

Major Event Response Reporting

December 3, 2022

Prior to the Major Event

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

Yes No

Additional Comments:

Elexicon Energy only had a standard public safety weather warning. These are not aimed at or equipped to inform impacts to the distribution system.

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:

There were extra employees put on Standby for that weekend. 2 extra employees in Whitby as well as 2 extra employees in Belleville. All districts were advised to ensure staff was prepared to respond to higher call volumes. Forestry crews were also put in place on standby for possible wind/tree contact issues.

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

Elexicon Energy posted an alert on its website homepage, notifying customers that a Special Weather Statement had been issued advising of strong winds early Saturday morning and through the afternoon. The alert also said that crews and system controllers were ready to respond to outages if they occur, and provided a link to a section on the utility's website that provides helpful steps and information on what to do before, during and after a power outage to keep your family, home and neighbourhood safe. A similar message was also published on Elexicon's Twitter account.



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

Yes No

Via the operator program staff are trained to respond to these types of events

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:

A high winds event caused a loss of supply to our Newcastle customer base. Given that the impacted device was an asset owned by Hydro One Networks Inc., Elexicon Energy had limited control in restoring customers in a more timely fashion.

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 3, 2022, 11:22 am



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:

Elexicon Energy provided timely and informative updates during the Major Event. Outage details – including areas, crew status and estimated times of power restoration – were posted on the utility’s online Outage Map, Twitter feed and Outage Information Hotline.

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

9,727

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

5.5%

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

9 hours, 28 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:

3,508 customers interrupted for 11.32 hours
2,781 customers interrupted for 3.65 hours
1,785 customers interrupted for 0.19 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:

N/A

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:

The Control centre researched alternative power restoration paths to increase flexibility, reliability and redundancy. This work was passed on to the field operations team who did a field visit to validate and clarify the findings.

Hydro One owns most of this feeder, and Elexicon Energy does not have major concerns in its portion of the feeder. Most of the outages on this feeder are related to Loss of Supply.