	Substations	O: x2236	_____ _____	
Chris Mace	Communications & Public Relations	O: x2218	_____	
Neil Parliament	Lines Gravenhurst / Brock	O: 705-426-2882	_____ _____	
Rod Hinze	Lines Belleville	O: 613-966-1235 x2276	_____ _____	
Jamie Palmer	Lines Clarington	O: 905-623-0121	_____	
Rick Robertson	Lines Ajax	O: 3244	_____	
TBD	Engineering Supervisor			

## Information Lists

Name	Function (s)	Phones	Email Work / Home	Emergency Contact Info
Ken Dafoe				

## On Call Supervisor Schedule

Reference the attached schedule for the On Call Supervisor.

[Supervisors - On-Call Schedule 2014.xls \[0\]](#)

## Power Restoration Contact Information within Veridian Districts

### Town of Ajax

#### Emergency Telephone Numbers

Durham Regional Police Services – Emergency.....	911
Durham Regional Police Services – Non-Emergency.....	905-579-1520
Fire and Emergency Services – Emergency.....	911
Fire & Emergency Services – Non-Emergency.....	905-683-4481
Durham Region EMS – Emergency.....	911
Durham Region EMS – Non-Emergency.....	905-665-6313
Ajax/Pickering Health Centre (Hospital).....	905-683-2320
Energy Group Plant.....	905-683-2550
Parks & Works.....	905-683-2951
Town of Ajax.....	905-683-4550
65 Harwood Avenue	or 905-619-2529
Ajax, ON L1S 2H9	(fax) 905-686-0360
Works Depot – 2220 Salem Road, Ajax.....	905-683-1471
Animal Control (Dead Animal Pickup).....	905-427-8737

#### Municipal Logistics Information

#### Municipal Emergency Operation Centre Locations



## **Municipal Priority Feeder Listing**

### **City of Belleville**

#### **Emergency Telephone Numbers**

Belleville Police Department – Emergency..... 911

Belleville Police Department – Non-Emergency..... 613-966-0882

Fire & Emergency Services – Emergency..... 911

Fire & Emergency Services – Non-Emergency..... 613-962-2010

City of Belleville EMS – Emergency..... 911

City of Belleville EMS – Non-Emergency..... 613-771-9366

Quinte Health Care (Hospital)..... 613-969-7400

City of Belleville..... 613-968-6481

169 Front Street  
Belleville, ON K8N 2Y8

fax 613-967-3209

Works & Planning – 75 Wallbridge Cr..... 613-967-3275

fax 613-967-3262

#### **Municipal Logistics Information**

#### **Municipal Emergency Operation Centre Locations**

#### **Municipal Priority Feeder Listing**

### **Township of Brock**

#### **Emergency Phone Numbers**

Durham Regional Police Services – Emergency..... 911

Durham Regional Police Services – Non-Emergency..... 905-579-1520

or 1-888-579-1520

Township of Brock Fire Department – Emergency..... 911

Fire Department – Non-Emergency (in Sunderland)..... 705-357-2500/2503

Fire Stations: Beaverton..... 705-426-7422

Cannington..... 705-432-2441

## Information Lists

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Sunderland.....	705-357-3333
Durham Region EMS – Emergency.....	911
Durham Region EMS – Non-Emergency.....	1-800-263-7721
Area Hospitals:	
Lindsay.....	705-324-6111
Orillia.....	705-325-2201
Port Perry.....	905-985-7321
Uxbridge.....	905-852-9771
Township of Brock.....	705-432-2355
1 Cameron Street East	1-866-223-7668
Cannington, ON L0E 1E0	fax 705-432-3487
Public Works.....	705-432-2355, ext. 242

### **Municipal Logistics Information**

### **Municipal Emergency Operation Centre Location**

### **Municipal Priority Feeder Listing**

### **Municipality of Clarington**

#### **Emergency Telephone Numbers**

Durham Regional Police Services – Emergency.....	911
Durham Regional Police Services – Non-Emergency.....	905-579-1520
Fire & Emergency Services – Emergency.....	911
Fire & Emergency Services – Non-Emergency.....	905-623-5126
Durham Region EMS – Emergency.....	911
Durham Region EMS – Non-Emergency.....	905-665-6313
Lakeridge Health Corp. – Bowmanville.....	905-623-3331
Municipality of Clarington.....	905-623-3379
40 Temperance Street	fax 905-623-5717
Bowmanville, ON L1C 3A6	

## Information Lists

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Administration – Regional Municipality of Durham.....	905-668-7721
Clarington – 2320 Taunton Road, Hampton.....	905-623-2291
After Hours Emergency.....	905-623-5126
Works Depot – 3480 Taunton Road, Orono.....	905-983-5116
Animal Control (Dead Animal Pick-up).....	905-623-7651

### Municipal Logistics Information

### Municipal Emergency Operation Centre Location

### Municipal Priority Feeder Listing

### Town of Gravenhurst

#### Emergency Telephone Numbers

Police – OPP Emergency.....	911
Police – OPP Non-Emergency.....	1-888-310-1122
Gravenhurst Fire Department – Emergency.....	911
Fire Department – Non-Emergency.....	705-687-3414
District of Muskoka EMS – Emergency.....	911
District of Muskoka EMS – Non-Emergency.....	705-645-5000

#### Area Hospitals:

South Muskoka Memorial Hospital.....	705-645-4404
Huntsville District Memorial Hospital.....	705-789-2311
Soldiers' Memorial Hospital – Orillia.....	705-325-2201
Town of Gravenhurst.....	705-687-3412
190 Harvie Street	fax 705-687-7016
Gravenhurst, ON P1P 1S9	

#### Emergency Management Coordinators

Primary - Candace Thwaites.....	Daytime 705-687-3412, Ext. 234
	Cell 705-733-4714
	Res 705-646-2301

## Information Lists

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Alternate - Mike Brock..... Daytime 705-687-3412, Ext. 248

Cell 705-733-4713

Res 705-687-8875

Public Works & Operations..... 705-687-3412

### **Municipal Logistics Information**

### **Municipal Emergency Operation Centre Locations**

### **Municipal Priority Feeder Listing**

## **City of Pickering**

### **Emergency Telephone Numbers**

Durham Regional Police Services – Emergency..... 911

Durham Regional Police Services – Non-Emergency..... 905-579-1520

Fire & Emergency Services – Emergency..... 911

Fire & Emergency Services – Non-Emergency..... 905-839-8905

Durham Region EMS – Emergency..... 911

Durham Region EMS – Non-Emergency..... 905-665-6313

Ajax/Pickering Health Centre (Hospital)..... 905-683-2320

City of Pickering..... 905-420-2222

One The Esplanade  
Pickering, ON L1V 6K7

fax 905-420-9685

Animal Control (Dead Animal Pick-up)..... 905-427-8737

Works Department..... 905-668-7721

### **Municipal Logistics Information**

### **Municipal Emergency Operation Centre Locations**

### **Municipal Priority Feeder Listing**

## **Municipality of Port Hope**

### **Emergency Telephone Numbers**

Port Hope Police – Emergency..... 911

## Information Lists

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Port Hope Police – Non-Emergency.....	905-885-8123
Port Hope Fire Department – Emergency.....	911
Fire Department – Non-Emergency.....	905-885-5323
Port Hope EMS – Emergency.....	911
Port Hope EMS – Non-Emergency.....	905-372-3329
Hospital (Cobourg).....	905-372-6811
Municipality of Port Hope.....	905-885-4544
56 Queen Street	fax 905-885-7698
Port Hope, ON L1A 3Z9	
Town Works Department.....	905-885-2414
After-Hours.....	905-885-8123
Public Works & Water Department – 43 Augusta Street.....	905-885-2431
Animal Control (Dead Animal Pickup).....	905-623-7651
Sewer Plant.....	905-885-4762

### **Municipal Logistics Information**

### **Municipal Emergency Operation Centre Location**

### **Municipal Priority Feeder Listing**

### **Township of Scugog**

#### **Emergency Telephone Numbers**

Durham Regional Police Services – Emergency.....	911
Durham Regional Police Services – Non-Emergency.....	905-579-1520
	or 1-888-579-1520
Township of Scugog Fire Department – Emergency.....	911
Fire Department – Non-Emergency.....	905-985-2384
Durham Region EMS – Emergency.....	911
Durham Region EMS – Non-Emergency.....	905-665-6313
Hospital – Lakeridge Health – Port Perry.....	905-985-4953

or 905-985-7321

Scugog Township..... 905-985-7346

181 Perry Street

Port Perry, ON L9L 1B8

Port Perry Works Yard..... 905-985-7143

Blackstock Works Yard..... 905-986-4951

### **Municipal Logistics Information**

### **Municipal Emergency Operation Centre Locations**

### **Municipal Priority Feeder Listing**

### **Town of Uxbridge**

#### **Emergency Telephone Numbers**

Durham Regional Police Services – Emergency..... 911

Durham Regional Police Services – Non-Emergency..... 905-579-1520

or 1-888-579-1520

Fire Department – Emergency..... 911

Fire Department – Non-Emergency..... 905-852-3393

or 1-888-444-0647

Durham Region EMS – Emergency..... 911

Durham Region EMS – Non-Emergency..... 905-665-6313

.Hospital – Lakeridge Health – Uxbridge..... 905-852-9771

Town of Uxbridge..... 905-852-9181

51 Toronto Street South

fax 905-852-9674

Uxbridge, ON L9P 1H1

Town – Parks..... 905-852-9181

Town – Operations Officer..... 905-852-9181

Public Works..... 905-473-7527

#### **Emergency Numbers**

Information Lists

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Works Depot – Uxbridge.....	905-852-9087
519 Region Road 8.....	905-852-1992
Animal Control (Dead Animal Pickup).....	905-985-9547
Hydro One – Uxbridge.....	905-852-3794
	1-888-420-0020

Municipal Logistics Information

Municipal Emergency Operation Centre Locations

Municipal Priority Feeder Listing

## Power Restoration Damage Assessment Form

The Damage Assessment Form is to be completed electronically if possible, download the excel file [Power Restoration Damage Assessment Form \[0\]](#) attached to this plan. If you are unable to access it electronically, your printed copy of the plan should include the attachments.



## Power Restoration Status Update

The Status Update is to be completed electronically if possible, download the excel file [Power Restoration Status Update \[0\]](#) attached to this plan. If you are unable to access it electronically, your printed copy of the plan should include the attachments.

Testing and Training Record

Utilize the Record of Training Form to document who attended the training; this will be stored externally to this plan. The table below is to be used to document both tests and training events as a log within this plan.

[Record of Training Form \[0\]](#)

Testing and/or Training Date	Topic Description	Testing and/or Training Materials Link	Instructed By

Group of Seven Mutual Assistance Plan

[Group of Seven Mutual Assistance Plan \[0\]](#)

Hydro One Mutual Assistance Plan

[Hydro One Mutual Assistance Plan \[0\]](#)

Trouble Call Process

[WP-045 – Trouble Call Process \[0\]](#)

Line Patrol After Auto Reclose or Lockout at T.S.

[WP-004 – 44kV/27.6kV Line Patrol After Auto Reclose or \[0\] Lockout at T.S. \[0\]](#)

## ATTACHMENT 'B'

# Group of Seven Emergency Mutual Assistance Plan



## REVISION HISTORY

Name	Date	Reason for Change	Version
Oshawa	2005	Original Issue	V.0
Veridian	30-Nov-10	Updated to reflect meeting minutes	V.1
Veridian	03-May-11	Added Individual Letters of Intent	V.2
Veridian	01-Aug-12	Annual Update – Contact Listing	V.3
Veridian	28-May-13	Annual Update	V.4
Veridian	25-Sep-13	Added Lakeland and Orillia	V.5



## **1.0 INTRODUCTION**

In some situations, an electrical emergency may be of a magnitude that exceeds the capacity of a utility to respond within a reasonable time frame. This Emergency Mutual Assistance Plan provides a cooperative mechanism to augment manpower, material and resources to effectively respond to unusual events that adversely affect customer services. It is understood that this plan shall by no means supersede any existing policies, procedures or codes of conduct that currently exists at each utility and their policies, procedures and codes of conduct will be respected when working at each other's utility.

This Emergency Mutual Assistance Plan is to be enacted by a group partner after it has implemented its own Municipal Emergency Plan and determined that the scope of the emergency requires a response beyond the capacity of the partner's own resources. Participation in this Emergency Mutual Assistance Plan is voluntary. The ability to provide assistance may be limited by situations such as a partner utility's own conditions or other prior commitments. **(Refer to Appendix 'A')**

Safety is absolutely paramount and of critical importance to all participating utilities, and both the responding utilities and the requesting utility will follow all safety policies and procedures currently in place at each utility.

## **2.0 PROCEDURE**

In the absence of a continuing formal contract between a utility requesting emergency assistance (Requesting Utility) and the utility willing to furnish such assistance (Responding Utility), the following principles are suggested as the basis for a plan governing emergency assistance to be established at the time such assistance is requested. This plan is to be reviewed and updated every 2 years, with the contact listing updated yearly or as required, by all partners.

### **2.1 Communications**

Once the Requesting Utility has determined that the Emergency Mutual Assistance Plan should be activated, they will contact the Mutual Assistance Partners directly. Secondly, the "Request for Assistance" form shall be directed to the Mutual Assistance Partners who have confirmed their availability. Those Partners shall complete the "Response to Request for Assistance" form and return the form to the Requesting Utility.

**(Refer to Appendix 'B' & 'C')**

## **2.2 Contact Personnel**

Each participating partner shall provide and maintain an active list of contact personnel, telephone numbers, fax numbers and emergency phone numbers. **(Refer to Appendix 'D')**

## **2.3 Standards/ESA Reg. 22/04**

Each participating partner will ensure that all ESA 22/04 regulations are followed and that the responding utility will respect the construction standards adopted by the requesting utility.

## **3.0 CONDITIONS OF PARTICIPATION**

The purpose of this agreement is to identify criteria and establish commitment from all parties involved in the Group of Seven Emergency Coordination Committee (G7ECC) to respond to requests by any member for emergency assistance.

The G7ECC consists of:

- |                                       |  |
|---------------------------------------|--|
| 1. Lakefront Utility Services Inc.    | Cobourg & Colborne   |
| 2. Peterborough Distribution Inc.     | Peterborough, Lakefield & Norwood  |
| 3. Oshawa PUC Networks Inc.           | Oshawa   |
| 4. Veridian Connections Inc.          | Ajax, Pickering, Clarington, Uxbridge, Scugog,<br>Brock, Port Hope, Belleville & Gravenhurst |
| 5. Whitby Hydro Energy Services Corp. | Whitby   |
| 6. Lakeland Power Distribution Ltd.   | Bracebridge  |
| 7. Orillia Power Distribution Corp.   | Orillia  |

## **3.1 Costs and Invoicing**

It is agreed by all parties that the Requesting Utility shall bear the costs incurred by the group partner(s) rendering assistance and that the Responding Utility shall invoice the Requesting Utility for Labour, Materials and Equipment including overheads and burdens based on the Responding Utility's existing collective bargaining agreements, current equipment rates and current material costs.

## **3.2 Travel Time and Expenses**

Employee travel and living expenses (meals, lodging and reasonable incidentals) shall be paid by the Requesting Utility.

### **3.3 Supervision**

The Responding Utility shall make available at least one Supervisor (Line Supervisor or Lead Hand) per crew. The Requesting Utility will make available a Liaison for each Responding Companies crew(s). This Liaison will accompany the responding crew(s) and provide instructions, operating maps, communication devices, documentation, work packages and any other documents or equipment required to allow the Responding Utility to complete all work requested. It will be the responsibility of the Responding Companies Supervisor(s) to communicate with the Liaison to ensure all work packages and documentation are received and returned as requested.

### **3.4 WSIB**

If an emergency is declared to exist by the Premier of Ontario or head of council of a municipality, and a person is sent to assist, the municipality or Crown (Government of Ontario) is considered the employer of that person for the purposes of assessing any accident costs. However, the workers regular employer continues to be responsible for:

- Maintaining employment benefits as required by section 25 of the Act,
- Complying with the obligation to co-operate in the early and safe return to work of the worker (section 40), and
- Complying with the obligation to re-employ the worker (section 41) if it applies.

### **3.5 Accident/Injury**

If an accident/injury occurs to a Responding Utility employee while responding to or conducting repairs to the Requesting Utility plant in an emergency other than outlined in 3.4, the Responding Utility will be responsible for and report within the required timeframe to WSIB. If WSIB documentation is requested by the Requesting Utility, the Responding Utility will provide in a timely manner.

### **3.6 Liability**

The Requesting Utility shall indemnify and hold the Responding Utility harmless from and against any and all liability for loss including but not limited to; damage, cost, or expense which the Responding Utility may incur by reason of bodily injury, including death, to any person or persons or by reason of damage to or destruction of any property, including the loss of use thereof, which result from furnishing emergency assistance and whether or not due in whole or in part to any act, omission, or negligence of the Responding Utility.

### **3.7 Work Practices, Utility Work Protection Code and Working Hours**

The Responding Utility's crews must be informed of local construction practices, the Utility Work Protection Code, status of energized or de-energized circuits, and any special hazards or concerns.

It is agreed that full use be made of crews when they are remote from their home base, thus a minimum of 12 hour shift (including meals and travel time) shall be the standard to a suggested maximum of 16 hours. A minimum 8 hours rest period between shifts is required. (periods of 16 working hours per day may be considered only if replacement crews are available after 7-8 days.) Ontario Regulation 555/06 (Highway Traffic Act – Hours of Service) and the Employment Standards Act shall be complied with at all times. All time sheets and work records pertaining to the Responding Utility's employees that are furnishing emergency assistance shall be kept by the Responding Utility. Information recorded shall include the Utility name, the employee name, the date of each work period, the start time and quitting time, brief description of the work, and shall be kept on a daily basis.

### **3.8 Materials**

Replacement cost of materials and supplies expended or furnished shall be paid by the Requesting Utility.

### **3.9 Fuel**

The Requesting Utility shall be responsible for making necessary arrangements for fueling of vehicles (nonleaded, diesel, natural gas and propane) as well as appropriate oil and lubricants. Should these arrangements be with service stations, all invoices would be submitted to the Requesting Utility. The Requesting Utility shall make arrangements to have a generator to pump fuel should the power be off at the local service station.

### **3.10 Invoicing**

The Responding Utility should be prepared to send an itemized statement outlining total costs incurred to the Requesting Utility as soon as possible. Labour and equipment charges listing the total daily hours shall be paid according to Section 3.1

## **4.0 RESOURCES**

### **4.1 Accommodations & Meals**

Each group partner shall maintain a list of establishments that are able to provide food and accommodations. The requesting utility shall be responsible for the cost of food and accommodations.

## **4.2 Vehicles and Equipment**

The “Response to Request for Assistance” (**Refer to Appendix ‘C’**) shall be utilized to confirm the type and quantity of vehicles and equipment available from the Responding Utility.

The Requesting Utility shall endeavour to arrange for servicing of vehicles and equipment, however the Responding Utility shall be responsible for proper servicing of their vehicles and equipment and the associated costs.

## **4.3 Radio Communication**

It is recognized that most radio communication systems are not compatible with each other. It shall be the responsibility of the Requesting Utility to provide a means of communications between the Responding Companies and the Control Centre.

It is strongly recommended that radio communication shall be used for all switching operations. Cellular phones may be used as an alternate means of communication for purposes other than switching.

## **4.4 Permits, Approvals, Clearances**

Group participants shall pre-determine and address whether or not special permits for their vehicles are required when traveling outside of their service territory and whether vehicles are covered by their insurance carrier.

## **4.5 Check List for Companies Requesting Assistance**

1. Assess extent of damage to obtain as clear an indication as possible to:
  - Number and type of personnel required
  - Type and quantity of required equipment
  - Type of work likely to be encountered: e.g. subtransmission, distribution, services, underground, pole replacement, conductor repair, forestry work, etc.
  - Materials required
2. Advise as to any specific material and equipment that incoming crews shall bring; e.g. reels of conductor, pole trailers, heavy duty rigging, emergency lighting, portable generators, chain saws, portable grounds, etc.
3. Indicate sizes of conductor likely to be worked on to ensure proper sizes of sleeves, grips, presses and dies, etc. are brought along.
4. Indicate where incoming crews are to report, and provide directions on how to get there.
5. Arrange for accommodation and feeding of incoming crews. Provide Confirmation Numbers to each crew.
6. Establish clear starting and quitting times, and confirm with assisting crews.

7. A handout sheet containing all pertinent instructions such as priorities, company policy and hours of work, charge numbers, names and phone numbers of local staff, radio data, etc. would be helpful.
8. Check-in and check-out sheets are useful for recording information on outside crews.
9. Guard against auxiliary power supplies, (apply grounds), (request all assisting crews to bring extra portable grounds).
10. Have adequate supply of distribution system maps to hand out.
11. Establish a plan for material issuing and delivery.
12. Consider special time reporting procedures for restoration period, e.g., time sheets submitted daily completed by requesting utility.
13. Indicate approximate length of time that the assisting crews may expect to be away from home.
14. Obtain extra Town/City maps from Town/City Hall or Chamber of Commerce office.
15. Contact Electrical Safety Authority for inspection during emergency conditions.
16. Indicate radio status and requirements. Bring radios
17. Spare batteries and/or quick chargers are important to have available for battery operated communications equipment.
18. Send additional clothing, gloves, boot liners, jackets etc.

#### **4.6 Vendors, Suppliers and Independent Contractors**

The Requesting Utility shall ensure that any external contractors providing assistance carry required insurance. A list of local contractors shall be developed and documentation shall be maintained on file.

#### **4.7 Public Complaints, Claims, Media Inquiries**

The Requesting Utility shall handle customer inquiries, complaints and claims arising out of the emergency.

**Appendix 'B'**

**Group of Seven Mutual Assistance Plan  
Request for Assistance**

Company: \_\_\_\_\_ Date / Time: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Phone#: \_\_\_\_\_

Fax #: \_\_\_\_\_

Nature of Problem: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Approximate Area Affected: \_\_\_\_\_

Approximate # of Customers Affected: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Assistance Required**

Personnel: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Equipment: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Material: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**GROUP OF SEVEN MUTUAL ASSISTANCE PLAN****RESPONSE TO REQUEST FOR ASSISTANCE**

Company Name:

Date:

Time:

Phone Number:

FAX Number

Contacts (listed in order of calling preference)

NAME	TITLE	BUSINESS PHONE #	CELL PHONE #	HOME PHONE #

TITLE	QUANTITY	TITLE	QUANTITY
Line Supervisor		Substation Electrician	
Lead Lineperson		Meterperson	
Lineperson		Engineering Technician	
Locator			

Cell Phones: Portable:

Quantity

Cell Phones: In Truck:

Quantity

Portable Radios:

Quantity

Equipment Data

WORK VEHICLES	DESCRIPTION (I.e. height, make, capacity)	QUANTITY
Line Truck, RBD		
Aerial Device, Double Bucket		
Aerial Device, Single Bucket		
Other		



## Appendix 'D'

### Contact List

#### Utility

#### Name

Lakefront Utility Services Inc.

Dave Davidson  
Electrical Distribution Foreman  
O - 905-372-2193 X - 5239  
H - 905-372-8645  
C - 905-377-5760  
[ddavidson@lusi.on.ca](mailto:ddavidson@lusi.on.ca)

Steve Jackson  
Electrical Distribution Leadhand  
O - 905-372-2193 X - 5252  
H - 905-342-9538  
C - 905-377-5476  
[sjackson@lusi.on.ca](mailto:sjackson@lusi.on.ca)

Ron Little  
Vice President  
O - 905-372-2193 X - 5264  
H - 905-372-5292  
C - 905-373-2688  
[rlittle@lusi.on.ca](mailto:rlittle@lusi.on.ca)

Oshawa PUC Networks Inc.

Distribution System Operator  
8:00 am to 4:30 pm, Monday-Friday  
905-723-4626 ext 5235  
905-723-4211 (emergency line)  
905-571-1015 (fax)

#### AFTER HOURS CALL

Steve Treen  
Manager, Distribution Construction  
905-723-4626 ext 5236  
905-429-7958 (cell)  
905-571-1015 (fax)  
905-434-8349 (residence)  
[streen@opuc.on.ca](mailto:streen@opuc.on.ca)

Oshawa PUC Networks Inc. (cont'd)

Scott Wright  
Manager, Distribution Grid Design and Operations  
905-723-4626 ext 5242  
905-242-0441 (Cell)  
905-571-1015 (fax)  
289-252-0772 (residence)  
[swright@opuc.on.ca](mailto:swright@opuc.on.ca)

Denise Flores  
VP Engineering and Operations  
905-723-4626 ext 5315  
905-706-2929 (cell)  
905-723-7947 (fax)  
416-622-0002 (residence)  
[dflores@opuc.on.ca](mailto:dflores@opuc.on.ca)

Peterborough Utilities Services

Mark Valiquette  
Manager Electric Distribution  
705 - 748 - 9301 ext. 1361  
705 – 930 – 5922 (Cell)  
705 - 292 - 5959 (Residence)  
[mvaliquette@peterboroughutilities.ca](mailto:mvaliquette@peterboroughutilities.ca)

Jeff Guilbeault  
VP Electric Utility  
705 - 748 - 9301 ext. 1244  
705 - 760 - 4090 (Cell)  
705 - 876 - 9635 (Residence)  
[jguilbeault@peterboroughutilities.ca](mailto:jguilbeault@peterboroughutilities.ca)

John Stephenson  
President & CEO  
705 - 748 - 9301 ext. 1280  
705 - 760 - 0112 (Cell)  
[jstephenson@peterboroughutilities.ca](mailto:jstephenson@peterboroughutilities.ca)

Veridian Connections Inc.

Control Room Operator  
1-888-445-2881 Ext. 2210/2250  
905-427-2756 (Direct dial)  
905-427-7982 (FAX)

Veridian Connections Inc. (cont'd)

Mike Weatherbee  
Manager, System Control Centre  
1-888-445-2881 Ext. 3232  
905-622-1700 (cell)  
905-419-0756 (residence)  
[mweatherbee@veridian.on.ca](mailto:mweatherbee@veridian.on.ca)

Mark Turney  
Vice President, Operations  
1-888-445-2881 Ext. 3275  
289-314-3982 (cell)  
905-885-5765 (residence)  
[mturney@veridian.on.ca](mailto:mturney@veridian.on.ca)

Michael Angemeer  
President & CEO  
1-888-445-2881 Ext. 2200  
289-314-2598 (cell)  
[mangemeer@veridian.on.ca](mailto:mangemeer@veridian.on.ca)

Whitby Hydro Energy Services Corp

Control Room (07:00 to 23:00 Mon. to Fri.)  
Answered by Tiger Tel after hours

905-668-5878 (Main Office Line)  
905 668-5878 ext 268 (Control Room)  
905-668-0216

Boyd Brooks  
Line Supervisor  
Office (905) 668-5878 ext. 245  
Fax (905) 668-8614  
Residence (905) 668-9608  
Cell (905) 242-9730  
[bbrooks@whitbyhydro.on.ca](mailto:bbrooks@whitbyhydro.on.ca)

Dave Fitzpatrick  
Director, Operations Services  
Office (905) 444-1971  
Fax (905) 668-8614  
Residence (905) 665-7587  
Cell (905) 260-0240  
[dfitzpatrick@whitbyhydro.on.ca](mailto:dfitzpatrick@whitbyhydro.on.ca)

Lakeland Power Distribution Ltd.

Brian Elliott, Manager of Operations  
Home: 705-788-7364  
Office: 705-645-2670 ext. 519  
Cell: 705-644-0867  
email: [belliott@lakelandpower.on.ca](mailto:belliott@lakelandpower.on.ca)

Chris Litschko, President  
Home: 705-646-0520  
Cell: 705-644-0791  
e-mail: [cjlitschko@lakelandholding.com](mailto:cjlitschko@lakelandholding.com)

Vince Kulchycki, Chief Operating Officer  
Home: 705-645-0091  
Cell: 705-644-0792  
e-mail: [vkulchycki@lakelandpower.on.ca](mailto:vkulchycki@lakelandpower.on.ca)

Orillia Power Distribution Corporation

Orillia Power Control Room (705) 326-0035  
(24/7 unlisted)

Glenn McCurdy, Director of Distribution  
Operations  
Residence (705) 329-1435  
Office (705) 326-2495 Ext. 226  
Fax (705) 326-0800  
Cell (705) 330-2313  
[gmccurdy@orilliapower.ca](mailto:gmccurdy@orilliapower.ca)

Don Westgarth, Supervisor Distribution  
Lines  
Residence (705) 484-0562  
Office (705) 326-2495 Ext. 247  
Fax (705) 326-0800  
Cell (705) 327-9264  
[dwestgarth@orilliapower.ca](mailto:dwestgarth@orilliapower.ca)

## Appendix “E”

### System Voltages:

Utility	Voltage(s)
Lakefront Utility Services	44.0kV, 27.6kV, 4.16kV
Oshawa PUC Services Inc.	44.0kV, 13.8kV
Peterborough Distribution Inc.	44.0kV, 27.6kV, 8.32kV 4.16kV
Veridian Connections Inc.	44.0kV, 27.6kV, 13.8kV, 12.47kV 8.32kV, 4.16kV
Whitby Hydro	44.0kV, 13.8kV, 4.16kV
Lakeland Power Distribution Ltd.	44.0kV, 27.6kV, 12.47kV, 4.16kV
Orillia Power Distribution Corporation	44.0kV, 13.8kV, 4.16kV

ATTACHMENT 'C'

