

Major Event Response Reporting

January 25, 2023

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:

Additional crews were scheduled to be on stand-by.
An incident management structure was initiated to continually monitor and assess for operational needs and public communications

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 bringing a large accumulation of snow and high winds was imminent. The alert stated that these elements have the potential to cause outages, and that Elexicon's system controllers and crews are ready to respond to outages if they 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.



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:

A snowstorm swept through the region with winds gusts and heavy snowfall resulting in power outages. Heavy snow fall accumulation between 15 to 20cm during rush hour traffic. The timing of the storm complicated matters. Unplowed roads at rush hour traffic restricted the movement of crews and our ability to restore 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)?

Jan 25, 2023, 3:52 pm



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 updates, when available, during the Major Event. Outage details, including affected 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?

13,330

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

7.6%

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

5 hours, 20 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:

Not applicable

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: