London Hydro

Major Event Report

Date of Major Event: May 19th, 2026

Prior to the Major Event

1. **Did the distributor have any prior warning that the Major Event would occur?**
   No

Additional Comments

Environment Canada issued typical weather warnings of thunderstorms and windy weather, but it did not call for such major event causing tornado-like winds that were seen.

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 alert 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.**
   Other

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

   On Tuesday May 19th, at approximately 5:00 PM, a severe storm – featuring two tornadoes and a downburst – hit the London area, bringing heavy rain, lightning and powerful wind gusts up to 145 km/hr. This was confirmed by Western University's Northern Tornadoes Project (Two tornadoes and a downburst on May 19 in the London, ON area, blog post May 19, 2026)

   The storm caused significant damage to the system due to a number of large trees uprooted, large branches torn from trees, and downed hydro poles.

   Adverse Weather - Tree Contact Weather was the main OEB cause code for this Major Event Day.

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: May 19th, 2026
   Time (for example HH:MM AM): 5:18 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?**
   N/A

   If yes, please provide a brief description of the information. If no, please explain.
   N/A

5. **How many customers were interrupted during the Major Event?**
   13,233 customers

What percentage of the distributor's total customer base did the interrupted customers represent?
7.83%
Additional Comments
N/A

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

7. How many customers experienced service interruptions lasting less than 24 hours?
   13,156

8. How many customers experienced service interruptions lasting between 24 and 48 hours?
   77

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?
    Enwin Utilities Ltd.

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
    11

    ii. The maximum number of customers that were concurrently without power at any point during the event.
    5,377

16. What is the total number of damage assessments performed by the distributor during the course of the event?
    121

17. What percentage of damage assessments were completed:
    i. Within 4 hours after the interruption began
    23.1%
    ii. Within 8 hours after the interruption began
    29.8%
    iii. Within 12 hours after the interruption began
    19%
    iv. Over 12 hours after the interruption began
    28.1%

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

19. **During the Major Event, did any of the communication methods used become unavailable? If so, identify which one(s).**
    Yes, London Hydro's outage map stopped updating briefly the day after the storm (May 20) while there were still some areas without power.

20. **Provide SAIDI and SAIFI values for this Major Event.**
    SAIDI: 0.31 SAIFI: 0.08

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.