

Algoma Power Inc (API) – Major Event Day Report (April 2, 2024)

Introduction

Late in the afternoon and early evening of Tuesday April 2nd, 2024, inclement weather travelled through the API region – including significant wind gusts, and in some areas heavy rain and/or wet snow. Many trees fell over or were uprooted and contacted power lines, causing some large-scale interruptions. API began experiencing outages in the evening of April 2nd. Restoration efforts involved API and contractor crews and lasted until late in the evening of April 3, 2024. Further efforts to deal with the non-outage related aftermath of the event (such as trees on lines where an interruption didn't occur) were completed through April 4-5, 2024.

Prior to the Major Event

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

Yes No

Additional Comments: Other than two Special Weather Statements issued by Environment Canada outlining the potential for severe weather, API did not have any prior warning that a Major Event would occur.

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: API had its full regular on-call staff complement available. With the prediction of potential severe weather API confirmed availability of relevant staff in case additional resources were required. Additionally, API re-deployed one of its contractors to assist with restoration efforts to ensure as timely a restoration as possible.

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 (BCDRP), on-call schedules and an Outage Management Systems (OMS) where key staff are trained in the operations and procedures for outage restoration and response plans. The BCDRP is periodically updated and reviewed at the management level with feedback from operational staff. 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.

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: _____

In the afternoon/ evening of April 2, 2024, a storm front with severe wind gusts and some precipitation (rain or snow depending on location and temperature) began impacting API's service territory. The speed of the gusts were measured as greater than 60 km/h at various times, and as the storm front passed through, wind direction was swirling and changing, creating a greater challenge to the structural strength of vegetation in the path of the wind – resulting in many downed trees.

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 began @ 8:25pm on April 2, 2024.

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 provided multiple updates through various social media platforms acknowledging the fact that outages were still ongoing and assuring customers that crews were engaged in restoration efforts. This included 5 posts to the company's Facebook page – which is streamed on the company website as well – and 5 posts to X (formerly Twitter).

How many customers were interrupted during the Major Event?

5,929 Customers

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

47.1 %

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

4.73 Hours. Additional Comments: _____

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:

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:

** API did reassign a Lines Contractor (Power North) that were under contract and performing Capital project work to assist in storm response efforts.

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

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:

After completing all restorations, key API personnel were assembled to discuss challenges and successes in coordinating and executing every facet of the restoration efforts.

This continues the process that API employs in de-briefing such major events, to learn what worked and what might warrant improvement or a different approach (for such measures as technical application performance – including Outage Management System components; 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. Improvements in employing resources to monitor and update the Outage Management System (OMS) including mobile technology and administrative support, as well as incorporating other support staff into field assessments of impacted areas to report on conditions ahead of crew arrival, to hone requirements for material needs, etc, are some examples of contributions from past de-briefings that have resulted in more efficient restoration efforts for this and future events.

API will research the availability of other weather data sources within its regional boundaries and incorporate any viable alternatives that are found into data capturing during and after future outage events.

As well, a recent rollout of a public-facing outage map published to API's website will be promoted and leveraged during future events to enhance customer communications regarding the status of outages that occur during an event.

WOCN12 CWTO 020931
SPECIAL WEATHER STATEMENT
FOR NORTHERN ONTARIO
UPDATED BY ENVIRONMENT CANADA
AT 5:31 A.M. EDT TUESDAY 2 APRIL 2024.

SPECIAL WEATHER STATEMENT FOR:

SEARCHMONT - MONTREAL RIVER HARBOUR - BATCHAWANA BAY
SAULT STE. MARIE - ST. JOSEPH ISLAND
GREATER SUDBURY AND VICINITY
GOGAMA - FOLEYET
TEMISKAMING SHORES - TEMAGAMI
ELLIOT LAKE - RANGER LAKE
MANITOULIN - BLIND RIVER - KILLARNEY
NORTH BAY - WEST NIPISSING.

==DISCUSSION==

EARLY SPRING STORM EXPECTED TO BRING STRONG WINDS, RAIN AND THE
POTENTIAL FOR SIGNIFICANT SNOW TONIGHT THROUGH THURSDAY.

DISCUSSION:

A COLORADO LOW IS EXPECTED TO BEGIN AFFECTING THE REGION TONIGHT.
PRECIPITATION IS EXPECTED TO BEGIN AS RAIN TRANSITIONING TO SNOW
WEDNESDAY MORNING. SNOW, WHICH MAY BE HEAVY AT TIMES, IS EXPECTED TO
CONTINUE THROUGH WEDNESDAY NIGHT EASING THROUGH THE DAY THURSDAY.
SIGNIFICANT SNOWFALL ACCUMULATIONS ARE POSSIBLE BY THE TIME SNOW
BEGINS TO EASE ON THURSDAY.

STRONG EASTERLY WINDS WILL DEVELOP TONIGHT WITH WIND GUSTS UP TO 70
KM/H, POSSIBLY UP TO 80 KM/H FOR MANITOULIN ISLAND AND AREAS ALONG
THE SHORELINE. THE WINDS WILL EASE ON WEDNESDAY AFTERNOON.

IMPACTS:

POWER OUTAGES WILL BE POSSIBLE. TRAVEL MAY BECOME HAZARDOUS DUE TO
ACCUMULATING SNOW AND REDUCED VISIBILITY.

CONFIDENCE IS LOW AS THERE REMAINS A HIGH DEGREE OF UNCERTAINTY WITH
THE LOW'S TRACK, WHICH WILL HAVE SIGNIFICANT IMPACTS ON
TEMPERATURES, SNOWFALL AMOUNTS AND WHEN RAIN WILL TRANSITION TO
SNOW. WARNINGS WILL BE ISSUED AS THE EVENT DRAWS NEARER.

PLEASE CONTINUE TO MONITOR ALERTS AND FORECASTS ISSUED BY
ENVIRONMENT CANADA. TO REPORT SEVERE WEATHER, SEND AN EMAIL TO
ONSTORM(AT)EC.GC.CA OR TWEET REPORTS USING (HASH)ONSTORM.

[HTTP://WEATHER.GC.CA](http://weather.gc.ca)

END/OSPC

WOCN12 CWTO 021954
SPECIAL WEATHER STATEMENT
FOR NORTHERN ONTARIO
ISSUED BY ENVIRONMENT CANADA
AT 3:54 P.M. EDT TUESDAY 2 APRIL 2024.

SPECIAL WEATHER STATEMENT FOR:
=NEW= AGAWA - LAKE SUPERIOR PARK
SEARCHMONT - MONTREAL RIVER HARBOUR - BATCHAWANA BAY
SAULT STE. MARIE - ST. JOSEPH ISLAND.

==DISCUSSION==

STRONG WINDS, SNOW AND RAIN EXPECTED TONIGHT INTO WEDNESDAY.

HAZARDS:
WIND GUSTS UP TO 80 KM/H.
BRIEF PERIODS OF HEAVY SNOW GIVING REDUCED VISIBILITY.
SNOWFALL ACCUMULATIONS POSSIBLY EXCEEDING 10 CM, PARTICULARLY NORTH
OF SAULT STE. MARIE.

TIMING:
THIS EVENING INTO WEDNESDAY.

DISCUSSION:
A COLORADO LOW IS EXPECTED TO BEGIN AFFECTING THE REGION TONIGHT.
STRONG EASTERLY WINDS GUSTING UP TO 80 KM/H ARE LIKELY. THE WINDS
WILL EASE ON WEDNESDAY AFTERNOON. ISOLATED UTILITY OUTAGES ARE
POSSIBLE.

IN ADDITION, RAIN OR SNOW WILL MOVE INTO THE REGION THIS EVENING
WITH TEMPERATURES VERY CLOSE TO THE FREEZING MARK. PERIODS OF HEAVY
SNOW GIVING REDUCED VISIBILITY ARE POSSIBLE, WHICH MAY RESULT IN
POOR ROAD CONDITIONS AT TIMES. CONFIDENCE IN ACCUMULATIONS IS LOW
DUE TO THE TEMPERATURES BEING NEAR THE FREEZING MARK.

AT THIS POINT, THE HIGHEST ACCUMULATIONS ARE EXPECTED NORTH OF SAULT
STE. MARIE WHERE AMOUNTS MAY EXCEED 10 CM.

ANY RAIN WILL CHANGE OVER TO SNOW BY WEDNESDAY EVENING.

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END/OSPC

Outage History Report

2024-04-02T14:00:00 to 2024-04-02T23:59:59

Total Outages:	5	SAIDI:	82.717
Total Customers Affected:	5,927	SAIFI:	0.472
Total Customer Minutes:	1,038,350	CAIDI:	175.190
Total Customer Hours:	17,305.83	ASAI:	86.191

Date	Start Time	Troubled Element	Duration (min)	Customers Affected	Customer Minutes	Calls Received	OutageRecID	Substation-Feeder	Primary Crew
2024-04-02	8:25:00 PM	SW2020	284	1,955	555,220	0	2024-04-03-0089	TSEchoRiver-ER2	
	8:51:00 PM	GLPT-SW020	174	3,869	396,261	0	2024-04-05-0113	TSEchoRiver-ER2	
	9:46:58 PM	SW5123A-151-A	1,473	25	36,825	2	2024-04-03-0061	TSGoulais-5120	
	10:32:27 PM	SW3831-83	1,048	28	29,344	0	2024-04-02-0036	TSEchoRiver-DB1	
	11:21:00 PM	SW3821G-25	414	50	20,700	1	2024-04-02-0035	TSEchoRiver-DB1	

5 Total Outages

Avg. Duration (min): 679