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Mr. Stephen McGrath, K.C.
Chair, Nova Scotia Energy Board
3rd Floor, Summit Place
1601 Lower Water Street
Halifax, Nova Scotia, B3J 3P6

August 21, 2025

Dear Chair McGrath:

EfficiencyOne (EI) is submitting this update to the Nova Scotia Energy Board in relation to EI's Residential Behaviour Program.

As a result of the cybersecurity incident at NS Power, which has affected their capacity to transfer customer consumption AMI data to EI and its program delivery partner, EI was required to suspend the Residential Behaviour program until further notice. Without the data feed, customer reports and insights cannot be generated. EI last issued customer reports and tracked program savings in May. EI cannot measure changes in customer usage between treatment and control group customers without NS Power AMI usage data. EI will not be in a position to track further program savings until the NS Power data feeds are restored at which time EI can resume issuing customer reports.

EI and NS Power are in regular communication about NS Power's progress in restoring its systems. At this point there remains no confirmed timeline for when data feeds will resume. The high degree of uncertainty regarding resumption of data flow, and period of time which has elapsed from the original suspension of data is anticipated to materially impact EI's ability to achieve program component targets in 2025.



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EI is engaged in discussions with its program delivery partner to ensure all discretionary costs are suspended during this event and how to resume generating customer reports when customer AMI data becomes available.

EI will update the Board in the event of any further material change in circumstances.

Respectfully,

Stephen MacDonald
President and Chief Executive Officer

Cc: William Mahody
James R. Gogan