

Major Event Day: February 20, 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:

On February 20, 2026, multiple sustained outages and momentary interruptions occurred in Alectra Utilities Corporation's (Alectra) service territory as a result of Adverse Environment (Salt/Contamination). The Powerstream and Brampton Rate Zones were impacted. The most severe and significant impacts were concentrated in the Powerstream Rate Zone. Staff were called out to attend to the outages and restore power in a timely manner.

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 public warning of possible outages resulting from the pending Major Event?
 Yes No

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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
 Other (Adverse Environment)

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.

On February 20, 2026, a total of 21 sustained outages and 20 momentary interruptions occurred within the Powerstream and Brampton Rate Zones.

Impacts were driven by four distinct major outage events which were primarily caused by heavy road salt accumulation and environmental contaminants that compromised overhead electrical infrastructure. The four major outage events collectively represented 80.2% of the total Customer Hours of Interruption (CHI) across Alectra's service territory occurring on February 20. The Powerstream Rate Zone accounted for 91.4% of the daily total CHI and the Brampton Rate Zone accounted for 7.1% of the daily total CHI.

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The first of the four major outage events began at 6:08 a.m. on February 20, followed by subsequent outages at 9:13 a.m., 11:39 a.m., and 1:04 p.m. Of the four major outage events, three occurred within the PowerStream Rate Zone, including two pole fires near Highway 407 which affected customers supplied by the Buttonville TS and Greenwood TS and a flashed over switch on Rutherford Road. The pole fire linked to Greenwood TS was particularly disruptive, impacting over 10,000 customers. One major outage event due to tracking insulators occurred within the Brampton Rate Zone.

In response, Alectra has accelerated the insulator washing program across the East and Central regions to prevent degradation of overhead electrical insulation caused by salt and other contaminants on the surface of the insulators.

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)?

February 20, 2026 – 6:08 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 issued multiple notices via social media channels X (formerly known as Twitter) and Facebook. In addition, Alectra responded to customers' inquiries through direct messaging on Facebook and X. Social media response, including video footage, and updated ETRs to customers were ongoing until the power supply was fully restored.

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The Communications team also responded to requests from media, such as CBC Toronto, to keep them apprised of outage and restoration updates. City News Toronto and Insauga.com used Alectra's social media updates and outage map to publish articles.

Additionally, Alectra posted safety messages to customers via X and Facebook. The messages included information for customers on reporting an outage through the Contact Centre by phone, website forms and web chat, as well as safety and emergency preparedness messages.

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

24,013 customers experienced sustained outages on February 20, 2026.

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

Interrupted customers represent 2.2% of Alectra's customer base on February 20, 2026. The supply to 90% of the customers affected for each of the four events was restored within approximately 6.75 hours.

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

6.75 hours

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

24,013

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

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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
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:
N/A
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:
34
 - ii. The maximum number of customers that were concurrently without power at any point during the event: **17,004**
16. What is the total number of damage assessments performed by the distributor during the course of the event?

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Alectra performed 21 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
 - 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 – 1.988 minutes

Daily SAIFI – 0.022

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:

The insulator washing program, which has historically included only

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porcelain insulators, will be extended to include polymeric insulators to mitigate the risk of pole fires.