M12438

NOVA SCOTIA ENERGY BOARD

IN THE MATTER OF: **THE PUBLIC UTILITIES ACT**

- and -

IN THE MATTER OF: **AN APPLICATION** by **EFFICIENCYONE (EOne)** for Approval of 2025 Q2 Demand Side Management (DSM) Report

INFORMATION REQUESTS

To: **EfficiencyOne**
James R. Gogan, Counsel
McInnes Cooper
By email: James.Gogan@mcinnescooper.com

From: Board Staff
Nova Scotia Energy Board

Responses Due: **Tuesday, November 25, 2025**

Copies: 1 electronic copy (PDF searchable)

Contact Person: **Miranda Mavhunga**
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Issued at Halifax, Nova Scotia, this 3rd day of November, 2025.

Crystal Henwood

Crystal Henwood, Clerk of the Board

Request IR-1:

The Board notes EfficiencyOne's (EOne) explanation that performance in the Residential Behaviour Program was impacted by the cyber incident at Nova Scotia Power, which affected the delivery of program communications and participant engagement activities during the 2024/2025 season.

a) Given this disruption, does EOne expect to meet the 7 GWh energy savings target in its updated forecast for the 2025 DSM Plan period?

b) The Board further notes that program costs for the Existing Residential portfolio have remained the same, despite a reduction in forecast energy savings. Please explain the factors contributing to this outcome. In particular, the Board requests details on:

   i. Why costs did not decrease proportionally with the reduction in energy savings;

   ii. Whether fixed delivery, administrative, or contractual costs limit cost flexibility during the period; and

   iii. How EOne is ensuring cost-effectiveness and value for ratepayers given the lower level of energy savings achieved in the 2024/2025 season.

Request IR-2:

Please explain the factors contributing to the decrease in energy savings and the corresponding increase in program costs observed within the Small Business Energy Solutions program.

Request IR-3:

The Board notes that participation levels in the Demand Response programs have been lower than expected and that the overall Demand Response capacity target will not be met for the 2024/2025 season.

a) Please explain in detail the key drivers and insights contributing to these outcomes and describe how these learnings have informed the development of the next DSM Plan.

b) Please explain the key factors contributing to the low participation levels in the Demand Response programs.

c) Please explain why forecasted program investment remains near planned levels despite reduced participation and capacity performance in the Demand Response programs.