

Major Event Day: April 15, 2022, Alectra Utilities

2.1.4.2.10 Major Event Response Reporting

'Major Event' is defined under section 2.1.4.2 of the [Electricity Reporting and Record Keeping Requirements \(RRR\)](#).

When a distributor determines an outage was caused by a Major Event, it shall file a report with the OEB that outlines the distributor's response to the Major Event, including answers to all the questions set out below.

A distributor shall file this report with the OEB within 60 days of the end of the Major Event unless there are exceptional circumstances, in which case the report can be filed within 90 days of the end of the Major Event.

Prior to the Major Event

1. Did the distributor have any prior warning that the Major Event would occur?

Yes No

Additional Comments:

Environment and Climate Change Canada issued a wind warning, which initially anticipated wind gusts of 80 km/hour. As the afternoon progressed, Environment and Climate Change Canada revised the warning to predict wind gusts of 90 km/hour. The website, "The Weather Network" later indicated, St. Catharines experienced wind gusts of 123 km/hour, which is equivalent to the strength of a Category 1 hurricane.

2. If the distributor did have prior warning, did the distributor arrange to have extra employees on duty or on standby prior to the Major Event beginning?

Yes No

Brief description of arrangements or explain why extra employees were not arranged:

In anticipation of the adverse weather event, additional staff were made available on April 15, 2022. Alectra's communications team continuously prepares for emergencies. Full staff complements from the communications and government relations team were made aware of the incoming weather system and were asked to charge devices and remain on standby in the case of an event.

Major Event Day: April 15, 2022, Alectra Utilities

3. If the distributor did have prior warning, did the distributor issue any media announcements to the public warning of possible outages resulting from the pending Major Event?

Yes No

Additional Comments:

Alectra's communications teams continuously informs customers how to prepare for major events. Messages include how to prepare a 72-hour emergency preparedness kit, what to do before, during, and after an outage, and how power is restored. Safety messages are communicated via social media channels (primarily Twitter, Facebook and Instagram).

Prior the event, Alectra issued multiple notices via social media channels – primarily Twitter.

4. Did the distributor train its staff on the response plans to prepare for this type of Major Event?

Yes No

Alectra Utilities has a Corporate Emergency Plan supported by individual Emergency Plans for each of its operational areas. The Emergency Plan is based on the Incident Management System ("IMS") and requires training exercises to be conducted annually. Exercises must be debriefed and critiqued, and a brief written summary of the debriefing is distributed to all staff participating in the exercise. Training of Alectra Utilities system controllers (and others, as required) is performed on an ongoing basis, and continual review of the Emergency Plan is completed.

During the Major Event

1. Please identify the main contributing Cause of the Major Event as per the table in section 2.1.4.2.5 of the Electricity Reporting and Record Keeping Requirements.

Loss of Supply
 Lightning
 Adverse Weather-Wind
 Adverse Weather-Snow
 Adverse Weather-Freezing rain/Ice storm
 Adverse Environment-Fire
 Adverse Environment-Flooding
 Other

Please provide a brief description of the event (i.e. what happened?). If selected

Major Event Day: April 15, 2022, Alectra Utilities

“Other”, please explain:

On April 15, 2022, high winds and rain caused trees to fall on primary circuits and caused broken poles in Alectra’s West service territory. Long duration outages resulted, as trees were cleared, and overhead circuits were repaired.

2. Was the IEEE Standard 1366 used to derive the threshold for the Major Event?

Yes, used IEEE Standard 1366*

No, used IEEE Standard 1366 2-day rolling average

No, used fixed percentage (i.e., 10% of customers affected)

*The OEB preferred option

3. When did the Major Event begin (date and time)?

April 15, 2022 – 12:48 EST

4. Did the distributor issue any information about this Major Event, such as estimated times of restoration, to the public during the Major Event?

Yes No

If yes, please provide a brief description of the information. If no, please explain:

During the event, Alectra issued multiple notices via social media channels – primarily Twitter. Tweets provided ETR to customers, as well as location, number of customers affected, and the cause of the outage. Social media response were ongoing throughout the day until the power supply was fully restored.

In addition, Alectra responded to customers’ inquiries through direct messaging on Facebook, Instagram and Twitter.

5. How many customers were interrupted during the Major Event?

46,884 customers were interrupted during the Major Event.

What percentage of the distributor’s total customer base did the interrupted customers represent?

4.34% of Alectra Utilities’ customer base.

6. How many hours did it take to restore 90% of the customers who were interrupted?

Major Event Day: April 15, 2022, Alectra Utilities

Approximately 10.5 hours.

7. Were there any outages associated with Loss of Supply during the Major Event?
 Yes No

If yes, please report on the duration and frequency of the Loss of Supply outages:

West:

HONI's Dundas M8 27.6 kV feeder locked out, Loss of Supply to Alectra's Troy F2 8.32 kV feeder.

8. In responding to the Major Event, did the distributor utilize assistance through a third-party mutual assistance agreement with other utilities?

Yes No

Do not have third party mutual assistance agreements with other utilities

If yes, please provide the name of the utilities who provided the assistance?

9. Did the distributor run out of any needed equipment or materials during the Major Event?

Yes No

If yes, please describe the shortages: _____

After the Major Event

1. What actions, if any, will be taken to be prepared for, or mitigate, such Major Events in the future?

No further action is required at this time

Additional staff training

Process improvements

System upgrades

Other

Additional Comments: _____