

August 26, 2025

smacdonald@efficiencyone.com

Stephen MacDonald
President and Chief Executive Officer
EfficiencyOne
230 Brownlow Avenue, Suite 300
Dartmouth, NS B3B 0G5

Dear Mr. MacDonald:

M12438 – EfficiencyOne – 2025 Q2 Demand Side Management (DSM) Report

This letter acknowledges receipt of your correspondence dated August 21, 2025, about the cybersecurity incident at NS Power and its impact on EfficiencyOne's Residential Behaviour Program. As noted, you expect EfficiencyOne's suspension of the program due to the loss of access to customer usage data to significantly impact its ability to meet its 2025 program component targets, with no confirmed timeline for data restoration.

Thank you very much for highlighting your concern about this issue with the Board.

Yours very truly,


Stephen T. McGrath, K.C.
Chair

c. William L. Mahody, K.C., Board Counsel
James R. Gogan