

## Summary

### Filing Year

2020

### Form Name

E2.1.4.2.10

### RRR Filing No

28,530

### Reporting Period and Company Name

January\_February- 2020Innpower Corporation,  
Innisfil: Corporation ED-2002-0520 I

### Licence Type

Electricity Distributor

### Status

Submitted

### Submitted On

June 05, 2020

### Submitter Name

Laura Hampton; +1 (705) 431-4321; laurah@innpower.ca

### Report Version

0

### Attachment:

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## Prior to the Major Event

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

Yes. InnPower was aware that there was active weather coming, as its system control group continually monitors the weather and system conditions.

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. InnPower always has at least two line employees on call for emergencies. As the intensity of the storm increased over Barrie, InnPower strengthened these forces by calling additional staff in to remain on standby as required.

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.

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

Yes.

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

Lightning. One of InnPower's main 44,000 V supplies from Hydro One started indicating over 2000 amperes on the red and white phases and this feeder was removed from service. After patrolling in lightning and near whiteout conditions due to the rain and close to a foot of localized flooding, crews located a downed 44,000 V line on the 6th line. It was reported that lightning had struck the pole, carried the current through the line and broke the wire off the insulator causing one phase to fall into another. Crews started making repairs here while other team members continued to assess other outages and respond to customer inquiries. Over the course of the night a pad mount transformer had also failed needing to be replaced and a feeder serving Salem, McKay, Veterans, 4th line etc. was found locked out. At around 2:30am, the same 44,000 V supply from Hydro One locked out yet again. The team quickly came up with a plan to divide and conquer by patrolling in sections and troubleshooting by looking at fault currents and impedances. It was estimated that the fault was to be 10-15 km from the demarcation point from Hydro One around the Cookstown area. The team was able to identify a faulted arrestor in the Cookstown area and quickly worked to isolate the section of line and ensure the site was left safe. All power restored at 3:46am.

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2. Was the IEEE Standard 1366 used to identify the scope of the Major Event?

Yes, used the IEEE Standard 1366

3. When did the Major Event begin?

2020-05-26                      5:51:00 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? If yes, please provide a brief description of the information.

Yes. Messages were put out on Social Media (Twitter & Facebook) tagged with Town of Innisfil (to reach more customers) at the first report as information came in from the field. The outage map was updated showing the area affected. Social media and answering service (after hours dispatch) were updated to assist with customer inquiries. InnPower included a picture of the damaged pole on the social media posts and estimated time of restorations as updated. InnPower received a lot of public and private feedback from customers reporting the areas they are in. This assisted with troubleshooting efforts. At approx. 10:50pm crews started restoring power, a message was put out on social media advising if any customers are still without power to call our office (which goes directly to answering service) or message through social media. Hydro One supply feeder tripped again at approx. 2:30am 27MAY20. Crews were immediately dispatched. InnPower again received messages through answering service and social media. A post was put up on Twitter and Facebook at advising of the outage and real-time information as dispatched through the operating supervisor. Power was restored at approximately 3:46am and a message was put out on social media advising if any customers are still without power to call our office or message through social media.

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

9,344 customers

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

49%

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

5 hours

7. Were there any outages associated with Loss of Supply during the Major Event?

No.

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

No.

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

No.

**After the Major Event**

1. What steps, if any, are being taken to be prepared for or mitigate such Major Events in the future (i.e., staff training, process improvements, system upgrades)?

More lightning arrestors in areas of high lightning vulnerabilities (data as mapped and analyzed from GIS system).