

Summary

Filing Year
2021

Form Name
E2.1.4.2.10

RRR Filing No
32029

Company

Innpower Corporation, Innisfil , ED-2002-0520

Licence Type

Electricity Distributor

Status

Submitted

Submitted On

August 03, 2021

Submitter Name

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

Report Version

0

Attachment:

Prior to the Major Event

1. Did the distributor have any prior warning that the Major Event would occur? No

Additional Comments

[Environment Canada issued an emergency alert minutes after the tornado had already occurred.](#)

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

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

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.

[Others](#)

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

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

[7/15/2021](#) [14:38:20PM](#)

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 15:03 & Facebook at 14:52) 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, Customer Service and the answering service (after-hours dispatch) were updated to assist with customer inquiries. InnPower included pictures of storm damage on the social media posts and estimated time of restorations, as updated. 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?

2,193 CUSTOMERS

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

11.00 %

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

3 HOURS

Additional Comments

At 14:38, InnPower lost a major supply feeder from Barrie servicing 2,193 customers, due to an EF2 tornado

At 14:55, Environment Canada issued a Tornado warning for Barrie and Innisfil

By 16:48, InnPower had sectionalized and restored power to 1,088, leaving 1,105 customers without power

By 18:08, 1,031 customers had been restored, leaving 74 customers without power (69 restored by 19:32 and 5 restored by 01:54). The main area damaged was Maplevue Drive between Yonge Street and 25th Sideroad, where many homes were damaged and a new 44/27.6 kV pole line put up by InnPower was taken down.

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.

A loss of supply from the Barrie 13M3

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)?

No further action is required at this time

Additional Comments