



Major Event Reporting
July 3rd, 2026

TABLE OF CONTENTS

TABLE OF CONTENTS	1
Preface	2
Prior to the Major Event	3
During the Major Event.....	4
After the Major Event	9

PREFACE

On July 3, 2026, at 7:29 pm, Environment Canada issued a Tornado Warning for certain locations within Southwestern Ontario (including Chatham-Kent). Environment Canada was tracking a severe thunderstorm that was possibly producing a tornado.

Entegrus experienced its first distribution system outage at 7:05 pm on July 3, 2026 in Wheatley, caused by equipment breakage and tree contact from adverse weather. Thereafter, additional distribution system and Loss of Supply outages occurred in Blenheim, Chatham, Erieau, Ridgetown, Thamesville, Tilbury, and Wheatley. The primary causes were equipment breakage and tree contact due to adverse weather.

As the outages occurred, Entegrus notified customers through its company website, X, and Facebook. Outage information was also provided via the Entegrus website's outage map. All posts included information on investigation efforts, causes and Estimated Time of Restoration ("ETR") (where possible). The updates also contained safety information, including how to prepare for an outage.

Entegrus maintains third party mutual assistance agreements for restoration efforts, however, such arrangements were not required for this storm. Entegrus operational staff restoration efforts continued after-hours throughout the afternoon of July 4 until 4:19 pm.

The storm was considered a Major Event because it met the Major Event criteria using the IEEE Standard 1366 methodology¹. Entegrus serves approximately 64,000 customers. During the Major Event on July 3-4, 2026, there were 4,068 customers without electricity (not related to Loss of Supply), representing approximately 7% of Entegrus customers. In addition, there were an additional 844 customers interrupted due to Loss of Supply within the transmitter or host distributor system, for an aggregate total of 4,912.

The remainder of this report is in the format prescribed by the Ontario Energy Board ("OEB").

¹ Ontario Energy Board, Electricity Reporting and Record Keeping Requirements, Section 2.1.4.2.

PRIOR TO THE MAJOR EVENT

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

Yes. Weather alerts indicated the potential for severe thunderstorms, with strong winds and hail possible. See #3 for details of the alert Entegrus issued to customers.

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?

The boundaries of the EPI service territory stretch from Wheatley in the southwest to Parkhill in the northeast. The boundaries are non-contiguous, and the distance across the Entegrus service territory is approximately two hours travel time by vehicle. Accordingly, Entegrus operates two operational centres, one in the Entegrus southwest region (located in Chatham) and another in the Entegrus northeast region (located in St. Thomas).

While the event occurred after business hours, Entegrus had on-call staff ready to respond and other staff on standby. Restoration efforts continued after-hours throughout the evening of July 4th.

3. If the distributor did have prior warning, did the distributor issue any alert to the public warning of possible outages resulting from the pending Major Event?

Yes. Entegrus posted a severe weather warning on its social media pages (Facebook and X) on July 3 at 4:33pm advising customers of the potential for severe thunderstorms across its service area. Entegrus encouraged customers to use caution if severe weather occurred and provided downed powerline safety information.

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. 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.**

The main contributing causes of the Major Event were “Equipment breakage from adverse weather”, “tree contact from adverse weather” and “other adverse weather”.

- 2. Was the IEEE Standard 1366 used to identify the scope of the Major Event?**

Yes. In accordance with OEB guidance, Entegrus calculated this Major Event using the IEEE Standard 1366 methodology.

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

The Major Event began on July 3, 2026, at 7:05 pm.

- 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? If Yes, please provide a brief description of the information. If No, please explain.**

Yes, Entegrus provided continual updates on outage and restoration efforts at each specific community level, as there were multiple concurrent outages throughout the Entegrus service territory. The updates were shown on the Entegrus website, including the outage map. Updates were also posted on X and Facebook. All posts included information on investigation efforts, causes and ETRs (where possible). The Entegrus website contains an embedded Twitter feed to allow for customers who do not follow social media to receive updates.

5. How many customers were interrupted during the Major Event? What percentage of the Distributor's total customer base did the interrupted customers represent?

Entegrus serves approximately 64,000 customers. During the Major Event in Blenheim, Chatham, Ridgetown, Tilbury and Wheatley in the evening hours of July 3, 2026, there were 4,509 customers interrupted (unrelated to Loss of Supply), representing approximately 7% of Entegrus customers.

See #12 below for additional details regarding Loss of Supply from this event.

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

The time to restore 90% of the customers who were interrupted was 15.6 hours.

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

All service interruptions associated with the major event were restored within 24 hours. In Blenheim, customers experienced a series of intermittent outages between 7:38 p.m. on July 3 and 4:19 p.m. on July 4 as crews responded to tree contacts, broken poles, blown fuses and other weather-related equipment damage. Entegrus line staff isolated faulted sections where possible and restored customers in stages while trees were removed and damaged equipment was repaired.

In Chatham, 1,190 customers were interrupted for approximately 109 minutes after a feeder breaker operated due to tree contact on the line.

In Ridgetown, several localized interruptions affected customers between the evening of July 3 and midday July 4. The outages were primarily caused by trees and limbs contacting or damaging distribution lines. Crews isolated affected sections, removed trees and limbs, repaired damaged equipment and progressively restored service.

In Tilbury, 14 customers were interrupted for approximately 2.5 hours after a storm-damaged tree limb fell onto power lines and triggered a switch.

In Wheatley, 746 customers were interrupted for approximately nine hours due to weather-related equipment damage.

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

None.

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

None.

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

None.

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

None.

12. 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.

Yes. In addition to the interruptions noted in #7 above, there were additional Loss of Supply outages in the communities aggregating to an additional total of 844 customers interrupted. During this Major Event Day (MED), Entegrus experienced three Loss of Supply events within its service territory. The first event occurred in the Wheatley area on July 4, 2026, from 4:05 a.m. to 10:49 a.m., affecting 746 customers over a duration of 6.74 hours. The second event occurred in the Thamesville area on July 3, 2026, from 7:48 p.m. to 10:06 p.m., affecting 441 customers over a duration of 2.31 hours. The third event occurred in the Erieau area on July 3, 2026, from 7:32 p.m. to 8:29 p.m., affecting 403 customers over a duration of 0.94 hours..

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

Entegrus maintains third party mutual assistance agreements for restoration efforts, however, such arrangements were not required for this storm.

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

No.

15. Provide the following characteristics of the Major Event:

- i. Total number of feeders interrupted during the course of the event

During the course of the event, ten feeders experienced interruptions to varying degrees. These included: Leamington TS – M22, Kent TS – M15, Kent TS – M17, Kent TS – M22, Erieau DS – F2, Tilbury DS – F2 as well as Entegrus substation feeders: Ridgetown Centennial – F2, and Blenheim DS – F3, F4 and F5.

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

The maximum number of customers concurrently without power at any point during the Major Event was approximately 2,376 customers, occurring at approximately 7:47 p.m. on July 3, 2026.

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

14

17. What percentage of damage assessments were completed:

- i. Within 4 hours after the interruption began

71.4%

- iii. Within 8 hours after the interruption began

28.6%

iv. Within 12 hours after the interruption began

None

v. Over 12 hours after the interruption began

None

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

- Distributor's website
- Social media
- Telephone line (automated acknowledgement of outages)
- Other (please specify)

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

No.

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

The service interruptions experienced during this Major Event Day (MED) resulted in a System Average Interruption Duration Index (SAIDI) of 0.23 and a System Average Interruption Frequency Index (SAIFI) of .10.

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)?

Entegrus conducted a debriefing after the conclusion of the Major Event. Future planned investments include installation of fault-indicating devices to improve fault location and reduce outage identification times. Entegrus is also implementing Fault Location, Isolation and Service Restoration (FLISR) capabilities to further reduce outage durations and improve restoration times.

Although this Major Event was unavoidable, Entegrus is investigating ways to provide additional communications technical support after hours as well as the potential development of an internal assessment team comprised of non-critical staff.