Major Events Response Report

Description: December 28th to December 29th, 2025 Major Event Response Report

Summary:

On December 28th & 29th, 2025, a 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 ~4,293 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 high impact 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 the freezing rain warning.

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

   Yes.

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 due to 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. This occurred in Orangeville Hydro's service territory and upstream in Hydro One's service territory.

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

   Yes, used IEEE Standard 1366.

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

   The first outage began at 3:47PM on Sunday December 28th, 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 ~4,293. Some of these customers experienced two outages.

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

   Approximately 33%

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 3.18 hours to restore power for the largest outage. It took 1.47 hours for the second largest outage.

7. How many customers experienced service interruptions lasting less than 24 hours?

   4,293 of Orangeville Hydro's customers

8. How many customers experienced service interruptions lasting between 24 and 48 hours?

   Zero

9. How many customers experienced service interruptions lasting between 48 and 96 hours?

   Zero

10. How many customers experienced service interruptions lasting between 96 and 168 hours?

    Zero

11. How many customers experienced service interruptions lasting over 168 hours?

    Zero

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

    Yes.

    If Yes, please report on the duration and frequency of the Loss of Supply outages.

    Three Loss of Supply Events occurred. Hydro One's M2 feeder faulted twice impacting 1,255 customers for 88 minutes and 62 minutes. Hydro One's M25 feeder faulted once impacting 3,030 customers for 228 minutes.

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

    Yes.

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

    Wellington North Power

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

    No.

15. Please provide the following characteristics of the Major Event:

    Total number of feeders interrupted during the course of the event:
    Two feeders we interrupted during the course of the event. (GV-F2 & M25)
    The maximum number of customers that were concurrently without power at any point during the event:

    4,293 customers.

16. What is the total number of damage assessments performed by the distributor during the course of the event?

    Eight.

17. What percentage of damage assessments were completed?

    Within 4 hours after the interruption began (%): 87%
    Within 8 hours after the interruption began (%): 13%
    Within 12 hours after the interruption began (%): 0
    Over 12 hours after the interruption began (%): 0

18. What communication methods were used to inform customers during the Major Event?

    Distributor Website
    Social Media
    Telephone line

19. During the major event, did any of the communication methods used become unavailable?
    No.

20. Provide SAIDI and SAFI values for this Major Event.

    SAIDI: 1.16

    SAIFI: 0.46

After the Major Event

What actions, if any, are being taken to be prepared for or mitigate such Major Events in the future?

Continued staff training, continued use of technology for tracking influx of individual customer issues, implement maintenance program improvements, and targeted removal of private problem-trees are examples of actions that are being taken.

Additional Comments:

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