Major Event Response Report
Toronto Hydro
September 2nd, 2026
Adverse Weather - Wind

Filed: November 2nd, 2026

1 Prior To The Major Event

1.0 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, a forecast was issued indicating the potential for adverse weather, with wind gusts reaching speeds of 90 km/h.

1.1 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, additional crew were arranged to be on standby.

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

1.2 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?

Yes. On September 2, 2026, prior to the Major Event, Toronto Hydro published a post on X (Twitter) alerting customers to the risk of possible severe weather, including potential safety hazards and power outages.

1.3 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.

On September 2, 2026, the City of Toronto experienced a severe thunderstorm lasting approximately five hours, primarily between 3 p.m. and 9 p.m. The storm brought heavy rainfall and strong winds, with 57.9 mm of rainfall recorded and wind gusts reaching 83 km/h.

These severe weather conditions caused significant damage to Toronto Hydro's distribution system, including tree contacts and equipment damage, resulting in customer interruptions across the city. Restoration efforts commenced immediately, with additional crews mobilized to support recovery efforts. Power was restored to all affected customers

by September 6. The event was managed under a Level 2 Grid Emergency, which was declared at 5:55 p.m. on September 2 and stood down at 1:00 p.m. on September 8.

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 3:04 pm on Sept 2, 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 engaged with customers through multiple channels during the Major Event. Toronto Hydro shared frequent updates on X that provided updates on restoration efforts, customer outage counts, field response activities, safety warnings related to storm hazards, and information on how customers could access the latest outage and restoration information. Customers were directed to the Toronto Hydro outage map and Customer Experience line for outage and restoration information related to their specific service address.

Outage details, including boundaries and estimated times of restoration, were available through Toronto Hydro's online outage map (also available through the Toronto Hydro mobile app), and customers registered for text or email outage notifications also received outage updates through those channels.

Toronto Hydro also posted outage updates, including customer counts and restoration progress, directly on its outage map as an alert and published a storm restoration FAQ on its website.

2.5 How many customers were interrupted during the Major Event?

150,772 customers were interrupted during the Major Event.

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

Approximately 19.05% 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 21 hours.

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

Less than 24 hours:	149,058
Between 24 and 48 hours:	1,094
Between 48 and 96 hours:	620
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?

No.

If yes, 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 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.

99 feeders were interrupted by the Major Event.

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

61,377.

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

374 damage assessments were performed.

2.14 What percentage of damage assessments were completed:

Within 4 hours after the interruption began (%):	6%
Within 8 hours after the interruption began (%):	2%
Within 12 hours after the Interruption began (%):	1%
Over 12 hours after the interruption began (%):	91%

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): Media interviews, mobile app, community pop-ups**

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:	33.28
SAIFI:	0.19

3 After The Major Event

3.0 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