

Summary

Filing Year
2021

Form Name
E2.1.4.2.10

RRR Filing No
31864

Company

Innpower Corporation, Innisfil , ED-2002-0520

Licence Type

Electricity Distributor

Status

Submitted

Submitted On

May 18, 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 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

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

InnPower always has at least two line employees on call for emergencies. InnPower had full staff during the 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 Yes

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

Adverse Weather-Wind

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

Wind intensity picked up around 15:00 on April 30th causing a large tree to fall on the distribution lines which caused a huge surge on our distribution system as well as our supply from Hydro One. Crews quickly responded and isolated the section of line and restored most customers around 17:30. There was also significant repairs on Corner Ave due to a downed tree, a broken pole on the 9th Line and other trees on the lines throughout the system. External crews were brought in to assist with restoration efforts.

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

4/30/2021

15:22 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 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 pictures of tree damage 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. The outage started at approximately 15:22 and resulted in 11,921 customers experiencing an outage. We restored 6077 customers in less than 15 minutes and then restored 3877 customers in 2 hours. The rest of our 1967 customers were restored in less than 4 hours. After that our crews responded to single outages in a timely manner with the last customer restored at noon on May 1st. 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.

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

11,921 CUSTOMERS

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

60.00 %

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

2 HOURS

Additional Comments

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

No

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

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)?

Others

Additional Comments

Vegetation management