

RRR 2.1.4.2.10 Major Event Response Reporting

When 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 set out below. Distributor responses are identified in the text boxes below.

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.

Prior to the Major Event

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

☐ Yes ☒ No

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 ☒ No

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 ☒ No

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

☒ Yes ☐ No

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.

☐ Loss of Supply

☐ Lightning

☒ Adverse Weather - Wind

☐ Adverse Weather - Snow

☐ Adverse Weather – Freezing Rain/Ice Storm

☐ Adverse Environment - Fire

☐ Adverse Environment - Flooding

☐ Other

Major Weather Report: Burlington Hydro

July 9, 2026



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.

Around 14:38 on July 9th, a brief storm came through the city of Burlington bringing heavy rainfall and wind speeds of 93km/h causing outages across the city.

2. Was the IEEE Standard 1366 used to derive the threshold for the Major Event?

Yes.

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

July 9th, 2026 at 14:38

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 ☐ No

If yes, please provide a brief description of the information. If no, please explain:

Two messages were published on Burlington Hydro's X account (@BurlingtonHydro) to provide outage information. Both posts directed customers to the Outage Map, which provided real-time information including the number of customers affected, outage locations, estimated restoration times (ETRs), and crew status. The Outage Map was also available 24/7 through Burlington Hydro's website, ensuring customers had access to the most up-to-date outage information at all times.



Major Weather Report: Burlington Hydro

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Burlington Hydro @BurlingtonHydro · Jul 10



Over 4,000 customers have been restored since yesterday's storm. We continue working to restore power to the approximately 860 customers still affected, with additional crews supporting restoration efforts. We appreciate your patience as we work as quickly and safely as possible.

Pictured: A tree brought down onto power lines by yesterday's high winds. We continue to see numerous downed trees and tree-related damage across the city.

Follow our outage map for updates: burlhydro.com/outage



8

1

6

1.7K



5. How many customers were interrupted during the Major Event?

9,782 Customers

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

14 % of total customer base

Major Weather Report: Burlington Hydro

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

8 hours

7. How many customers experienced service interruptions lasting less than 24 hours?

9,558 Customers

8. How many customers experienced service interruptions lasting between 24 and 48 hours?

212 Customers

9. How many customers experienced service interruptions lasting between 48 and 96 hours?

12 Customers

10. How many customers experienced service interruptions lasting between 96 and 168 hours?

0

11. How many customers experienced service interruptions lasting over 168 hours?

0

12. Were there any outages associated with Loss of Supply during the Major Event?

☒ Yes ☐ No

If yes, please report on the duration and frequency of the loss of supply outages:

26 Customers were affected by one Loss of Supply related outage lasting 6 hours and 2 mins.

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

☐ Yes ☒ No

☐ Do not have third party mutual assistance agreements with other utilities

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

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

☐ Yes ☒ No

If yes, please describe the shortages:

15. Provide the following characteristics of the Major Event:

i. **Total number of feeders interrupted during the course of the event:**

ii. **The maximum number of customers that were concurrently without power at any point during the event:**

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

17. What percentage of damage assessments were completed:

- | | |
|--|-----|
| i. Within 4 hours after the interruption began: | 33% |
| ii. Within 8 hours after the interruption began: | 12% |
| iii. Within 12 hours after the interruption began: | 15% |
| iv. Over 12 hours after the interruption began: | 40% |

18. What communication methods were used to inform customers during the major event? Select all that apply:

☐ Distributor's Website

☒ Social Media

☐ Email

☐ Text Message

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☐Telephone Line

☐Radio Broadcast

☒Other (Please Specify)

Outage map, available through BHI website

19. During the Major Event, did any of those communication methods used become unavailable? If so, identify which one(s).

No communication methods became unavailable during the major event.

20. Provide SAIDI and SAIFI values for this Major Event.

SAIDI (MED related events) - 0.49

SAIFI (MED Related Events) -0.14

After the Major Event

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

☒No further action is required at this time

☐Additional staff training

☐Process improvements

☐System upgrades

☐Other