

Major Event Response Reporting

Prior to the Major Event

1. Did the distributor have any prior warning that the Major Event would occur?

Yes No

Additional Comments:

Storm warnings received late afternoon Friday Oct 23.

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:

Additional control room staff brought in. Notification to staff of possible need for extra help due to storm damage.

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

A tweet was published, stating "high winds, gusty showers and thunderstorms are expected in parts of our service territory. This weather has the potential to cause extended and widespread power outages. Be prepared. Be safe."

4. Did the distributor train its staff on the response plans to prepare for this type of Major Event?

Yes No

Training has been done historically. Refresher training due by end of 2020.



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:

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)?

2020-10-23 5:55:00 PM

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:

Approximately 45 tweets were published on Elexicon Energy's Twitter account (@ElexiconEnergy) during the event. These tweets link to Elexicon's online outage map, which provides estimated times of restoration. The company's Outage Information Hotline (1-866-579-6819) also provided estimated times of restoration.

Updates to restoration times were provided during course of outage on Elexicon's online outage map.



How many customers were interrupted during the Major Event?

2614

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

1.5%

5. How many hours did it take to restore 90% of the customers who were interrupted?
18

Additional Comments:

6. 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:

1276 Customers, 7.97 hr

7. 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?

8. 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:

Improvements will be pursued related to streamlined local outage management