

Summary

Filing Year
2026

Form Name
E2.1.4.2.10

RRR Filing No
41546

Company

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

Licence Type

Electricity Distributor

Status

Submitted

Submitted On

August 14, 2026

Submitter Name

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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

No, there was no prior warning.

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.

Others

Please provide a brief description of the event (i.e. what happened?). If selected "Other", please explain
The contributing cause was Foreign Interference - Wildlife – Cause Code 9.

Customers were restored by transferring load to other circuits; however, the 115 kV line remained isolated until a detailed inspection was completed. The inspection lasted several hours as crews patrolled the transmission lines owned by PUC Distribution and Hydro One.

During the initial investigation, no cause was identified. The line was subsequently re-energized with crews remaining onsite to monitor the system, and power was successfully restored.

Following the outage, it was reported that contact with the line had occurred, which was determined to be the cause of the outage.

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
5/15/2026 10:38 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

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

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

12,035 CUSTOMERS

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

35.00 %

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

0 HOURS

Additional Comments

It took 13 minutes or .2167 hours to restore 90% of customers who were interrupted.

7. Were there any outages associated with Loss of Supply during the Major Event? No

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

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 Distribution has a comprehensive Emergency Preparedness and Restoration Plan that is continually being updated (Rev. 16 approved on 12/18/2025). General training and drills associated with the IESO Emergency Preparedness Plans are executed throughout the year.

PUC continues to review and implement measures to reduce the likelihood and impact of future major event outages. This includes evaluating deterrent equipment and protective devices to minimize animal contact with electrical infrastructure.

Following major outages, PUC conducts post-event review meetings involving Operations, Engineering, and field staff to assess system performance, restoration efforts, communication effectiveness, and lessons learned. Action items identified during these reviews are incorporated into ongoing operational improvements, training initiatives, and emergency response procedures.

PUC also continues to evaluate opportunities to enhance system reliability through targeted maintenance programs, asset inspections, infrastructure upgrades, and the implementation of automation technologies where practical to reduce outage duration and improve restoration times.