Major Event Report

Date of Major Event: June 24th, 2025

Prior to the Major Event

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

Additional Comments
Environment Canada issued a severe thunderstorm warning for the London area.

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

Brief description of arrangements, or explain why extra employees were not arranged.
London Hydro had all employees available to assist and external contractors available if needed during the event.

3. If the distributor did have prior warning, did the distributor issue any media announcements to the public warning of possible outages resulting from the pending Major Event?
Yes

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

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.
Adverse Weather - Wind

Please provide a brief description of the event (i.e. what happened?). If selected "Other", please explain.

A severe thunderstorm accompanied by rain, lightning and high winds, caused trees to be brought down onto power lines in London Hydro's distribution area on June 24th around 5:00 pm.

The following OEB cause codes were used to classify this Major Event Day: Adverse Weather - Tree Contact Weather, and Lightning – Lightning.

2. Was the IEEE Standard 1366* used to derive the threshold for the Major Event?
***The OEB preferred option**
Yes, used IEEE Standard 1366

3. When did the Major Event begin?
Date: June 24th, 2025
Time (for example HH:MM AM): 6:12 PM

4. Did the distributor issue any information about this Major Event, such as estimated times of restoration, to the public during the Major Event?
Yes

If yes, please provide a brief description of the information. If no, please explain.
London Hydro issues estimated times of restoration (ETR) for the various outage events through Twitter, IVR, Email, and Text. London Hydro also issued ETR through the outage map on our website, which gets updated every minute with the most updated information.

5. How many customers were interrupted during the Major Event?
10,735 customers

What percentage of the distributor's total customer base did the interrupted customers represent?
6.36%

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

Additional Comments
The major event started at 6:12 pm on June 24th, and over 90% of customers were restored at 12:19 am on June 25th.

7. Were there any outages associated with Loss of Supply during the Major Event?
No

If so, please report on the duration and frequency of Loss of Supply outages.
N/A

8. In responding to the Major Event, did the distributor utilize assistance through a third-party mutual assistance agreement with other utilities?
No

9. Did the distributor run out of any needed equipment or materials during the Major Event?
No

If so, please describe the shortages.
N/A

After the Major Event

1. What steps, if any, are being taken to be prepared for or mitigate such Major Events in the future (i.e., staff training, process improvements, system upgrades)?

Others

Additional Comments:

London Hydro has an Emergency Procedures Plan; training and mockups are performed annually. The purpose of the Emergency Procedures Plan is to define the roles and responsibilities of London Hydro personnel in the event of extensive damage to London Hydro's electrical distribution system. Also, London Hydro performs post event analysis following each Major Event in order to identify points of strength and areas for improvement.

London Hydro actively conducts risk analysis, planning, infrastructure hardening and vegetation management to enhance the resilience of the distribution system and minimize the risk and impact of future severe storms. The analysis of the damage sustained during the storm will act as an input in the ongoing planning activities around VASH (Vulnerability Assessment and System Hardening), helping to better prepare against the impact of worsening weather storms.