

## Major Event Day: December 23, 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 Canada issued a major winter storm warning for 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, Alectra's staff were briefed on forecasted weather and additional staff were made available from December 21 through December 25, 2022. Additionally, Alectra's Corporate Communications Team was on standby in anticipation of the weather event to advise customers and to provide updates to disruptions and/or emergency situations.**

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?

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Yes  No

### Additional Comments:

**Alectra informed customers of imminent adverse weather conditions and associated emergency preparedness via social media channels (Twitter, Facebook and Instagram). The communication included emergency preparedness information from Alectra’s website and YouTube videos illustrating important safety messages.**

**A proactive News Release also was sent out over Canada NewsWire on December 21<sup>st</sup> (“Incoming storm may cause power outages, Alectra reminds customers to ensure mobile devices are charged and emergency kits are ready.”) This release was picked up by multiple news outlets and Alectra’s Media Spokesperson was interviewed. The release was subsequently picked up by Global News, St Catharines Standard, 105.9 The Region, News Talk 610, CTV Morning Live, and CTV News.**

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 be conducted annually. Exercises are debriefed and critiqued, and a 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 also 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

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- 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 December 23, 2022, there was a major winter storm with wind gusts up to 110 km/hr., rain, snow, and flash freezing which resulted in long duration outages across Alectra’s service territory. There were also fallen trees and broken conductors which required repair.**

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 23, 2022 – 07:51 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 responded to incoming customer inquiries through direct messaging on Facebook, Instagram, and Twitter. Social media response, including updated estimated time of restoration (“ETR”) messaging was ongoing throughout the day until the power supply was fully restored. Alectra also communicated Safety Messages across the social media channels.**

**Several media interviews were conducted with the media spokesperson on December 21, 22, 23, and 24. Alectra used these opportunities to illustrate the restoration efforts and provide safety**

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### information.

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

**58,206 customers (sustained outages) were interrupted during the Major Event.**

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

**5.4% of Alectra Utilities' customer base.**

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

**Approximately 15.5 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:

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: \_\_\_\_\_