

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?).

Storm conditions started early in the day, with wind and rain at the onset. The precipitation changed from rain, to sleet, and eventually to snow as temperatures dropped throughout the day. Winds remained sustained, with significant gusts.

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 @ 5:01am on December 16, 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 10 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, including current number of customers affected, and general safety content. On the following day (as some of the interruptions spilled over into the next day after starting the evening of the Major Event Day) a message noting that all known outages had been restored was also posted. The Twitter feed is also presented on the main page of API's website.

There were 6 messages published on API's Facebook page with similar content to the Twitter posts. There were no Media Releases requested or generated.

How many customers were interrupted during the Major Event?

4975 Customers

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

40.6 %

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

20.87 Hours (1:53am December 17th)

Additional Comments: The last outage to be restored – at 1:53am on December 17th, affected approximately 13% of API's overall affected customers (12.68% to be exact), so the response to the question is listed above as it is. All other interruptions were restored by 9:13pm on December 16th (approximately 16 hours after the first outage was reported).

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:

There was one Loss-of-Supply event which occurred @ 1:50pm on December 16th. It lasted for 15 minutes and affected 631 customers.

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 key API personnel were engaged to monitor restoration progress and ensure that all facets of the effort were managed – and that any challenges were addressed – effectively.

To remain consistent with the process that API employs in managing such major events, a de-briefing meeting is scheduled to review all aspects and effects of the day's activities and discuss successes and potential improvements.