

From: Christine & Ian [REDACTED]
Sent: February 12, 2026 3:32 PM
To: nspdisputeresolution@gmail.com
Cc: customerrelations@nspower.ca
Subject: DRO 12 Feb re Christine Cameron dispute Fwd: You're Approved for CPP!
Welcome to the Program.

Don Farmer, P.Eng.
Dispute Resolution Officer

As promised,
Christine Cameron
Hampton Mountain, NS

----- Forwarded Message -----

Subject: You're Approved for CPP! Welcome to the Program.

Date: 13 Dec 2023 18:40:04 -0500

From: NS Power [<noreply@nspower.ca>](mailto:noreply@nspower.ca)

To: [REDACTED]

[REDACTED]



YOUR CRITICAL PEAK RATES HAVE BEGUN

By participating in the Critical Peak Pricing (CPP) Pilot Program, you have the opportunity to change or reduce your energy use during **critical peak hours**. By shifting energy use to **off-peak** hours when rates are lower, you will save money on your annual energy costs.

HOW THE PLAN WORKS

As a pilot participant, you have access to two different rates: critical peak and off-peak.

- **Critical peak hours** are events when demand is elevated, and your rates are higher.
- **Off-peak hours** are times when demand is lower, and your rates are less.

Critical peak hours & events are identified by our team when there is significant demand projected on the electricity grid.

Critical Peak Events:

- Are called between November 1st and March 31st with a maximum of 18 total critical peak events.
- Are limited to three events per week.
- Last for four hours anytime between 6:00 am and 11:00 pm.
- Occur on weekdays and up to three on weekends, but never on statutory holidays.
- Will be communicated by email and/or text by 4:00 pm the day before and then again once the event starts.

Outside of critical peak events and winter season, **your rate will always be lower.** This means your savings will add up when you're paying a lower rate and there are no peak events.

Residential Critical Peak Pricing

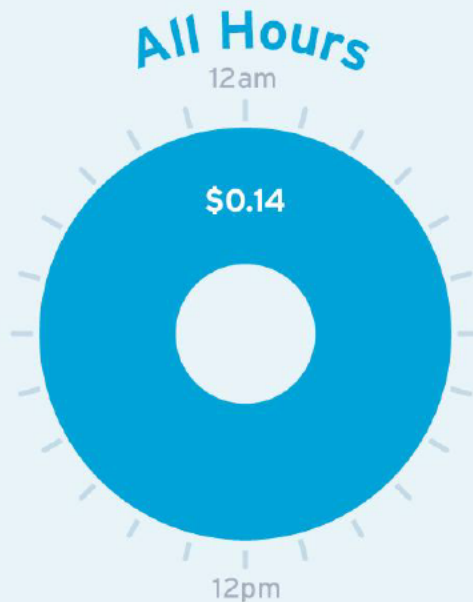
November to March (5 months)



*Critical peak events are 4 hours in length and can occur any time between 6:00am and 11:00pm every day but holidays.

Residential Critical Peak Pricing

April to October (7 months)



START THINKING ABOUT HOW YOU CAN SHIFT YOUR ENERGY USE

When a critical peak event is in play, the more you reduce or shift your energy use, the more you'll save. The more energy an appliance uses—a clothes dryer, for example, is one of the biggest energy users—the more you'll save by shifting use of that appliance and avoiding unpleasant bill surprises. Make the most of your new time of day rate plan with these helpful tips on our website.

[ENERGY SHIFTING TIPS](#)

SIGN-UP TO RECEIVE YOUR CPP EVENT NOTIFICATIONS VIA TEXT

You can now receive your CPP Event notifications via text message (in addition to email).

Sign-up below:

SIGN-UP FOR NOTIFICATIONS

You can change your text notification preferences at any time [here](#).

Participants of the Critical Peak Pricing trial rate must receive event notifications via email. SMS (text) notifications are completely voluntary.

LET'S STAY IN TOUCH

If you have any questions about your new rate plan or any concerns along the way, please contact us at **1-800-428-6774**. Our Customer Care Team is here to help.

Please Note: Depending on when you receive your regular power bill, you may be issued an adjusted bill which would reflect your energy usage on your previous rate.

Nova Scotia Power Inc. - 1223 Lower Water Street - Halifax - NS B3J 3S8

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