

Summary

Filing Year
2021

Form Name
E2.1.4.2.10

RRR Filing No
30036

Company

Innpower Corporation, Innisfil , ED-2002-0520

Licence Type
Electricity Distributor

Status
Submitted

Submitted On

January 11, 2021

Submitter Name

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Report Version

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Attachment:

Prior to the Major Event

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

Additional Comments

InnPower monitors the weather and system conditions according to weather forecast in order to appropriately allocate resources ahead of time.

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

BRIEF DESCRIPTION OF ARRANGEMENTS, OR EXPLAIN WHY EXTRA EMPLOYEES WERE NOT ARRANGED

InnPower always has at least two line employees on call for emergencies. As the intensity of the storm increased, 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 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.

Adverse Weather-Wind

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

One of InnPower's main 44,000 V supply (9M1/ Alliston TS) from Hydro One locked out because of tree contact, which caused an outage for 3,220 customers. Immediately after the storm started, this feeder was backed up from another 44kV feeder through InnPower's service territory. Subsequently, multiple outages occurred because of high winds and storm conditions on the distribution side, which required patrolling in lightning and heavy rain conditions. Crews located a downed distribution line on the 25th side road, 10th line, 9th line (in total we had 37 locations reported outages). It was reported that a tree 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, most of the power to customers was restored and crews worked continuously for two days (in shifts) to restore 100% of customers.

2. Was the IEEE Standard 1366* used to identify the scope of the Major Event? If not, why not?

Yes, used IEEE Standard 1366

*The OEB preferred option

3. When did the Major Event begin
11/15/2020 1:38:00 PM

4. Did the distributor issue any estimated times of restoration (ETR) to the public during the Major Event? If so, through what channels?

Yes

If yes, please provide a brief description of the information. If no, please explain

Messages were put out on Social Media (Twitter & Facebook) tagged with the Town of Innisfil (to reach more customers) at the first report and as information came in from the field. The outage map was updated showing the areas effected. 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 effected, which assisted with troubleshooting efforts. At approx. 10:50pm crews started restoring power and a message was put out on social media advising if any customers were still without power to call our office (which goes directly to answering service) or message through social media.

5. HOW MANY CUSTOMERS WERE INTERRUPTED DURING THE MAJOR EVENT?

9,823 CUSTOMERS

WHAT PERCENTAGE OF THE DISTRIBUTOR'S TOTAL CUSTOMER BASE DID THE INTERRUPTED CUSTOMERS REPRESENT?

51.00 %

6. HOW MANY HOURS DID IT TAKE TO RESTORE 90% OF THE CUSTOMERS WHO WERE INTERRUPTED?

7 HOURS

Additional Comments

In total, we had restored 7,487 customers in less than 5 hours, which was 77% of total number of interrupted customers.

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

If yes, please report on the duration and frequency of the Loss of Supply outages.

3,220 customers experienced an outage due to loss of supply for a period of 2 hours and 38 minutes.

8. In responding to the Major Event, did the distributor utilize assistance through a third party mutual assistance agreement with other utilities? No

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? No

If yes, please describe the shortages.

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)?

Process improvements

Additional Comments

More vegetation control and tree trimming based on substandard feeder behavior in areas where there is a high possibility of tree contact (data as mapped and analyzed from SCADA/GIS system).