



**Hydro One Inc.**

Emergency Preparedness  
&  
Response Plan



- Why Prepare?
- Principles of Planning
- Hydro One Planning and Response
- Preparing a Personal Emergency Plan

# Why Prepare?

- Reduce anxiety, fear and losses
- Communities, businesses and individuals should know what to do during an unexpected event
- Reduce impact of disaster (flood and fire proofing)

# Why Prepare?

- Disasters disrupt hundreds of thousands of lives every year
- Local government and disaster-relief organizations may be over-whelmed and not able to respond to everyone's needs immediately
- Greater emphasis is being placed on citizens to have a family disaster response plan.
- Be ready to be self-sufficient for at least three days (72 hrs.) – shelter, first aid, food, water and sanitation

# Principals of Planning

## Preventative planning

- What are your vulnerabilities within your area?
- What can you put in place to prevent impact?

## Partnering

- Who do you need to partner with?
- When and how will you contact them?

## Communication

- How will you get messages out to the residents?
- What do you need to tell them?

## Testing the plans

- Keep the plans and people up to date

# Hydro One Planning and Outage Response - Our Service Territory

## **Hydro One Networks Inc.**

Distribution:

- 1.3 million customers 123,000 km of distribution lines, covering 640,000 sq km

Transmission:

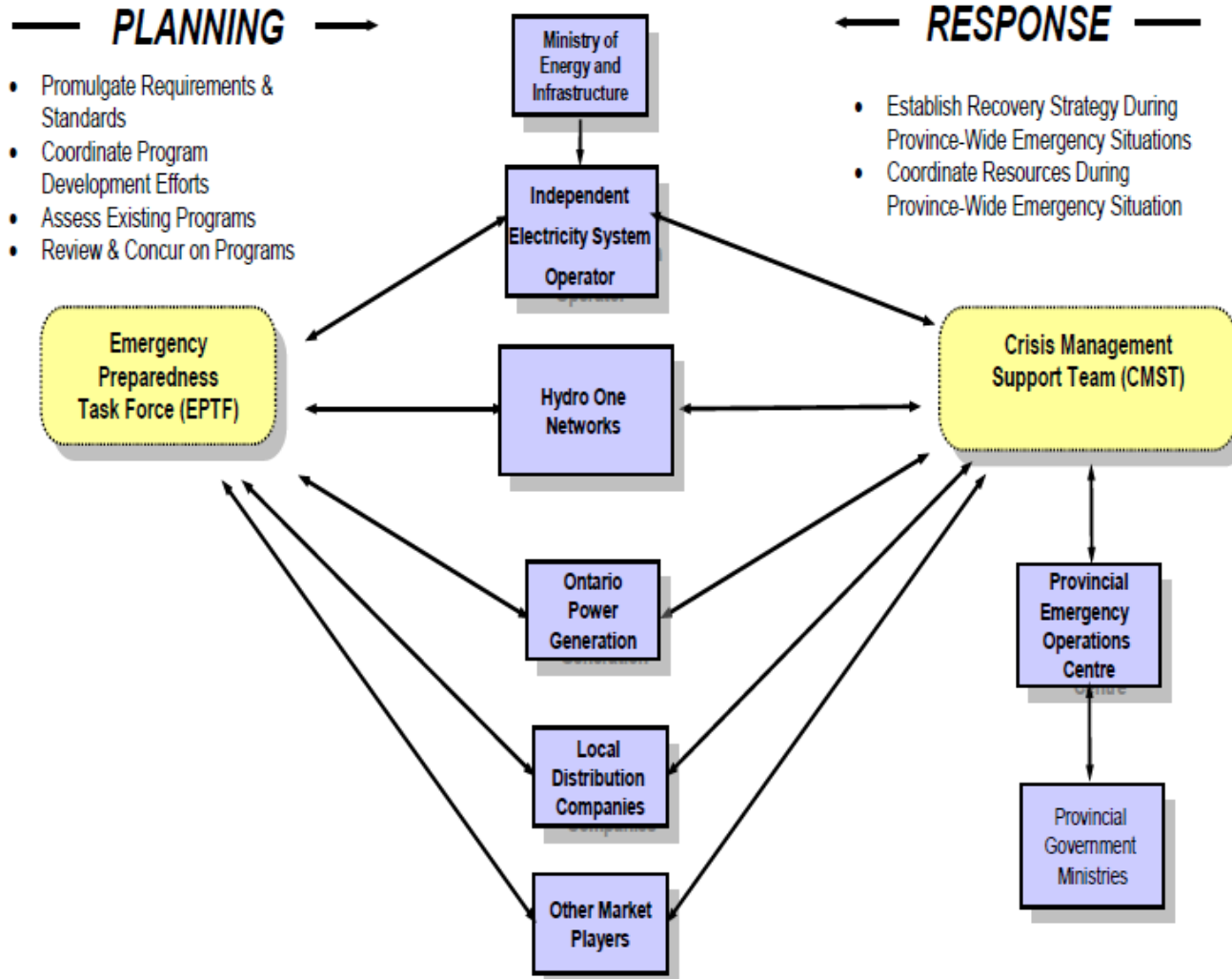
- 85,000 towers, 4000 km cable

## **Hydro One Remote Communities Inc.**

Generation and Distribution:

- 3,500 customers in 21 off grid communities located in remote and isolated areas serviced primarily by diesel generation

# Ontario Electricity Sector - Emergency Management Framework



# Why does the power goes out?

Something unexpected happens

- Weather
- Equipment
- Nature

Something is about to happen

- Impending weather
- Damage is anticipated





# Planned Interruptions

## Resulting from

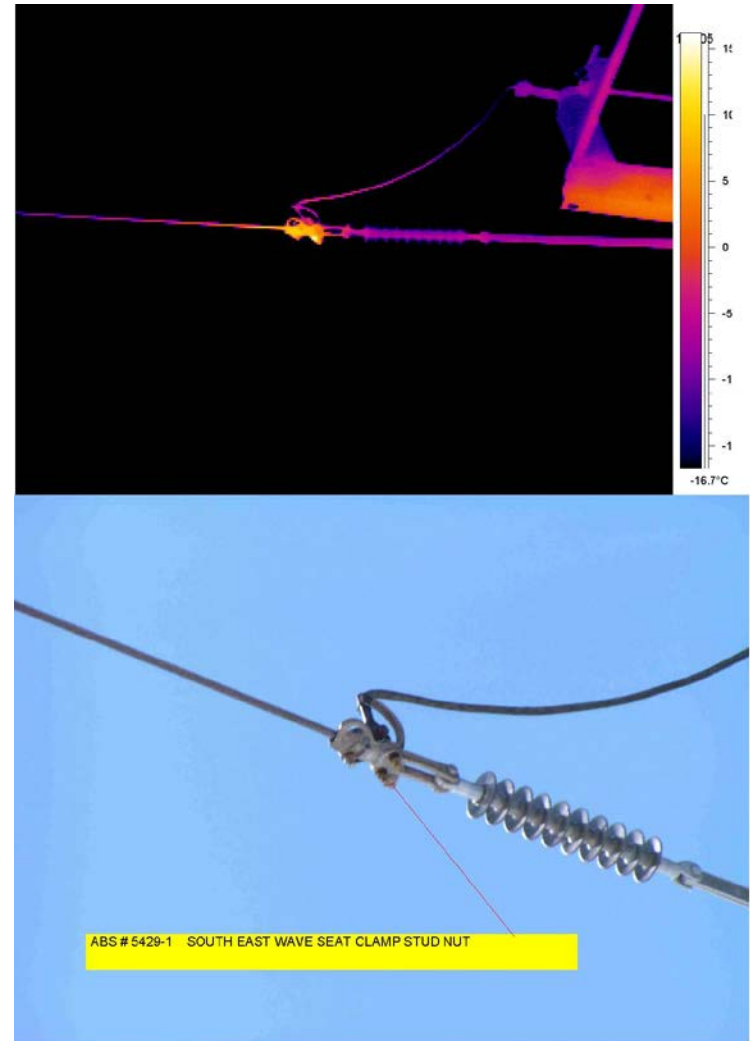
- Foot patrols,
- Helicopter patrols,
- Thermo vision scans,
- Routine inspections and maintenance

## Discussion will happen with local stakeholders to agree on timelines

- Municipal official
- Large accounts
- Generators

## Communicated to customers via

- Community notices, radio announcements, municipal officials, newspaper



# Unplanned Interruptions

- Generally caused by storms, forest fires, natural issues or material failure
- Emergency crews on-call 24/7
- Well-equipped response
- Event command is at or near the scene



# Unplanned



# Unplanned





# Unplanned





# Unplanned





# Unplanned



# Outage Response Priority

- Emergency Calls
- Largest customer impacts
- Three phase circuits – Community Infrastructure
- Single phase circuits – Individuals



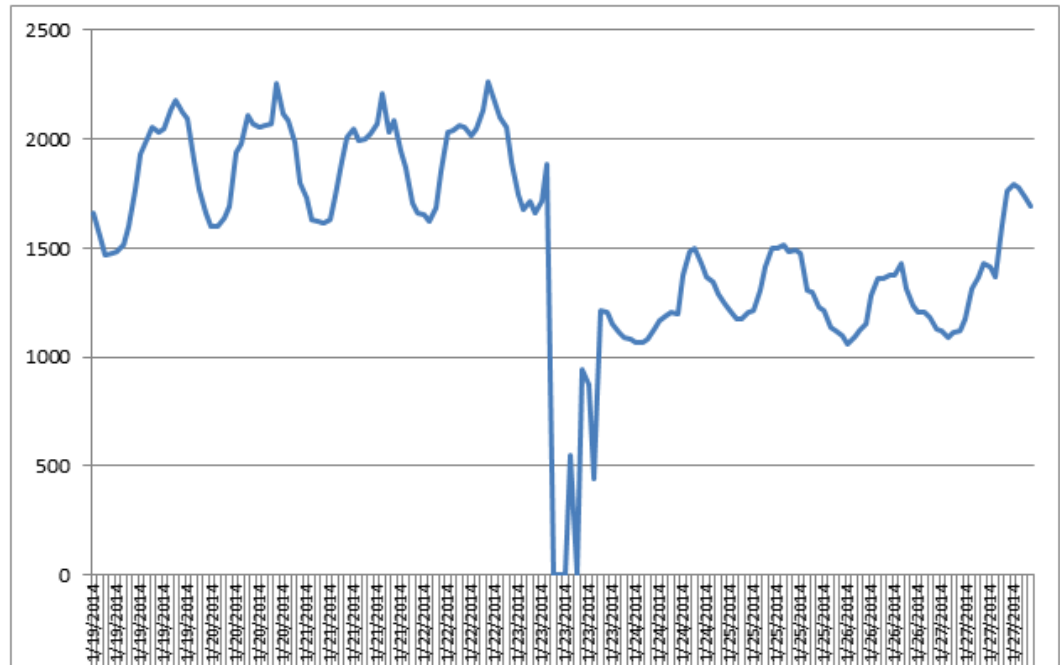
# Outage Response Process

1. Early warnings watched closely
2. Alert of an interruption is received
3. Triage the situation
4. Dispatch personnel
5. Coordinate communications
6. Respond
7. Resolve



# Communications & Working Together

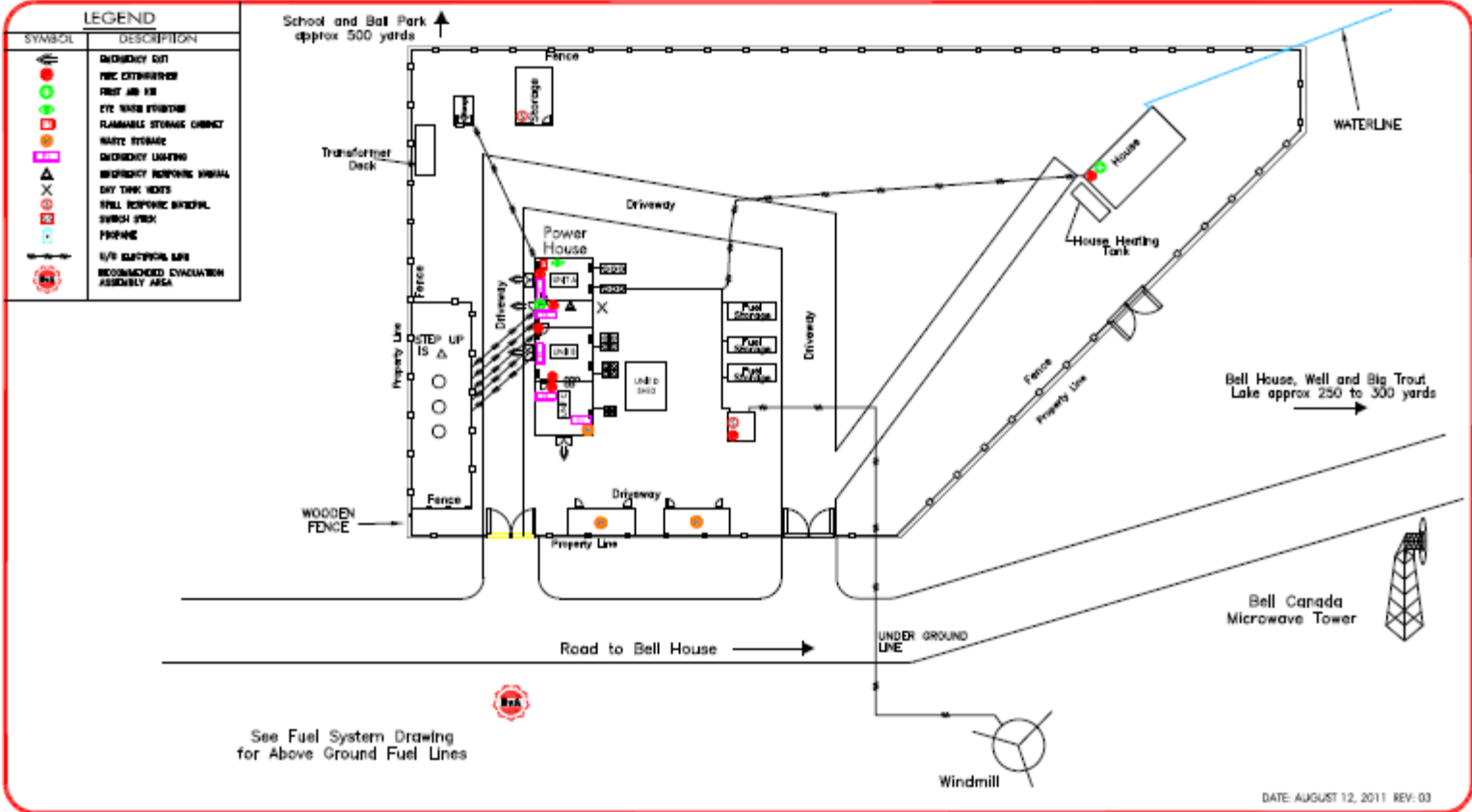
- Involvement with Emergency Management Ontario, MNR, AANDC, Local Police, Health Care, etc.
- On-going dialogue with First Nation Leadership



# Planning - Not Just Outages

- Emergency Planning must go beyond outages
- Consider any operational and internal risks including Fire, Pandemic response, Spills, Security, MVA's, Medical Incidents etc.
- Every Emergency situation should have a planned response
- Normal business continuity and operation is critical

# EMERGENCY RESPONSE SITE PLAN BIG TROUT LAKE



# Outage Information and How to Contact Hydro One Remotes

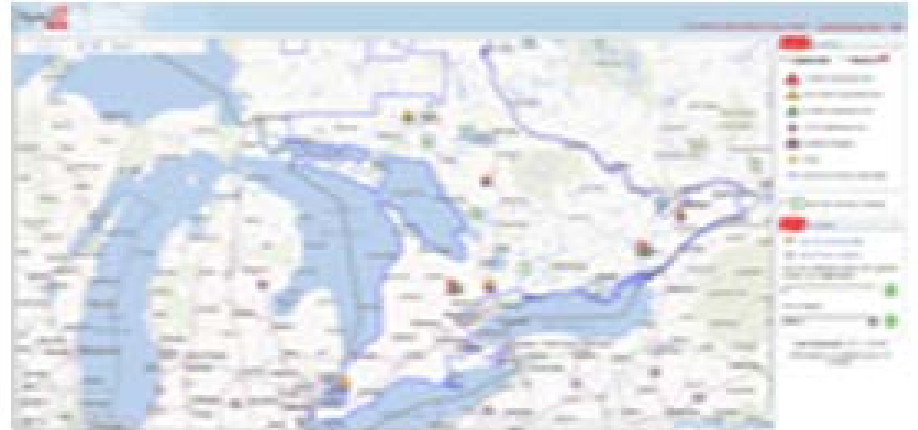
**Hydro One Remotes Inc.: 1-888-825-8707**

- Outages or emergencies (24 hours, 7days/week)



# Outage Information and How to Contact Hydro One Networks

- **Hydro One Power Outage Reporting Line: 1-800-434-1235**  
Use this number to report a power outage or downed line  
(24 hours, 7days/week)



- Visit the online  
**Storm Centre**

- Download the Hydro One Mobile app for updates on your mobile device



Blackberry®

Apple®

Android™

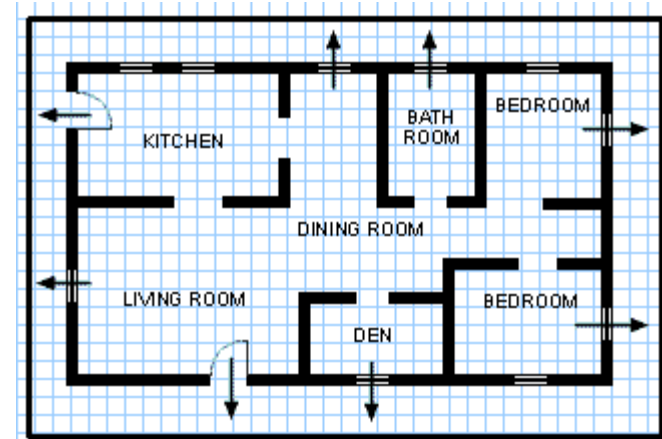
# Preparing a Personal Emergency Plan

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Your family may not be together when a disaster occurs.

Plan how to meet or contact one another and discuss what you would do in different situations.

- Escape routes – house, neighbourhood
- Meeting places
- Babies and young children
- People who require extra care
- Pets
- Seasonal Planning





# Preparing a Personal Emergency Plan

- A Basic Emergency Kit for your car
- Location of carbon monoxide detector, smoke detector and fire extinguisher
- Capable adults and older children should know how to use fire extinguisher
- Know how to turn off water, electricity and gas
- Teach children age appropriate emergency response
- Take a First Aid and CPR class

# Preparing a Personal Emergency Plan

- Prepare a list of emergency contacts and make a copy for each member of the family.
- Keep copies of critical information in a waterproof, portable container



# Be Ready for 72 hours

- Bottled Water
- Food
- Flashlight
- Small camp stove or "canned heat"
- First aid kit
- Blankets or sleeping bags
- Portable radio
- Critical medication
- Fire extinguisher
- Plastic garbage bags to store waste
- Sanitation supplies
- Tools
- Rope and plastic tape
- Warm cap and gloves
- Candles and matches
- Duct tape
- Whistle
- Cash and coin
- Local maps

# Preparing a Personal Emergency Plan - Evacuation

- More common than you think
- Authorities may request an evacuation if they believe you are in danger
- Take Basic Emergency Kit
- Use travel routes specified by authorities
- Call or email your out-of-town contact
- Shut off water and electricity if requested by officials
- Lock your home

# Web Resources



<http://www.emergencymanagementontario.ca/english/home.html>



<http://www.redcross.ca/>



<http://www.aadnc-aandc.gc.ca/eng>



# Thank You

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