



CENTRE WELLINGTON HYDRO LTD.

MAJOR EVENT REPORT

JULY 30, 2025

Prior to the Major Event

1. Did the distributor have any prior warning that the Major Event would occur?

Response:

None

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? If so, please give a brief description of arrangements.

Response:

NA

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? If so, through what channels?

Response:

NA

4. Did the distributor train its staff on the response plans for a Major Event?

Response:

Yes, CWH operations team has the training, knowledge, and experience, including emergency preparedness training, and are ready to respond to major events 24/7.

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. Please provide a brief description of the event (IE what happened?)

Response:

Hydro One's control room contacted Centre Wellington Hydro Ltd.'s Manager, Operations, by mobile phone on July 30, 2025, at 3:50 am to inform him that the Fergus M3 had tripped. This unplanned power outage was later determined to be caused by a piece of failed customer-owned equipment (Cause Code 9.4).



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

Response:

Yes, CWH used the IEEE Standard 1366.

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

Response:

Wednesday, July 30, 2025, at 3:50 am.

4. Did the distributor issue any information about this major event, such as estimated times of restoration, to the public during the major event?

Response:

A notice of this outage was posted to CWHs website, CWHs outage map, and X, formerly Twitter.

5. How many customers were interrupted during the Major Event? What percentage of the distributor's total customer base did the interrupted customers represent?

Response:

The outage affected all 5,346 CWH customers in Fergus, this results in 70% of CWH's total customers were interrupted.

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

Response:

Within 3 hours and 4 minutes, 3.04 hours, all customers had their power restored except the customer with the failed equipment.

7. Were there any outages associated with Loss of Supply during the Major Event? If so, please report on the duration and frequency of Loss of Supply outages.

Response:

NA

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

Response:

No.

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



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Major Event? If so, please describe the shortages.

Response:

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 (i.e., staff training, process improvements, system upgrades)?

Response:

Discussions with Operations staff after the major outage continued and no alterations to current practices in addressing such outages are required.