



Major Event Response Reporting

Date of Event – December 11, 2021

2.1.4.2.10 Major Event Response Reporting

Please note that, except Loss of Supply events, a Major Event **shall meet all** of the criteria listed under the **first, second and fourth paragraph** of the Major Event definition written under section 2.1.4.2 of the Electricity Reporting and Record Keeping Requirements (RRR).

Prior to the Major Event

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

Yes

Additional Comments:

KWHI warned its customers on social media of high winds in the forecast.

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?

No

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

Regular on-call operational resources were in place prior to the event. Arrangements for additional staff on duty or on standby were not made for this event.

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

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.

Adverse Weather - Wind

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

In the early afternoon of Saturday, December 11, 2021, Waterloo Region experienced a windstorm with winds reaching 65 km/hour and wind gusts of over 90 km/hour. Trees and/or branches fell on overhead power lines, interrupting power to customers during the windstorm which lasted until about 7 pm. The main places affected were in the Township of Wilmot, including the village Mannheim, where a tree fell and broke a pole and in the villages of St. Agatha and Petersburg where another tree took also broke a pole and impacted an entire distribution feeder.

2. Was the IEEE Standard 1366 used to derive the threshold for the Major Event?

Yes, used IEEE Standard 1366*

*The OEB preferred option

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

December 11 at 1:04 pm

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

Yes

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

Updates were provided to customers on Twitter starting in the early afternoon and until power was restored. Estimated restoration times are provided on our outage map.



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

10,476 Customers

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

9.5%

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

7 Hours

Additional Comments:

N/A

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

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?

No

If yes, please provide the name of the utilities who provided the assistance?

N/A

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

No

If yes, please describe the shortages:

N/A



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 Comments:

N/A