

## Major Event Day: Sept. 17, 2022, 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:**

**Hydro One Networks Inc. (HONI) indicated that a tractor trailer crashed into one of HONI's distribution network poles. This resulted in a Loss of Supply event for Alectra.**

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:

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

#### **Additional Comments:**

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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 annually. Exercises are 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 regular review of the Emergency Plan is undertaken.**

### 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 September 17, 2022, HONI reported a tractor trailer collided with one of HONI’s distribution network poles near Highway 12 and Triple Bay Road, in Tay Township. The pole supports HONI 44kV feeders 98M3 and 98M7 out of Waubaushene transformer station (TS). These feeders are the only supply to the Town of Penetanguishene. Both feeders are in parallel on the same structures for 21.3 km from the Waubaushene TS to Penetanguishene. The 98M3 also supplies MS421 Fox Station and MS422 Robert Station. As a result of the incident, customers supplied from these municipal station feeders were also impacted. The pole was isolated, and customers remained without power for the duration of the pole replacement by HONI.**

2. Was the IEEE Standard 1366 used to derive the threshold for the Major Event?

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- 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)?

**Sept 17, 2022 – 13:33 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:  
**During the event, Alectra's Communications team issued notices via social media channels, primarily Twitter. Tweets provided an estimated time of restoration ("ETR") (when available) to customers, as well as the location, number of customers affected, and cause of the outage.**

**Alectra's Communications team also responded to 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's Government Relations team communicated by email and phone with municipal leaders of the areas affected by restoration efforts.**

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

**3,923 customers were interrupted during the Major Event.**

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

**0.36% of Alectra Utilities' customer base.**

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

**Approximately 14.67 hours.**

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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:

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: \_\_\_\_\_

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