



Major Events Response Report

Date Issued: October 7, 2025

Prepared for: Publication and Electronic Filing with the Ontario Energy Board (“OEB”)

Summary:

On September 5, 2025, the North Bay region experienced unusually high winds in the afternoon and evening, resulting in many power outages across the entire service area. North Bay Hydro crews confirmed that the issues originated from the high winds knocking down trees into the sub-transmission and distribution lines, causing broken conductors, crossarms and feeder breakers to trip with trees resting on the lines. This windstorm affected a total of 5,442 customers, and restoration efforts were an immediate response from North Bay Hydro.

A. Prior to the Major Event

1. Did the distributor have any prior warning that the Major Event would occur?
 - ☐ No
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?
 - ☐ No
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?
 - ☐ No
4. Did the distributor train its staff on the response plans to prepare for this type of Major Event?
 - ☐ Yes

B. 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.

- | | |
|--|--|
| <input type="checkbox"/> Loss of Supply | <input type="checkbox"/> Adverse Weather-Freezing rain/Ice storm |
| <input type="checkbox"/> Lightning | <input type="checkbox"/> Adverse Environment-Fire |
| <input checked="" type="checkbox"/> Adverse Weather-Wind | <input type="checkbox"/> Adverse Environment-Flooding |
| <input type="checkbox"/> Adverse Weather-Snow | <input type="checkbox"/> Other |

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

- ☐ Extremely high winds started coming through the North Bay area in the early afternoon causing lots of trees to come down.
- ☐ North Bay Hydro prioritized safety during this time and made sure crews were dispatched first to broken conductor calls from the public / where emergency responders were dispatched and then focusing on the larger M class feeders.

- At 1:25 p.m., approximately 200 customers on the 11F1 lost power due to many trees on the line. These customers were restored in the early morning hours after sectionalizing this feeder into four parts and clearing trees off the lines.
- At 1:30 p.m., approximately 200 customers on the 17F2 lost power due to a tree on the line, which was restored by 3:18 p.m.
- At 2:19 p.m., approximately 384 customers on the 14F1 lost power due to a tree breaking the conductors. This feeder was sectionalized by 3:00 p.m., and the rest of the customers were restored at 10:05 p.m. after the conductor was fixed.
- At 3:30 p.m., the rest of the customers on the 11F1 were out of power due to trees on the line closer to the station. The trees were cleared and restored by 6:33 p.m.
- At 3:27 p.m., approximately 4010 customers being fed from the 15M2 lost power. Crews patrolled the lines but didn't find anything. They decided to isolate the Commanda DS (not NBH-owned) with the 44-217LB. After communicating with Hydro One to close the 15M2, all customers were restored at 5:40 p.m.
- At 5:29 p.m., all customers on the 10F3 lost power due to a tree hitting the line. All customers were restored by 6:12 p.m.
- At 6:29 p.m., approximately 113 customers on the 16F1 lost power due to a tree on the line. This feeder was sectionalized by 7:05 p.m., and the rest of the customers were restored at 7:21 p.m. after the tree was cleared off the line.

2. Was the IEEE Standard 1366 used to derive the threshold for the Major Event?

- Yes, used IEEE Standard 1366 – OEB Preferred option

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

Date: September 5, 2025

Time: 1:25pm

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

- Yes

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

- During Event:
 - North Bay Hydro social media (Facebook & Twitter/X) was updated regularly as new Information was received.
 - Customers were informed about where the outages were, what had caused them, and an estimated time of restoration.
 - Customers were informed that there were multiple large outages happening simultaneously due to the weather.

After Event:

- Customers were let know that the power had been restored.

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

- 5442

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

- 19.4%

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

- 2.22 hours for 4010 customers - Approx 3 hours for 90% of customers

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

- No

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

- NA

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?

- NA

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

- No

If yes, please describe the shortages.

- NA

C. 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: