

NOVA SCOTIA ENERGY BOARD

IN THE MATTER OF: THE PUBLIC UTILITIES ACT

- and -

**IN THE MATTER OF: IN THE MATTER OF AN APPLICATION by NOVA SCOTIA
POWER INCORPORATED for Approval of CI C0053699
Renewable to Retail Implementation Project**

NON-CONFIDENTIAL INFORMATION REQUESTS

To: **Lana Myatt**
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From: Board Staff
Nova Scotia Energy Board

Responses Due: **Tuesday, February 17, 2026**

Copies: 1 electronic copy (PDF searchable)

Contact Person: **Holly Chisholm**
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Issued at Halifax, Nova Scotia, this 26th day of January 2026.

for Crystal Henwood, Clerk of the Board

Request IR-1:

In reference to the letter included with the capital application request filed with the Board, Nova Scotia Power Incorporated (NS Power) stated “Technical setup work and business process updates have been completed...”

- a) Please break out the tasks that have been completed and the tasks remaining.
- b) Please identify the items in the Capital Project Detailed Estimate that are now finished and provide the final actual costs.
- c) Please provide a breakdown of the work associated with the budget amounts in 2023, 2024, 2025 and 2026.

Request IR-2:

Please compare the project estimate of \$5,644,468 to the \$6.4 million estimate for the total required for renewable to retail market development, inclusive of costs to date, forecasted costs, and deferred amounts in Matter M11874 (Letter of Credit proceeding).

Request IR-3:

Please advise whether any work done to date to implement the Renewable to Retail (RtR) market was affected by NS Power’s cybersecurity breach, and if so, whether costs to redo work have been included in the project amount.

Request IR-4:

NS Power states, “The project involves modifying the CIS as well as developing online forms for onboarding and offboarding customers to incorporate the changes anticipated with the activation of the RtR market.” In Matter M11884, NS Power noted that its Customer Information System (CIS) is over 25 years old and requires modernization to enhance billing processes, automate complex billing calculations and deliver clearer billing statements. NS Power said the replacement of its CIS has been on its investment plan for several years and expects to scope of that project to “include enhancements to enable new tariff designs such as Time of Use (TOU), Critical Peak Pricing (CPP), real-time pricing, and Time Varying Pricing (TVP), and accommodate new programs such as Green Choice.” However, NS Power said the timeline for this critical project was delayed after its previous general rate application due to “a strategic shift to prioritize capital investment in reliability initiatives and considerations such as operational, resource, and technical readiness as well as stakeholder readiness.”

1 a) Please explain in detail how the proposed work to modify NS Power's existing, out of date
2 and unsupported CIS will be impacted by the replacement of the CIS with a modern
3 system.

4 b) Please explain in detail whether the expenses associated with the proposed modifications
5 to the outdated CIS would have been necessary, in whole or in part, if NS Power had
6 proceeded with its plan to replace its CIS on the timeline it had planned to when it filed its
7 previous general rate application in 2022.

8
9 **Request IR-5:**

10 Please identify all aspects of the proposed updates and enhancements to existing software
11 solutions, the development of new and enhanced business processes and procedures, and
12 enhancements to technology solutions such as the Customer Information System (CIS) and Meter
13 Data Management System (MDMS), that could in any way provide a benefit to NS Power's
14 customers in general or particular rate classes, either currently, or in the future due to changes to
15 NS Power's infrastructure because of decarbonization, electrification, the decentralization of
16 energy resources, the development of innovative rate designs, the enhancement of customer
17 information systems for customers generally, and the customer experience and innovation
18 identified by NS Power in its recent general rate application (M12451, Exhibit N-6, Appendix 7A,
19 s. 1.6, pp. 22-29).

20
21 **Request IR-6:**

22 When will the CIS and the MDMS go into service?

23 a) Please elaborate on the new configurations and integrations to manage interval data that
24 is unique to RtR.

25 b) Please confirm that these configurations and integrations have been reviewed and agreed
26 to with the Licensed Retail Supplier (LRS).

27 i. If not confirmed, why not?
28

29 **Request IR-7:**

30 NS Power explained that changes to existing software are necessary for customer billing,
31 metering, interval data collection and aggregation, tariff maintenance, etc. Please explain how
32 these software capabilities are different from the customer information management system and
33 metering data software servicing existing customers.

34 a) If there is no difference, please explain why they are needed for RtR.

1 b) Please identify the updates to existing software.

2 i. Please explain how each update is unique to the RtR market.

3 ii. If the changes to existing software will go into service on a piecemeal approach, please
4 provide the list of dates when NS Power plans each software change to go into service.
5

6 **Request IR-8:**

7 Please identify the enhancements to existing software.

8 a) Please explain how each enhancement is unique to the RtR market.

9 b) Please explain why the need to manage metering interval data is unique to the RtR market,
10 such that it requires the implementation of new configurations and integrations for the
11 MDMS.

12 i. If the enhancements will go into service on a piecemeal approach, please provide the
13 list of dates that each enhancement is planned to go into service.
14

15 **Request IR-9:**

16 Please explain how the systems are made scalable and the associated costs of that scalability.

17 a) Please explain why a scalable system is required.

18 b) Does NS Power intend to fully recoup the cost of the scalable system from the single LRS
19 or will the costs of that scalability be incurred as more LRS enter the market?
20

21 **Request IR-10:**

22 Why did NS Power establish a dedicated RtR Project Implementation team before the LRS was
23 granted its interconnection requests?

24 a) Please explain the start date of February 2023

25 i. Why was an application not brought forward for approval sooner?
26

27 **Request IR-11:**

28 On page 2, NS Power states that it “conducted detailed requirements gathering and scoping
29 based on areas of impact and mechanisms that will need to be in place to facilitate the transition
30 of customers and the onboarding of the first LRS in the RtR Market.” Please describe the best
31 practice examples that NS Power scoped to under “impact and mechanisms” for customers and
32 describe how these practices are different relative to the process used for existing customers
33 terminating their service.
34

Request IR-12:

Please explain why the current reporting tools are insufficient or ineffective to accommodate customers leaving NS Power's service and moving to RtR?

Request IR-13:

Please separately identify the internal and external stakeholders and describe the incremental business intelligence report development to handle "stakeholder information requirements."

- a) What is the purpose of referencing those in this capital application if they will be developed using existing tools?
- b) Please describe the work that the Project team will undertake or has undertaken to develop reports using existing tools.
 - i. What are these existing "tools" that are used to create the reports?
 - ii. When will these reports start being used?

Request IR-14:

Please confirm, or explain otherwise, that the contracts and consulting services for this project were procured through a competitive Request for Proposals process.

- a) Please provide details on the competitive procurement process.
- b) Please provide copies of the RFP submission from each respondent complete with the detailed pricing submissions.

Request IR-15:

In reference to the Capital Project Detailed Estimate on page 4 of 6:

- a) What is the role of the Finance Business Analyst to the RtR Project Implementation team? And explain their involvement in the updates and enhancements of the CIS and MDMS.
- b) Please explain the difference between the Tariff Forecasting and Billing SME and the Load & Revenue Forecasting roles and how they are supporting the CIS and MDMS.
- c) What is the difference between the Program Manager, the Business Support Manager and the Project Manager (consultant)?
- d) Why does this project require a Design Engineer?
- e) Why does NS Power consider it necessary to contract three Business Analysts and a Lead Engineer and a Project Manager along with its own regular labour?
- f) Please explain the roles under Consulting for MDMS Module Updates and MDMS Extended Functional Support and CIS Development/enhancements.

- 1 i. How are these unique functions that cannot be performed by other Project team
- 2 members?
- 3 ii. If these are not roles, but are services, why are they categorized as Consulting
- 4 and not as software or materials?