



Major Event Reporting
June 1, 2022

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PREFACE

On June 1, 2022, at 12:21 pm, Environment Canada issued a Severe Thunderstorm Watch for certain locations within Southwestern Ontario (including Chatham-Kent), indicating that conditions were favourable for the development of severe thunderstorms that afternoon. Subsequently, at 12:59 pm on June 1, 2022, Environment Canada issued a Severe Thunderstorm Warning, which indicates that imminent or occurring thunderstorms are likely to produce or are producing one or more of the following: large hail, damaging winds, torrential rainfall.

Entegrus experienced its first outage at 1:31 pm in Chatham, caused by strong winds. Thereafter, additional outages occurred in Bothwell, Chatham, Wallaceburg, Merlin, Newbury, Mount Brydges, and Strathroy. The outages in the latter four communities were Loss of Supply events, whereby the interruptions occurred within the transmitter or host distributor system. Overall, the majority of the customers who experienced storm outages resided in the communities of Chatham and Wallaceburg.

As the outages occurred, Entegrus notified customers through its company website, Twitter, and Facebook. Outage information was also provided via the Entegrus website outage map. All posts included information on investigation efforts, causes and ETRs (where possible). The updates also included safety information, including reminders to report downed power lines.

Entegrus maintains third party mutual assistance agreements, however, such arrangements were not required for restoration efforts in this situation. Entegrus operational staff restoration efforts continued after-hours throughout the evening of June 1 into the early morning of June 2.

The following media article from the Chatham Voice provides additional details on the storm and associated restoration: https://chathamvoice.com/2022/06/02/powered-down/?fbclid=IwAR3ZpQETN3L9NQ8RsPqpsptnjotBvFIMUodu5yS_cdHAqb2QD-IjAoVx0QA

The storm was considered a Major Event because the number of customers experiencing a concurrent outage (of greater than 15 minutes) exceeded 10% of total Entegrus customers. Entegrus serves approximately 62,500 customers. At the peak of the Major Event in the

afternoon of June 1, 2022, there were 15,069 customers without electricity (not related to Loss of Supply), representing approximately 24% of Entegrus customers. In addition, there were an additional 2,835 customers interrupted due to Loss of Supply within the transmitter or host distributor system, for an aggregate total of 17,904.

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. Environment Canada issued a Severe Thunderstorm Watch for certain locations within Southwestern Ontario approximately 1 hour before the first outage, which occurred in Chatham at 1:31pm on June 1.

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 approximately 1 hour of prior warning before the storm. The event occurred during regular business hours, and as such Entegrus had a full operations staff complement at the time of the storm. Restoration efforts continued after-hours throughout the evening of June 1 into the early morning hours of June 2.

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- 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?**

No

- 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 cause of the Major Event was “Adverse Weather – Wind”. The storm resulted in numerous broken poles, downed lines, and a downed three-phase transformer. The communities of Chatham and Wallaceburg experienced the largest amount of wind damage.

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

No. In accordance with OEB requirements, Entegrus utilizes the fixed percentage methodology (i.e. 10% of customers affected) ¹.

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

The Major Event began on June 1, 2022, at 1:31 pm.

¹ See Report of the Board, EB-2015-0182, Electricity Distribution System Reliability: Major Events, Reporting on Major Events and Customer Specific Measures, page 11

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 included safety information, as well as reminders to report downed power lines.

The Entegrus website also 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 62,500 customers. At the peak of the Major Event in the afternoon of June 1, 2022, there were 15,069 customers interrupted (unrelated to Loss of Supply), representing approximately 24% of Entegrus customers.

There are no Loss of Supply outages included in the above-noted outage numbers, as Loss of Supply is to be normalized from Major Event calculations². 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 6 hours and 37 minutes.

² See Report of the Board, EB-2015-0182, Electricity Distribution System Reliability: Major Events, Reporting on Major Events and Customer Specific Measures, page 12

7. Were there any outages associated with Loss of Supply during the Major Event?

Yes. In addition to the interruptions noted in #5 above, there were additional Loss of Supply outages in the communities of Merlin, Newbury, Mount Brydges, and Strathroy, aggregating to an additional total of 2,835 customers interrupted.

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, which assist 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;
- Incremental focus on targeted replacement of at-risk poles; and,
- Additional system sectionalization, utilizing automated and remotely operable switches, including reclosers and sensory equipment, in order to reduce the frequency and duration of outages