



Major Event Day: May 18, 2026

RRR 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, including answers to all of the questions set out below. Distributor responses are identified in the text boxes below.

A distributor shall file this report with the OEB within 60 days of the end of the Major Event unless there are exceptional circumstances, in which case the report can be filed within 90 days of the end of the Major Event.

Prior to the Major Event

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

☒ Yes ☐ No

Additional Comments: Environment Canada issued a forecast for May 18, 2026, indicating a moderate risk of thunderstorms, with expected high wind gusts and the potential for hail.

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 ☐ No ☐ N/A

Brief description of arrangements, or explain why extra employees were not arranged:

NT Power had a full complement of standby staff and extra staff who could be called out to respond to possible power outages

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 ☒ No ☐ N/A

4. Did the distributor train its staff on the response plans to prepare for this type of 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 by Primary cause code.

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

Environment Canada issued a forecast for May 18, 2026, indicating a moderate risk of thunderstorms, with expected high wind gusts and the potential for hail.

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

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

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

May 18, 2026 at 20:17

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:

NT Power continued to issue public notices and outage updates throughout the outage and restoration phases via X (formerly Twitter), Facebook, and the NT Power website, with outage maps updated as new outages occurred or as sections of the system were restored to keep customers informed of progress.

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

5,169 Customers

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

11.5 %

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

3.27 Hours.

Additional Comments: 46%(M4) of affected customers were restored within 1.99 hours and remaining 54% (M2) was restored within 3.27hours.

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

5,169 Customers



8. How many customers experienced service interruptions lasting between 24 and 48 hours?
0 Customers
9. How many customers experienced service interruptions lasting between 48 and 96 hours?
0 Customers
10. How many customers experienced service interruptions lasting between 96 and 168 hours?
0 Customers
11. How many customers experienced service interruptions lasting over 168 hours?
0 Customers
12. Were there any outages associated with Loss of Supply during the Major Event?
☒ Yes ☐ No
If yes, please report on the duration and frequency of the Loss of Supply outages:
3.27 hours total
13. In responding to the Major Event, did the distributor utilize assistance through a third-party mutual assistance agreement with other utilities?
☐ Yes
☒ No
☐ Do not have third party mutual assistance agreements with other utilities
If yes, please provide the name of the utilities who provided the assistance?

14. Did the distributor run out of any needed equipment or materials during the Major Event?
☐ Yes ☒ No
If yes, please describe the shortages: _____
15. Provide the following characteristics of the Major Event:
i. The number of feeders interrupted during the course of the event
21 4kV Feeders & 2 44kV Feeders

The maximum number of customers that were concurrently without power at any point during the event.
5,169 Customers
16. What is the total number of damage assessments performed by the distributor during the course of the event?



2 Damage Assessments

17. What percentage of damage assessments were completed:

- i. Within 4 hours after the interruption began
100 %
- ii. Within 8 hours after the interruption began
0 %
- iii. Within 12 hours after the interruption began
0 %
- iv. 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's website | ☐ Telephone line |
| ☒ Social media | ☐ Radio broadcast |
| ☐ Email | ☐ Other (please specify) |
| ☐ Text message | |

If selected "Other", please explain:

N/A

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

No

If so, identify which one(s).

N/A

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

SAIDI: 0.303

SAIFI: 0.11

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: Major Event was due to adverse weather conditions; therefore, no further action is required by NT Power at this time.