Major Event Response Reporting

March 29, 2025

Prior to the Major Event

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

☒ Yes ☐ No

Additional Comments:

Elexicon Energy received warning of the impending event on March 27, 2025 by way of an Environment Canada alert—Elexicon actively monitors Environment Canada weather warnings by way of its Integrated Operations Centre (IOC) daily weather monitoring. Additional verifications of the weather threat were done through Weather Sentry, Elexicon's paid weather verification service.

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

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

Elexicon held its preparatory storm meeting on March 27 to discuss storm arrangements and to put both Incident Management Team (IMT) and field resources on standby. This led to Elexicon conducting call-outs to field personnel and contractors to pre-stage additional field resources for the event as well as notifying internal staff of their activation to support the Storm IMT.

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

Elexicon Energy posted an alert on the homepage of its website, warning its customers and communities of a potent spring ice storm. The message detailed thick ice accretion was expected, and ice build up on electricity distribution equipment and broken tree branches contacting powerlines have the potential to cause extensive and widespread power outages. It did confirm crews, system operators and support staff were ready to respond, and customers were encouraged to visit our outage

resource page for helpful tips and resources. This messaging was mirrored on Elexicon's X (formerly Twitter) account.

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

☒ Yes ☐ No

Previous training has been conducted to support storm response, and staff had the recent experience of the 2024 Gravenhurst Storm to prepare them for their storm roles.

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
X Adverse Weather-Freezing rain/Ice storm
☐ Adverse Environment-Fire
☐ Adverse Environment-Flooding
☐ Other

Please provide a brief description of the event (i.e. what happened?). If selected "Other", please explain:

On March 29, a powerful ice storm swept across Ontario, causing significant ice accumulation, widespread power outages, downed trees and hydro lines, and hazardous road conditions. The ice storm impacted the entire Elexicon Energy service territory, with the Town of Gravenhurst declaring a State of Emergency in response to the crisis.

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

X Yes, used IEEE Standard 1366*
☐ No, used IEEE Standard 1366 2-day rolling average
☐ No, used fixed percentage (i.e., 10% of customers affected)

*The OEB preferred option

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

March 29th, 02:36 am

4. Did the distributor issue any information about this Major Event, such as estimated times of restoration, to the public during the Major Event?

X Yes ☐ No

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

Elexicon Energy provided daily updates on its power restoration efforts using its dedicated power restoration page, online outage map, outage information hotline and X. These platforms provided affected areas, crew status and estimated times of power restoration.

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

11,042

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

6 percent

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

25 hours and 10 minutes

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

X Yes ☐ No

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

1,545 customers out of 13 hours
1,500 customers out of 0.05 hours
2,352 customers out for 0.27 hours
1,500 customers out for 8.65 hours
534 customers out for 0.80 hours

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

☐ Yes X No

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

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

☐ Yes X No

If yes, please describe the shortages:

n/a

After the Major Event

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

X No further action is required at this time
☐ Additional staff training
☐ Process improvements
☐ System upgrades
☐ Other

Additional Comments:

While the ice storm occurred over several days, only May 29, 2025 exceeded the customer hours threshold to be classified as a Major Event Day under IEEE Standard 1366.