



**STAFF REPORT
ACTION REQUIRED**

Transmittal of Toronto Hydro Report: Status of Recommendations from December 2013 Ice Storm Report as of May 31, 2015

Date:	June 16, 2015
To:	Executive Committee
From:	Acting City Manager
Wards:	All
Reference Number:	

SUMMARY

The ice storm that occurred in Toronto in late December 2013 caused widespread electricity outages and disrupted the lives of thousands of Torontonians. Approximately 416,000 Toronto Hydro customers lost power at one point during the ice storm, which affected more than one million City residents.

In January 2014, Toronto Hydro commissioned an Independent Review Panel to look at Toronto Hydro's performance during the storm and to confirm practices that worked well and identify areas in need of improvement. The City Manager transmitted the Independent Review Panel's Report to the July 2014 City Council meeting.

In its consideration of the report, City Council requested Toronto Hydro to report to Council in the second quarter of 2015 on the implementation plans for the Independent Review Panel recommendations.

As a companion report to the City staff report entitled *Further Update on the Implementation of December 2013 Ice Storm Recommendations*, this report transmits to Council the requested response from Toronto Hydro on the recommendations from the Independent Review Panel final report.

RECOMMENDATIONS

The Acting City Manager recommends that:

1. City Council receive this report for information.

Financial Impact

The recommendations in this report have no financial impact. Any future financial impacts resulting from the implementation of the recommendations from the Independent Review Panel final report will be incorporated into future Toronto Hydro operating and capital budgets.

The Deputy City Manager and Chief Financial Officer has reviewed this report and agrees with the financial impact.

DECISION HISTORY

At its meeting on July 8, 9, 10 and 11, 2014, City Council considered a report from Toronto Hydro, transmitted by the City Manager, entitled *Toronto Hydro Independent Review Panel Report, the Response of Toronto Hydro-Electrical System Limited to the December 2013 Ice Storm (EX43.3a)*. The report provided the response to the 25 recommendations from the Independent Review Panel's report.

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2014.EX43.3>

At its meeting on April 1, 2 and 3, 2014, City Council considered the report entitled *December 2013 Extreme Winter Storm Event – Provincial Funding Request and Structure of Comprehensive Reviews (EX39.3)*. As requested, the report provided Council with the terms of reference, scope and membership for the Toronto Hydro Third Party Independent Review.

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2014.EX39.3>

At its meeting on January 10 and 13, 2014, Council considered the report entitled *Impacts from the December 2013 Extreme Winter Storm Event on the City of Toronto (CC46.1)*. Council approved a series of motions related to the storm, including a request that "Toronto Hydro to provide a copy of the findings of the third party independent panel's review of the Toronto Hydro's planning and power restoration response to the City Manager for report to City Council through the Executive Committee".

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2014.CC46.1>

On January 9, 2014, Anthony Haines, Toronto Hydro President and Chief Executive Officer announced the establishment of a Panel to review Toronto Hydro's storm response, including electricity grid design and emergency response, urban forestry issues, and customer communications.

ISSUE BACKGROUND

In July 8, 9, 10 and 11, 2014, Council considered a report from the City Manager and Deputy City Managers entitled, *Review of the City of Toronto's Emergency Response to the December 2013 Ice Storm*, which responded to Council's previous requests and provided the outcomes of the City's review of the emergency response. At the same meeting, the City Manager transmitted for Council's consideration, the Toronto Hydro Independent Review Panel Report: the Response of Toronto Hydro-Electrical Systems Limited to the December 2013 Ice Storm.

In consideration of the two reports, Council adopted a series of recommendations to improve the City's ability to mitigate, prepare for, respond to and recover from future emergencies specific to: Emergency Preparedness and Response, Supports for Vulnerable Populations, Emergency Communications, 311 Toronto and Toronto Hydro Contact Centre Co-ordination, Urban Forestry and Infrastructure Resiliency, and Provincial Requests.

This report responds to the Council approved motion requesting Toronto Hydro to report to Council in the second quarter of 2015 on the implementation plans for the Independent Review Panel recommendations.

COMMENTS

Attached to this report is the Toronto Hydro report entitled, *Status of Recommendations from December 2013 Ice Storm Report as of May 31, 2015*.

The Independent Review Panel final report presented 26 recommendations, 23 of which addressed enhancements Toronto Hydro can make. The others called for closer co-operation among Toronto Hydro, the City of Toronto and the Province of Ontario to prepare the community for future major outage events.

A number of the recommendations from the Independent Panel final report were implemented immediately by Toronto Hydro. The remaining recommendations are being addressed through Toronto Hydro's Grid Emergency Management Project (GEM). This project's objective is to implement the remaining recommendations from the Independent Review Panel final report and additional recommendations arising from a number of other industry/association post-ice storm reports.

The attached report provides an update of the status of implementation of each of the 26 recommendations from the 2013 Ice Storm Report in the following ten categories:

1. Emergency Planning and Preparedness;
2. Resource Acquisition and Allocation;
3. Damage Assessment and Restoration Planning;
4. Restoration Execution;
5. Communications – Customer Contact;

6. Communications – Other Stakeholders;
7. Information Systems and Technologies,
8. Vegetation Management and System Hardening/Resiliency;
9. Toronto Hydro – City Coordination; and
10. Undergrounding

The City Manager's report entitled, *Further Update on the Implementation of December 2013 Ice Storm Recommendations*, which is also on this agenda, recommends that Council request Toronto Hydro to enhance the resiliency of the electrical supply in Toronto through measures such as storm hardening, targeted conversion of overhead lines to underground, and conducting a Climate Change Adaptation Study . In order for Council to be kept informed on progress made, this report also recommends that Council direct Toronto Hydro to report to Council annually as part of the Annual General Meeting with an update on the allocation and related impact of funds used on measures to improve resiliency and reduce power disruptions in Toronto.

SIGNATURE

John Livey
Acting City Manager

ATTACHMENT

1. Transmittal letter, dated June 16, 2015, from Toronto Hydro President and CEO Re: Progress Update on Implementation of Ice Storm Recommendations
2. Toronto Hydro Report, Status of Recommendations from December 2013 Ice Storm Report as of May 31, 2015