

## Major Event Day: February 28, 2024 Alectra Utilities

### 2.1.4.2.10 Major Event Response Reporting

'Major Event' is defined under section 2.1.4.2 of the [Electricity Reporting and Record Keeping Requirements \(RRR\)](#).

When a distributor determines an outage was caused by a Major Event, it shall file a report with the OEB that outlines the distributor's response to the Major Event, including answers to all the questions set out below.

A distributor shall file this report with the OEB within 60 days of the end of the Major Event unless there are exceptional circumstances, in which case the report can be filed within 90 days of the end of the Major Event.

#### Prior to the Major Event

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

**Additional Comments:**

**Weather alerts were provided by the media warning of abnormal weather conditions for Ontario including strong winds and rainfall.**

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     No

Brief description of arrangements or explain why extra employees were not arranged:

**In anticipation of the adverse weather event, additional staff were made available on February 28, 2024. Additionally, Alectra's Communications team regularly prepares for emergency situations. Full staff complements from the Communications and Government Relations teams were made aware of the incoming weather system and were asked to charge devices and remain on standby in the case of an 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 Major Event?

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Yes  No

### Additional Comments:

**Alectra informed customers of imminent adverse weather conditions based on information from Environment Canada.**

**The special weather statement and associated emergency preparedness messages were communicated to customers via social media channels X (formerly known as Twitter), Facebook and Instagram.**

**The messages included emergency preparedness information from Alectra's website and YouTube videos illustrating important safety messages.**

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

Yes  No

**Alectra Utilities has a Corporate Emergency Plan supported by individual Emergency Plans for each of its operational areas. The Emergency Plan is based on the Incident Management System ("IMS") and requires training exercises to be conducted on an annual basis. Each exercise must be debriefed and critiqued, and a brief written summary of the debriefing is distributed to all staff participating in the exercise. Training of Alectra Utilities system controllers (and others, as required) is performed on an ongoing basis, and continual review of the Emergency Plan is completed.**

### 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.

Loss of Supply  
 Lightning  
 Adverse Weather-Wind  
 Adverse Weather-Snow  
 Adverse Weather-Freezing rain/Ice storm  
 Adverse Environment-Fire  
 Adverse Environment-Flooding  
 Other

Please provide a brief description of the event (i.e., what happened?). If

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selected “Other”, please explain:

**The supply to 5,240 customers from the towns of Beeton and Tottenham was affected when the Everett TS 138M8 44kV feeder breaker locked out on February 28, 2024, at 3:12 p.m. Alectra crews observed an uprooted customer owned tree on the overhead circuits at the rear of Eastern Avenue, just north of Mill St MS. The Everett TS 138M8 44kV feeder, the Nolan Rd MS834-F1 and the Mill St MS835-F3 8.32 kV feeders traverse the rear of Eastern Avenue along the CN Railway. At the time of the outage, Tottenham was experiencing 65-70 km per hour maximum wind gusts. A high amount of precipitation on February 27 and 28 totaling 16 mm would have been a contributing factor to the uprooted customer owned tree, coupled with strong winds.**

2. Was the IEEE Standard 1366 used to derive the threshold for the Major Event?

Yes, used IEEE Standard 1366\*

No, used IEEE Standard 1366 2-day rolling average

No, used fixed percentage (i.e., 10% of customers affected)

\*The OEB preferred option

3. When did the Major Event begin (date and time)?

**February 28, 2024 – 3:12 PM**

4. Did the distributor issue any information about this Major Event, such as estimated times of restoration, to the public during the Major Event?

Yes  No

If yes, please provide a brief description of the information. If no, please explain:

**Prior the event, Alectra issued multiple notices via social media channels (primarily X). In addition, Alectra responded to dozens of customers’ inquiries through direct messaging on Facebook, Instagram and X. Social media response and updated ETRs to customers were ongoing throughout the evening until the power supply was fully restored. Alectra also proactively communicated Safety Messages across X, Instagram and Facebook.**

5. How many customers were interrupted during the Major Event?

**5,240 customers (sustained outages only) were interrupted during the Major Event. An additional 1,995 customers were interrupted during system restoration for 6 minutes.**

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What percentage of the distributor's total customer base did the interrupted customers represent?

**0.48% of Alectra Utilities' customer base were impacted.**

6. How many hours did it take to restore 90% of the customers who were interrupted?

**Approximately 13 hours.**

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

Yes  No

Do not have third party mutual assistance agreements with other utilities  
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?

Yes  No

If yes, please describe the shortages: \_\_\_\_\_

### After the Major Event

1. What actions, if any, will be taken to be prepared for, or mitigate, such Major Events in the future?

\_\_\_ No further action is required at this time

\_\_\_ Additional staff training

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- Process improvements
- System upgrades
- Other

### **Additional Comments:**

**The Everett TS 138M8 44 kV feeder is susceptible to loss of supply and fallen trees. To reduce the outage impact, five (5) 44 kV remote operated switches, one automated switchgear, two (2) 13.8 kV remote operated switches and construction of 1km of 44 kV overhead line will be required.**