

July 7, 2026

**Subject: Province-wide voltage reduction testing scheduled for July 23, 2026**

Dear customer,

The Independent Electricity System Operator (IESO) has scheduled province-wide voltage reduction tests on **Thursday, July 23, 2026**. These tests will last approximately one hour each in duration, as follows:

- a three per cent reduction exercise, from **9 a.m. to 10 a.m. EST**; and
- a five per cent reduction exercise, from **1 p.m. to 2 p.m. EST**.

Brief voltage reductions of this scale are not usually noticeable to electricity customers, although lights may dim slightly. Electricity supply is expected to be within established industry standards for electrical equipment used by residential and commercial consumers.

Voltage reduction is an emergency operating measure that the IESO can employ to protect the reliability of the power system. In emergency situations when the demand for electricity in the province exceeds supply, this is one of the final measures the IESO can take to maintain system reliability before having to implement rotating power blackouts.

The tests will record the load reduction and identify any potential operational and customer problems. It is an important part of training for emergencies for the IESO and market participants. To ensure the effectiveness of this measure, the IESO performs this test every 18 months.

**Exclusions/Exemptions:**

Exclusions from the tests must be kept to a minimum to maintain the validity of the results. Exclusion requests need to be accompanied by a detailed reason for the exclusion, as well as an action plan/timelines for mitigating the exclusion in the future. Exclusion requests from the previous years' will not be automatically rolled over, a new request must be submitted.

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Voltage reductions are implemented at the step down transformers, so excluding one consumer usually means excluding all customers connected through the shared transformer.

Exclusion requests must be submitted by Hydro Ottawa, on the customer's behalf, through the IESO Outage Management process by 10 a.m. EST three business days prior to the tests, in this case, Monday, July 20, 2026. To allow time for Hydro Ottawa to review requests, they must be submitted to Hydro Ottawa, via email to [commercialcustomers@hydroottawa.com](mailto:commercialcustomers@hydroottawa.com), no later than **5 p.m. EDT Thursday, July 16, 2026**.

All requests for exclusion must be accompanied by:

- a detailed reason for the exclusion; and,
- an action plan/timelines for mitigating the exclusion in the future.

Exclusion to the voltage reduction test will only be considered in the case of:

- employee and public health and safety; or
- injury to the environment; or
- equipment damage; or
- loss of production.

**Important:** Exclusions/exemptions from these tests are granted only in very limited circumstances and are subject to a rigorous approval process. Per the IESO [Manual 7.1: System Operating Procedures](#), section 4.8.1 Voltage Reduction Test, requests for exclusion must clearly state substantial risks related to the above criteria.

Should you have any questions or concerns, please do not hesitate to contact us by email at [commercialcustomers@hydroottawa.com](mailto:commercialcustomers@hydroottawa.com) or by phone at 613 738-6400.

Sincerely,

**Key Accounts**  
**Hydro Ottawa Ltd.**

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