



*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 winter weather started in the area @ 6:00pm, with sustained winds of 44-58 km/h and gusts registering up to 86 km/h throughout the rest of the day, along with blowing snow.

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 @ 6:00pm on November 21, 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 5 general updates (without ETR's) on the progress of its restoration efforts through the company Twitter feed, over the course of the Major Event Day and the following day (as some of the interruptions spilled over into the next day after starting the evening of the Major Event Day). The Twitter feed is also presented on the main page of API's website.

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

How many customers were interrupted during the Major Event?

4886 Customers

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

39.90 %

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

14.85 Hours (8:51am November 22<sup>nd</sup>)

Additional Comments: As 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, and ran through the overnight, 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: 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: N/A

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 is consistent with 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.