



## Wellington North Power Inc.

290 Queen Street West, PO Box 359, Mount Forest, ON N0G 2L0

Phone: 519.323.1710 Fax: 519.323.2425

E-mail: [wnp@wellingtonnorthpower.com](mailto:wnp@wellingtonnorthpower.com)

[www.wellingtonnorthpower.com](http://www.wellingtonnorthpower.com)

ESA # 7012854

# MAJOR EVENT REPORT

Report by: Wellington North Power Inc.

Date of Event: October 18, 2025.

Cause of Event: Loss of Supply.

Customers Affected: 1,049 customers.

Outage Duration: 204 minutes.

Report Submitted to OEB: October 29, 2025.

RRR File Number: 39450.

## Prior to the Major Event

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

[Wellington North Power Inc. Response:](#)

- Yes  
 No

Wellington North Power Inc. did not have prior warning that the Major Event would occur.

- 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?  
Brief description of arrangements, or explain why extra employees were not arranged.

[Wellington North Power Inc. Response:](#)

- Yes  
 No

Not applicable.

- 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?

[Wellington North Power Inc. Response:](#)

- Yes  
 No

Not applicable.

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

[Wellington North Power Inc. Response:](#)

- Yes  
 No

Through daily work, training and preparedness ensures that Wellington North Power Inc.'s Operations staff and equipment are ready to respond when required.

## 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 (i.e. what happened?). If selected "Other", please explain

[Wellington North Power Inc. Response:](#)

- Loss of Supply
- Lightning
- Adverse Weather-Wind
- Adverse Weather-Snow
- Adverse Weather-Freezing Rain / Ice Storm
- Adverse Environment-Fire
- Adverse Environment-Flooding
- Other

The cause of interruption was: Cause Code 2: Loss of Supply

A motor vehicle accident (MVA) resulted in a damaged Hydro One Inc. (HONI) transmission pole causing outage at HONI's Neustadt DS and Holstein DS resulting in a Loss of Supply to the 44kV that feeds Wellington North Power Inc. affecting the LDC's service areas of Mount Forest and Holstein.

WNP is an embedded distributor; Hydro One is the host distributor.

Due to the Loss of Supply, WNP's substations MS3 and MS4 were without power.

HONI and WNP crews performed line-switching to restore the 44kV supply to WNP.

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

[Wellington North Power Inc. Response:](#)

- Yes, used IEEE Standard 1366
- No, used IEEE Standard 1366 2-day rolling average
- No, used fixed percentage (i.e., 10% of customers affected)

WNP uses the IEEE Standard 1366.

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

[Wellington North Power Inc. Response:](#)

The start of the event was 12:48 am on October 18, 2025.

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

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

[Wellington North Power Inc. Response:](#)

- Yes  
 No

Yes, WNP used both its' Twitter and Facebook accounts to post estimation restoration times (ETR) to customers as well as providing updates on the LDC's website.

ETRs were provided to WNP from HONI's' Integrated System Operating Centre (ISOC).

- 5) How many customers were interrupted during the Major Event?

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

[Wellington North Power Inc. Response:](#)

1,049 customers of WNP were interrupted.

This represents 23% of WNP's metered customer-base.

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

[Wellington North Power Inc. Response:](#)

For 90% of customers, the power was restored at 4:12 am on October 18, 2025.

Outage was 3.40 hours (204 minutes).

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

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

[Wellington North Power Inc. Response:](#)

- Yes  
 No

WNP recorded the following:

- System Average Duration Interruption Duration Index = 0.79897
- System Average Frequency Interruption Duration Index = 0.23499
- Total customer hours of interruption = 3,566.60

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

[Wellington North Power Inc. Response:](#)

- Yes  
 No  
 Do not have third party mutual assistance agreements with other utilities

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

[Wellington North Power Inc. Response:](#)

- Yes  
 No

## After the Major Event

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

[Wellington North Power Inc. Response:](#)

- No further action is required at this time  
 Additional staff training  
 Process improvements  
 System upgrades  
 Other

Additional Comments:

Wellington North Power Inc. will continue to forge good working relations with Hydro One Networks and the Hydro One Integrated System Operating Centre (ISOC).

---