



Wellington North Power Inc.

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ESA # 7012854

MAJOR EVENT REPORT

Report by: Wellington North Power Inc.

Date of Event: September 23, 2026.

Cause of Event: Loss of Supply.

Customers Affected: 1,508 customers.

Outage Duration: 257 minutes.

Report Submitted to OEB: October 2, 2026.

RRR File Number: 41623.

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 tree fell onto Hydro One's Fergus TS M1 feeder resulting in a wide-spread power outage including WNP's service area of Arthur.

WNP is an embedded distributor; Hydro One is the host distributor.
Due to the Loss of Supply, WNP's substations MS5 and MS6 were without power.

- 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 12:45 pm on September 23, 2026.

- 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. During the event, the LDC also answered incoming telephone calls from customers providing updates and sharing information about the outage.

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:](#)

1,508 customers of WNP were interrupted.

This represents 34% 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 5:02 pm on September 23, 2026.

Outage was 4.28 hours (257 minutes).

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

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

1,508 customers.

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

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

0 customers.

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

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

0 customers.

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

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

0 customers.

- 11) How many customers experienced service interruptions lasting between over 168 hours?

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

0 customers.

- 12) 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

- 13) 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

- 14) 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

15) Provide the following characteristics of the Major Event.

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

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

- 5

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

- 1,508

16) What is the total number of Damage Assessments performed by the distributor during the course of the event?

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

1.

17) What percentage of Damage Assessments were completed:

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

Within 4 hours after the interruption began (%)

- 100%

Within 8 hours after the interruption began (%)

- 0%

Within 12 hours after the interruption began (%)

- 0%

Over 12 hours after the interruption began (%)

- 0%

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

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

- Distributor website
- Social media
- Telephone line
- E-mail

19) During the Major Event, did any of the communication methods used become unavailable?
If so, identify which one(s).

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

No

20) Provide SAIDI and SAIFI values for the Major Event.

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

- SAIDI = 1.44
- SAIFI = 0.34

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).
