

## Major Event Day: May 21, 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:**

**Environment and Climate Change Canada issued a thunderstorm warning for Ontario on May 21, 2022. The following locations that are serviced by Alectra Utilities were anticipated to be impacted by 130 km/hour wind gusts, nickel to toonie-sized hail, and risk of tornadoes: Hamilton, Dundas, Waterdown, Ancaster, Rockwood, Brampton, Mississauga, Richmond Hill, Vaughan, Markham and Aurora.**

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 thunderstorm, additional Control Room and Lines staff were made available on May 21, 2022. Alectra's Communications team regularly prepares for emergencies. Full staff complements from the Communications and Government Relations teams were made aware of the incoming weather system and were asked to charge devices and remain on standby in the case of an event.**

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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:**

**Alectra’s Communications team regularly informs customers regarding how to prepare for major events. Messages include how to prepare a 72-hour emergency preparedness kit, what to do before, during, and after an outage, and how power is restored. Safety messages are communicated via social media channels (primarily Twitter, Facebook and Instagram).**

**Alectra’s Communications team updated the banner message on alectrautilities.com and posted media releases on the homepage. Additionally, safety messages and videos were posted across all social media channels.**

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

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- Adverse Environment-Flooding  
 Other

Please provide a brief description of the event (i.e. what happened?). If selected “Other”, please explain:

**On May 21, 2022, strong winds and rain caused havoc on the overhead infrastructure throughout Alectra’s service territory. In the Central and East regions, broken poles were caused by either strong winds or fallen trees and branches. The West and Southwest regions were also impacted by outages due to tree contacts and adverse weather. Tree contacts due to high winds accounted for 43.51% and adverse weather accounted for 50.60% of the total customer-hours of interruption (“CHI”) (1,515,746.90) associated with the MED.**

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)?

**May 21, 2022 – 11:24 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 two (2) media releases on the homepage, conducted nearly 20 media interviews with CTV, CBC, CP24, as well as radio, print and online media outlets to inform customers of restoration efforts.**

**Alectra’s Communications team issued multiple 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. Safety messages and videos that were posted across all social media channels, were reiterated**

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via media interviews.

**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?

**297,650 customers were interrupted during the Major Event.**

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

**27.55% of Alectra Utilities' customer base.**

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

**Approximately 12.5 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:

**West:**

**HONI's Dundas M8 27.6 kV feeder locked out, Loss of Supply to Alectra's Troy F2 8.32 kV feeder.**

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

Yes  No

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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: \_\_\_\_\_