

## Major Event Day: December 11, 2021 Alectra Utilities

### 2.1.4.2.10 Major Event Response Reporting

'Major Event' is defined under section 2.1.4.2 of the [Electricity Reporting and Record Keeping Requirements \(RRR\)](#).

When a distributor determines an outage was caused by a Major Event, it shall file a report with the OEB that outlines the distributor's response to the Major Event, including answers to all the questions set out below.

A distributor shall file this report with the OEB within 60 days of the end of the Major Event unless there are exceptional circumstances, in which case the report can be filed within 90 days of the end of the Major Event.

#### Prior to the Major Event

1. Did the distributor have any prior warning that the Major Event would occur?  
 Yes     No

#### **Additional Comments:**

- **Environment Canada issued a wind warning for most of southern Ontario.**

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:

**In anticipation of the adverse weather event, additional staff were made available on December 11, 2021. Additionally, Alectra's communications team continuously prepares for emergency situations. A full staff complement from the communications and government relations team were made aware of the incoming weather system and were asked to charge devices and remain on standby in the case of an event.**

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

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### Additional Comments:

- **Alectra informed customers of imminent adverse weather conditions based on information from Environment Canada.**
- **Information about the special weather statement and associated emergency preparedness messages were communicated to customers via social media channels (Twitter, Facebook and Instagram).**
- **The messages included emergency preparedness information from Alectra’s website and YouTube videos illustrating important safety messages.**

4. Did the distributor train its staff on the response plans to prepare for this type of Major Event?
- Yes       No

**Alectra Utilities has a Corporate Emergency Plan supported by individual Emergency Plans for each of its operational areas. The Emergency Plan is based on the Incident Management System (“IMS”) and requires training exercises to be conducted on an annual basis. Each exercise must be debriefed and critiqued, and a brief written summary of the debriefing is distributed to all staff participating in the exercise. Training of Alectra Utilities system controllers (and others, as required) is performed on an ongoing basis, and continual review of the Emergency Plan is completed.**

### 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:

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On December 11, 2021, high winds and rain caused trees to fall on primary circuits across the entire Alectra's service territory. Long duration outages resulted, as trees were cleared, and overhead circuits were repaired.

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 – 13:00 EST**

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:

- **Prior the event, Alectra issued multiple notices via social media channels – primarily Twitter.**
- **In addition, Alectra responded to hundreds of customers' inquiries through direct messaging on Facebook, Instagram and Twitter. Social media response and updated ETRs to customers were ongoing throughout the day until the power supply was fully restored.**
- **Alectra issued a Media Release on December 11.**  
**<https://www.alectra.com/news/alectra-crews-will-continue-working-through-night-restore-customers-impacted-high-winds>**
- **Alectra also proactively communicated Safety Messages across Twitter, Instagram and Facebook.**
- **Several media interviews were conducted with the media spokesperson on December 11 and 12. Alectra used these opportunities to illustrate the restoration efforts and provide safety information.**

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

**86,128 customers (sustained outages only) were interrupted during the Major Event.**

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

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**7.99% of Alectra Utilities' customer base.**

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

**Approximately 7 hours.**

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:

**Guelph:**

**Fergus 73M8 Lockout, Loss of Supply to Rockwood MS1.**

**East:**

**The 98M3 out of Waubashene T.S. locked out, Loss of Supply to Penetanguishene on three occasions.**

8. In responding to the Major Event, did the distributor utilize assistance through a third-party mutual assistance agreement with other utilities?

Yes  No

Do not have third party mutual assistance agreements with other utilities

If yes, please provide the name of the utilities who provided the assistance?

\_\_\_\_\_

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

Yes  No

If yes, please describe the shortages: \_\_\_\_\_

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### 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: \_\_\_\_\_