



#### **2.1.4.2.10 Major Event Response Reporting – February 18, 2022**

Please note that, except Loss of Supply events, a Major Event shall meet all of the criteria listed under the first, second and fourth paragraph of the Major Event definition written under section 2.1.4.2 of the Electricity Reporting and Record Keeping Requirements (RRR).

#### **Prior to the Major Event**

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

Yes  No

Additional Comments:

There was a localized ice storm at the time of the outage which adversely affected Hydro One's 115kV supply lines in the City of Windsor, resulting in Loss of Supply.

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  Not Applicable

Brief description of arrangements, or explain why extra employees were not arranged:

Not Applicable, as there was no prior warning of the Major 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 pending Major Event?

Yes  No  Not Applicable

As there was no prior warning of the Major Event, no media announcements were issued.



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

Yes  No

**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:

There was a localized ice storm at the time of the outage which adversely affected Hydro One's 115kV supply lines in the City of Windsor. As the Major Event started at 12:55 a.m. and was resolved by 4:38 a.m., the outage was a non-issue for most customers, with the exception of some large manufacturers that operate overnight.

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)?

Date	February 18, 2022
Time	12:55 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:

As the outage occurred during the early morning hours of February 18, and restoration was fully achieved by 4:38 a.m. before most customers woke up, no information was sent out to the public during the outage.

However, two tweets were issued at 11:23 a.m. on February 18 advising that an overnight outage had occurred and was caused by a loss of supply from Hydro One that was precipitated by ice build-up on their lines.

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

16,692 individual customers were each interrupted 3 times during the Loss of Supply which caused the Major Event.

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

18 %

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

3.7167 Hours

Additional Comments:

None.

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:

There was one single Loss of Supply Event.

The duration of the Loss of Supply spanned over a period of 3 hours and 43 minutes with 2 short periods of restoration during the 3 hour and 43 minute period. The actual periods of outage experienced by customers varied depending on the feeder from which they were served and when the switching to restore power occurred on those feeders.

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?

Not Applicable.

9. Did the distributor run out of any needed equipment or materials during the Major Event?

- Yes  No

If yes, please describe the shortages:

Not Applicable.



### 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:

The Major Event was related to Loss of Supply, and ENWIN's Control Room is trained to manage such events. ENWIN was able to remotely reconfigure its distribution system which shortened the outage for customers by approximately 2 hours.