

Algoma Power Inc (API) – Major Event Day Report
(January 6, 2020)

Prior to the Major Event

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

Yes No

Additional Comments: The Loss of Supply was the first indicator of an issue with power in the affected regions.

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:

With no advanced warning, no extra employees were engaged.

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 No

Did the distributor train its staff on the response plans for this type of a Major Event?

Yes No

During the Major Event

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?).

Early on the morning of January 6th, multiple calls started coming in to report power off in a wide area north of Sault Ste Marie (Goulais and Batchawana). API Supervision along with staff from Hydro One attended the Goulais Substation and confirmed a Loss-of-Supply due to damage on one of the station transformers.

Hydro One restored the Batchawana region through an alternate feed, while efforts to address the issue at the Goulais Substation continued. The Substation feed was off for the vast majority of the day, until a collaborative effort with Hydro One was successful in restoring all single-phase customers. The remaining customers were restored after more extensive repairs over subsequent days.

If selected "Other", please explain: N/A

Was the IEEE Standard 1366 used to derive the threshold of 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

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

The first interruption was reported @ 1:18am on January 6, 2020.

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:

Over the course of the Major Event Day and the following two days, API posted 13 general updates (without ETR's) on the progress of its restoration efforts through the company Twitter feed. API also posted safety messages and information on regional warming centres. The Twitter feed is also presented on the main page of API's website.

As well, 8 messages with similar content were posted on the company Facebook page during the same time frame. Finally, one message was released to CTV in response to a request for an outage update.

How many customers were interrupted during the Major Event?

3829 Customers

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

31.37%

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

22.5 Hours. Additional Comments: API partnered with Hydro One to come up with a solution to restore all single-phase customers serviced from the Goulais Substation. Only 3-phase customers and a handful of other services off of a feed tied to 3-phase service remained off until full repairs could be accomplished at the substation – 37 services in total experienced the full duration of the event.

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:

The Major Event itself was a Loss of Supply occurrence. Two separate outages were recorded – one for the Batchawana Substation that had a 4.5 hour duration and the other at the Goulais Substation, which had a total duration of 58.85 hours (for the 37 services detailed above).

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 assistance: N/A

Did the distributor run out of any needed equipment or materials during the Major Event?

Yes No

If yes, please describe the shortages: N/A

After the Major Event

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
- Process improvements
- System upgrades
- Other

Additional comments: API has, and will continue to, engage with representatives from Hydro One to learn more about what occurred and work to identify any future strategies that would assist in mitigating the impact of subsequent interruptions.

As well, API will facilitate a meeting with key personnel to debrief on all aspects of the Major Event – including outage response, effective use of available resources and technical support.