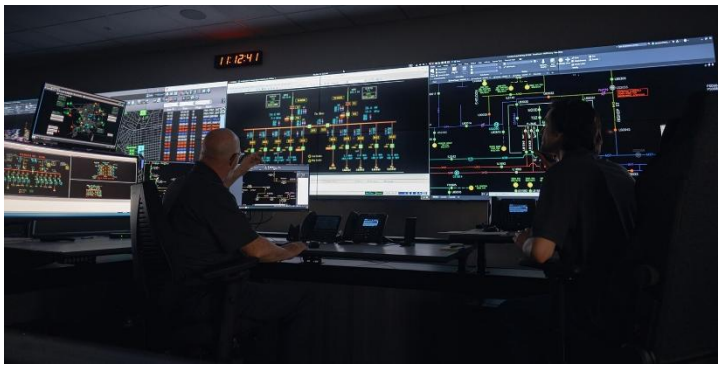

MAJOR EVENT RESPONSE

Report for the Ontario Energy Board

ABSTRACT

THIS REPORT CONTAINS INFORMATION FOR A MAJOR EVENT THAT IMPACTED RELIABILITY ON **SUNDAY, DECEMBER 28, 2025**, IN GRANDBRIDGE ENERGY INC.'S DISTRIBUTION SERVICE AREA.

OEB FILING 2.1.4.2.10

Prepared By: **GrandBridge Energy Inc.**

Date: **Sunday, December 28, 2025**

GrandBridge ENERGY

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Introduction

GrandBridge Energy Inc. (GrandBridge Energy or GBE) delivers safe and reliable electricity to over 117,000 customers in the City of Brantford, the City of Cambridge, the Township of North Dumfries and the County of Brant. GrandBridge Energy's service territory spans approximately 636 square kilometers. Our talented team provides safe and reliable energy solutions that are strengthened by an unwavering commitment to service excellence.

At GrandBridge Energy, our purpose is to lead the energy transition by enabling our communities to achieve a sustainable energy future. This guiding principle shapes our approach as we navigate the evolving energy landscape and strengthen our commitment to environmental sustainability, social impact and governance accountability. Our values - Safety, People-Centric, Reliability, Excellence and Agility - are the principles and beliefs that guide our operations.

On Sunday, December 28, 2025, GrandBridge Energy experienced a widespread Major Event as the result of a freezing rainstorm that affected Cambridge, North Dumfries, and Brant County. As per section 2.1.4.2.10 of the Ontario Energy Board's (OEB) Electricity Reporting and Record Keeping Requirements (RRR) below, GrandBridge Energy is filing this report with the OEB.

2.1.4.2.10 – Major Event Response Reporting - When a distributor determines an outage was caused by a Major Event, it shall file a report with the OEB that outlines the distributor's response to the Major Event.

Prior to the Event

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

   Yes.

   On December 28, 2025, Environment Climate Change Canada (ECCC) issued a Weather Briefing forecasting inclement weather, including freezing rain. The briefing called for 30–60 mm of rainfall, heavy at times, with the potential for locally higher amounts. Freezing conditions were possible, along with a risk of isolated thunderstorms. At the time of the briefing, there was considerable uncertainty regarding the precise timing and the extent of rain versus freezing rain.

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?**

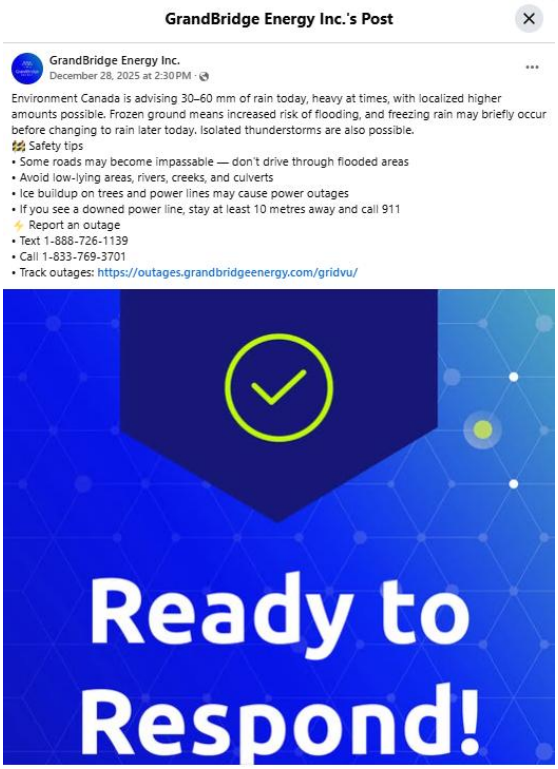
   Yes. Two additional Operations crews were put on standby as well as two additional tree trimming crews were on standby.

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?**

   Yes.

   GBE issued one advance message to the public on December 28, 2025, through its social media platforms (Facebook and X) that freezing rain warning had been issued for the service territory, there was the potential for outages as well as powerline safety messages. This message was issued immediately after Environment Canada sent out the warning. See Figure 1 below.

Figure 1. GBE Public Message #1 December 28, 2025, at approximately 2:30 p.m.



4. Did the distributor train its staff on the response plans to prepare for this type of Major Event?

Yes.

GBE has a documented Emergency Plan that specifies duties and responsibilities of GBE's employees during an emergency to ensure effective response for this type of Major Event. The emergency personnel who are involved in the power restoration are trained to perform their responsibilities.

Additionally, GBE Operations employees are regularly placed on-call or on-standby as part of their regular duties, and therefore are proficient to respond in the event of power outages including Major Event days. GBE Communication employees are proficient in updating the website, social media platforms, liaising with local media and directing customers as necessary, during major event situations.

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 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 storm.**

   Of the five outages that contributed to the Major Event, the main contributing cause of the Major Event was Adverse Weather – Equipment Breakage (Cause Code 6.2). The weather during the Major Event was heavy rainfall and freezing rain. When the crew arrived on site, they found a lightning arrestor damaged, and the bracket melted due to tracking from ice build-up.

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

   Yes, the IEEE Standard 1366 (2012) was used to derive the threshold that would establish if December 28, 2025, would be a Major Event Day. GBE also performed a qualitative analysis based on the OEB's questions to determine if the event can be considered a Major Event.

   The IEEE 1366-2012 Standard provides a statistical method of studying reliability events. A Major Event Day is a day which the daily system SAIDI (System Average Interruption Duration Index) exceeds a threshold value, designated as T-med. The SAIDI index is used as the basis of this definition since it leads to consistent results regardless of the utility size and is a good indicator of operational and design stress. Data used for SAIDI is based on five (5) sequential years and includes days that had an interruption, so a SAIDI/Day value can be used to calculate T-med.

   The GBE T-med value as calculated in accordance with the IEEE 1366-2012 standard is shown below in Table 1.0:

   Table 1.0 GBE T-med Calculations

Parameter	Value
α = Average [ln(Daily SAIDI)] 2020-2024	-4.16
β = Standard Deviation (α)	2.51
T-med = $e^{(\alpha+2.5\beta)}$	**8.21**

   The T-med value of 8.21 indicates that any outage event with reliability statistics exceeding this figure would be deemed to be a Major Event. The table below shows the Daily SAIDI value calculated for December 28, 2025.

   Table 2.0 Calculation of Daily SAIDI Value

Day	Customer Outage (Minutes)	Total Customers	Daily SAIDI
Sunday, December 28, 2025	1,165,446	117,233	9.94

The calculated value for December 28, 2025, is **9.94** and is greater than the T-med threshold value of **8.21**. Therefore, this specific day was deemed to be a Major Event.

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

   Date: Sunday, December 28, 2025
   Time: 16:32 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, to the public during the major event**

   N/A – the Major Event was caused by Adverse Weather.

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

   Customers: 15,048

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

   The percentage of the total customer base that was interrupted is 12.8%, based on a total customer base of 117,233.

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

   Due to the nature of the outages, GBE experienced restoration of 90% of the customers twice. The first time it took 0 hours and 11 minutes to restore power to 90% of customers impacted by the Major Event. The second time it took 5 hours and 39 minutes to restore power to 90% of customers impacted by the Major Event.

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

   There were 15,048 customers that experienced service interruptions lasting less than 24 hours.

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

   There were no customers that experienced service interruptions lasting between 24 hours and 48 hours.

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

   There were no customers that experienced service interruptions lasting between 48 hours and 96 hours.

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

    There were no customers that experienced service interruptions lasting between 96 hours and 168 hours.

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

    There were no customers that experienced service interruptions lasting over 168 hours.

12. **Were there any outages associated with Loss of Supply during the Major Event? If yes, please report on the duration and frequency of Loss of Supply outages.**

    No, there were no outages associated with Loss of Supply.

13. **In responding to the Major Event, did the distributor utilize assistance through a third-party mutual assistance agreement with other utilities? If yes, please provide the name of the utilities who provided the assistance.**

    No, GBE did not utilize assistance through a third-party mutual assistance agreement.

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

    No, GBE had all the necessary materials and equipment to perform the repairs on the distribution system during the Major Event.

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

    Total number of feeders interrupted during the course of the event: 3

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

    The maximum number of customers concurrently without power was 7,292.

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

    There was a total of five (5) damage assessments.

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

    Within 4 hours after the interruption began (%): 80

    Within 8 hours after the interruption began (%): 20

    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?**

    Select all that apply:

    ☒ Distributor Website

    ☐ Text Message

☒ Social Media

☐ Telephone Line

☐ Email

☐ Radio Broadcast

☐ Other (please specify)

19. During the Major Event, did any of the communication methods used become unavailable? If so, identify which ones:

No.

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

SAIDI: 9.94

SAIFI: 0.13

After the Major Event

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

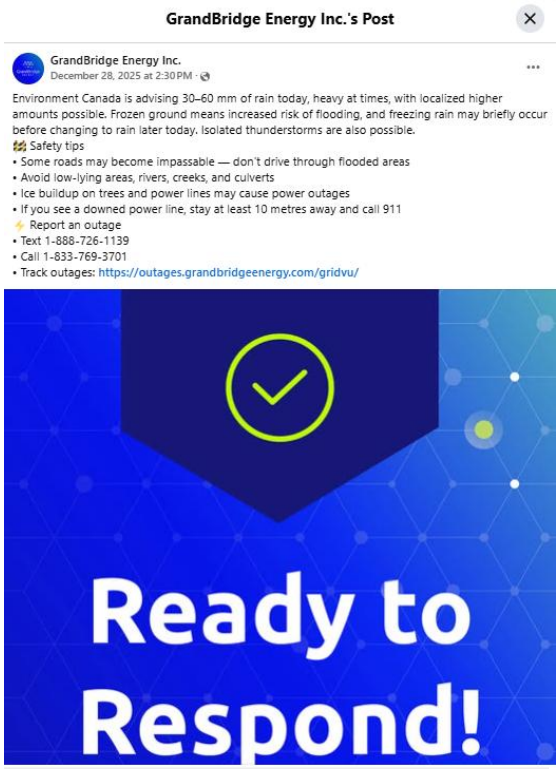
   GBE is proactive in mitigating the risk of emergency by applying the appropriate distribution system designs, equipment specifications, deploying grid modernization technology, planned system maintenance, staff training and utility operating practices. GBE's Emergency Plan enables its staff to effectively assess and respond to any given emergency.

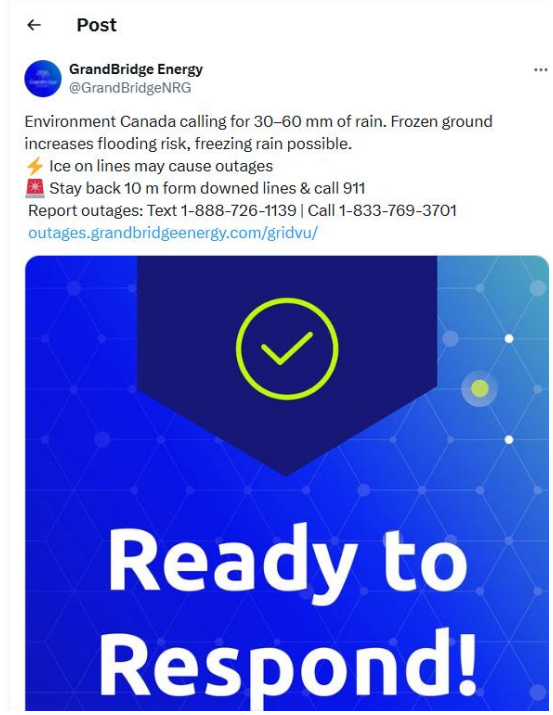
   Future actions arising from the Major Event:

   - Continue deploying grid modernization technology (i.e. automated reclosers, fault indicators, etc.) to increase GBE's operational effectiveness during the Major Events, targeting worst performing feeders.
   - A more proactive approach for arranging to have extra System Control Operators on duty or on standby prior to the Major Event beginning.

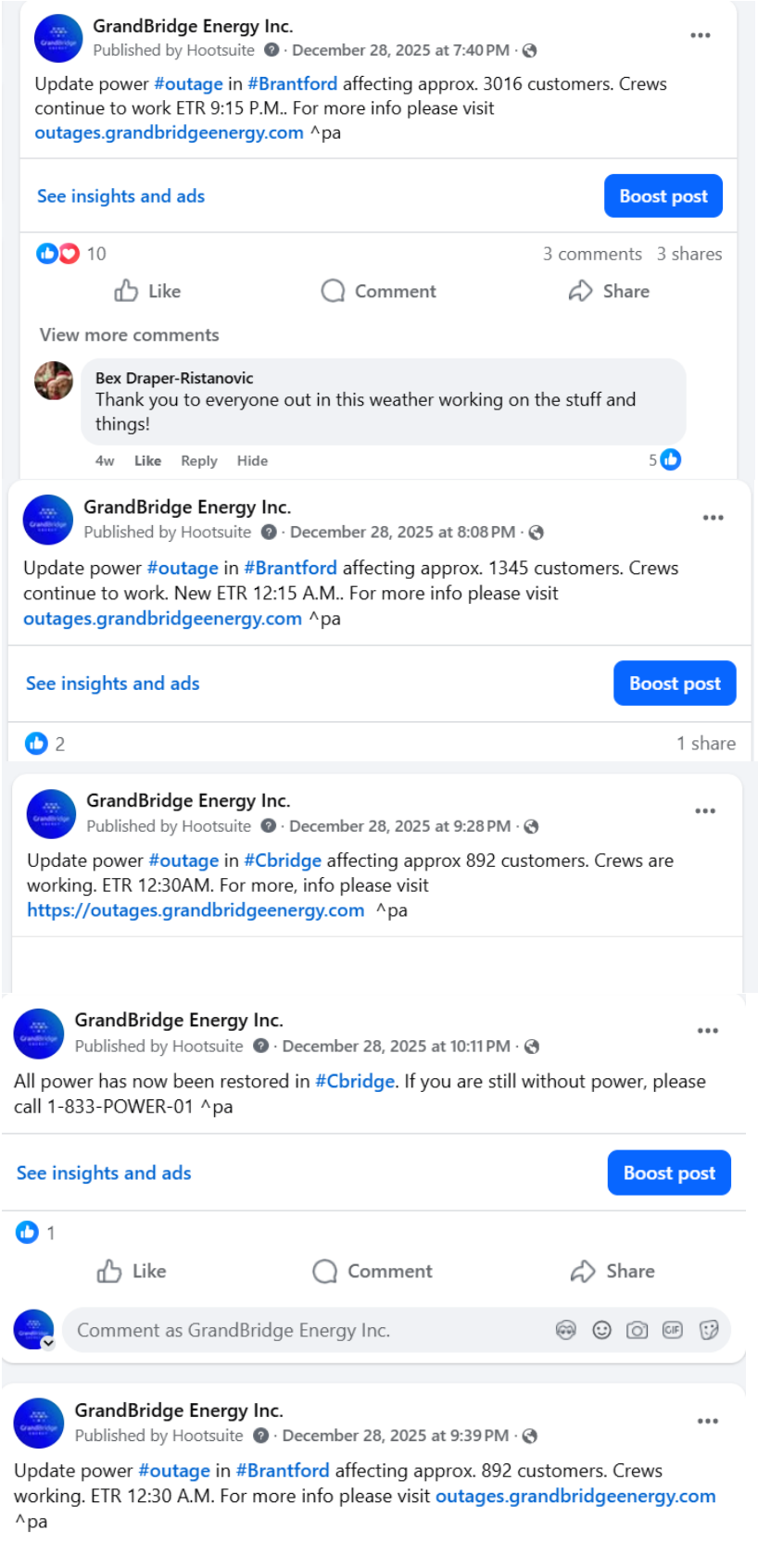
Appendix A - GBE Social Media Analytics

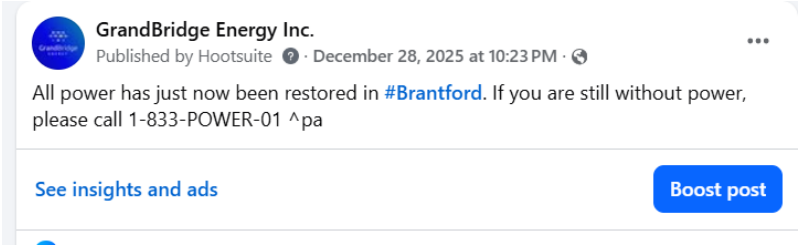
Alert of impending sever weather – posted on Facebook and X at 2:30 pm on December 28, 2025





Estimated time of restoration posts – Facebook

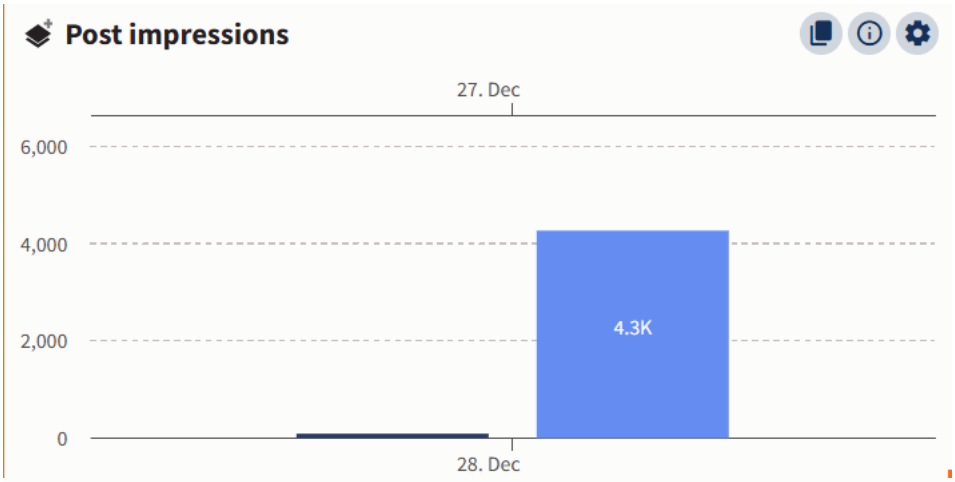

GrandBridge Energy Inc.
Published by Hootsuite · December 28, 2025 at 7:40 PM ·
Update power #outage in #Brantford affecting approx. 3016 customers. Crews continue to work ETR 9:15 P.M.. For more info please visit outages.grandbridgeenergy.com ^pa
See insights and ads
Boost post
10
3 comments 3 shares
Like
Comment
Share
View more comments
Bex Draper-Ristanovic
Thank you to everyone out in this weather working on the stuff and things!
4w Like Reply Hide
5
GrandBridge Energy Inc.
Published by Hootsuite · December 28, 2025 at 8:08 PM ·
Update power #outage in #Brantford affecting approx. 1345 customers. Crews continue to work. New ETR 12:15 A.M.. For more info please visit outages.grandbridgeenergy.com ^pa
See insights and ads
Boost post
2
1 share
GrandBridge Energy Inc.
Published by Hootsuite · December 28, 2025 at 9:28 PM ·
Update power #outage in #Cbridge affecting approx 892 customers. Crews are working. ETR 12:30AM. For more, info please visit https://outages.grandbridgeenergy.com ^pa
GrandBridge Energy Inc.
Published by Hootsuite · December 28, 2025 at 10:11 PM ·
All power has now been restored in #Cbridge. If you are still without power, please call 1-833-POWER-01 ^pa
See insights and ads
Boost post
1
Like
Comment
Share
Comment as GrandBridge Energy Inc.
GrandBridge Energy Inc.
Published by Hootsuite · December 28, 2025 at 9:39 PM ·
Update power #outage in #Brantford affecting approx. 892 customers. Crews working. ETR 12:30 A.M. For more info please visit outages.grandbridgeenergy.com ^pa

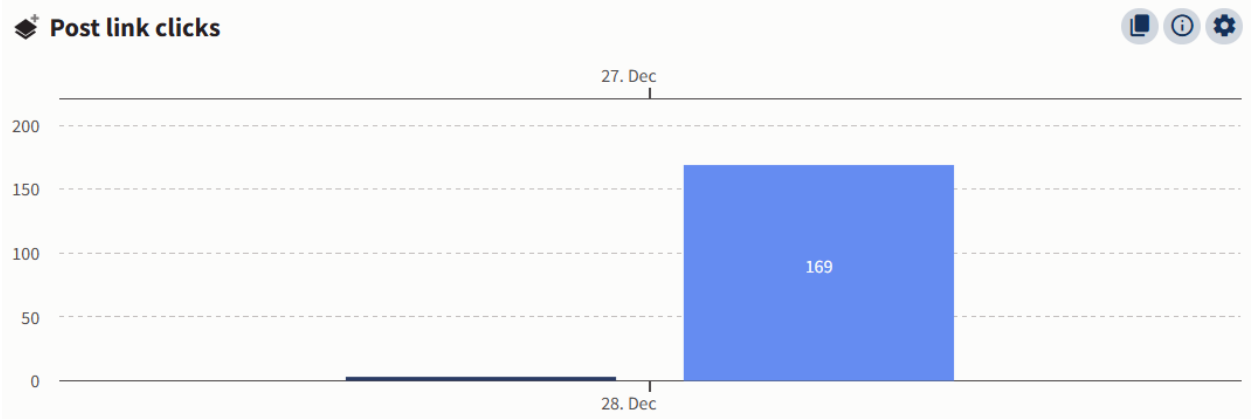


Social Media Analytics -Facebook/X Combined
Impressions: 21,973
Engagement rate: 9%
Engagements: 477

GBE – X Analytics December 28, 2025

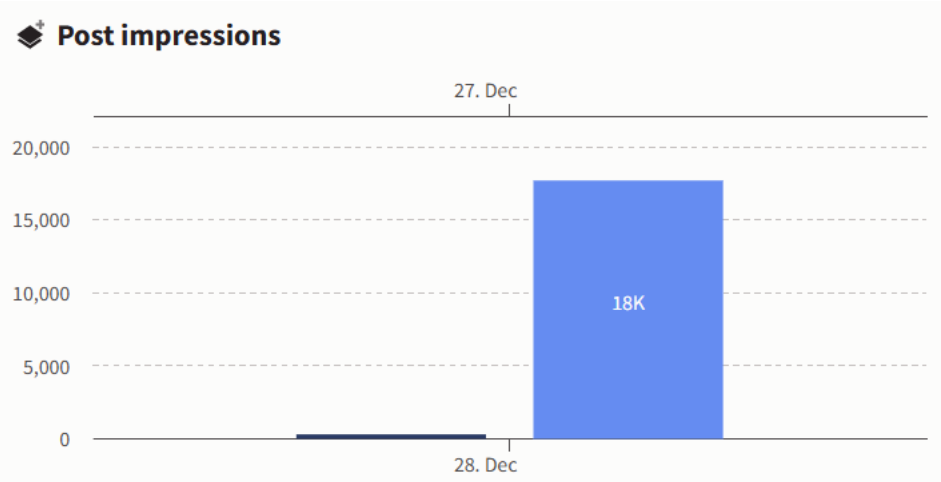
Number of Posts: 5
Post Reach: 4,265
Engagements: 169

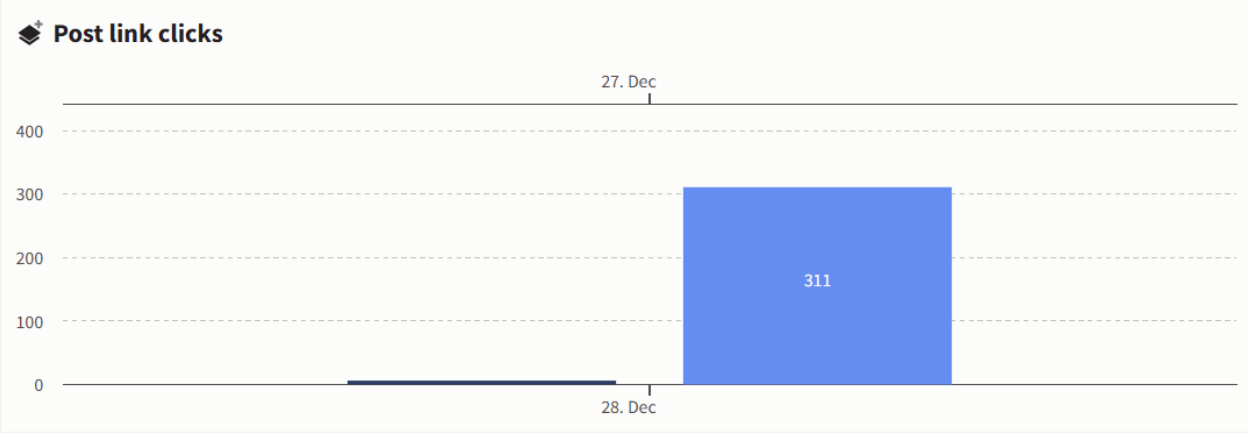




GBE – Facebook December 28, 2025

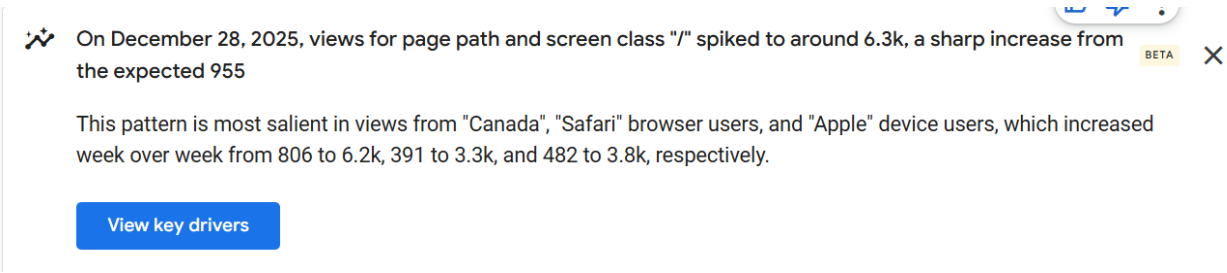
Number of Posts: 5
Post Reach: 17,708
Engagements: 311





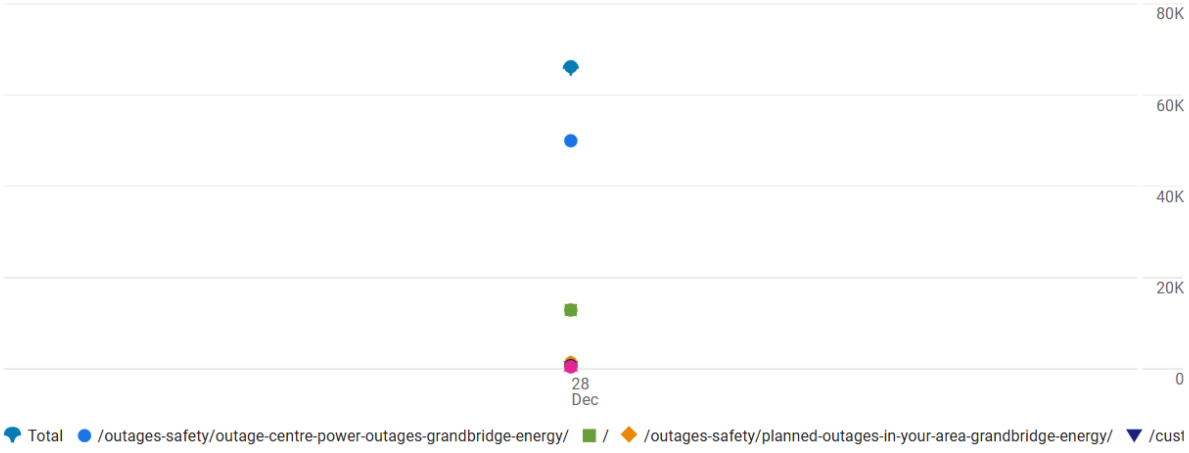
GrandBridge Energy Website Analytics – December 28, 2025

Traffic Statistics
Unique/Active Users: 9,550
Total Page Views: 33,808
Top Pages: Outage Centre, Home Page, Outage Safety/Planned Outages, Customer Support, Accounts and Billing



Event count by Page path and screen class over time

Day



		Page path and screen class	Views	Active users	Views per active user	Average engagement time per active user
☑		Total	33,808 100% of total	9,550 100% of total	3.54 Avg 0%	13s Avg 0%
☑	1	/outages-safety/outage-centre-power-outages-grandbridge-energy/	25,514 (75.47%)	7,903 (82.75%)	3.23	11s
☑	2	/	6,294 (18.62%)	2,116 (22.16%)	2.97	8s
☑	3	/outages-safety/planned-outages-in-your-area-grandbridge-energy/	712 (2.11%)	326 (3.41%)	2.18	20s
☑	4	/customer-support/contact-us-grandbridge-energy/	243 (0.72%)	97 (1.02%)	2.51	14s
☑	5	/accounts-billing/pay-my-electricity-bill-payment-options-grandbridge-energy/	187 (0.55%)	77 (0.81%)	2.43	8s

Appendix B - GBE Outage Map Updates Statistics

Outage #	Update Date	Update Time (EST)	Customers Out	% of Customers Out
7894	Sunday, December 28, 2025	16:32:00	7292	100.0%
7894	Sunday, December 28, 2025	16:43:00	428	5.9%
7899	Sunday, December 28, 2025	17:02:00	3770	51.7%
7894	Sunday, December 28, 2025	18:27:00	3342	45.8%
7892	Sunday, December 28, 2025	19:33:00	3343	45.8%
7899	Sunday, December 28, 2025	20:03:00	1672	22.9%
7891	Sunday, December 28, 2025	20:19:00	6086	83.5%
7891	Sunday, December 28, 2025	20:52:00	5484	75.2%
7891	Sunday, December 28, 2025	21:15:00	2470	33.9%
7899	Sunday, December 28, 2025	21:24:00	1549	21.2%
7891	Sunday, December 28, 2025	21:52:00	751	10.3%
7899	Sunday, December 28, 2025	22:11:00	423	5.8%
7899	Sunday, December 28, 2025	22:12:00	1	0.0%
7890	Sunday, December 28, 2025	23:07:00	45	0.6%
7890	Sunday, December 28, 2025	23:44:00	1	0.0%
7892	Monday, December 29, 2025	00:45:00	0	0.0%