



Major Event Response Reporting

June 29, 2021 – Windstorm

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
No

Additional Comments:

KWHI warned its customers on social media of a severe thunderstorm warning.

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

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
No



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

- 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?). If selected "Other", please explain:

The windstorm including heavy rainfall and lightning started approximately 5:30 PM and lasted for about 15 minutes. The storm was short but very intense with high winds (winds gusting at 120 km/h), heavy rainfall, and lightning. The north-east section of Kitchener was mostly impacted. There were six feeder outages – 4M11, 4M14, 5M21, 5M23, 5M25, and 6M17 and numerous line section and transformer outages. Majority of the damages were due to trees falling on primary and secondary power lines. At the peak of the storm over 12,200 customers were affected by an outage.

- 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)

*The OEB preferred option



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

5:30 PM June 29, 2021

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
No

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

Throughout the event, customers were provided with safety information, updates about restoration efforts and estimated restoration times through KWHI's Outage Map and on social media. The information was picked up and shared by media outlets, amplifying the messages.

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

14,572

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

14.7%

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

It took approximately 6 hours to restore 90% of customers.

Additional Comments:



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:

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?

No other utilities were called in during the major event. A contractor was called in to help with remaining pocket of outages the following day.

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: