



*Providing electricity distribution excellence in a safe and reliable manner*

January 12, 2026

Ontario Energy Board  
2300 Yonge Street, 27<sup>th</sup> Floor  
P.O. Box 2319  
Toronto, ON M4P 1E4  
Attention: Registrar

Dear Registrar:

**Re: Reporting and Record Keeping Requirements – 2.1.4.2.10 Major Event Response Reporting**

On November 19, 2025, Halton Hills Hydro Inc. experienced a Major Event related to defective equipment.

As per the Reporting and Record Keeping Requirements Section 2.1.4.2, Halton Hills Hydro Inc. has classified the event as unavoidable, disrupted normal business operations and utilized IEEE Standard 1366 to determine that the event qualified as a Major Event.

Section 2.1.4.2.10 requires that “[w]hen a distributor determines an outage was caused by a Major Event, it shall file a report with the OEB that outlines the distributor’s response to the Major Event, including answers to all of the questions...A distributor shall file this report with the OEB within 60 days of the end of the Major Event unless there are exceptional circumstances, in which case the report can be filed within 90 days of the end of the Major Event”.

Halton Hills Hydro Inc. has determined that the November 19, 2025 outage did, in fact, meet the requirements of a Major Event as per IEEE Standard 1366.

Please find attached as Appendix A, the required Major Event Report for the November 19, 2025 defective equipment outage experienced by Halton Hills Hydro Inc. Should you have any comments or questions, or require any additional information, please contact Tracy Rehberg-Rawlingson, Regulatory Affairs Manager, [tracyr@haltonhillshydro.com](mailto:tracyr@haltonhillshydro.com) or (519) 853-3700 extension 257.

Sincerely,

*Tracy Rehberg-Rawlingson*

Tracy Rehberg-Rawlingson  
Regulatory Affairs Manager  
Halton Hills Hydro Inc.

Cc: Scott Knapman, President & CEO, HHHI  
Ahmad Niazi, CFO, HHHI  
Matthew Wright, Director of Ops and Engineering, HHHI



*Providing electricity distribution excellence in a safe and reliable manner*

## APPENDIX A

### Prior to the Major Event

- i. Did the distributor have any prior warning that the Major Event would occur?  
*There was no prior warning that the Major Event would occur.*
- ii. 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?  
*Not applicable.*
- iii. 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?  
*Not applicable.*
- iv. Did the distributor train its staff on the response plans to prepare for this type of Major Event?  
*Staff have been trained on response plans for these types of outages.*

### 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. Please provide a brief description of the event (i.e. what happened?).  
*5.1 Defective Equipment – Equipment Failure*  
*An intermittent outage was reported by the Control Room at 11:40am on November 19, 2025. Due to the intermittent nature of the fault, crews began to assess where the outage originated by starting at the edge of the outage and working inwards, observing fault indicators. The crews were able to determine around 12:30pm that the first fault was a switch gear that needed to be replaced. Switching orders were conducted and crews changed out the switchgear. Power was re-energized around 3:30pm and customers were back on.*
2. Was the IEEE Standard 1366 used to derive the threshold for the Major Event?  
*Yes, IEEE Standard 1366 was used to derive the threshold for the Major Event.*
3. When did the Major Event begin (date and time)?  
*November 19, 2025 at 11:40am.*



*Providing electricity distribution excellence in a safe and reliable manner*

4. Did the distributor issue any information about this Major Event, such as estimated times of restoration, to the public during the Major Event? If yes, please provide a brief description of the information. If no, please explain.

*11:52am – Control Room issues outage notification with restoration time of 13:00.*

*12:30pm – Control Room issues update that majority of customers were restored but some remain without power.*

*1:27pm – Control Room issues update that outage area has been narrowed down.*

*3:30pm – Control Room issues update that all power has been restored.*

5. How many customers were interrupted during the Major Event? What percentage of the distributor's total customer base did the interrupted customers represent?

*There were 4200 customers interrupted during the Major Event. This is equivalent to approximately 19% of Halton Hills Hydro Inc.'s total customer base.*

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

*It took 4 hours to restore 90% of the customers who were interrupted.*

7. Were there any outages associated with Loss of Supply during the Major Event? If yes, please report on the duration and frequency of the Loss of Supply outages.

*There were no Loss of Supply outages associated with this Major Event.*

8. In responding to the Major Event, did the distributor utilize assistance through a third-party mutual assistance agreement with other utilities? If yes, please provide the name of the utilities who provided the assistance?

*No, Halton Hills Hydro Inc. did not utilize any external assistance.*

9. Did the distributor run out of any needed equipment or materials during the Major Event? If yes, please describe the shortages.

*Halton Hills Hydro Inc. did not run out of any needed equipment or materials during the Major Event.*

### **After the Major Event**

1. What steps, if any, are being taken to be prepared for or mitigate such Major Events in the future?

*Halton Hills Hydro Inc. performed effectively and efficiently to deal with the Major Event.*