



TOWN OF AURORA
ADDITIONAL ITEMS (REVISED)
FOR COUNCIL MEETING

Tuesday, February 25, 2014
7 p.m.
Council Chambers

- **Presentation (a) Mark Henderson and Mike Matthews, PowerStream Inc.**
Re: Town of Aurora Ice Storm 2013

- **Replacement Page – Figure 1 (Clarification of Legend)**
Re: Item 1(2) – PL14-015 – The Aurora Promenade Community Improvement Plan (CIP)

- **Replacement Page – Schedule A (Clarification of (H)O-20 identified area)**
Re: By-law 5586-14 – BEING A BY-LAW to amend Zoning By-law Number 2213-78, as amended (The Alpen House Holding Limited, File D14-10-12).

- **Item 8 – Correspondence received from York Region, Re: Aurora’s Preparation of a Community Improvement Plan**
(Additional Information regarding Item 1(2) PL14-015 – The Aurora Promenade Community Improvement Plan (CIP))

RECOMMENDED:

THAT the correspondence received from York Region regarding Aurora’s Preparation of a Community Improvement Plan be received for information.



PRESENTATION REQUEST

This Presentation form and any written submissions or background information for consideration by either Council or Committees of Council must be submitted to the Clerk's office by the following deadline:

4:30 P.M. ON THE BUSINESS DAY PRIOR TO THE REQUESTED MEETING DATE

COUNCIL/COMMITTEE/ADVISORY COMMITTEE DATE: Feb. 25, 2014

SUBJECT: Town of Aurora Ice Storm 2013

NAME OF SPOKESPERSON: Mark Henderson & Mike Matthews

NAME OF GROUP OR PERSON(S) BEING REPRESENTED (if applicable):

PowerStream Inc.

BRIEF SUMMARY OF ISSUE OR PURPOSE OF PRESENTATION:

This presentation will briefly cover the response by PowerStream within the Town of Aurora to the December 2013 Ice Storm.

PLEASE COMPLETE THE FOLLOWING:

Have you been in contact with a Town staff or Council member regarding your matter of interest?

Yes

No

IF YES, WITH WHOM? Mayor Dawe & Staff: _DATE: Jan. 27, 2014

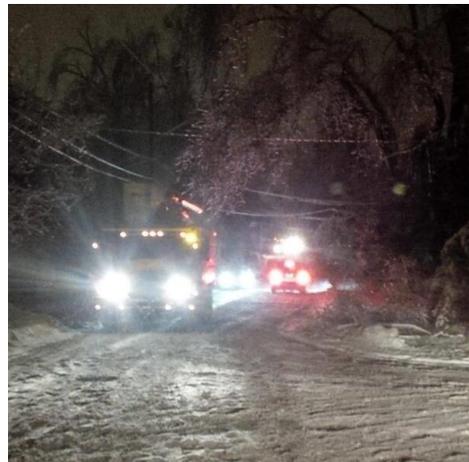




Agenda



- Overview
- Restoration Strategy
- Field Response
- Customer Communications
- Lessons Learned /Next Steps



Worst Storm in our service territory



- Worst storm seen in our service territory, level of tree destruction on overhead system and residential services was unprecedented and only tempered by the high concentration of underground services in our system.
- Over 35% of PowerStream customers (92,000 customers) in York Region were without electricity, compared to approximately 41% (300,000) of Toronto Hydro customers were without electricity.
- Aurora had 8,700 out of 18,000 customers, or 48% without electricity at the peak of the storm
- Almost 100% of the customers were restored within 48 hours

Ice Storm 2013 by the Numbers

92,000
Customers



7,500,000
Website hits



9
Municipalities

186,000
Telephone calls



1,000
OMS Incidents



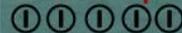
126
Linepersons



12
News Releases



500
Feeder circuit breaker trips



900
Line fuses replaced



2,500
Tweets



200
Media Line calls



47
Foresters



Overview of Ice Storm



On a normal day:

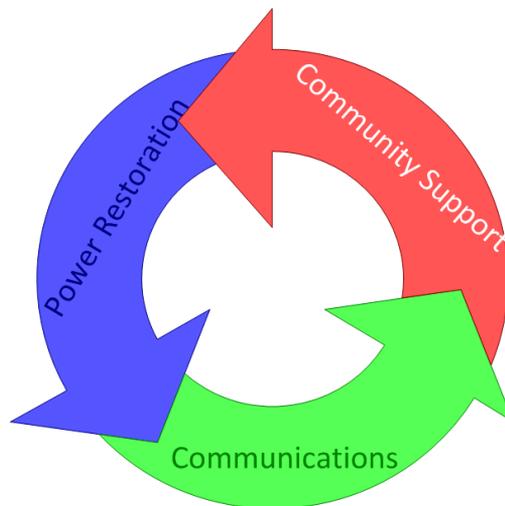
- 1,500-2,000 calls on the corporate phone system
- 10-4,000 calls on the Power Outage line
- Typical Tweets @PowerStreamNews by others for one day: 35
- Typical web hits on PowerStream.ca for one day: 8,000

During Storm:

- A combined total of 86,500 calls were received on PowerStream's corporate phone system and Power Outage line in one day – Sunday, December 22nd
- 185,919 total calls received during between the 20th and the 30th
- 7.5 million web hits over the same period – almost 100 times the normal volume
- 1.3 million different people exposed, at least once, to @PowerStreamNews over the same period
- # of Twitter followers increased from 3,261 to 9,652

5

PowerStream's Restoration Strategy



6

Interaction with Town of Aurora



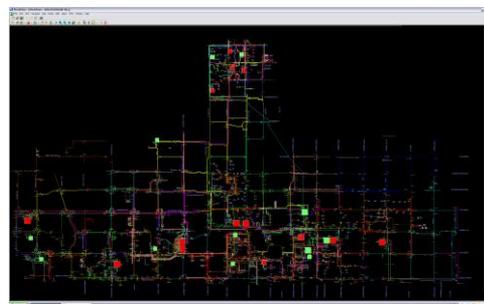
- Lines of Communication were established early on in the incident with the Emergency Operations Centres (EOC) or Community Emergency Management Coordinators (CEMC) of **Aurora (Ian Laing CYFS)**, Richmond Hill, Markham, Vaughan, and the Region of York and maintained 24/7 throughout the duration.
- The Town of Aurora CEMC (Ian Laing) was a key partner in this event and excellent two way communication with PowerStream was maintained through the entire duration.
- Very effective mechanism for PowerStream to react to municipally identified Health and Safety Requests, community priorities and provide for two-way transfer of information. PowerStream responded in a timely fashion to Chief Laing's request to locations on Hammond with a medical urgency and the Resthaven Senior's Centre.
- John McClean (Vice President, Operations) responded directly with Mayor Dawe on several location information requests.
- PowerStream coordinated with Town of Aurora to arrange for forestry assistance on the 23rd.

7

System Impact



- More than 500 feeder circuit breaker trips, including Auto-Recloses ("Blinks") and Lockouts – this is the equivalent of one full year's number of breaker operations in only 3 days
- Greater than 1,000 incidents within the Outage Management System



- 900 line fuses replaced; multiple transformer fuses replaced
- 3 km of secondary service wire replaced
- 10 poles replaced
- 300 single location visits (individual services, primary and secondary)
- 200 visits to low wires, downed wires; most were Bell or Rogers cables

8

Field Resources - Internal/External



PowerStream Personnel

- 66 Lines Staff
- 12 Management

External Contractors/Utility Assistance

- City of Markham and City of Vaughan forestry crews
- Riggs Distler, Utility Contractor, Gormley, 15 Linepersons
- Wilderness Environmental, Line Clearing Contractor, Sault Ste. Marie, 13 foresters
- Tamarack Tree Care, Line Clearing Contractor, Brockville and Ottawa, 13 Foresters
- Fortis Algoma, Electrical Utility, Algoma, 5 Foresters
- Fortis Cornwall, Electrical Utility, Cornwall, 2 Linepersons
- Canadian Niagara Power (Fortis), Fort Erie, 2 Linepersons
- Collus PowerStream, Electrical Utility, Collingwood, 5 Linepersons
- Wasaga Beach Distribution, Electrical Utility, 4 Linepersons
- Newmarket-Tay Power, Electrical Utility, Newmarket, 2 Linepersons

PowerStream's Contractor Partners

- K-Line, Line Contactor, Stouffville, 30 Linepersons
- Utility Line Clearing, Line Clearing Contractor, Sutton, 11 Foresters
- McNamara Power Line Construction, Line Clearing Contractor, Wyevale, 5 Foresters

Total external assistance:

- Linepersons - 60
- Foresters - 47

Total Field Resources:

- Linepersons - 126
- Foresters - 47

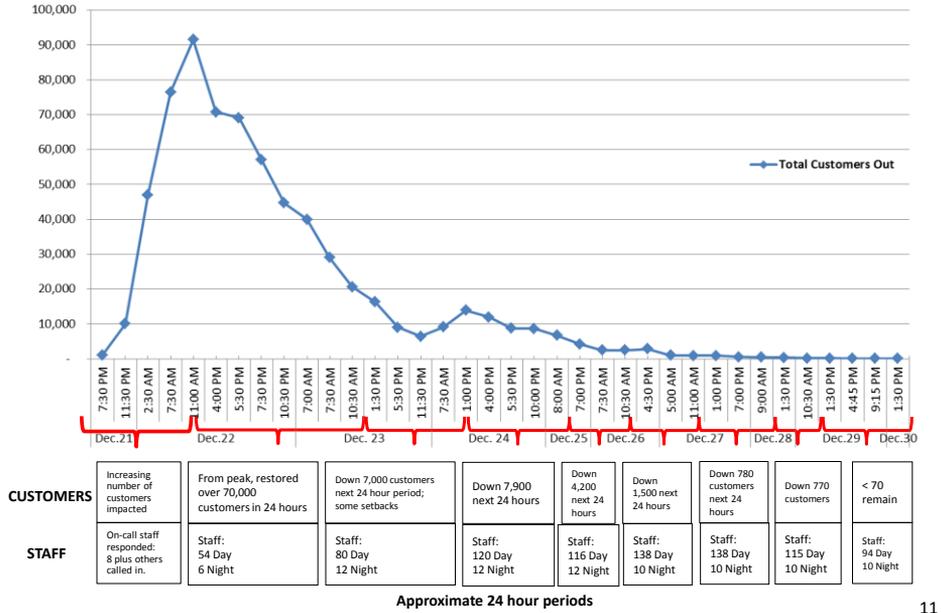
Restoration Progress Town of Aurora

Date	Time	Total Customers Out					Aurora		
Dec.21	7:30 PM	1,000					2,000		
	11:30 PM	10,000					2,500		
Dec.22	2:30 AM	47,000					8,700		
	7:30 AM	76,500							
	11:00 AM	91,500							
	4:00 PM	70,800	restored in 24 hrs	77%					
	5:30 PM	69,100	restored in 48 hrs	85%					
	7:30 PM	57,000	restored in 72 hrs	93%					
	10:30 PM	44,711	restored in 96 hrs	97%					
Dec. 23	7:00 AM	40,000					8,000		
	7:30 AM	29,000					2,200		
	10:30 AM	20,600					300		
	1:30 PM	16,300					50		
	5:30 PM	9,000					600		
	11:30 PM	6,450					50		
Dec. 24	7:30 AM	9,100							
	1:00 PM	13,850					20		
	4:00 PM	12,000							
	5:30 PM	8,720							
	10:00 PM	8,600					20		
Dec.25	8:00 AM	6,700					20		
	7:00 PM	4,240							
Dec.26	7:30 AM	2,500							
	10:30 AM	2,490					27		
	4:30 AM	2,830							
Dec.27	5:00 AM	956					26		
	11:00 AM	920							
	1:00 PM	926							
	7:00 PM	555							
Dec.28	9:00 AM	428					17		
	1:30 PM	301							
Dec.29	10:30 AM	157							
	1:30 PM	144							
	4:45 PM	77					1		
	9:15 PM	42							
Dec.30	1:30 PM	37							

Aurora restoration progress was exceptional given the overall challenges within the entire PowerStream service area. Essentially all Aurora customers were restored in less than 48 hours. Most significant impact was Hydro One feeder conductor failure collapsing onto PowerStream underbuild feeders (almost 6,000 customers). Some delay in waiting for Hydro One crews to repair.

1 tx Algonquin and some customer issues
Sidewalk plow hit cables on pole at #30 Allaura

Ice Storm 2013 - Restoration Tracking



11

Customer Communications



- Power Outage Line [1.877.777.3810](tel:1.877.777.3810)
 - 24/7
 - Menu (General outage information by municipality, outage details for specific addresses or report outage, all other)
- Corporate Telephone System [1.877.963.6900](tel:1.877.963.6900)
 - Mon-Fri 8:00am – 4:30pm
 - Menu (Automated Account Info, Moving, Report Outage, Speak to Agent, Company Directory)
- Website powerstream.ca
 - Account Information, CDM Initiatives, Interactive Power Outage Map, Power Outage Resources
- Social Media [@PowerStreamNews](https://twitter.com/PowerStreamNews)
[Facebook.com/PowerStreamPage](https://facebook.com/PowerStreamPage)
blog.powerstream.ca
- Mainstream Media [905.532.4400](tel:905.532.4400)
 - 24/7
 - News Releases
 - Media Engagement

12

Lessons Learned & Next Steps



Strength of PowerStream's system allowed us to reconnect most of our customers within 24-48 hours.

Unlike previous major outages, the capacity of various systems and applications reached their limits, including; the corporate phone lines & website as well as the interactive Power Outage Map. The following initiatives are currently being planned or implemented:

- One Number solution
- Outage Notification Service
- OMS/Outage Map Infrastructure Upgrade
- Live agent option (being assessed)

13

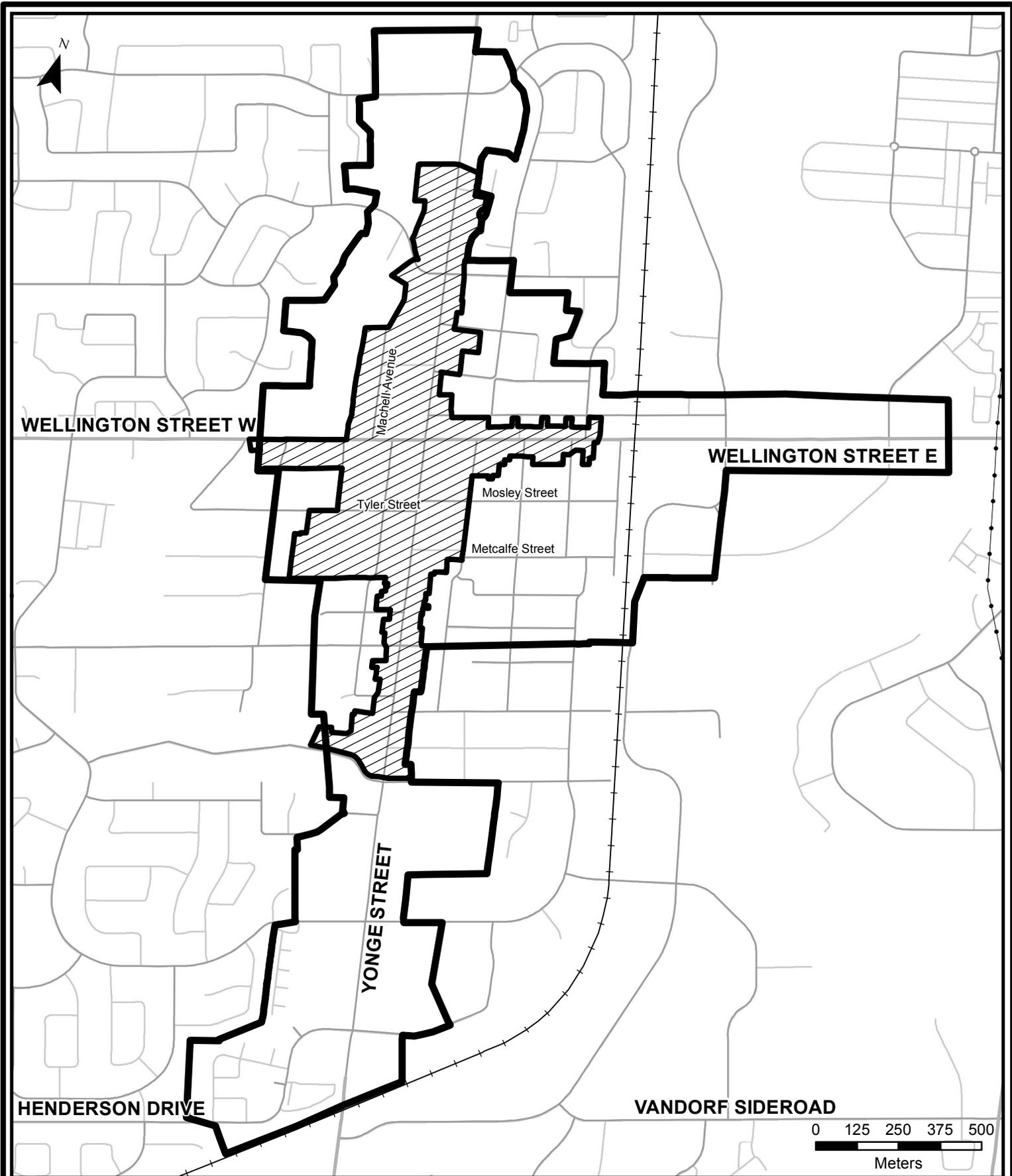
Lessons Learned & Next Steps



There is always a trade-off with the ability of our systems and people to respond quickly and accurately, and the cost to building that capability. We are reviewing our systems, processes and capabilities to see what cost effective measures can be taken to more effectively respond to a similar situation in the future.

PowerStream needs to continue co-ordinating restoration with municipalities in future as PowerStream is reliant on them for emergency information, and prioritization of customer restoration.

14



Aurora Promenade Community Improvement Plan Area Boundary

FIGURE 1



Priority Area / Previously Proposed CIPA



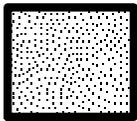
Promenade Boundary



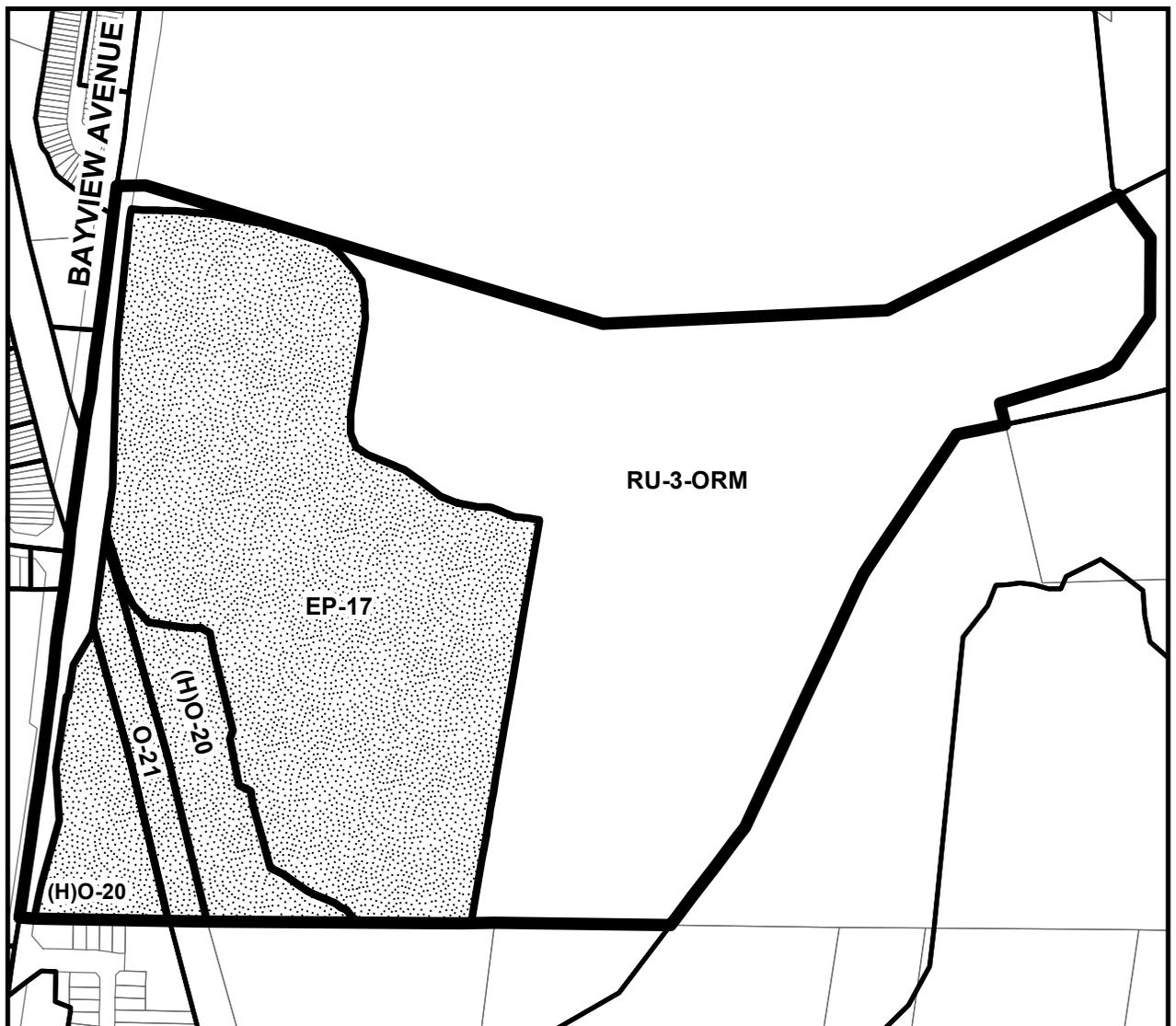
TOWN OF AURORA

THE REGIONAL MUNICIPALITY OF YORK

LOCATION: Part of Lots 17, 18 and 19 in Concession 2, designated as part of Part 5 and 6 on Reference Plan 65R-26163, Town of Aurora (geographic Township of Whitchurch), Regional Municipality of York. (PIN 03642-2641 (LT) and 03642-2642 (LT) (14695 – 14875 Bayview Avenue, Aurora, Ontario)



LANDS REZONED FROM THE "OAK RIDGES MORaine RURAL GENERAL (RU-3-ORM) EXCEPTION ZONE" TO "ENVIRONMENTAL PROTECTION (EP-17) EXCEPTION ZONE", "MAJOR OPEN SPACE HOLDING (H) O-20 EXCEPTION ZONE" AND "MAJOR OPEN SPACE (O-21) EXCEPTION ZONE".





Office of the Chief Administrative Officer
Long Range Planning Branch

February 25, 2014

RECEIVED
FEB 25 2014
MAYOR'S OFFICE

TOWN OF AURORA PLANNING & DEVELOPMENT SERVICES RECEIVED FEB 25 2014	
INITIALS:	_____
ACTION:	_____

Marco Ramunno
Director of Planning and Development Services
Town of Aurora
100 John West Way, Box 1000
Aurora, Ontario
L4 G 6J1

Dear: Mr. Ramunno

Re: Aurora's preparation of a Community Improvement Plan

This is to acknowledge the Town of Aurora's preparation of a Community Improvement Plan for the revitalization of the Downtown area.

In support of the use of Community Improvement Plans to achieve certain planning objectives, the Regional Official Plan contains the following policies in Charter 8 – Implementation.

To date, we have not operationalized these policies. However, based on these polices, and as requested, Regional staff will explore opportunities to participate/partner with the Town in the financial programs that are being offered.

We will involve and explore options with our Finance department and Community Planning branch and report to Committee of the Whole with recommendations, as necessary.

If you have any questions or for more information please contact Valerie Shuttleworth, Director Long Range Planning at (905) 830-4444, Ext. 71525.

Regards,

Valerie Shuttleworth, M.C.I.P., R.R.P.
Director, Long Range Planning

VS/nm

cc: Karen Whitney, Director, Community Planning

edocs 5398288