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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:
   Prior to the event, Environment Canada issued a weather warning forecasting wind gusts up to 110 km/hr., heavy rainfall reaching 50 mm, and the potential for ping-pong ball sized 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

   Brief description of arrangements or explain why extra employees were not arranged:
   In anticipation of the adverse weather event, on-call staff were made aware of the incoming weather system and asked to charge devices and remain on standby in case of an event.

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:
Alectra informed customers of imminent adverse weather conditions based on information from Environment Canada.

The special weather statement and associated emergency preparedness and safety messages were communicated to customers via @alectranews social media channels X (formerly known as Twitter), Instagram and Facebook as well as a website homepage banner. The messages included information for customers on reporting an outage through the Contact Centre by phone, website forms and web chat, as well as outage updates, powerline safety and emergency preparedness messages.

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.

   On September 2, 2026, a severe thunderstorm moved through southern Ontario, bringing high winds, hail, and torrential rain. The storm caused significant damage to the electrical distribution system, including broken

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poles, downed trees, and other infrastructure impacts. Many areas within Alectra Utilities' service territory received between 20 mm and 130 mm of rain in a short period, resulting in flash flooding.

Adverse weather conditions were responsible for 95% of the day's total SAIDI. PowerStream Rate Zone was the most profoundly affected area within Alectra Utilities' service territory, contributing 72% of the daily SAIDI, while the Horizon Rate Zone accounted for 25%.

Weather related outages began at 3:02 p.m. and service was restored to 90% of affected customers within 9 hours and 45 minutes. At the height of the event, 20,376 customers were without power concurrently. In total, 42,078 customers were impacted on this day, which represented 3.9% of Alectra's customer base. All customers were restored within 24 hours.

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)?

   September 2, 2026 – 3:02 p.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. 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.

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The Communications team also responded to multiple requests from news media, including CBC Toronto, during and after the storm.

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

   42,078 customers experienced sustained outages on September 2, 2026.

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

   Interrupted customers represent 3.9% of Alectra Utilities' customer base on September 2, 2026.

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

   9.75 hours

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

   42,078

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

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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:

A momentary interruption occurred in the Guelph Rate Zone at 4:33 p.m. and lasted less than one minute. The interruption occurred when Fergus M8 auto-reclosed, briefly affecting customers supplied by the Rockwood MS2 F1 and F2 feeders.

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: **43**

ii. The maximum number of customers that were concurrently without power at any point during the event: **20,376**

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

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Alectra Utilities performed 64 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 (All Outages) – 3.567 minutes
    Daily SAIDI (MED related events) – 3.478 minutes

    Daily SAIFI (All Outages) – 0.038
    Daily SAIFI (MED related events) – 0.037

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

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Additional Comments:
N/A