

Major Event Response Report

Toronto Hydro

April 29th, 2025

Adverse Weather - Wind

Filed: June 27th, 2025

1 PRIOR TO THE MAJOR EVENT

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

Yes.

Additional Comments:

Toronto Hydro actively monitors weather conditions from multiple credible external sources, including the Provincial Emergency Operations Centre, Environment Canada and The Weather Company.

In this particular instance, an advisory was issued indicating the potential for adverse weather, with a 20% probability chance of wind gusts reaching speeds of 80 to 90 km/h.

1.2 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

On April 28, 2025, Toronto Hydro made the necessary arrangements and proactively engaged internal and external crews to be prepared to divert from their normal routine to assist on emergency storm duties. This included activating parts of our Emergency Command Structure and preparation of additional operational support staff.

1.3 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. On April 29, 2025, prior to the Major Event, Toronto Hydro issued a message through its X/Twitter platform warning customers of the oncoming storm, including potential dangers as well as outages.

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

Yes, Toronto Hydro routinely delivers trainings and workshops to its staff to ensure readiness for potential incidents.

2 DURING THE MAJOR EVENT

2.1 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 (i.e. what happened?). If selected 'Others', please explain.

This Major Event was initiated by a cause code 5 Adverse Weather event. On April 29, 2025, The City of Toronto experienced an abnormally high wind speed weather event beginning around 2:29 pm and continuing for several hours. Toronto Weather stations recorded maximum wind speeds of 103 km/h which included many large gusts of wind and was accompanied by sporadic heavy rain and thunderstorms. This resulted in significant damage to Toronto Hydro's equipment, particularly in the North York and Scarborough regions of Toronto. Cause codes 5.1 Tree Contact Weather, 5.2 Equipment Breakage, and 5.3 Other were all witnessed in outages across the city. Restorations to damaged equipment and tree removal began immediately and the weather cleared up around 7 pm on April 29, 2025.

2.2 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 effected)

2.3 When did the Major Event begin (date and time)?

The first outage associated with the Major Event began at 2:29 pm on April 29, 2025.

2.4 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.

Toronto Hydro used several forums to engage with customers. Toronto Hydro shared frequent updates on X/Twitter that detailed restoration updates. Toronto Hydro also communicated outage boundaries through the Toronto Hydro mobile app and through its online outage map.

Between Tuesday, April 29 and Wednesday, April 30, 2025, Toronto Hydro issued the following types of updates for customers on social media:

- Status updates on restoration efforts, including customer counts
- Damage assessments and challenges in the field (e.g., downed power lines)
- Breakdowns of the restoration process

Toronto Hydro's usual communication channels, including online live chat, were also available to customers.

2.5 How many customers were interrupted during the Major Event?

55,077 customers were interrupted during the Major Event on April 29, 2025. This includes all outages with start times on or after 2:29 pm and two scheduled outages which were ongoing when the Major Event began.

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

Approximately 6.95% of the customer base was affected by the Major Event.

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

Approximately 14 hours.

Additional comments:

N/A

2.8 Were there any outages associated with loss of supply during the Major Event?

No.

If so, please report on the duration and frequency of the loss of supply outages.

N/A

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

No.

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

N/A

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

No, Toronto Hydro did not run out of any required equipment or materials during the event.

If so, please describe the shortages.

N/A

3 AFTER THE MAJOR EVENT

3.1 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)?

- ☒ No further action is required at this time
- ☐ Additional staff training
- ☐ Process improvements
- ☐ System upgrades
- ☐ Others

Additional comments:

Toronto Hydro's Disaster Preparedness Management program prepares the company to respond to a wide-range of large-scale emergencies. Its goal is to increase the company's ability to safely, effectively, and efficiently respond to large-scale emergencies. The program includes implementing and optimizing processes to enhance continuity of the organization's functionality in all types, and through all phases, of disruptions. Disaster preparedness activities include, but are not limited to:

- All-hazard disaster planning—plans outline incident response structures, roles and responsibilities and communication, logistics, and customer engagement strategies
- Employee emergency role assignment and training
- Emergency response process improvement
- System implementation and optimization
- Scenario-based emergency exercising/testing.