

## Major Event Response Reporting

### Wind Storm – November 15, 2020

#### Prior to the Major Event

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

Yes  No

#### Additional Comments:

Environment Canada weather warnings of potential high winds.

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:

Customer care staff were put on standby, add'l control room operator brought in, additional Lines staff put on standby.

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

Yes, three tweets were published on the morning of November 15 with the following information:

1. Stormy Weather Ahead. Strong wind gusts up to 80 km/h expected today, which has the potential to cause extended and widespread power outages. Be prepared. Be safe.

2. Our system controllers and crews work hard to do their part in keeping the power on but weather events such as high winds can cause outages. Rest assured, we're ready now, and always, to restore power as quickly and as safely as possible.

3. We have a number of platforms to find and receive outage information. Follow us here on Twitter, view our Outage Map via [elexiconenergy.com](http://elexiconenergy.com) and call out Outage Information Hotlines: 1-844-278-1423 (Town of Whitby) and 1-866-579-6819 (All Other Service Areas).



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

Yes  No

### **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

Very high winds, lots of outages, possibly due to trees or other objects contacting lines in the wind.

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)?

November 15, 2020, 15:00

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:

Approximately 70-plus tweets were published on Elexicon Energy's Twitter account



(@ElexiconEnergy) during the event. These tweets link to Elexicon's online outage map, which provides estimated times of restoration. The company's Outage Information Hotlines also provided estimated times of restoration.

Elexicon's Communications Team also issued a news release, providing an update on the company's power restoration efforts in Gravenhurst, and provided frequent updates to the Town's Mayor and Council.

How many customers were interrupted during the Major Event?

22,892

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

14%

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

8 hours 45 minutes

Additional Comments:

6. 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:

*1283 Customers out for 13 hours*

*5019 Customers out for 3.87 hours*

*1651 Customers out for 1.22 hours*

7. 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?

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

Yes



X 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:

*Additional staff training on Elexicon's Power Restoration plan will be conducted.*