

## Major Event Response Reporting

### Wind Storm May 21 – May 29, 2022

#### Prior to the Major Event

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

Yes  No

Additional Comments:

Yes, Elexicon Energy Inc. (“Elexicon”) had very limited prior warning based on reports of high winds advancing into its service territory. However, Environment Canada’s Severe Thunderstorm Warnings for Uxbridge and Northern Regions of Durham, Pickering, Oshawa, Southern Durham Region were not issued until after Elexicon had issued its own Pre-Event Readiness warning internally on May 21, 2022.

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:

Elexicon issued a Pre-Event Readiness warning internally on May 21, 2022. This Readiness warning alerts staff to the possible need for their assistance should the conditions require it.

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

No, Elexicon did not have sufficient advance notice of the storm to issue any media announcements in advance of the event.



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

Yes  No

Yes, Elexicon practices its Power Restoration Plan/Business Continuity Plan regularly and a Level 3 Outage training and tabletop exercise was completed on December 2, 2021. A Level 3 outage is a major outage affecting more than 25,000 customers for more than 24 hrs. It is the highest level assigned by Elexicon under its current Power Restoration Plan.

### 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 “Other”, please explain:

On May 21, 2022 a derecho storm swept through the province of Ontario and large portions of Elexicon’s service territory. This widespread and fast-moving storm caused extensive damage to Elexicon’s infrastructure thereby leading to prolonged power outages for the majority of Elexicon’s customers.

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)?

May 21, 2022, 12:30pm



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

During the course of this Major Event, Elexicon issued several communications to the public to keep them well informed. These included:

- Outage map on website displaying information about outage locations and estimated restoration times (“ETRs”).
- Website banner display that contained information about power restoration efforts, the number of customers affected, restoration time as a whole, contact information about where to call if customers see a downed power line or tree or to report an outage, including new storm email inbox, and Electrical Safety Association (“ESA”) information for customer owned infrastructure and connections. During the Major event, Elexicon had 689,539 page views on its website.
- Updated news releases posted to public facing website, twitter and sent to all local and major GTA media outlets to inform about Elexicon’s power restoration efforts including critical information to ensure public safety.
- News interviews to continue to update and communicate to customers through traditional media that was carried on Global and CTV News locally (Durham) and provincially.
- Social media updates including real-time posts from system control that aligned with outage map on location of outages and ETRs/supplemental posts on restoration efforts/images of damage and crews conducting restoration efforts/safety messages/conservation messaging to ensure ongoing reliability in areas where load needed to be transferred and shared with another substation/information about local community relief locations/power outage survival checklists and emergency management for those who require electricity for critical life support/review and triaging of all messages from customers to ensure follow up by distribution operations and crews.
- Direct communications as well as regular updates to Mayors, City and Town Councilors and CAOs of all affected regions to ensure most up-to-date local information can be provided to the public through their own communication channels as civic leaders.
- Direct communications to customers and the public through our call centre and specialized storm communication email address that was actively monitored throughout the major event.

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

126,456



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

72.6%

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

70 hours, 12 minutes

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:

1,195 Customers out for 48.78 hours

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

Yes  No

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

N/A

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

Yes  No

If yes, please describe the shortages:

Elexicon quickly ran out of materials at the onset of the event, but was able to resupply over the next few days with the needed material and equipment (poles, cable, hardware, etc.). The damage caused by the storm exceeded what is planned for in Elexicon's safety stock level. Emergency material was brought in from other distributors and contractors to meet the demand.



### **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:

Ellexicon is currently undertaking an organization-wide event postmortem, including Lessons Learned from this event that will inform specific improvements related to staff training, process improvements and potential system upgrades.