



Major Event Report

Date of Major Event: December 26th, 2025

Prior to the Major Event

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

Yes

Additional Comments

Though Environment Canada issued typical winter weather warnings of freezing rain and snow, the actual weather experienced in the City was not typical, but rather a major winter storm that resulted in wide scale power outages.

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 extra employees on standby prior to the storm.

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?

No

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.

Other

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

On Friday December 26th at approximately 12:31 PM, a freezing rain storm hit London Hydro’s distribution area. The resulting freezing rain coated trees and power lines with a significant accumulation of ice. The weight of the ice caused tree branches to come down and further equipment breakage.

The following OEB cause codes were main contributing causes to classify this Major Event Day: Adverse Weather - Tree Contact Weather

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: December 26th, 2025

Time (for example HH:MM AM): 1:51 PM

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

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 X, 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.

Throughout the restoration efforts, London Hydro posted relevant information on social media to share additional updates on what was transpiring and how to stay safe.

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

58,955 customers

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

34.86%

Additional Comments

N/A

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

13 hours

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

58,937

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

18

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

12. 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

13. In responding to the Major Event, did the distributor utilize assistance through a third-party mutual assistance agreement with other utilities?

Yes

If yes, please provide the name of the utilities who provided the assistance?

Festival Hydro

14. Did the distributor run out of any needed equipment or materials during the Major Event?

No

If so, please describe the shortages.

N/A

15. Provide the following characteristics of the Major Event:

i. Total number of feeders interrupted during the course of the event

23

ii. The maximum number of customers that were concurrently without power at any point during the event.

16,449

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

33

17. What percentage of damage assessments were completed:

i. Within 4 hours after the interruption began

9%

ii. Within 8 hours after the interruption began

15%

iii. Within 12 hours after the interruption began

21%

iv. Over 12 hours after the interruption began

55%

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 (please specify) - CTV, LFP, CBC and other news sources

19. During the Major Event, did any of the communication methods used become unavailable? If so, identify which one(s).

No

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

SAIDI: 0.87 SAIFI: 0.35

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 this storm will act as an input in the ongoing planning activities around VASH (Vulnerability Assessment and System Hardening), and how to better prepare against the impact of worsening weather storms.

In addition, London Hydro is partnering with AiDASH to pilot a new approach to vegetation management that uses satellite imagery and analytics to stay ahead of trees near powerlines. This will allow us to monitor vegetation growth near distribution assets, flag reliability and safety risks, and help to reduce risk of such severe events in the future.