

## Major Event Response Reporting

December 23, 2022

### Prior to the Major Event

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

Yes  No

Additional Comments:

Public advisory weather warnings. Typically, these are public safety reports that are not reliable for operating a distribution network.

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:

Staffing was arranged to maximize working hours according to region to ensure Elexicon Energy could provide a 24/7 response.

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 significant winter storm was expected to arrive late Thursday, bringing with it rain, potentially damaging winds and snow. The alert pointed out that these elements have the potential to cause outages, and that Elexicon's system controllers and crews were ready to respond if outages occurred. The alert also provided a link to a section on Elexicon'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. Twitter messages with this information were also posted on Elexicon's account.

Elexicon Energy also reached out to the Mayors and Chief Administrative Officers of the communities served by Elexicon, providing them with an update on Elexicon's



preparations ahead of the winter storm. The information included Storm Preparedness Actions, Outage Communication Channels and Resources, and a description of Elexicon's Power Restoration Process.

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

Yes  No

Through the operators program, staff are trained to manage 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:

An historic winter storm including blizzards, high winds and snowfall swept through the region from December 23<sup>rd</sup> to 25<sup>th</sup> causing widespread outages. High winds brought down trees and power lines resulting in damage to critical infrastructure.

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 23, 2022, 9:45 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 Elexicon’s online Outage Map, Twitter feed and Outage Information Hotline.

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

52,334

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

30%

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

30 hours, 4 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:

6,413 customers interrupted for 0.07 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?

Not applicable

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

Yes  No

If yes, please describe the shortages:

Not applicable

### **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: