

Major Event Response Reporting

Wind Storm – December 11, 2021

Prior to the Major Event

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

Yes No Additional Comments:

Early reports of high winds being expected were received on Dec 10, 2021.

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:

Yes, additional Elexicon staff were put on standby in all Districts expected to be affected (all Elexicon districts in this case). As well, arrangements were made with key contractors to provide staff if called upon.

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

This was an oversight by a new Communications employee which was noted during the event debrief. Regular updates provided from onset of outage through the recovery process.

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

Yes No

Yes, the most recent training exercise was held on December 2nd, 2021.



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: [Windstorm](#)

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)?

[December 11, 2021, 12:00am](#)

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:

[Updates provided by system control direct to social media on a regular basis with Estimated Restoration Times \(ERTs\) where possible, supplemented with custom messaging from the Communications team providing supplemental information and responses to specific questions.](#)

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

[30,471](#)

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



17.6 %

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

22 hours.

Additional Comments: _____

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:

471 customers out for 2.53 hours

250 customers out for 4.84 hours

867 customers out for 2.82 hours

4980 customers out for 0.15 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: _____

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:

Elexicon carried out an event debrief meeting and has created a lessons learned register from this event (and future events) that will be used to continuously improve its Power Restoration Plan (PRP) and associated protocols and procedures.

Follow up meetings to discuss specific areas of improvement, primarily relating to communication processes between field operations, system control and Communications, are scheduled for early 2022.