

## Summary

**Filing Year**  
2018

**Form Name**  
E2.1.4.2.10

**RRR Filing No**  
21256

## Company

Innisfil Hydro Distribution Systems Limi, Innisfil ,  
ED-2002-0520

**Licence Type**  
Electricity Distributor

**Status**  
Submitted

## Submitted On

July 12, 2018

## Submitter Name

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## Report Version

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## Attachment:

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## Prior to the Major Event

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

### Additional Comments

InnPower Corporation ("IPC") actively monitors short and long term weather patterns to identify weather related risks. The distributor was aware of this risk being a major event.

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?

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

IPC did arrange to have extra customer service representatives on duty to handle the anticipated increase in call volume, engineering technologists on standby to help with line patrols and contracted and on-call line crews on standby to respond to emergencies and repairs.

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

IPC actively engages with its customers through a variety of channels including our website, phone system & IVR, emails, Facebook, Twitter and LinkedIn. For this outage, the distributor primarily engaged through phone calls, Twitter, Facebook, its public outage map on its website and CTV news, posting pictures and updates on the storm in near real time.

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

IPC is actively working on developing its emergency response and business continuity plans. Staff have basic training in dealing with Major Events and typically take direction from senior management or persons appointed by senior management. On determination of a major event, senior management or designates set up a utility command post in its control room, where all decisions and directions are carried out. Staff are called in as necessary based on the severity of the event and additional staff are called to be on standby should the incident escalate. Available staff are then dispatched to handle phone calls, update communications to customers, patrol lines in order to triage emergencies and high risk outages and respond to emergencies and repair outages. As the situation continues to unfold, standby staff may be called in to assist teams. We also kept the Innisfil Town staff and Council updated throughout the event.

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## 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

This event was considered by IPC to be a Major Event as it deviated significantly from the normal system reliability pattern experienced by the distributor. The event created a significant and impactful outage to a large number of customers.

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

*\*The OEB preferred option*

Yes, the IEEE Standard 1366 was used to identify the scope of the Major Event in order to justify quantitatively, the existence of a Major Event.

3. When did the Major Event begin

5/4/2018 16:09:PM

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

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

Yes, ETRs were issued via InnPower public outage map, Twitter, Facebook, phone calls, emails and a media release on CTV news.

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

CUSTOMERS

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

%

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

HOURS

Additional Comments

It took approximately 28 hours to restore 90% of interrupted customers.

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

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

Yes. Barrie TS M3 locked out on May 4th at 16:47 and reclosed manually at 16:55. It again auto-reclosed at 17:22 and 17:27.

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

If yes, please provide the name of the utilities who provided the assistance?

No

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

If yes, please describe the shortages.

No

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## 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)?

Additional Comments

Multiple steps are being taken to mitigate the impact of future Major Events such as this one. First, staff training, emergency management and business continuity processes are being developed and put in place based on Emergency Management Ontario practices. Second, our vegetation management program is being revisited to ensure that cycles are assigned on a priority and risk basis such that tree contacts are minimized. Third, our system planning is being revisited to ensure that we have adequate tie points between feeders and capabilities to redistribute load. Finally, our SCADA\control systems are being developed to create an automated self-healing network through deployment of fault indicators and smart switches.