



CENTRE WELLINGTON HYDRO LTD.

MAJOR EVENT REPORT

DECEMBER 24, 2025

Prior to the Major Event

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

Response:

Environment Canada had issued a Special Weather Statement in our area, for the overnight, of December 23, 2025.

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:

CWH reminded customers with a website pop-up about Environment Canada's Special Weather Statement to be prepared for possible power outages.

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:

Centre Wellington Hydro Ltd. received a customer call indicating their power was out on December 24, 2025, at 4:47 am. It soon became apparent that all CWH's service area in Elora, Ontario, was without power. This unplanned power outage was later determined to be caused by Loss of Supply, Distribution (Cause Code 2.2). CWH's Elora customers are supplied by a shared Hydro One 44kV feeder.

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, December 24, 2025, at 4:47 am.

4. If the major event was not caused by adverse weather, 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 CWH's website, CWH's 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 power outage affected all 2,264 CWH customers in Elora, or ~30% of CWH total customers.

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

Response:

Within 4 hours and 53 minutes, 4.87 hours, all customers had their power restored.

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

Response:

All customers, 2,264, experienced service interruptions lasting less than 24 hours.

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

Response:

None

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

Response:

None

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

Response:

None

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

Response:

None

12. 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:

The entire power outage was a result of Loss of Supply, Distribution.

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

Response:

No.

14. Did the distributor run out of any needed equipment or materials during the Major Event? If so, please describe the shortages.

Response:

No.

15. Provide the following characteristics of the Major Event:

Total number of feeders interrupted during the course of the event:

Response:

One

The maximum number of customers that were concurrently without power at any point during the event.

Response:

2,264

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

Response:

CWH conducted one damage assessment, which determined it was “loss of supply”.

17. What percentage of damage assessments were completed:

Within 4 hours after the interruption began (%)

Response:

100%

Within 8 hours after the interruption began (%)

Response:

NA

Within 12 hours after the interruption began (%)

Response:

NA

Over 12 hours after the interruption began (%)

Response:

NA

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

Select all that apply:

Yes - Distributor Website

Yes - Social Media

No - Email

No - Text Message

No - Telephone Line

No - Radio Broadcast

Other (please specify):

19. During the major event, did any of the communication methods used become available? If so, identify which one(s).

Response:

NA

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

Response:

SAIDI = 1.46 hours

SAIFI = 0.30

After the Major Event

1. What actions, if any, will be taken to be prepared for, or mitigate such Major Events in the future

Response:

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