



## Major Events Response Report

**Description:** March 29<sup>th</sup> to March 30<sup>th</sup>, 2025 Major Event Response Report

### Summary:

On March 29<sup>th</sup> & 30<sup>th</sup>, 2025, a high impact freezing rain & ice storm swept across Central Ontario. The storm caused ice accumulation on trees and powerlines. The ice also caused hazardous conditions on roadways and pathways. The storm affected a total of ~3,835 of Orangeville Hydro's customers.

### Prior to the Major Event

1. Did the distributor have any prior warning that the Major Event would occur?  
Yes. Environment Canada warned of a significant ice storm set to hit Central Ontario.
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. On-call staff and contractors were available.
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. Social media content was posted and shared regarding preparing for power outages.
4. Did the distributor train its staff on the response plans to prepare for this type of Major Event?  
Yes. One Loss of Supply Event occurred.  
Duration: 1.67 hours  
Number of Customers: 3,779  
SAIDI: 0.48  
SAIFI: 0.29

### 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.  
The main contributing cause of the major event was Cause Code 6 – Adverse Weather with Sub-Cause Code – 6.1 Tree Contact Weather & Freezing Rain.  
Another main contributing cause of the major event was Cause Code 2.2 – Loss of Supply Distribution.



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

The main contributing cause of the Major Event was freezing rain accumulation causing tree branches to break and contact overhead powerline and damage distribution infrastructure.

2. Was the IEEE Standard 1366\* used to identify the scope of the Major Event? If not, why not?

Yes, used IEEE Standard 1366. Please note that this is considered a Major Event using any/all of the available methodologies.

3. When did the Major Event begin (date/time)?

The first outage began at 8:58PM on Saturday March 29<sup>th</sup>, 2025.

4. Did the distributor issue any estimated times of restoration (ETR) to the public during the Major Event? If so, through what channels?

Yes.

If yes, please provide a brief description of the information. If no, please explain:

Updates were provided through social media platforms (ie. Twitter/X & Facebook), incoming telephone calls, and the website.

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

Approximately 3,835. Most of these customers experienced two outages.

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

Approximately 29%

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



There were multiple separate large outages related to this Major Event. It took 5.55 hours to restore power for the first large outage. It took 1.67 hours for the second large outage.

7. Were there any outages associated with Loss of Supply during the Major Event?

Yes.

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

No.

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

N/A

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

No.

#### **After the Major Event**

1. What steps, if any, are being taken to be prepared for or mitigate such Major Events in the future

Additional staff training, additional use of technology for tracking influx of individual customer issues, investigating maintenance program improvements, and system upgrades are examples of actions that are being taken.

Additional Comments:

Storm debriefings occurred at Board meetings, management discussions, and operational meetings.