

Ice Storm Independent Panel Review Report Briefing

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President and CEO

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Response Initiatives Completed

Division	Initiatives
Electricity Grid Operations	<ul style="list-style-type: none"> ✓ Enhanced reporting ability to improve crew dispatching decisions ✓ Vegetation Management Coordination with the City (Right tree in the right place)
Engineering and Construction	<ul style="list-style-type: none"> ✓ Assess system vulnerabilities to address extreme weather events ✓ Conversion of line segments to underground construction e.g. Rear lot to front lot conversions (ongoing program)
Customer Care	<ul style="list-style-type: none"> ✓ Enhanced event communications strategy - market segmented communications, new channels, refined processes and staffing ✓ Refined process to provide vulnerable customer information to the City and support services during a high volume event ✓ Identified some opportunities to integrate some of Toronto Hydro's services into 311 Toronto e.g. Report an outage ✓ Developed and began distribution of customer "Emergency Preparedness" education and information ✓ Developed a "Storm Centre" website – Expected launch - July
Information Technology & Risk	<ul style="list-style-type: none"> ✓ Website capacity upgrades

Response Initiatives In Progress

Division	Initiatives
Electricity Grid Operations	<ul style="list-style-type: none">▪ Expand electronic communications capability to all internal crews▪ Improvements to staffing scalability to handle outage calls
Engineering and Construction	<ul style="list-style-type: none">▪ City of Toronto Infrastructure Resiliency study - planning and information sharing▪ Weather scenario program - Toronto Hydro-wide planning for extreme weather scenarios▪ Industry working group on Climate Adaptation to establish a common approach to extreme weather and climate change
Customer Care	<ul style="list-style-type: none">▪ Cellular and battery back-ups for critical communications infrastructure e.g. meter data collectors▪ Technology upgrades to take advantage of new outage reporting and response features▪ Expand Emergency Preparedness education and information program▪ Improve outage communications and experience via mobile devices and tablets
Information Technology & Risk	<ul style="list-style-type: none">▪ Interactive Voice Response (IVR) capacity increase (to 15,000 concurrent calls)

Response Initiatives Under Study

Division	Initiatives
Electricity Grid Operations	<ul style="list-style-type: none"><li data-bbox="645 325 1825 478">❑ Detailed end-to-end assessment of event management process, including ability to consistently provide accurate estimated restoration times (ETR)<li data-bbox="645 496 1845 592">❑ Upgrade outage management technologies and systems - to help reduce restoration times and expand customer information<li data-bbox="645 611 1845 763">❑ Improve capture and acknowledgement of outages reported and enhance the information provided to customers via the website and IVR
Engineering and Construction	<ul style="list-style-type: none"><li data-bbox="645 792 1825 888">❑ Expand electronic communications capability to all external and mutual aid crews<li data-bbox="645 906 1825 945">❑ Address gaps between legacy data and actual field construction<li data-bbox="645 963 1806 1059">❑ Climate adaptation studies and pilots, engineering analysis and impacts of long-term extreme weather and climate change
Customer Care	<ul style="list-style-type: none"><li data-bbox="645 1082 1806 1178">❑ Expand ability to communicate specific event details related to individual customers

