Major Event Report

Enova Power Corp.

December 28 – 30, 2025

Adverse Weather

Filed: February 26, 2026

Major Event Description

A winter storm tracked through Southwestern Ontario during the afternoon and evening of Sunday, December 28, and continued into Monday, December 29, 2025. The storm brought freezing rain, significant temperature fluctuations and high winds ranging from 70 to 100 km/h across portions of Enova Power Corp.'s ("Enova") service territory. These weather conditions resulted in multiple outages due to ice accumulation on electrical equipment, tree contact with overhead conductors and wind-related damage to distribution infrastructure.

Between December 28 and December 29, 2025, the event resulted in approximately 47,000 customer interruptions, representing a total of 3,316,069 customer-minutes of interruption.

Based on the interruption duration and magnitude, this event meets the criteria for classification as a Major Event Day (MED) in accordance with the IEEE Standard 1366 – Guide for Electric Power Distribution Reliability Indices.

Prior to the Major Event

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

   Yes ☒ No☐

   Additional Comments:

   Enova Power Corp. receives alerts from Environment Canada when severe weather alerts, watches or warnings are issued that affect any part of Enova's service territory. On December 28, 2025, at approximately 9:00 a.m., Enova received severe weather alerts warning of freezing rain and high winds impacting portions of its service territory.

   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?

   Yes ☒ No☐

   Additional Comments:

   Enova has two System Operators on duty at all times. In addition, two Powerlines Technician Supervisors on-call and four Powerline Technicians on-call at all times outside of regular operating hours. Arrangements for additional staff to be on duty or on standby were not made for this event.

2. **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?**

   Yes ☒ No☐

   Additional Comments:

   Enova posted a storm-readiness message to its social media channels X, Instagram and Facebook, alerting customers that there was a freezing rain warning issued and that crews are ready to respond to any emergencies, including a link to its outage updates page on its website.

3. **Did the distributor train its staff on the response plans for a Major Event?**

   Yes ☒ No☐

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.**

   Adverse Weather – Freezing rain and high winds

   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 winter storm tracked through Southwestern Ontario in the afternoon and evening on Sunday December 28 and Monday December 29, 2025. The storm brought freezing rain, significant temperature swings and high winds ranging from 70 to 100 km/h.

2. **Was the IEEE Standard 1366 used to identify the scope of the Major Event? If not, why not?**

   Yes, IEES Standard 1366 was used.

3. **When did the Major Event begin:**

   Date: December 28, 2026

   Time: 1:52 PM - EST

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 (ETR) to the public during the Major Event?**

   Yes ☒ No☐

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

   Additional Information: Enova's customer outage map displayed the number of customers initially out of power, the geographical area of the outages, the cause and the customers remaining without power. Once available, Enova also included ETRs on the outage map.

   Enova issued several social media updates during the storm across its social media channels, including 8 safety messages, links to its outage map and updates for ETRs. 11 social media updates were provided, responded to 52 social media comments and provided 15 responses to direct messages.

5. **How many customers were interrupted during the Major Event? What percentage of the distributor's total customer base did the interrupted customers represent?**

   There were 46,772 Customer Interruptions, which represents 28.2% of the total customer base.

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

   Enova restored 90% of interrupted customers within 17.5 hours.

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

   46,396 customers

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

   376 customers

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

   5 customers

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

    None

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

    None

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.**

    Yes ☒ No☐

    Yes, there was a momentary loss of supply that impacted 337 customers.

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

    Yes ☐ No☒

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

    Yes ☐ No☒

15. **Provide the following characteristics of the Major Event:**

    i. **Total number of feeders interrupted during the course of the event**

    20 feeders were interrupted during the course of the event.

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

    6,975 customers were concurrently without power.

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

    87 assessments

17. **What percentage of damage assessments were completed:**

    i. Within 4 hours after the interruption began – 28%.
    ii. Within 8 hours after the interruption began – 38%.
    iii. Within 12 hours after the interruption began – 46%.
    iv. 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:** Yes
    - **Social media:** Yes
    - **Email:** No
    - **Text message:** No
    - **Telephone line:** Yes, recorded message.
    - **Radio broadcast:** No
    - **Other (please specify):** Enova's outage management portal, company website, and newsroom/blog.

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

    Yes, the outage map was impacted for approximately two hours from 6:30 pm to 8:30 pm December 28, 2025.

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

SAIDI: 0.333
SAIFI: 0.228

After the Major Event

1. **What steps, if any, are being taken to be prepared for or mitigate such Major Events in the future (i.e., staff training, process improvements, system upgrades)?**

Additional Comments: Enova's staff are trained to be on alert for emergencies and major events. Enova's has implemented several grid modernization technologies and will continue to do so to increase system reliability and operational efficiencies through Survalent's Fault Location, Isolation, and Service Restoration (FLISR) software application which combines SCADA, OMS, combined with and automated switching devices. This enables power to be efficiently restored to as many customers as possible via an automatic process.

These technologies provide automatic self-healing on the portions of the system unaffected by the fault, improving restoration times. At the time of the storm approximately 37% of Enova's customer base has FLISR implemented. Enova continues to invest in smart infrastructure and expanding FLISR coverage.

The utility also regularly shares outage safety tips, information on where to find outage information and emergency preparedness information with customers through its website and social media accounts. This helps to educate customers about outages and restoration efforts before any major event occurs.

Enova is exploring the adding additional communication channels including automated email and text notifications. Enova is also working to improve its outage map, ensuring that it is functional at all times.