



Major Event Report

Date of Major Event: August 10th, 2025

Prior to the Major Event

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

No

Additional Comments

N/A

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?

N/A

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

N/A

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.

Loss of Supply

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

On Sunday August 10th at 12:31 PM, a fault on a London Hydro distribution feeder and Hydro One Transmission Loss of supply event on the Talbot TS Q2 Bus occurred. This outage impacted 16,765 customers. The outage was initially triggered by an issue on the distribution feeder. However, a significant portion of this outage was due to Loss of Supply as the Q2 Bus was not available for restoring load.

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: August 10th, 2025

Time (for example HH:MM AM): 1:00 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?

16,765 customers

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

9.93%

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

4 hours

Additional Comments

The major event started at 1:00 pm on August 10th, and over 90% of customers were restored at 4:58 PM.

7. Were there any outages associated with Loss of Supply during the Major Event?

Yes

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

This entire Major Event was a result of a Loss of Supply.

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:

After the incident occurred, London Hydro engaged Hydro One to provide details on (1) the root cause of the outage, (2) all equipment failures that were encountered, and (3) any remediation plans that are in place.

Follow-up discussions with Hydro One are ongoing, and Hydro One is working on a Customer Briefing report which will be shared after their investigations.