

# **Algoma Power Inc (API) – Major Event Day Report Report (September 21, 2018)**

## **Introduction**

An intense low pressure system moved into the API region late on September 20, 2018, initially bringing rain to the area, and then in the early hours of September 21, 2018, heavy winds, gusting to over 80 km/h. Effects of the storm were felt throughout API's service territory, however the most significant impact occurred east of Sault Ste Marie.

With the initial rainfall and subsequent wind, favourable conditions existed to adversely affect the environment; weakening the integrity of ground conditions and root systems, and compromising the strength of tree lines.

In total, 56 outages were registered throughout API's service territory on the Major Event Day, with all but one resulting from tree contact with API's infrastructure.

## **Prior to the Major Event**

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

Forecasts published earlier in the day predicted the possibility of rainfall and increased winds, though there was no prior warning of the eventual intensity of the storm and the number of fallen trees that would result.

*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? If so, please give a brief description of arrangements.*

Not Applicable (N/A)

*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? If so, through what channels?*

N/A

Did the distributor train its staff on the response plans for a Major Event? If so, please give a brief description of the training process.

API has a Business Continuity and Disaster Recovery Plan that is periodically updated and reviewed at the management level. This plan is designed to assist in the response to natural disasters, accidents, major outages, environmental disasters, municipal emergencies, and cyber-attacks. This plan is available to all staff both via API's corporate intranet, and hard copy. For major outages, this plan covers responsibilities and procedures for all outage restoration and communication efforts, and consolidates contact information for internal staff and key external agencies.

The scope of the outage described in this report did not invoke API's Business Continuity and Disaster Recovery Plan.

Did the distributor have third party mutual assistance agreements in place prior to the Major Event? If so, who were the third parties (i.e other distributors, private contractors)?

API has service agreements in place with its affiliates, Canadian Niagara Power and Cornwall Electric. These agreements would allow for mobilization of resources between LDC's when warranted by the impact of any particular event or series of events. The geographic diversity of the three LDC's mitigates the risk that any single weather event or natural disaster would simultaneously affect all three areas. API has also worked in the past with neighbouring utilities such as Sault PUC, as well as private utility-based contractors, to provide and receive support during unique events.

### **During the Major Event**

Please explain why this event was considered by the distributor to be a Major Event.

API considered this a Major Event due the unforeseen and uncontrollable nature of the storm's intensity and the resulting substantial impact on API's network and customer base. The magnitude of the level of destruction, number of interruptions and significant response required confirmed API's perspective that this episode should be categorized as a Major Event.

Was the IEEE Standard 1366 used to identify the scope of the Major Event? If not, why not?

Yes – the IEEE Standard 1366 was applied to determine the scope and ensuing categorization of the incident as a Major Event.

Please identify the Cause of Interruption for the Major Event as per the table in section 2.1.4.2.5.

All interruptions associated with the event were coded as: Code 3 (Tree Contacts), with one exception – a Code 5 (Defective Equipment) event where a switch failed.

Were there any declarations by government authorities, regulators or the grid operator of an emergency state of operation in relation to the Major Event?

No declarations published.

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

September 21, 2018 – approximately 00:27 (time of the first reported interruption)

What percentage of on-call distributor staff was available at the start of the Major Event and utilized during the Major Event?

100% of the On-Call staff were available at the start, and utilized during the Major Event.

All available API Lines crews for the affected area – as well as all API Forestry crews – were deployed for the restoration effort, and other personnel were diverted to assist in various capacities, including outage location scouting by Metering, Forestry Contract Monitoring and Supervisory staff; and office resources from Management and the Engineering, Customer Service and Operations departments working with the Outage Management System (OMS) and related software, as well as assisting with Customer contacts.

Did the distributor issue any estimated times of restoration (ETR) to the public during the Major Event? If so, through what channels?

API did not issue any ETR's during the Major Event.

If the distributor did issue ETRs, at what date and time did the distributor issue its first ETR to the public?

N/A

Did the distributor issue any updated ETRs to the public? If so, how many and at what dates and times were they issued?

N/A

Did the distributor inform customers about the options for contacting the distributor to receive more details about outage/restoration efforts? If so, please describe how this was achieved.

No information regarding options for contacting the distributor to obtain further details about outage/restoration efforts was presented to API customers during the Major Event. Customers were reminded about the toll-free contact number to be used in order to report power outages/trouble through Twitter, Facebook and media releases.

Did the distributor issue press releases, hold press conferences, or send information to customers through social media notifications? If so, how many times did the distributor issue press releases, hold press conferences or send information to customers through social media notifications? What was the general content of this information?

API posted 5 general updates (without ETR's) on the progress of its restoration efforts, as well as safety messages, through the company Twitter feed. There were no press releases or press conferences.

What percentage of customer calls were dealt with by the distributor's IVR system (if available) versus a live representative?

API does not employ an IVR system. All calls are handled by live representatives as they became available.

Did the distributor provide information about the Major Event on its website? If so, how many times during the Major Event was the website updated?

API posted 5 general updates (without ETR's) on the progress of its restoration efforts, as well as safety messages, through the company Twitter feed. This feed is also published on the main page of the company website.

Was there any point in time when the website was inaccessible? If so, what percentage of the total outage time was the website inaccessible?

The website was accessible for the entire duration of the Major Event.

How many customers were interrupted during the Major Event? What percentage of the distributor's total customer base did the interrupted customers represent?

A total of 6714 customers were affected at some point by a power interruption during the Major Event. This represents approximately 56.7% of API total customer base.

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

It took approximately 20 hours to restore 90% of the customers who were interrupted.

Was any distributed generation used to supply load during the Major Event?

No distributed generation was employed during this Major Event.

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

There were no Loss of Supply outages experienced during this Major Event.

In responding to the Major Event, did the distributor utilize assistance through a third party mutual assistance agreement?

API did not utilize assistance through a third party mutual assistance agreement. All restoration efforts were carried out by API staff.

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

API did not run out of any needed equipment or materials throughout the Major Event.

### **After the Major Event**

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)?

API conducted an event de-briefing meeting with contributors from all company departments, to review all facets of the Major Event, including the event itself, response and restoration efforts, resource allocation and technological assistance.

What lessons did the distributor learn in responding to the Major Event that will be useful in responding to the next Major Event?

There were no specific lessons learned from the response to this Major Event, which would be applicable to a response to the next Major Event.

Did the distributor survey its customers after the Major Event to determine the customers' opinions of how effective the distributor was in responding to the Major Event? If so, please describe the results.

No survey was conducted by API to gauge customer opinion regarding the response to this Major Event.