Summary

Filing Year	Form Name	RRR Filing No
2025	E2.1.4.2.10	39382

Company	Licence Type	Status
Innpower Corporation, Innisfil , ED-2002-0520	Electricity Distributor	Submitted

Submitted On	Submitter Name	Report Version
May 06, 2025	Laura Hampton; +1 (705) 431-4321; laurah@innpower.ca	0

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 provided warning of adverse "Ice Storm" conditions via online weather alert services. This warning was provided on March 26.

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 had a list of field crews and support staff who were available on standby .

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

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-Freezing rain/Ice storm

Please provide a brief description of the event (i.e. what happened?). If selected “Other”, please explain
Severe freezing rain conditions that began on March 29, 2025 resulted in wide scale outages across InnPower's entire service territory. The majority of InnPower's system is overhead and much of this is in close proximity to trees. The extreme conditions caused many trees to fall into the lines, causing critical feeders to trip out. In addition there were several broken poles, insulators and conductors throughout the area. InnPower experienced a loss of supply as HONI also had wide scale outages. At one point every InnPower customer was out. Through a dedicated response effort including all internal and many external crews, power was restored to all customers by April 4, 2025.

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
3/29/2025 08:00 AM

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

Once each outage was evaluated by a field crew, InnPower would update its Outage Map with an ETOR (estimated time of restoration). This was done throughout the storm.

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

21,200 CUSTOMERS

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

89.00 %

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

56 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.

Alliston 9M1 - Out for 151.98 minutes. Alliston 9M2 - Out for 543.3 minutes. Barrie 13M3 - Out for 9.67 minutes. All these outages occurred sometime between Mar 29 to 31.

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

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

Wasaga, Enova, Orangeville

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)?

Additional staff training

Additional Comments

InnPower has conducted extensive storm debrief sessions and will continue doing so into the forseeable future. Many lessons were learned and several opportunities for improvement have been identified. These include updating the EPP (Emergency Preparedness Plan) with more defined procedures and processes on how to respond to a storm or similar HILF (high-impact, low-frequency) events. In addition InnPower will be aiming to make the system more robust through capital upgrades, such as moving key feeders from overhead to underground.