

Major Event Day: March 29, 2025

RRR 2.1.4.2.10 Major Event Response Reporting

When a distributor determines an outage was caused by a Major Event, it shall file a report with the OEB that outlines the distributor's response to the Major Event, including answers to all of the questions set out below. Distributor responses are identified in the text boxes below.

A distributor shall file this report with the OEB within 60 days of the end of the Major Event unless there are exceptional circumstances, in which case the report can be filed within 90 days of the end of the Major Event.

Prior to the Major Event

- 1. Did the distributor have any prior warning that the Major Event would occur?
 - 🛛 Yes 🛛 🗌 No

Additional Comments: Environment Canada and The Weather Network issued warnings early on the morning of Friday, March 28, 2025, forecasting a long-duration ice storm expected to persist from Friday through Monday March 31, 2025. The storm was anticipated to result in significant ice accumulation, leading to hazardous conditions, including dangerously slippery roadways and increased strain on power lines due to the weight of the ice, potentially causing major disruptions.

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?

 \square Yes \square No \square N/A

Brief description of arrangements, or explain why extra employees were not arranged:

NT Power had a full complement of standby staff and extra staff who could be called out to respond to possible power outages.

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
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🗌 N/A

4. Did the distributor train its staff on the response plans to prepare for this type of Major Event?

🛛 Yes		No
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During the Major Event

1. 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 by Primary cause code.

Loss of Supply

Lightning

Adverse Weather-Wind

Adverse Weather-Freezing Rain/Ice Storm

Adverse Weather-Snow

□ Adverse Environment-Flooding □ Other



Please provide a brief description of the event (i.e. what happened?). If selected "Other", please explain:

During this Major Event Day, six of the seven reported outages occurred within our Midland-Tay service area, with Tay Township being one of the hardest-hit regions in Central Ontario. The outages began on the afternoon of March 29, 2025, with the first incident reported at 4:05 PM. As the storm intensified, multiple upstream 44kV feeders supplying NT Power's distribution stations in the Midland-Tay area locked out due to downed trees making contact with overhead lines. This resulted in a sustained loss of supply to the region and widespread outages, as the majority of NT Power's distribution system is overhead.

While all Hydro One supplied 44kV station feeders were restored by 1:44 PM on March 31, 2025, considerable time was still required to complete restoration of 8.32kV and 4.16kV distribution feeders and radial and secondary distribution lines. Full restoration for the final group of affected customers was completed by April 4, 2025, at 8:42 PM through the coordinated efforts of internal crews.

- 2. 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)
- 3. When did the Major Event begin (date and time)?

March 29, 2025 at 4:05 PM

4. Did the distributor issue any information about this Major Event, such as estimated times of restoration (ETR), to the public during the Major Event?

🖂 Yes	🗌 No
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If yes, please provide a brief description of the information. If no, please explain:

NT Power continued to issue public notices and outage updates throughout the outage and restoration phases via X (formerly Twitter), Facebook, and the NT Power website, with outage maps updated as new outages occurred or as sections of the system were restored to keep customers informed of progress.

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

11,831 Customers

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

<u>26.2</u> %

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

<u>49.97</u> Hours.

Additional Comments: <u>100% of affected customers were restored within 148.62 hours.</u> <u>The significant difference between the time required to restore 90% of customers and</u> <u>full restoration is primarily due to the extensive work involved in repairing radial and</u> <u>secondary lines following the restoration of station feeders.</u> These efforts were <u>considerably delayed by the challenging conditions and widespread damage caused by</u> <u>the impacts of the ice storm.</u>



- 7. Were there any outages associated with Loss of Supply during the Major Event?
 - $extsf{Yes}$ $extsf{No}$ No

If yes, please report on the duration and frequency of the Loss of Supply outages:

The Loss of Supply outage started on March 29, 2025, at 4:05 PM, beginning with an outage on a 44 kV feeder servicing multiple distribution stations within the Midland-Tay area. As the ice storm progressed, between the initial feeder lock-out and 10:17 PM on the same day, five additional feeders from the same transformer station experienced lockouts, resulting in further supply interruptions across the region. Restoration of all affected 44 kV feeders was completed by 1:44 PM on March 31, 2025. The total duration of the Loss of Supply outages was 45.65 hours.

8. In responding to the Major Event, did the distributor utilize assistance through a thirdparty mutual assistance agreement with other utilities?

🗌 Yes	🖂 No
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Do not have third party mutual assistance agreements with other utilities

If yes, please provide the name of the utilities who provided the assistance?

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

🗌 Yes	🖂 No
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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:

NT Power has carried out comprehensive storm debrief sessions and will continue to do so for the foreseeable future. These reviews have yielded valuable insights and revealed several opportunities for improvement. Among the key initiatives identified is the enhancement of the Emergency Preparedness Plan, which will include more clearly defined procedures and protocols for responding to storms and other high-impact, lowfrequency events. Additionally, NT Power plans to strengthen system resilience through capital improvements and vegetation management activities.

NT Power maintains a proactive vegetation management program, including routine tree trimming to ensure compliance with overhead clearance requirements. However, due to the intensity of the ice storm, outages could not be avoided. Despite meeting clearance standards, the weight of accumulated ice caused trees to bend or break, coming into contact with overhead equipment and resulting in service disruptions.