



MAJOR EVENT RESPONSE

Report for the Ontario Energy Board

ABSTRACT

THIS REPORT CONTAINS INFORMATION FOR A MAJOR EVENT THAT IMPACTED RELIABILITY ON WEDNESDAY, **JULY 1st, 2026**, IN GRANDBRIDGE ENERGY INC.'S DISTRIBUTION SERVICE AREA.

OEB FILING 2.1.4.2.10

Prepared By: **GrandBridge Energy Inc.**

Date: **July 1st, 2026**



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Introduction

GrandBridge Energy Inc. (GrandBridge Energy or GBE) delivers safe and reliable electricity to over 117,000 customers in the City of Brantford, the City of Cambridge, the Township of North Dumfries and the County of Brant. GrandBridge Energy's service territory spans approximately 661 square kilometers. Our talented team provides safe and reliable energy solutions that are strengthened by an unwavering commitment to service excellence.

At GrandBridge Energy, our purpose is to lead the energy transition by enabling our communities to achieve a sustainable energy future. This guiding principle shapes our approach as we navigate the evolving energy landscape and strengthen our commitment to environmental sustainability, social impact and governance accountability. Our values - Safety, People-Centric, Reliability, Excellence and Agility - are the principles and beliefs that guide our operations.

On Wednesday, July 1st, 2026, GrandBridge Energy experienced a widespread Major Event as the result of a thunderstorm that affected Cambridge, North Dumfries, Brantford and Brant County. As per section 2.1.4.2.10 of the Ontario Energy Board's (OEB) Electricity Reporting And Record Keeping Requirements (RRR) below, GrandBridge Energy is filing this report with the OEB.

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.

Prior to the Event

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

No. General weather alerts were observed:

Orange Heat Warning — Cambridge/Waterloo Region: In effect early July 1. Environment Canada described a long-duration heat event, with daytime highs generally 31–34°C and potentially 37°C (Source: Environment Canada Weather)

Yellow Severe Thunderstorm Watch — Cambridge/Waterloo Region: By the afternoon, Environment Canada warned that a line of strong thunderstorms approaching from Lake Huron would move across the area. Potential hazards were wind gusts up to 100 km/h, quarter-sized hail, and heavy rain possibly exceeding 30 mm (Source: Environment Canada Weather).

Although there was a yellow severe thunderstorm watch, GBE does not mobilize additional staff for a Watch.

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?

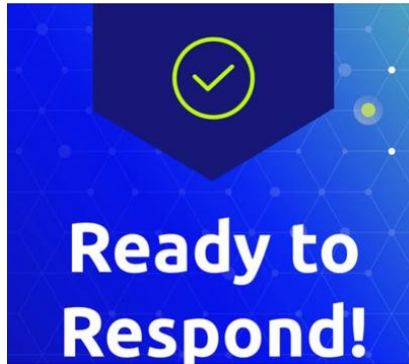
GrandBridge Energy did not have extra staff "on call" for July 1, 2026. The severity of the storm was not anticipated; however, GBE was able to call in additional lineman, system operators, line contractors, and forestry contractors.

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?

General Environment Canada weather alerts were received, but storm severity changed rapidly. Heavy rain and damaging winds ensued. GBE had a 'Ready to Respond' post pinned to the top of our social media

accounts.

GrandBridge Energy Crews are ready to respond 24/7. If you are experiencing a power outage, not showing on our Outage Map, please call 1-833-POWER-01 L(769-3701) or Text 1-888-726-1139



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

Yes.

GBE has a documented Emergency Plan that specifies duties and responsibilities of GBE's employees during an emergency to ensure effective response for this type of Major Event. The emergency personnel who are involved in the power restoration are trained to perform their responsibilities.

Additionally, GBE Operations employees are regularly placed on-call or on-standby as part of their regular duties, and therefore are proficient in the event of power outages including Major Event days. GBE Communication employees are proficient in updating the website, social media platforms, liaising with local media and directing customers as necessary, during major event situations.

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 storm.

Of the six outages that contributed to the Major Event, the main contributing cause of the Major Event was **Adverse Weather – Tree Contact (Cause Code 6.1)**. The weather during the Major Event consisted of heavy winds and thunderstorms. When the crews arrived at the interruption locations, they found large trees on lines.

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

Yes, the IEEE Standard 1366 (2022) was used to derive the threshold that would establish if July 1, 2026, would be a Major Event Day. GBE also performed a qualitative analysis based on the OEB's questions to determine if the event can be considered a Major Event.

The IEEE 1366-2012 Standard provides a statistical method of studying reliability events. A Major Event Day is a day which the daily system SAIDI (System Average Interruption Duration Index) exceeds a threshold value, designated as T-med. The SAIDI index is used as the basis of this definition since it leads to consistent results regardless of the utility size and is a good indicator of operational and design stress. Data used for SAIDI is based on five (5) sequential years and includes days that had an interruption, so a SAIDI/Day value can be used to calculate T-med.

The GBE T-med value as calculated in accordance with the IEEE 1366-2012 standard is shown below in Table 1.0:

Table 1.0 GBE T-med Calculations

Parameter	Value
α = Average [ln (Daily SAIDI)] 2021-2025	-4.18
β = Standard Deviation (α)	2.55
T-med = $e^{(\alpha+2.5\beta)}$ (minutes)	8.95

The T-med value of 8.95 indicates that any outage event with reliability statistics exceeding this figure would be deemed to be a Major Event. The table below shows the Daily SAIDI value calculated for July 1st, 2026.

Table 2.0 Calculation of Daily SAIDI Value

Day	Customer Outage (Minutes)	Customer Outage (Hours)	Total Customers	Daily SAIDI (Minutes)	Daily SAIDI (Hrs)
July 1st, 2026	2,955,288	49,255	117,705	25.11	0.418

The calculated SAIDI (**minutes**) value for July 1st, 2026, is **25.11** and is greater than the T-med (minutes) threshold value of **8.95**. Therefore, this specific day was deemed to be a Major Event.

3. When did the Major Event begin?

Date: Wednesday, July 1st, 2026

Time: 16:20 EST

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

N/A – the Major Event was caused by Adverse Weather.

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

Customers: 16,855

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

The percentage of the total customer base that was interrupted is 14.32%, based on a total customer base of 117,705.

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

It took 8 hours and 53 minutes to restore 90% of the customers who were interrupted.

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

There were 16,855 customers that experienced service interruptions lasting less than 24 hours.

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

There were no customers that experienced service interruptions lasting between 24 hours and 48 hours.

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

There were no customers that experienced service interruptions lasting between 48 hours and 96 hours.

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

There were no customers that experienced service interruptions lasting between 96 hours and 168 hours.

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

There were no customers that experienced service interruptions lasting over 168 hours.

12. Were there any outages associated with Loss of Supply during the Major Event? If yes, please report on the duration and frequency of Loss of Supply outages.

No, there were no outages associated with Loss of Supply.

13. In responding to the Major Event, did the distributor utilize assistance through a third-party mutual assistance agreement with other utilities? If yes, please provide the name of the utilities who provided the assistance.

No, GBE did not utilize assistance through a third-party mutual assistance agreement.

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

No, GBE had all the necessary materials and equipment to perform the repairs on the distribution system during the Major Event.

15. Provide the following characteristics of the Major Event:

Total number of feeders interrupted during the course of the event: 8

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

The maximum number of customers concurrently without power was 15,177 customers.

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

There was a total of six (6) damage assessments.

17. What percentage of damage assessments were completed:

Within 4 hours after the interruption began (%): 83.3%

Within 8 hours after the interruption began (%): 16.7%

Within 12 hours after the interruption began (%): 0%

Over 12 hours after the interruption began (%): 0%

18. What communication methods were used to inform customers during the Major Event?

Select all that apply:

- ☒ Distributor Website
- ☐ Text Message
- ☒ Social Media
- ☐ Telephone Line
- ☐ Email
- ☐ Radio Broadcast
- ☐ Other (please specify)

19. During the Major Event, did any of the communication methods used become unavailable?

If so, identify which ones:

No.

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

SAIDI (minutes): 25.11

SAIFI: 0.143

After the Major Event

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

GBE is proactive in mitigating the risk of emergency by applying the appropriate distribution system designs, equipment specifications, deploying grid modernization technology, planned system maintenance, staff training and utility operating practices. GBE's Emergency Plan enables its staff to effectively assess and respond to any given emergency.

Future actions arising from the Major Event:

- Continue deploying grid modernization technology (i.e. automated reclosers, fault indicators, etc.) to increase GBE's operational effectiveness during the Major Events, targeting worst performing feeders.
- An AI based solution, AiDash, is being piloted to assess and predict high-risk areas for potential tree-fall incidents.

Appendix A - GBE Social Media Analytics

Estimated time of restoration posts -Facebook

**GrandBridge Energy Inc.**
Published by Hootsuite · July 1 at 6:28 PM · 

Power **#outage** in **#Cbridge** affecting approx. 964 customers in the area north of Concession St to Avenue Rd and west of Franklin Blvd. Crews have been dispatched. ETR TBD... **See more**

**GrandBridge Energy Inc.**
Published by Hootsuite · July 1 at 6:29 PM · 

Power **#outage** in **#Brantford** affecting approx. 6946 customers. Crews have been dispatched. ETR TBD. For more info please visit <https://outages.grandbridgeenergy.com> ^pa

**GrandBridge Energy Inc.**
Published by Hootsuite · July 1 at 6:32 PM · 

Power **#outage** in **##NorthDumfries** and **#Ayr** affecting approx. 2865 customers. Crews have been dispatched. ETR TBD. For more info please visit <https://outages.grandbridgeenergy.com> ^pa

**GrandBridge Energy Inc.**
Published by Hootsuite · July 1 at 7:38 PM · 

All power has now been restored in **#Cbridge** in the area north of Concession St to Avenue Rd and west of Franklin Blvd. If you are still without power, please call 1-833-POWER-01 ^pa

**GrandBridge Energy Inc.**
Published by Hootsuite · July 1 at 8:12 PM · 

Update power **#outage** in **#bRANTFORD** affecting approx. 6946 customers. Crews are working ETR TBD. For more info please visit <https://outages.grandbridgeenergy.com> ^pa



GrandBridge Energy Inc.

Published by Hootsuite · July 1 at 8:43 PM · 🌐

All power has now been restored in [#NorthDumfries](#) and [#Ayr](#). If you are still without power, please call 1-833-POWER-01 ^pa



GrandBridge Energy Inc.

Published by Hootsuite · July 1 at 8:44 PM · 🌐

Update power [#outage](#) in [#Brantford](#) affecting approx. 2991 customers. Crews are working ETR TBD. For more info please visit outages.grandbridgeenergy.com ^pa



GrandBridge Energy Inc.

Published by Hootsuite · July 1 at 11:38 PM · 🌐

Update power [#outage](#) in [#Brantford](#) affecting approx. 1658 customers. Crews are working ETR 12:30AM - 1:30AM. For more info please visit outages.grandbridgeenergy.com ^pa



GrandBridge Energy Inc.

Published by Hootsuite · July 2 at 2:53 AM · 🌐

All power has now been restored in [#Brantford](#). If you are still without power, please call 1-833-POWER-01 ^pa

Storm Update

Our crews have been working around the clock to safely restore power following yesterday's storm. We appreciate your patience and understanding as restoration efforts continue.

If you are still without power, please view our Outage Map at <https://ow.ly/QzCt50ZjP6c> for the latest updates.

Please use the Live Chat feature on our outage page at <https://ow.ly/GHPb50ZjP6f> to report an outage if it is not displayed on the map. Our Customer Experience team is here to help.

Thank you for your continued patience as our crews work safely to restore power to all impacted customers. [See less](#)



Social Media Analytics -Facebook/X Combined

Impressions: 22,351

Engagement rate: 8.5%

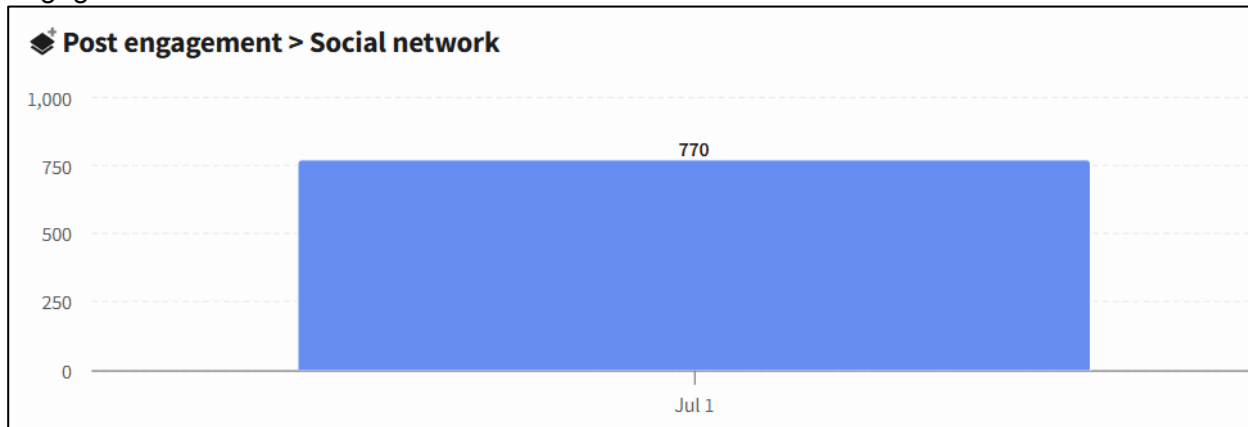
Engagements: 1,470

GBE – X Analytics July 1, 2026

Number of Posts: 5

Post Reach: 6,903

Engagements: 770

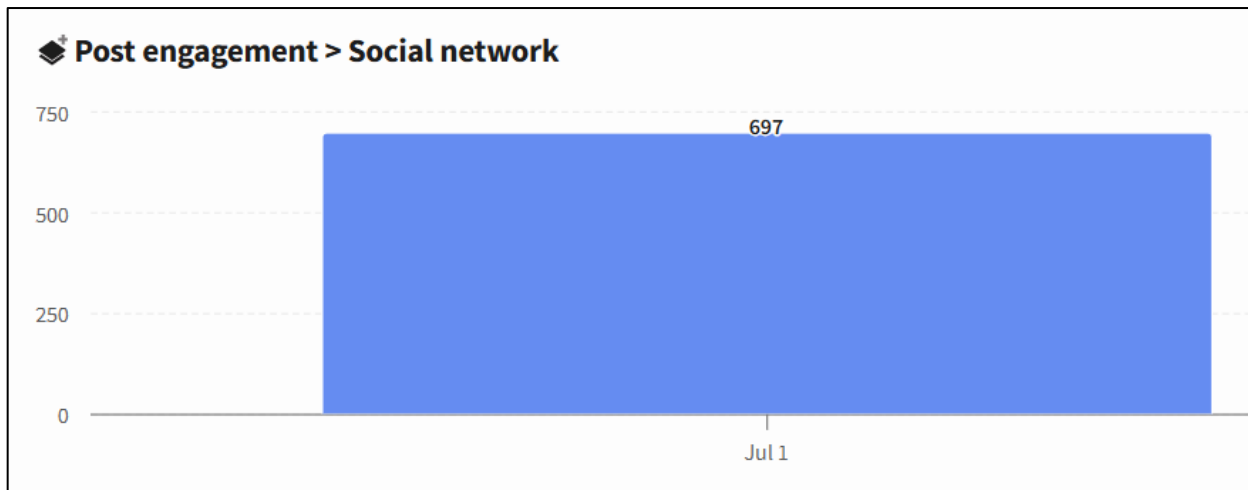


GBE – Facebook July 1, 2026

Number of Posts: 5

Post Reach: 15,272

Engagements: 697



GrandBridge Energy Website Analytics – July 1, 2026

Traffic Statistics

Active Users: 8,496

Total Page Views: 34,079

Top Pages: Outage Centre, Home Page, Customer Support/Contact Us, Outage Safety/Planned Outages, Accounts & Billing



On July 1, 2026, homepage views spiked to around 8.3k, far exceeding the 1.7k expectation

This surge was primarily driven by Canadian traffic, which jumped from 1.7k to 8.2k week-over-week. Additionally, Safari usage rose from 646 to 4.5k, while Apple device views increased from 869 to 5.1k.

Page path and screen class +		↓ Views	Active users	Views per active user	Average engagement time per active user
☒	Total	34,079 100% of total	8,496 100% of total	4.01 Avg 0%	17s Avg 0%
☒	1 /outages-safety/outage-centre-power-outages-grandbridge-energy/	23,019 (67.55%)	6,434 (75.73%)	3.58	15s
☒	2 /	8,343 (24.48%)	2,577 (30.33%)	3.24	9s
☒	3 /customer-support/contact-us-grandbridge-energy/	661 (1.94%)	234 (2.75%)	2.82	20s
☒	4 /outages-safety/planned-outages-in-your-area-grandbridge-energy/	353 (1.04%)	160 (1.88%)	2.21	14s
☒	5 /accounts-billing/pay-my-electricity-bill-payment-options-grandbridge-energy/	214 (0.63%)	88 (1.04%)	2.43	19s

Appendix B - GBE Outage Map Updates Statistics

Outage Number	Day	Time	Customers	Accum	% of Max
Outage 8145	July 1 2026	16:20	1485	1,485	9.78%
Outage 8145	July 1 2026	16:27	-493	992	6.54%
Outage 8142	July 1 2026	16:28	7762	8,754	57.68%
Outage 8144	July 1 2026	16:31	1658	10,412	68.60%
Outage 8141	July 1 2026	16:32	2950	13,362	88.04%
Outage 8141	July 1 2026	16:37	-1128	12,234	80.61%
Outage 8147	July 1 2026	16:46	2943	15,177	100.00%
Outage 8142	July 1 2026	17:22	-626	14,551	95.88%
Outage 8142	July 1 2026	17:42	-1785	12,766	84.11%
Outage 8145	July 1 2026	18:17	-992	11,774	77.58%
Outage 8141	July 1 2026	18:51	-494	11,280	74.32%
Outage 8142	July 1 2026	19:10	-5351	5,929	39.07%
Outage 8147	July 1 2026	19:35	-2943	2,986	19.67%
Outage 8141	July 1 2026	20:32	-1328	1,658	10.92%
Outage 8143	July 1 2026	20:33	57	1,715	11.30%
Outage 8143	July 1 2026	21:44	-57	1,658	10.92%
Outage 8144	July 2 2026	1:39	-1658	-	0.00%

