Major Event Day: June 4, 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 issued a forecast for June 4, 2025, indicating a moderate risk of thunderstorms, with expected wind gusts reaching 90 km/h, the potential for hail, and up to 50 mm of rainfall, which could lead to localized flooding.

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?

   ☒ Yes ☐ No ☐ 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 ☐ N/A

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

   ☒ Yes ☐ No

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
   ☒ Adverse Weather-Wind
   ☐ Adverse Weather-Snow
   ☐ Adverse Environment-Flooding
   ☐ Lightning
   ☐ Adverse Weather-Freezing Rain/Ice Storm
   ☐ Adverse Environment-Fire
   ☐ Other

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

On the afternoon of June 4, 2025, Newmarket experienced a severe thunderstorm. Strong winds brought down tree branches, which came into contact with overhead lines, resulting in feeder lockouts. At 5:50 PM, the Newmarket service area experienced a loss of supply due to a 44kV feeder lockout. Shortly thereafter, a distribution feeder also locked out as the storm moved through the area. Following debris removal and restoration efforts, power was fully restored to all affected customers by 9:42 PM.

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)?

   June 4, 2025 at 5:50 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

   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?

   7,739 Customers

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

   17.1 %

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

   2.9 Hours.

   Additional Comments: 100% of affected customers were restored within 3.87 hours.

7. 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:

   The Loss of Supply Outage began at 5:50 PM on June 4, 2025, and lasted for approximately 2.05 hours, impacting a total of 5,469 customers.

8. 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 the assistance?

_____

9. 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

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:

Major Event was due to adverse weather conditions; therefore, no further action is required by NT Power at this time.