

Major Event Day: July 1, 2026 Alectra Utilities

2.1.4.2.10 Major Event Response Reporting

'Major Event' is defined under section 2.1.4.2 of the [Electricity Reporting and Record Keeping Requirements \(RRR\)](#).

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 the questions set out 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:

July 1st began with an extreme heat warning across Southern Ontario. Environment Canada issued a mix of yellow and orange-level severe thunderstorm warnings across the Greater Toronto and Hamilton Area and Central Ontario during the afternoon. Massive atmospheric instability culminated in fast-moving severe weather by late afternoon.

Orange alerts represent severe weather that is likely to cause significant damage and disruption under Environment Canada's colour coded weather-alert system. Orange alerts are uncommon. Yellow alerts are common and represent hazardous weather with moderate impacts.

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

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

N/A

3. If the distributor did have prior warning, did the distributor issue any alert to the

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public warning of possible outages resulting from the pending Major Event?

☐ Yes ☐ No

Additional Comments:

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.

☐ Loss of Supply
☐ Lightning
☒ Adverse Weather-Wind
☐ Adverse Weather-Snow
☐ Adverse Weather-Freezing rain/Ice storm
☐ Adverse Environment-Fire
☐ Adverse Environment-Flooding
☐ Others

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.

According to CTV News, meteorologists tracked a highly organized line of strong thunderstorms moving rapidly southeast from Lake Huron at speeds near 90 km/h. Environment Canada warned that the system brought a volatile combination of destructive wind gusts reaching up to 100 km/h, torrential downpours dropping up to 30 mm of rain in short windows, and quarter-sized hail.

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The extreme temperatures caused localized thermal overloads and required load balancing in the Horizon Rate Zone. The subsequent storm caused a significant number of customer interruptions.

Strong winds led to fallen trees in Horizon, Brampton and PowerStream Rate Zones and several broken poles. These extreme weather conditions were most prevalent in the Horizon Rate Zone, which accounted for approximately 63% of the total daily SAIDI.

Adverse weather-related outages accounted for 69% of the daily SAIDI.

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)

*The OEB preferred option

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

July 1, 2026 – 9:50 a.m.

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?

☒ Yes ☐ No

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

Alectra Utilities issued multiple notices via social media channels X and Facebook. In addition, Alectra Utilities responded to customers' inquiries through direct messaging on Facebook and X. Social media responses and website outage maps with estimated times of restoration were communicated to customers on an ongoing basis until the power supply was fully restored. Additionally, Alectra Utilities posted safety messages to customers via X and Facebook.

The Communications team did not receive any requests from media during the storm. Media inquiries were received from CBC and the Hamilton Spectator following the storm.

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

30,396 customers experienced sustained outages on July 1, 2026.

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

Interrupted customers represent 2.8% of Alectra Utilities' customer base on July 1, 2026.

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

11.5 hours

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

30,396

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

0

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

0

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

0

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

0

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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:

Customers supplied by the Rockwood MS1 and MS2, which are fed from HONI's Fergus M4 and M8, respectively, experienced outages due to Loss of Supply.

Momentary interruptions were experienced by 1,107 customers from Rockwood MS2. An additional 980 customers from Rockwood MS1 experienced a sustained outage of 5 minutes duration, followed by a second outage of 1 hour and 23 minutes duration.

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. Total number of feeders interrupted during the course of the event:
44
 - ii. The maximum number of customers that were concurrently without power at any point during the event: 6,796

16. What is the total number of damage assessments performed by the distributor

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during the course of the event?

Alectra Utilities performed 47 damage assessments.

17. What percentage of damage assessments were completed:
- | | | |
|------|---|-------------|
| i. | Within 4 hours after the interruption began: | <u>100%</u> |
| ii. | Within 8 hours after the interruption began: | <u>0%</u> |
| iii. | Within 12 hours after the interruption began: | <u>0%</u> |
| iv. | Over 12 hours after the interruption began: | <u>0%</u> |
18. What communication methods were used to inform customers during the Major Event? Select all that apply:
- ☒ Distributor's website
 - ☒ Social media
 - ☒ Email
 - ☐ Text message
 - ☒ Telephone line
 - ☐ Radio broadcast
 - ☒ Other (Toronto Star)
19. During the Major Event, did any of the communication methods used become unavailable? If so, identify which one(s).

No communication methods became unavailable during the major event.

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

Daily SAIDI (All Outages) – 2.196 minutes

Daily SAIDI (MED related events) – 2.125 minutes

Daily SAIFI (All Outages) – 0.036

Daily SAIFI (MED related events) – 0.035

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

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☐ System upgrades
☐ Other

Additional Comments:
N/A