

## Summary

**Filing Year**  
2024

**Form Name**  
E2.1.4.2.10

**RRR Filing No**  
37578

## Company

Innpower Corporation, Innisfil , ED-2002-0520

## Licence Type

Electricity Distributor

## Status

Submitted

## Submitted On

June 20, 2024

## Submitter Name

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## Report Version

0

## Attachment:

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## 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 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 No

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

Our service area was impacted by a thunderstorm on the evening of Thursday , June 13. While four crews were already addressing a broken pole from an MVA early that evening, a second operation team and an engineering tech joined to accelerate the assessment and repair of storm damages.

The storm caused three of the four HONI feeders supplying our area to lockout around 8:14 PM, affecting 15,799 customers. Power was restored to 15,292 customers on Barrie M3 and Alliston M1 within 10 minutes. However, restoration of Alliston M4, affecting 507 customers, took longer until HONI cleared the line by 3:35 AM the next day. Although, we could restore power to 111 of those 507 customers earlier at 1:15 AM. Restoration efforts continued throughout the night with six crews working until 6:00 AM the next day. After a short break, a fresh team from IPC Operations and a team from third party contractor resumed the process. This seamless handover ensured continuous restoration efforts throughout the night with subsequent crews taking over around 4:00PM until late evening.

During this response, crew restored power to 570 customers ( in addition to those affected directly by loss of supply ), replaced two storm-damaged poles, conducted 20 inspections, removed 12 trees/branches from power lines, and issued 6 supporting guarantees. Notably, five of six these guarantees were reconnected by the end of the day or the following day, minimizing customer inconvenience.

All customer inquiries were successfully addressed by our crews.

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

6/13/2024

8:14 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 Facebook as information came in from the field. The outage map was updated showing the areas affected. Social media, Customers Service and answering service (after hours dispatch) were updated to assist with customer inquiries. InnPower included estimated time of restorations as updated.

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

16,563 CUSTOMERS

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

71.00 %

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

6 HOURS

Additional Comments

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.

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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.

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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)?

Others

Additional Comments

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