



Providing electricity distribution excellence in a safe and reliable manner

August 17, 2026

Ontario Energy Board
2300 Yonge Street, 27th 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 July 1, 2026, Halton Hills Hydro Inc. experienced a Major Event related to Loss of Supply.

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 July 1, 2026 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 July 1, 2026 loss of supply 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 or (519) 853-3700 extension 257.

Sincerely,

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

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



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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. HHHI utilizes a weather surveillance service for notifications of severe weather. The weather surveillance service did not forecast any severe weather on July 1, 2026 for Halton Hills or the surrounding area.

NOTE: The outage was a loss of supply incident the originated outside the HHHI license area. Alectra and Hydro One worked together to repair the damage and re-energize the service.

- 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.

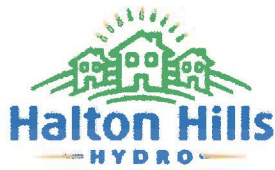
- iv. Did the distributor train its staff on the response plans to prepare for this type of Major Event?

Staff have been trained on response plans for these types of outages. However, as the outage was a loss of supply incident the originated outside the HHHI license area, Alectra and Hydro One worked together to repair the damage and re-energize the service. While Halton Hills Hydro's local distribution system remained operational throughout the event, HHHI staff were utilized to perform internal switching orders to carefully manage the electricity available and provide power to as many customers as possible during the outage. Crews were also on site following energization to ensure power restoration occurred in an orderly fashion.

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?).

2.2 Loss of Supply - Distribution



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HHHI's Georgetown area is supplied through three (3) sub-transmission lines at the Pleasant Transformer Station by Hydro One. Pleasant TS is located in Brampton, Ontario. On July 1, 2026 at approximately 5pm, a sudden, severe windstorm began over Brampton. At 5:13pm, HHHI experienced a loss of supply lockout on the M23 feeder. At 5:20pm, HHHI experienced a loss of supply lockout on the M28 feeder. There were repeated attempts to reclose the circuit but failed. It was determined that four (4) poles carrying the M23 and M28 circuits, along a busy Brampton regional road and internal to an active Enbridge gas line construction site, had broken due to the storm. The pole line was owned by a third Local Distribution Company (LDC). To restore power, the third LDC was required to wait for police traffic control (the busy regional road was closed) and wait for Enbridge to conduct locates in the active construction site before starting to reset poles that needed to be delivered to the site. Upon completion of locates, the four (4) broken poles were removed and new poles reset. Once the poles were set, Hydro One restrung the conductor for the main feeders. The service was re-energized upon the completion of the conductor install.

HHHI would also note that this occurred on a holiday with temperatures reaching the mid 30's. There was no direct issue with HHHI's distribution service during this outage. While it was possible to shift some load to other feeders overnight on July 1 to July 2, by mid-morning on July 2, 2026, with temperatures rising, those other feeders were overloaded and HHHI was required to start rolling black outs until the work was completed late in the night on July 2, 2026.

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)?
July 1, 2026 at 5:13pm.
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.
July 1/26 6:32pm – Control Room issues notification the main feeder (M23) was affected by a power outage and crews were notified and dispatched.
July 1/26 6:33pm – Control Room issues notification the main feeder (M28) was affected by a power outage and crews were notified and dispatched.
July 1/26 8:13pm - Power restored in Main Feeder Central Georgetown (42M28).
July 1/26 8:22pm - Halton Hills is currently experiencing a power outage in Norval and Georgetown bounded by Winston Churchill to Nasagaweya Townline and from 5 Sd Rd to 25 Sd Rd. Crews have been notified and dispatched.
July 1/26 8:22pm - Power restored in Main Feeder - Rural (42M23). Most rural customers, Norval and East Acton have been affected.



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July 1/26 8:25pm - Halton Hills is currently experiencing a power outage in Ballinafad bounded by Winston Churchill to 8th Line and from 32 Sd Rd to Fallbrook Tr. Crews have been notified and dispatched.

July 2/26 1:01am - Power restored in General Area.

July 2/26 6:20am - Power restored in General Area.

July 2/26 6:23am - Halton Hills is currently experiencing a power outage bounded by 10 Sd RD to 32 Sd Rd and between Nasagaweya Esq Townline to 4th Line. Crews have been notified and dispatched. ETOR 12:00.

July 2/26 9:52am - Halton Hills is currently experiencing a power outage. Crews have been notified and dispatched.

July 2/26 9:53am - Halton Hills is currently experiencing a power outage. Crews have been notified and dispatched.

July 2/26 10:28am - Due to the storm, we are experiencing Hydro One supply issues in the Georgetown area. We continue to monitor system conditions closely. If required, customers may experience temporary, controlled outages to help maintain the stability and reliability of the distribution system as demand increases throughout the day until Hydro One can repair the supply issue. At this time, we do not have a restoral time from Hydro One.

July 2/26 2:46pm - Hydro One is onsite and diligently working to repair infrastructure and restore power to Halton Hills Hydro. We are hopeful the repairs will be completed later tonight.

July 2/26 4:57pm - We are experiencing Hydro One supply issues in the Georgetown area. If required, customers may experience temporary outages to help maintain the stability of the distribution system until Hydro One can repair the supply issue.

July 2/26 5:04pm - Halton Hills is currently experiencing a power outage. Crews have been notified and dispatched.

July 2/26 6:17pm - Halton Hills Hydro continues to work closely with Hydro One and our partners to restore reliable power to Georgetown as quickly and safely as possible. We appreciate your patience and understanding while crews work to resolve the supply issue. We will continue to share updates as they become available.

July 2/26 11:19pm - Power restored in General Area.

July 2/26 11:38pm - All power should now be restored. Localized issues may still exist. If you are still without power, please report the outage at <https://outagemap.haltonhillshydro.com/>.

July 3/26 11:28am - Halton Hills Hydro receives electricity through Ontario's provincial transmission system. During Wednesday's windstorm, significant damage occurred to transmission infrastructure outside of Halton Hills Hydro's service territory, resulting in a substantial reduction in the electricity available to parts of our community.

While Halton Hills Hydro's local distribution system remained operational throughout the event, the reduced supply required us to carefully manage the electricity available. To maintain service as safely and reliably as possible, we temporarily rotated power to different areas of the community. This helped prevent the remaining transmission supply infrastructure from becoming overloaded



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and allowed us to provide electricity to as many customers as possible until the transmission system could be restored.

We appreciate the patience and understanding shown by our customers throughout this event.

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 over 8000 customers interrupted at the beginning of the Major Event. This is equivalent to approximately 35% of Halton Hills Hydro Inc.'s total customer base. More customers were impacted during the restoration phase of the Major Event as rolling black outs were required.

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

It took 30 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.

Loss of Supply was directly attributable to the 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. External assistance was required by two (2) other distributors as the outage was outside of HHHI's service territory, in the territory of the third distributor.

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?

HHHI is in conversation with Hydro One to determine what redundancies and line reinforcements can be implemented to avoid this situation from occurring in the future.