

Algoma Power Inc (API) – Major Event Day Report
(August 11, 2021)

Introduction

On the afternoon of Wednesday August 11, 2021, severe thunderstorms moved through the API service territory – mostly to the east of Sault Ste Marie. This severe weather brought heavy winds and rain, and caused damage to API infrastructure and customer property, as many trees were brought down onto poles and lines.

Prior to the Major Event

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

Yes No

Additional Comments: The only prior warning that API had was a Severe Thunderstorm Warning that was issued @ 2:30pm by Environment Canada. This type of warning, and the timing of the warning (in the latter stages of the crew's work day) typically does not prompt API to plan for possible impacts. There was no indication that the weather that did occur would be significantly impactful.

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:

With no advanced warning, no extra employees were engaged prior to the event, with one noted exception. When the Severe Thunderstorm Warning was issued, API's Lines Supervisor contacted each work group to ensure that Fleet vehicles were fueled and stocked, to be ready for possible storm/outage response. Personnel were also contacted to confirm after-hours availability should that need arise, with the one hour notice provided by the weather warning before Operations personnel were done for their normal work schedule (3:30pm scheduled end time).

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

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

The scope of the outage described in this report did not invoke API's Business Continuity and Disaster Recovery 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?).

Severe thunderstorms rolled through the area and carried significant winds that brought trees down on API's lines and poles – causing severe damage. Unconfirmed reports of a possible tornado in the area were communicated by local residents (pictures of a funnel cloud over a portion of St. Joseph Island – the hardest hit region – were published on social media).

If selected "Other", please explain: N/A

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 @ 3:38pm on August 11, 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:

API posted 16 general updates (without ETR's) on the progress of its restoration efforts as well as safety messages, through the company Twitter feed, over the course of the Major Event Day and the following four days, as the outage restoration work took multiple days to complete. The Twitter feed is also presented on the main page of API's website.

As well, 10 messages with similar content were posted on the company Facebook page during the same timeframe. Finally, two messages were released to CTV in response to requests for storm response updates – on the original start date of the event and again two days later (August 13th).

How many customers were interrupted during the Major Event?

2345 Customers

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

19.15 %

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

27.7 Hours.(7:20pm August 12th)

Additional Comments: As outages did not start happening until later in the day, it took time to mobilize additional crews (beyond the regular on-call crew for the area) and deploy all available resources. As well, for the health and safety of the crews, they were taken off duty at the end of the day (@ 11:30pm) and re-engaged at dawn the next morning. Finally, notifications of a few of the events did not come in until the last two hours of the day, so crews were not assigned to those areas until the next day.

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

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:

Under a recently established mutual assistance agreement, API employed 4 linemen and 2 bucket trucks from the Sault Ste Marie Public Utilities Commission (SSMPUC).

In addition, other third-party resources – not affiliated through a formal third party mutual assistance agreement – were also engaged to assist with restoration efforts, including a backhoe operator and two Forestry Contractors that API utilizes for yearly Vegetation Management work (approximately 16 personnel and several pieces of equipment in total). Finally, an internal line crew (2 linemen and a bucket truck) from API's Wawa service territory was also re-assigned to the area of impact.

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

Yes No

If yes, please describe the shortages: N/A

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 all restorations, key API personnel were in regular communication to discuss challenges and successes in managing all facets of the restoration efforts.

This continues the process that API employs in de-briefing such major events, in order to learn what worked and what might warrant improvement or a different approach (for such measures as technical application performance, resource deployment prioritization, support services for active crews, etc).

Management of this event was informed by past event de-briefings, and incorporated activities that contributed to the success of the efforts.