



Major Event Day: April 4, 2024

RRR 2.1.4.2.10 Major Event Response Reporting

When a distributor determines an outage was caused by a Major Event, it shall file a report with the OEB that outlines the distributor's response to the Major Event, including answers to all of the questions set out below. Distributor responses are identified in the text boxes below.

A distributor shall file this report with the OEB within 60 days of the end of the Major Event unless there are exceptional circumstances, in which case the report can be filed within 90 days of the end of the Major Event.

Prior to the Major Event

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

Yes No

Additional Comments: A spring storm that hit Quebec and Ontario on April 4, 2024, knocked out power to tens of thousands of customers. By Thursday morning, heavy, wet snow dominated several regions, causing widespread power outages, airport delays, and road closures.

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?

Yes No N/A

Brief description of arrangements, or explain why extra employees were not arranged:

No warning or alert was issued from Environmental Canada prior to the storm on April 4, 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?

Yes No N/A

4. Did the distributor train its staff on the response plans to prepare for this type of Major Event?

Yes No

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.

<input type="checkbox"/> Loss of Supply	<input type="checkbox"/> Lightning
<input checked="" type="checkbox"/> Adverse Weather-Wind	<input type="checkbox"/> Adverse Weather-Freezing Rain/Ice Storm
<input type="checkbox"/> Adverse Weather-Snow	<input type="checkbox"/> Adverse Environment-Fire
<input type="checkbox"/> Adverse Environment-Flooding	
<input type="checkbox"/> Other	

Please provide a brief description of the event (i.e. what happened?). If selected "Other", please explain:



In the early morning of April 4, 2024, several tree contacts and station recloser operations were experienced on the distribution system in Tay Township due to strong winds from a storm that hit Ontario and Quebec. At 2:06 AM, an outage was experienced at Port McNicoll station in Tay Township. Upon arrival, a feeder recloser was found to be on fire. Once the fire was extinguished, oil was found in the vicinity of the recloser and the station power transformers. Furthermore, upstream fuses were blown. Due to the extent of the damage and oil spill, it was unknown at the time if the transformer had become defective as a result from the sequence of events.

The site was cleaned up, the recloser and fuses were replaced, and the transformer was successfully tested. The first attempt to energize the station occurred at 3:24PM but was not successful. Upon further inspection and patrols of the overhead lines, additional tree branches were found on one of the feeders due to ongoing strong winds. The branches were cleared, and the station was successfully energized at 6:13PM on April 4, 2024.

2. Was the IEEE Standard 1366 used to derive the threshold for 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)

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

April 4, 2024 at 2:06 AM

4. Did the distributor issue any information about this Major Event, such as estimated times of restoration (ETR), to the public during the Major Event?

- Yes No

If yes, please provide a brief description of the information. If no, please explain:

NT Power issued several public media notices and outage updates on X, Facebook, and its website relating to the outages and restoration of affected areas.

5. How many customers were interrupted during the Major Event?

3,568 Customers

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

7.9 %

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

15.93 Hours.

Additional Comments: Among the 3,568 customers, 1,805 customers experienced a short power interruption, approximately 13.3 hours into the outage event, in order accommodate switching and repair work for Port McNicoll station. The remaining 1,763 customers were restored when the Port McNicoll station was restored at 6:13PM, a process that took 15.93 hours.



7. 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:

N/A.

8. 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 the assistance?

9. 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

1. 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: Major Event was due to adverse weather conditions, therefore no further action is required by NT Power at this time.