



Major Event Reporting
September 11, 2024

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PREFACE

On September 11, 2024, at 1:13 am, a motor vehicle hit and broke a Hydro One pole which was joint use with Entegrus 27M10 circuit. The accident caused a pole fire and locked out the 27M10 feeder.

The following media article from the St. Thomas Times Journal describes the accident:

<https://www.stthomastimesjournal.com/news/local-news/hydro-restored-after-vehicle-strikes-pole-in-st-thomas-crash/wcm/a41151b1-0fd8-41f3-9105-ba808ba786cd>

The accident 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 September 11, 2024, there were 5,390 customers without electricity (not related to Loss of Supply), representing approximately 9% of Entegrus customers.

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?

No.

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

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

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 no prior warning about the Major Event. 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 early morning hours of September 11, 2024.

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?

There was no prior warning as the event was a motor vehicle accident, and therefore there were no media announcements.

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 was “Foreign Interference”. The motor vehicle accident resulted in a vehicle hitting and breaking a Hydro One pole which was joint use with Entegrus’ 27M10 circuit. The accident caused a pole fire and locked out the 27M10 feeder.

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 September 11, 2024 at 1:13 am.

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.

No. There was no warning of the Major Event, and no information was issued during the event as the crew was focused on outage restoration and experienced some technology issues.

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 in St. Thomas in the early hours of September 11, 2024, there were 5,390 customers interrupted (unrelated to Loss of Supply), representing approximately 9% of Entegrus customers.

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

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 2.73 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.

No, there were no Loss of Supply outages during the Major Event.

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. Future planned St. Thomas Distribution System Plan investments include 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.

Although this Major Event was unavoidable, Entegrus is investigating ways to provide additional communications technical support after hours.