

Major Event Day: August 17, 2024 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:

Weather alerts were provided by Environment Canada and other media sources warning of severe weather conditions, including thunderstorms and flooding in association with Tropical Storm Ernesto.

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 August 17, 2024. Additionally, Alectra's Communications team regularly prepares for emergency situations. On-call staff from the Communications and Government Relations teams were made aware of the incoming weather system and asked to charge devices and remain on standby in 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

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pending Major Event?

Yes No

Additional Comments:

Alectra informed customers of imminent adverse weather conditions based on information from Environment Canada.

The special weather statement and associated emergency preparedness messages were communicated to customers via social media channels X (formerly known as Twitter) and Facebook.

The messages included information for customers on reporting an outage through the Contact Centre by phone, website forms and web chat, as well as YouTube videos related to safety and emergency preparedness.

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 (Adverse Weather)

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

On August 17, 2024, a severe thunderstorm resulted in flooding, road closures and widespread power outages across the Greater Toronto Area (GTA). Environment Canada reported a single-day record total rainfall of 128.3mm at Toronto Pearson International Airport. Flash floods occurred in multiple areas within the GTA, and a tornado touched down 90 km west of Mississauga in the community of Ayr.

Supply to customers in Alectra’s Mississauga, Brampton, Guelph, Vaughan, Markham, Richmond Hill, and Alliston service territories were impacted. Seventeen sustained outages were caused by lightning and adverse weather. An additional 46 momentary interruptions occurred. The over-voltages from lightning strikes caused equipment failure and adverse weather conditions delayed outage restoration timelines.

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)?

August 17, 2024 – 10:27 AM

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:

Alectra issued multiple notices via social media channels (primarily X). In addition, Alectra responded to dozens of customers’ inquiries through direct messaging on Facebook and X. Social media response and updated ETRs to customers were ongoing throughout the evening until the power supply was fully restored. Alectra also proactively communicated Safety Messages across X and Facebook.

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

A total of 39,923 customers experienced sustained outages due to adverse weather conditions during the Major Event.

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

3.65% of Alectra Utilities' customer base.

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

Supply to 90% of the affected customers was restored by 6:36 p.m., approximately 8 hours after the Major Event began.

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: _____

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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:

N/A