

Summary

Filing Year
2026

Form Name
E2.1.4.2.10

RRR Filing No
41475

Company

PUC Distribution Inc., Sault Ste. Marie , ED-2002-0546

Licence Type

Electricity Distributor

Status

Submitted

Submitted On

May 12, 2026

Submitter Name

Report Version

Attachment:

Prior to the Major Event

1. Did the distributor have any prior warning that the Major Event would occur? No

Additional Comments

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?

BRIEF DESCRIPTION OF ARRANGEMENTS, OR EXPLAIN WHY EXTRA EMPLOYEES WERE NOT ARRANGED

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

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

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

Please provide a brief description of the event (i.e. what happened?). If selected "Other", please explain
The contributing cause was Loss Of Supply – Cause Code 2. Interruption due to problems associated with the transmission system owned by Hydro One.

2. Was the IEEE Standard 1366* used to identify the scope of the Major Event? If not, why not?

Yes, used IEEE Standard 1366

*The OEB preferred option

3. When did the Major Event begin

5/1/2026 09:53 AM

4. Did the distributor issue any estimated times of restoration (ETR) to the public during the Major Event? If so, through what channels?

Yes

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

Timely updates were issued on the PUC website, APP and social media pages during and after the interruption.

5. HOW MANY CUSTOMERS WERE INTERRUPTED DURING THE MAJOR EVENT?

34,411 CUSTOMERS

WHAT PERCENTAGE OF THE DISTRIBUTOR'S TOTAL CUSTOMER BASE DID THE INTERRUPTED CUSTOMERS REPRESENT?

100.00 %

6. HOW MANY HOURS DID IT TAKE TO RESTORE 90% OF THE CUSTOMERS WHO WERE INTERRUPTED?

1 HOURS

Additional Comments

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

Yes

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

There was one outage caused by Loss of Supply. 34 411 customers were affected. Outage started at 9:53am EST and lasted 1 hour and 5 minutes. All customers were restored at 10:58am EST.

8. 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?

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

No

If yes, please describe the shortages.

After the Major Event

1. 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)?

Others

Additional Comments

PUC is reviewing the outage details with Hydro One (transmitter) and requested a detailed report that will include the root cause of the outage and process improvements being implemented that will prevent a similar occurrence in the future.

Post outage review meetings are held after any major event outage as part of an ongoing action plan to improve outage times and staff proficiency.