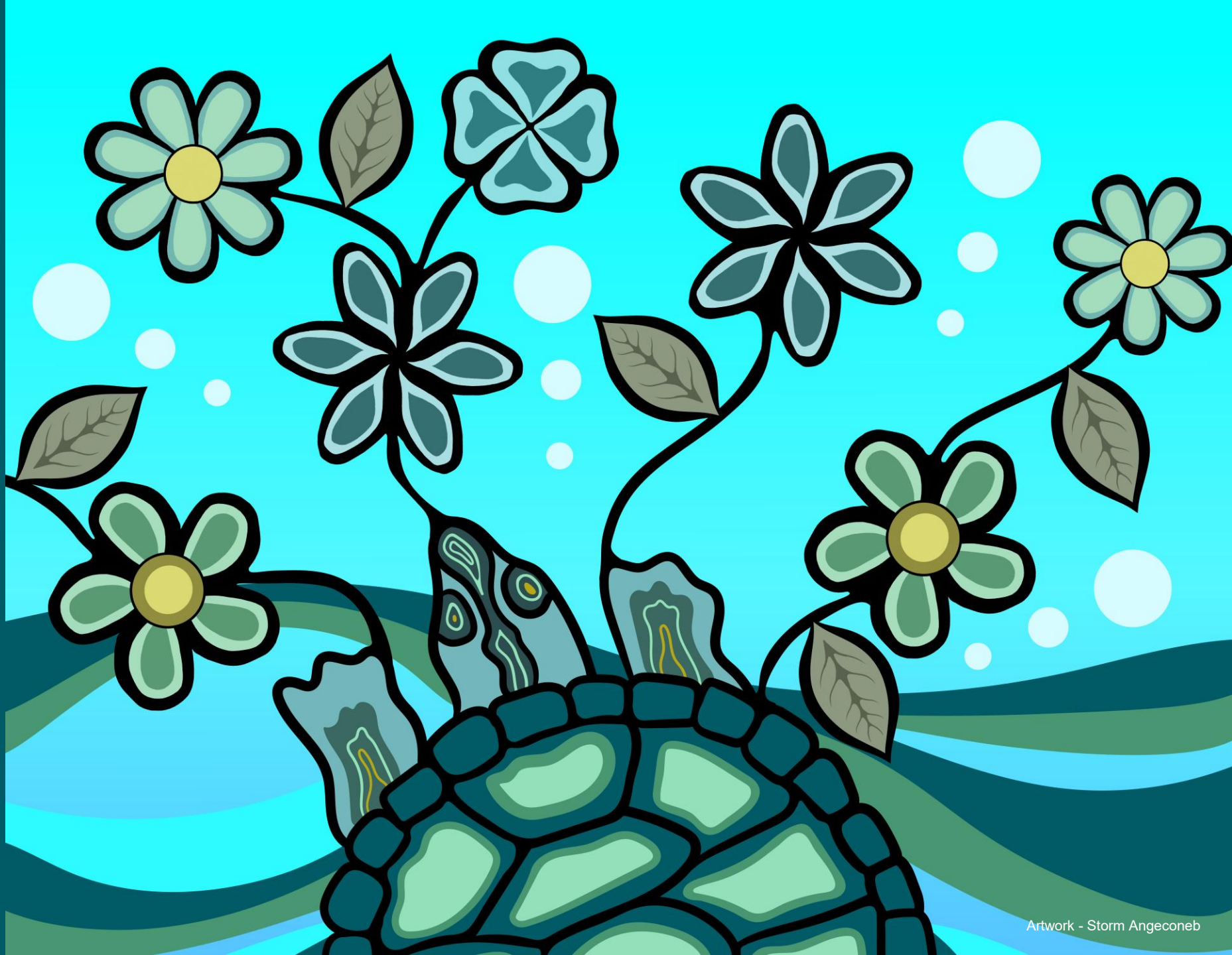




Through the ice storm and beyond: response and partnership in action

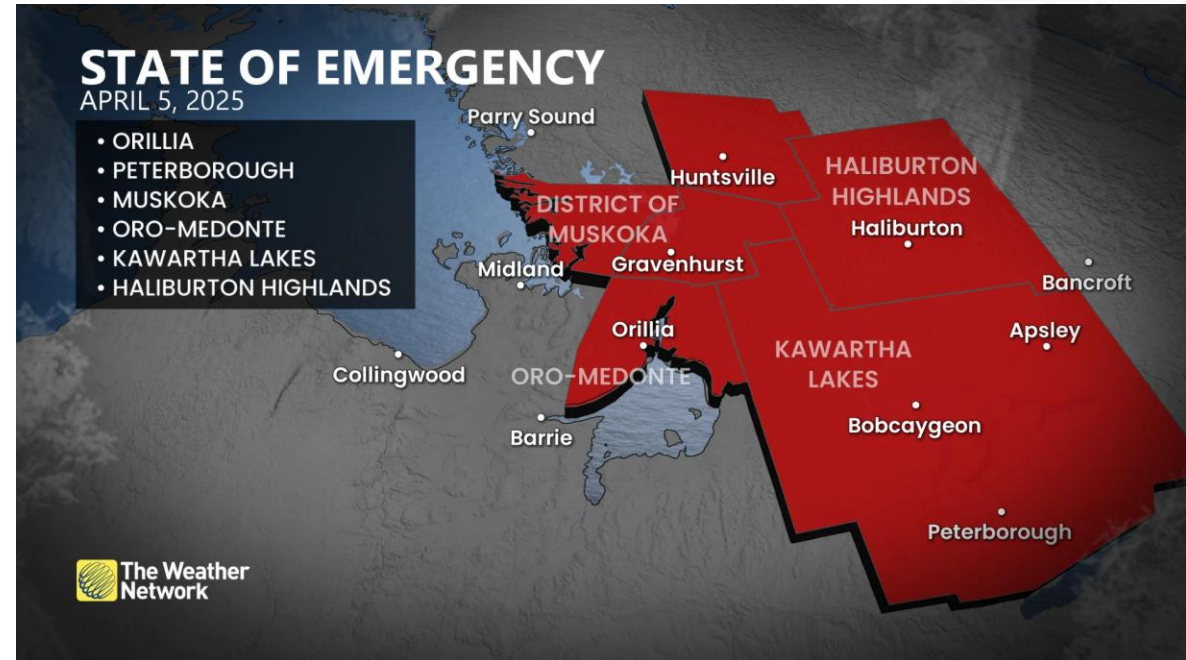
June 10, 2025



Artwork - Storm Angecone

The 2025 Ice Storm: overview

- Beginning on March 29th, Ontario experienced a significant ice storm that had a major impact on Hydro One's operations, particularly in central and southwest Ontario.
- The City of Orillia and the surrounding area was one of the hardest hit areas in the province.
- Hydro One crews responded swiftly, working around the clock in challenging conditions that included downed trees, snapped hydro poles, and icy roadways.
- The storm caused widespread power outages, affecting over 600,000 unique customers.



Comparing the 1998 and 2025 ice storms: what's the difference?

1998 Quebec Ice Storm: The outages were primarily due to catastrophic damage to transmission infrastructure — large towers and high-voltage lines that carry electricity across long distances. While dramatic and far-reaching, restoring transmission infrastructure tends to be more centralized. Once rebuilt or repaired, power can be restored to large geographic areas quickly.

2025 Ontario Ice Storm: This storm caused extensive damage to the distribution system — the last part of the electricity system that brings power to homes and businesses. Ice accumulation downed poles, transformers, and power lines street by street, property by property, making restoration highly localized and labour-intensive.



How did Hydro One Mobilize?

1. Rapid Mobilization of Crews

Hydro One declared an **"all-hands-on-deck"** response, mobilizing over 4800 personnel, including contractors and local distribution companies, from across the province and beyond.

Crews were dispatched immediately to the hardest-hit areas, including Orillia, to begin assessment and restoration work.

*Hydro One was able to restore power to 90% of customers within 7.6 days.

2. Damage Assessment & Restoration

Crews worked around the clock to clear **downed trees and debris**, assess broken infrastructure, and rebuild damaged lines.

3. Prioritizing Public Safety

Public safety was a top priority. Hydro One coordinated closely with emergency services and local municipalities to ensure safety zones and traffic control were in place.

4. Customer and Community Support

Hydro One provided **frequent updates** through its outage map, social media channels, and direct communications with municipalities.



Impacts to First Nations: Hydro One's response

Key challenges

1. Geographic and access challenges

Many First Nations communities served by Hydro One are in **remote or rural areas** with limited road access.

The storms made it especially difficult for community members to obtain essential supplies like food, water, and heating fuel; access warming centers or emergency shelters, which were often located outside the community; and receive timely medical care or emergency services due to hazardous road conditions.

2. Critical service disruptions

Power outages interrupted critical services that communities depend on, such as water treatment and delivery services, healthcare facilities and communication networks, and heating systems.

3. Safety and health

Many First Nations that were impacted had a higher percentage of Elders and young children compared to surrounding municipalities. This made communities more susceptible to freezing conditions.

Hydro One's response

1. Prioritized restoration efforts

Hydro One prioritized power restoration to Indigenous communities, recognizing the heightened health and safety risks. Crews were deployed strategically to areas with vulnerable populations and critical infrastructure to minimize outage durations.

2. Close coordination with Indigenous leadership

Hydro One maintained **open, ongoing communication with Chiefs and community councils** to share timely information, understand specific needs, and collaboratively plan restoration priorities, ensuring culturally respectful and effective responses.

3. Specialized logistics and resources

Hydro One mobilized **specialized equipment and crews** including air support, all-terrain vehicles, and local guides to access hard-to-reach communities safely and efficiently.

4. Partnership with emergency services and Indigenous

Collaborated closely with local emergency responders and Indigenous agencies to support community needs beyond power restoration, such as facilitating warming centers and delivering critical supplies.

Lessons learned

1. Emergency preparedness needs to be constantly evolving

The storms highlighted that **climate-related events are becoming more frequent and severe**, which means Hydro One must continually adapt its emergency response protocols.

2. Local and Indigenous partnerships are critical to response Success

Hydro One learned that local knowledge, relationships, and capacity — especially from Indigenous communities — are vital to restoring power quickly and safely.

3. Communication should be timely, clear, and community-focused

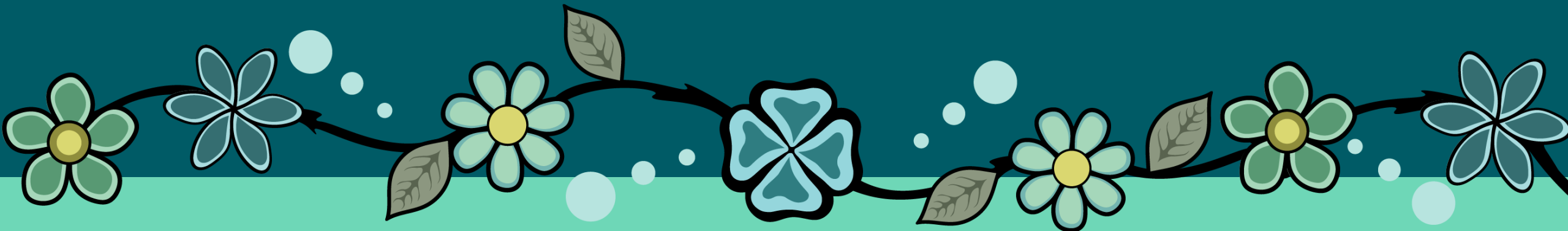
During the storm response, some customers and communities experienced challenges with receiving timely or accurate updates.

Enhancing outage communication systems to improve real-time accuracy and supporting local teams with tools and resources to share community-level updates



Investing in Partnership

An approach informed by experience, built on
First Nation feedback



Building a New Approach to Partnership

Hydro One collaborates with First Nation partners throughout all stages of the project, from the beginning

Community-led Engagement:

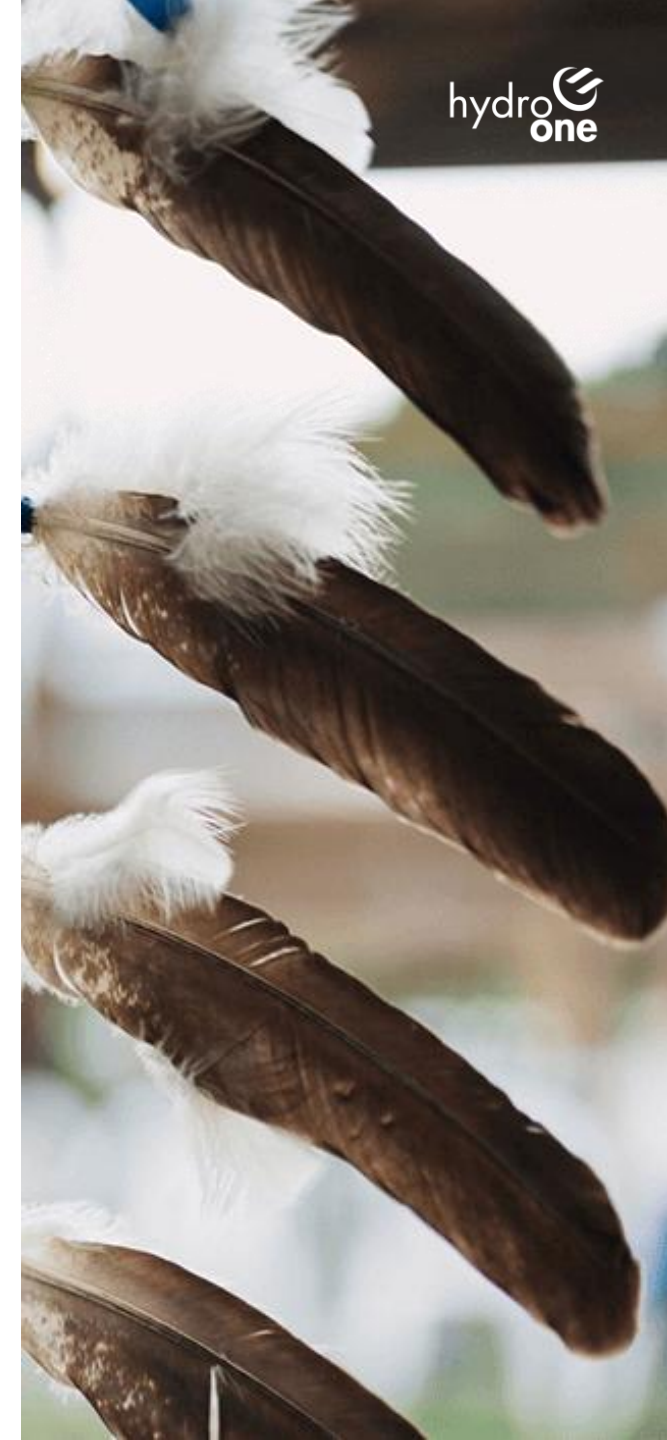
- Listening, understanding, and supporting needs and priorities of communities and integrating them into early project planning and decision making

Project Integration:

- Advance major project milestones and decisions together
- Support in review of project materials, including all aspects of the Environmental Assessment
- Work together to identify procurement capacity and training and employment opportunities

Long-Term Funding:

- Provide long-term funding to support participation in all phases of the project individually and collectively



The industry-leading First Nations Equity Partnership Model applies to every new transmission line project over \$100 million in Ontario



50% Equity

All applicable First Nations are offered the opportunity to invest in 50% of the equity of a line built through partnership



Regulated Rate of Return

That equity attracts a regulated rate of return set by the OEB of 8-10% historically



Access Capital

We actively support First Nations accessing capital for their investments at reasonable costs



Collaboration

More than equity – this model includes collaboration on project development and decision making

Hydro One & First Nations Partnering on Generational Economic Opportunity

We are determined to continue making progress towards being the trusted partner of choice to First Nation governments. We know that we have more work to do, but we are committed to these partnerships.



Negotiations underway on
**10 Transmission
Line Projects**

in Ontario, with additional pending



64
communities
engaged



Estimated
**+/- \$1.5 billion
investment
opportunity**

for partner First Nations*



Potential revenues of
\$75-150 million
annually

