



Major Event Reporting
February 27, 2023

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PREFACE

On February 26, 2023, at 12:06 am, Environment Canada issued a Special Weather Statement for certain locations within Southwestern Ontario (including Chatham-Kent) for February 27, 2023. On February 27, 2023, at 5:43 am, Environment Canada replaced the Winter Storm Watch with a Freezing Rain Warning.

Entegrus experienced its first distribution system outage at 4:09 pm on February 27, 2023 in Chatham, caused by freezing rain and tree contact. Thereafter, additional distribution system and Loss of Supply outages occurred in Blenheim, Chatham and Merlin. The primary cause of the distribution system outages was the development of ice on trees due to the freezing rain, which caused tree limbs to break and damage Entegrus infrastructure.

As the outages occurred, Entegrus notified customers through its company website, Twitter, and Facebook. Outage information was also provided via the Entegrus website's outage map. All posts included information on investigation efforts, causes and Estimated Time of Restoration ("ETR") (where possible). The updates also contained safety information, including how to prepare for an outage.

Entegrus maintains third party mutual assistance agreements for restoration efforts, however, such arrangements were not required for this storm. Entegrus operational staff restoration efforts continued after-hours throughout the evening of February 27 until 9:01 pm.

The storm was considered a Major Event because it met the Major Event criteria using the IEEE Standard 1366 methodology¹. Entegrus serves approximately 63,000 customers. During the Major Event on February 27, 2023, there were 4,560 customers without electricity (not related to Loss of Supply), representing approximately 7% of Entegrus customers. In addition, there

¹ Ontario Energy Board, Electricity Reporting and Record Keeping Requirements, Section 2.1.4.2.

were an additional 317 customers interrupted due to Loss of Supply within the transmitter or host distributor system, for an aggregate total of 4,877.

The remainder of this report is in the format prescribed by the Ontario Energy Board (“OEB”).

PRIOR TO THE MAJOR EVENT

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

Yes. On February 26, 2023, at 12:06 am, Environment Canada issued a Special Weather Statement for certain locations within Southwestern Ontario (including Chatham-Kent) for February 27, 2023. On February 27, 2023, at 5:43 am, Environment Canada replaced the Winter Storm Watch with a Freezing Rain Warning.

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

The boundaries of the EPI service territory stretch from Wheatley in the southwest to Parkhill in the northeast. The boundaries are non-contiguous, and the distance across the Entegrus service territory is approximately two hours travel time by vehicle. Accordingly, Entegrus operates two operational centres, one in the Entegrus southwest region (located in Chatham) and another in the Entegrus northeast region (located in St. Thomas).

As described in question #1 above, Entegrus had prior warning about the storm. The event occurred after business hours, and as such Entegrus had on-call staff ready to respond and other staff on standby. Restoration efforts continued after-hours throughout the evening of February 27th.

- 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. Entegrus posted on its Facebook and Twitter page on February 27 at 11:24 am that a freezing rain warning had been issued for its service area. Entegrus encouraged customers to keep safety top of mind if the severe weather occurred and provided tips related to safety precautions during an outage.

- 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. Please provide a brief description of the event.**

The main contributing causes of the Major Event were “Adverse Weather – Freezing Rain” and “Adverse Weather – Wind”. The storm resulted in tree limbs falling and making contact with infrastructure. This resulted in damage to Entegrus infrastructure.

- 2. Was the IEEE Standard 1366 used to identify the scope of the Major Event?**

Yes. In accordance with OEB guidance, Entegrus calculated this Major Event using the IEEE Standard 1366 methodology.

- 3. When did the Major Event begin?**

The Major Event began on February 27, 2023, at 4:09 pm.

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- 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, Entegrus provided continual updates on outage and restoration efforts at each specific community level, as there were multiple concurrent outages throughout the Entegrus service territory. The updates were shown on the Entegrus website, including the outage map. Updates were also posted on Twitter and Facebook. All posts included information on investigation efforts, causes and ETRs (where possible). The updates also contained safety information, including how to prepare for an outage.

The Entegrus website contains an embedded Twitter feed to allow for customers who do not follow social media to receive updates.

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

Entegrus serves approximately 63,000 customers. During the Major Event on the evening of February 27, 2023, there were 4,560 customers interrupted (unrelated to Loss of Supply), representing approximately 7% of Entegrus customers.

See #7 below for additional details regarding Loss of Supply from this storm.

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

The time to restore 90% of the customers who were interrupted was 4 hours and 52 minutes.

- 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. In addition to the interruptions noted in #5 above, there were additional Loss of Supply outages in the communities of Blenheim, Chatham and Merlin aggregating to an additional total of 317 customers interrupted. The Loss of Supply outages resulted in 729.89 customer hours of total equipment unavailability.

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

No.

- 9. Did the distributor run out of any needed equipment or materials during the Major Event?**

No.

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)?**

Entegrus conducted a debriefing after the conclusion of the Major Event, which reinforced the benefits of recent and ongoing Distribution System Plan investments in mitigating additional storm outages that may have otherwise been experienced. These recent and ongoing investments have included:

- Advance inventory purchases to mitigate pandemic-related supply risk;
- Continual investment in vegetation management in all communities; and,
- Additional system sectionalization, utilizing automated and remotely operable switches, including reclosers and sensory equipment, in order to reduce the magnitude, frequency and duration of outages.