

Summary

Filing Year
2021

Form Name
E2.1.4.2.10

RRR Filing No
32182

Company

Innpower Corporation, Innisfil , ED-2002-0520

Licence Type

Electricity Distributor

Status

Submitted

Submitted On

December 22, 2021

Submitter Name

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

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 extreme 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, one supervisor and one customer service management support on call for emergencies. Additional staff, as well as third party contractors were called in as more outages occurred.

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
Major outages occurred throughout our area on December 11, 2021 at 14:45 due to high winds causing extensive tree contacts and three broken poles. We cleaned up and restored power as fast as possible by calling in additional resources to support 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

12/11/2021

14:45:18PM

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) as information came in from the field. The outage map was updated showing the area affected. Social media, Customers Service and answering service (after hours dispatch) were updated to assist with customer inquiries. InnPower included pictures of 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?

4,612 CUSTOMERS

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

23.00 %

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

7 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?

Orangeville Hydro

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

InnPower is keep improving its reliability through the vegetation management program and also adding smart devices in the field for better and faster restoration.