Major Event Response Report

Toronto Hydro

March 7th, 2026

Loss of Supply

Filed: May 6th, 2026

1 Prior To The Major Event

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

No.

Additional Comments:

As the Major Event was initiated by a Loss of Supply, Toronto Hydro did not have any prior warning the Major Event would occur.

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?

N/A

Brief description of arrangements, or explain why extra employees were not arranged

The interruption occurred without warning and no additional resources were made available beyond the daily roster.

1.3 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

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. If the event was caused by weather conditions, please specify the type of weather involved – such as high winds, freezing rain, tornadoes, ice storms, blizzards, heavy rainfall, flooding, or lightning storms.

This Major Event was caused by a loss of supply from Hydro One. On March 7, 2026, at 7:58 PM, the Main Transformer Station (TS) T4 transformer was removed from service due to a fault in the Gas Insulated Line (GIL) system. Additionally, since the T3 transformer was unavailable due to replacement at the time of the event, the outage of T4 caused a 44 MW power loss to downstream distribution customers. Hydro One staff identified and addressed the fault in the system, allowing the T4 transformer to be restored to service by 11:59 PM. A total of 15,860 distribution customers in Toronto Hydro's service area were impacted, with power restored to 90% of them within 4 hours.

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 7:58 pm on March 7, 2026.

2.4 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.

Toronto Hydro used several forums to engage with customers. Toronto Hydro shared several updates on X/Twitter detailing restoration updates. This included an automated alert at the onset of the outage and subsequent updates indicating that Toronto Hydro was experiencing a loss of supply from Hydro One and working with them to restore power to affected customers.

Outage details, including boundaries and estimated time of restoration, were available on Toronto Hydro's online outage map (also available through Toronto Hydro's mobile app) and customers that signed up for text or email outage notifications received updates regarding the outage. Toronto Hydro's usual communication channels, including online live chat, were also available to customers during the course of the outage.

2.5 How many customers were interrupted during the Major Event?

15,860 customers were interrupted during the Major Event.

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

Approximately 2.00% of the customer base was interrupted during the Major Event.

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

Approximately 4 hours.

How many customers experienced service interruptions lasting within the below ranges?

Less than 24 hours:	15,860
Between 24 and 48 hours:	0
Between 48 and 96 hours:	0
Between 96 and 168 hours:	0
Over 168 hours:	0

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

Yes.

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

All of the Major Event outages were associated with a Loss of Supply, as discussed under section 2.1, lasting 4 hours and 15 minutes.

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 yes, 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 yes, please describe the shortages.

N/A

2.11 Total number of feeders interrupted during the course of the event

25 feeders were interrupted by the major event.

2.12 Maximum number of customers that were concurrently without power at any point during the event

16,104.

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

1

2.14 What percentage of damage assessments were completed:

Within 4 hours after the interruption began (%): 100%

Within 8 hours after the interruption began (%): _____

Within 12 hours after the Interruption began (%): _____

Over 12 hours after the interruption began (%): _____

2.15 What communication methods were used to inform customers during the Major Event? Select all that apply:

- ✓ **Distributor Website**
- ✓ **Social Media**
- ✓ **Email**
- ✓ **Text Message**
- ✓ **Telephone Line**
- ☐ Radio Broadcast
- ☐ Other (please specify)

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

No.

2.17 Provide SAIDI and SAIFI values for this Major Event

SAIDI: 4.18

SAIFI: 0.02

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:

Regular coordination meetings are held between Toronto Hydro and Hydro One to identify potential risks and impacts associated with any planned or coordinated work

undertaken by either utility that could affect the quality and reliability of service at the interface between the two systems.

In addition, 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.