



Major Events Response Report

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Summary:

On June 30th, 2026, the North Bay region experienced a large storm with unusually high winds in the early evening, causing many power outages across the North Bay Hydro 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 storm affected a total of 5467 customers (19% of total customers), and restoration efforts were an immediate response from North Bay Hydro that continued into July 1st and July 2nd.

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?
 - ☐ N/A
3. If the distributor did have prior warning, did the distributor issue any alert to the public warning of possible outages resulting from the pending Major Event?
 - ☐ N/A
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.

- | | |
|--|--|
| ☐ Loss of Supply | ☐ Adverse Weather-Freezing rain/Ice storm |
| ☐ Lightning | ☐ Adverse Environment-Fire |
| ☒ Adverse Weather-Wind | ☐ Adverse Environment-Flooding |
| ☐ Adverse Weather-Snow | ☐ Other |

Please provide a brief description of the event. If the event was caused by weather conditions, please specify the type of weather involved – such as high winds, freezing rain, tornadoes, ice storms, blizzards, heavy rainfall, flooding, or lightning storms.

A storm came through the North Bay area on June 30, 2026, with extremely high winds and moderate to heavy rainfall in the early evening causing lots of trees and branches to come down. These factors caused broken poles, broken crossarms, and broken conductors within the service area. 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. North Bay Hydro deployed damage assessment crews to document where and what had been broken, causing the power outages.

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: June 30th, 2026

Time: 6:51p.m.

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?

- N/A (Event was caused by adverse weather) Below are the communication efforts that took place.

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 made aware of when the power had been restored.

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

- 5467

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

- 19.36%

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

- 15 hours

7. How many customers experienced service interruptions lasting less than 24 hours?
- ☐ 5169
8. How many customers experienced service interruptions lasting between 24 and 48 hours?
- ☐ 298
9. How many customers experienced service interruptions lasting between 48 and 96 hours?
- ☐ 0
10. How many customers experienced service interruptions lasting between 96 and 168 hours?
- ☐ 0
11. How many customers experienced service interruptions lasting over 168 hours?
- ☐ 0

12. 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.

- ☐ N/A

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?
- ☐ Greater Sudbury Utilities

14. Did the distributor run out of any needed equipment or materials during the Major Event?
- ☐ No
- If yes, please describe the shortages.
- ☐ N/A

15. Provide the following characteristics of the Major Event:

Total number of feeders interrupted during the course of the event

- ☐ 4 Distribution Feeders (12.47kV) & 3 Sub Transmission Feeders (44kV)

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

- ☐ 4397

16. What is the total number of damage assessments performed by the distributor during the course of the event? 34

17. What percentage of damage assessments were completed:

- ☐ Within 4 hours after the interruption began – 35%
- ☐ Within 8 hours after the interruption began - 60%
- ☐ Within 12 hours after the interruption began – 70%
- ☐ Over 12 hours after the interruption began – 100%

18. What communication methods were used to inform customers during the Major Event? Select all that apply:

- ☒ Distributor's website
- ☒ Social Media
- ☐ Email
- ☐ Text message
- ☒ Telephone line
- ☐ Radio broadcast
- ☐ Other (Please specify)

19. During the Major Event, did any of the communication methods used become unavailable?

If so, identify which one(s).

- ☐ No

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

- ☐ SAIDI – 0.93
- ☐ SAIFI – 0.23

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: