



Blackburn Law Inc.

July 4, 2024

VIA EMAIL

Ms. Crystal Henwood
Regulatory Affairs Officer/Clerk
Nova Scotia Utility and Review Board
1601 Lower Water Street, 3rd Floor
Halifax NS B3J 3S3

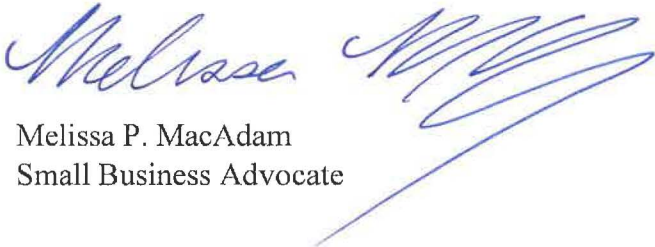
Dear Ms. Henwood:

Re: M11647 – EfficiencyOne (EOne) Behavioral Program Update

The Small Business Advocate (SBA) has reviewed the information that has been filed in this matter, including the responses from EOne to the SBA's Information Requests, and has the following comments.

With respect to EOne's response to SBA IR-2b), the SBA submits that it is crucial for the small business rate classes to receive the type of information that is currently offered through the Residential Behavioral Program report so that those businesses can have the opportunity to understand how they operate and to find solutions for reducing their energy costs. EOne's business report should show how its Customer Energy Management report and dashboard information will help small business customers evaluate the effectiveness of participating in EOne's program offerings.

Yours very truly,



Melissa P. MacAdam
Small Business Advocate