

Canadian Niagara Power Inc. (CNP) – Major Event Day Report
(December 6, 2021)

Introduction

On December 6, 2021, Canadian Niagara Power's service territory experienced an unforeseen wind event causing 35 separate wind relating outages affecting 9,201 customers. The combined outage was 23,434 customer-hours.

On this day southern Ontario experiences high winds. According to Environment Canada historical weather data, the Fort Erie and Port Colborne area experienced wind gusts of 95 km/h.

Prior to the Major Event

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

☒ Yes ☐ No

Additional Comments: CNP's Operations Supervisor emailed the CNP Operations Department regarding the potential wind speeds prior to the storm. As the event unfolded a wind warning was published by Environment Canada.

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:

Applicable Operations Staff attended a preparation meeting prior to the storm event to discuss storm event procedures and staff availability. Contractors for line locates and line work were notified of the upcoming weather event to leverage any resources they had available as repairs commenced for two days.

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

CNPI has a Business Continuity Plan that is periodically updated and reviewed at the management level. The 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 CNPI's corporate intranet, and hard copy. For major outages, this plan covers responsibilities and procedures for all outage restoration and communication efforts, consolidates contact information for internal staff and key external agencies.

The scope of the outage described in this report did not invoke CNPI's Business Continuity Plan.

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?).

On December 6th, a wind storm hit the CNP service territory including Fort Erie and Port Colborne. Wind gusts of up to 95 km/h caused multiple trees to fall onto and damage CNP line infrastructure, which resulted in many outages.

If selected "Other", please explain:

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 at 1:11 a.m. on December 6, 2021.

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:

CNP posted 24 general updates (without ETR's) on the progress of its restoration efforts and the special weather statement issues by Environment Canada, through the company Twitter feed, over the course of the Major Event Day and the following day, as the effects of the storm lingered for one additional day. A link to the Twitter account is located at the bottom of the main page of CNP's website.

There were no communications published on CNP's Facebook page, and no Media Releases requested or generated.

How many customers were interrupted during the Major Event?

9,201 Customers

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

$9,201 / 26,514 = 35 \%$

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

19 Hours (8:00 p.m. on December 6, 2021)

Additional Comments: A large amount of the overall customers affected came from an interruption that started after several significant initial outages that crews were already engaged in, which contributed to response and restoration delays.

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:

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:

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

☐ Yes ☒ No

If yes, please describe the shortages: _____

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: Throughout the course of the event, and shortly after completing restorations, key CNP personnel were in regular communication to discuss challenges CNP and successes in managing all facets of the restoration efforts. This helps understand what worked and what requires improvement or a different approach.