



## OEB Filing 2.1.4.2.10 Major Event Response Reporting

**Major Event Date:** January 12<sup>th</sup>, 2024

**Date Prepared:** February 21<sup>st</sup>, 2024

#### **2.1.4.2.10 – Major Event Response Reporting**

*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 responses to questions regarding the Major Event.*

### **Prior to the Major Event**

#### **1. Did the distributor have any prior warning that the Major Event would occur?**

Yes, Environment Canada had issued a Winter Storm Warning for parts of our service territory and a Winter Travel Advisory for others.

#### **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 even beginning?**

On-Call staff were prepared and available while remaining crews were briefed on the weather and the potential need for extra help and sent home. During the event, additional Powerline Technicians and Operations Management staff were called in to assist.

#### **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?**

Yes, ERTH Power regularly notifies its social media followers of Environment Canada weather warnings and watches and provides additional information on how to prepare in the event of a power outage. These social media feeds are also displayed on ERTH Power's website for those that do not follow us on social media.

#### **4. Did the distributor train its staff on the response plans to prepare for this type of major even?**

ERTH Power has an Emergency Preparedness Procedure that staff are trained on and required to review annually. In it are instructions for Call-Out, Requests for Assistance, Priority for Restoration and other information pertinent to a Major Event.



## 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.**

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

The main cause of the outages during the Major Event was “5 Equipment Failure” for a connection that failed in the wind.

- 2. Was the IEEE Standard 1366 used to derive the threshold for major event?**

Yes, the OEB preferred method described in IEEE1366 was used.

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

The Event began on January 12<sup>th</sup>, 2024 at 5:45 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? If yes, please provide a brief description of the information. If no, please explain.**

Yes, updates were provided via social media and EARTH Power’s Outage Map. This information is also made available through our website. Messages included the towns that were affected, any potential restoration time and information about how to stay safe during outages. Messages were also posted once all power was restored so individual customers still without power would know to call in.

- 5. How many customers were interrupted during the Major Event? What percentage of the distributors total customer base did the interrupted customers represent?**

4107 customers were interrupted during the Major Event. This represents 16.5% of EARTH Power’s customer base.

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

It took 14.5 hours from the beginning of the Event until 90% of interrupted customers were restored. Given the geography of our service territory the longest any individual customer was interrupted was 7.25 hours.



**7. Were there any outages associated with Loss of Supply during the Major Event? If yes, please report on the duration and frequency of the Loss of Supply outages.**

Yes, we lost one feeder, servicing 430 customers, for 5 hours, 20 minutes from a of loss of supply outage.

**8. In responding to the Major Event, did the distributor utilize assistance through a third party mutual assistance agreement with other utilities? If yes, please provide the names of the utilities who provided the assistance.**

No, all restoration was completed by ERTH Power employees and equipment.

**9. Did the distributor run out of any needed equipment or materials during the Major Event? If yes, please describe the shortages.**

No, safe-stock inventory was sufficient for this Major Event.

## **After the Major Event**

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

ERTH Power is in the process of increasing its capacity for fault detection to more quickly pinpoint the source of outages and reduce outage times.

ERTH Power's Operations department will review a procedure for debriefing meetings to discuss successes and areas for improvement following large outages.

Given the popularity of social media posts and outage maps during outages, ERTH Power will look to improve on their use during outages that occur outside of office hours. This will be achieved by improving lines of communication from Operations and improving access for those that are responsible for social media posts and outage map updates. The goal is to eventually have these means of communication accurate 24 hours a day whereas now they're largely only updated during office hours and for large outages.

