

Major Event Response Reporting

November 29, 2024

Prior to the Major Event

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

☐ Yes ☒ No

Additional Comments:

Elexicon was aware of the potential for snow starting November 29, 2024 in the area but the weather report did not indicate a risk of any significant accumulation. The closure of Highway 11 from November 30th to Dec 3rd severely limited Elexicon Energy (Elexicon) and Hydro One Network Inc's (HONI) ability to access the community.

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:

n/a

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

n/a

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

☒ Yes ☐ No

On November 25, 2024, Elexicon held their annual emergency preparedness exercise and tested some newly developed reporting tools that were leveraged during the storm. Elexicon annually undertakes emergency preparedness for field staff including pole top rescue, bucket rescue, and bucket evacuation which ensures field staff are well-prepared for emergencies. Major storms add additional risks,



making this training crucial for storm preparedness. Additionally, in Gravenhurst, we conduct specific helicopter and boat training to address unique challenges.

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:

On November 29, 2024, a severe winter storm struck the Gravenhurst area, bringing heavy snowfall, strong winds, and blizzard conditions. The storm resulted in road closures (including Highway 11 for several days), abandoned vehicles, downed trees, accidents, and widespread power outages. In response to the crisis, the town of Gravenhurst declared a state of emergency.

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)?

As early as November 29th, 02:27, Gravenhurst customers began experiencing several auto reclosures, some sustained outages and loss of supply.

On November 30th, at 08:08, the HONI supply to Elexicon’s power system in Gravenhurst locked-out and was unavailable for more than 13 hours.



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:

Outage details, including affected areas, crew status and estimated times of power restoration, were posted on Elexicon Energy's online outage map, X (formerly Twitter) and its outage information hotline. Information was also shared with radio stations serving Gravenhurst.

Additionally, a dedicated webpage was activated with news and updates on Elexicon's power restoration efforts, safety tips and resources, and links to Elexicon's outage communications platforms. These platforms were updated multiple times a day.

Emails, detailing power restoration efforts and other vital information, were sent daily to the Mayor of Gravenhurst.

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

All of Elexicon's Gravenhurst customers were interrupted during the major event as a result of the loss of supply. In total, there were 8,879 customer outages that may include more than one outage for some customers.

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

Approximately 4% of Elexicon's total customer base was interrupted, however 100% of Elexicon's Gravenhurst customers were interrupted as a result of the loss of supply.

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

The HONI supply to Elexicon's power system in Gravenhurst locked-out at 08:08 on November 30th and was not returned to service until 21:57 the same day. Estimated time for restoration of 90% of customers was approximately 100 hours following loss of supply.

Restoration was particularly complicated for several reasons. Firstly, travel to the site was impacted by the closure of the highway for several days. Alternate modes of transportation were required, including snowmobiles, to bring staff into the community. Secondly, access to many of the lines was hampered by the sheer



volume of snowfall (4 to 5 feet), occasionally requiring snowshoes or drones to view equipment and assess the damage. In some instances, boats were required for water-access only sites.

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:

November 29th

101 customers out for 3 hours

551 customers out for 25 hours

121 customers out for 31 hours

November 30th

4,861 customers out for 13 hours

(an additional 1,537 customers required additional work to restore service once the loss of supply issue was resolved)

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?

While Elexicon did not utilize assistance through a third-party mutual assistance agreement, crews from other Elexicon communities did travel to Gravenhurst to assist with restoration efforts.

Elexicon also employed the services of contractors for line work as well as damage assessment, including drone operators.

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:

n/a