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Nova Scotia POWER
An Emera Company

PO Box 910 | Halifax, Nova Scotia | Canada | B3J

April 1, 2026

**REDACTED**

Lisa Wallace
Chief Clerk of the Board
Nova Scotia Energy Board
1601 Lower Water Street, 3rd Floor
Halifax, NS B3J 3S3

**Re: M12749 – DRO Appeal – Christine Cameron**

Dear Ms. Wallace:

On March 16, 2026 Christine Cameron contacted the Nova Scotia Energy Board (NSEB, Board) to appeal a decision of the Dispute Resolution Officer (DRO) dated March 16, 2026 regarding several energy consumption and billing issues, including her participation in the Time Varying Pricing (TVP) Critical Peak Pricing (CPP) program.

In the Nova Scotia Energy Board's (Board, NSEB) letter dated March 17, 2026, the Board directed as follows:

> By copy of this letter, the Board directs Nova Scotia Power Inc. (NS Power, the Company) to file a response with the Board to the enclosed appeal on or before **2:00 PM on Wednesday April 1, 2026**, and to provide a copy of the complete file reviewed by the DRO in reaching its decision, including any supporting information and comments NS Power wishes the Board to consider. NS Power must also prove a copy of their response to [Christine Cameron].

The following attachments are included as part of this response:

- **Confidential Attachment 1** – Copy of the DRO File
- **Confidential Attachment 2** – Copy of the correspondence between Ms. Cameron and the DRO (February 11 – March 16, 2026)
- **Confidential Attachment 3** – Copy of Invoices January 2023-January 2026
- **Confidential Attachment 4** – Copy of CIS Notes
- **Confidential Attachment 5** – Meter Test Results for Meter 2282001
- **Attachment 6** – NSEB TVP Decision October 28, 2025
- **Confidential Attachment 7** - Copy of the DRO Decision dated March 16, 2026

Please accept the following summary of activities and communications pertaining to the March 16, 2026 DRO decision being appealed by Ms. Cameron.

- On February 11, 2026 Ms. Cameron wrote to the DRO after speaking to NS Power about her February 2026 power bill. In her correspondence to the DRO, Ms. Cameron raised three issues: timing of her billing cycle, the rate change following the pause of the TVP CPP program, and consumption and estimated billing. This is referenced at **pages 1-2** of **Confidential Attachment 2**

- On February 11, 2026 the DRO responded to Ms. Cameron and NS Power. He summarized his role and asked NS Power to provide its position in the matter as well as relevant account documentation. The DRO also asked Ms. Cameron to provide her consent to release her account information. This is referenced on **page 3** of 13 in **Confidential Attachment 2**.

- On February 11, 2026 Ms. Cameron confirmed her consent to release her personal information to the DRO. This is referenced on **page 4** of 13 in **Confidential Attachment 2.**

- On February 12, 2026 NS Power advised the DRO that consent had been granted on Ms. Cameron's account [redacted]. NS Power also provided the account ledger and a copy of the meter reads. This is referenced on **page 5 of** 13 in **Confidential Attachment 2.** NS Power also provided responses to each of the three issues raised by Ms. Cameron in her complaint. These issues are addressed individually below.

- After investigating Ms. Cameron's complaint, the DRO rendered his decision on March 16, 2026. A copy of the DRO's decision is included as **Confidential Attachment 6**.

- On March 16, 2026 Ms. Cameron appealed the DRO's decision to the NSEB.

- Ms. Cameron's complaint to the DRO raises the following issues, each of which is addressed below:

    - Timing of billing cycle
    - Disputed consumption amounts
    - Participation in the TVP CPP program and related billing

    1. **Timing of Billing Cycle**

- In her February 11, 2026 initial correspondence to the DRO, Ms. Cameron advised that her billing cycle appeared to have changed in 2025 and that her most recent bill reflects a period of more than two months. Ms. Cameron wanted to know when her next meter read was scheduled. This is referenced on **page 1** of 13 of **Confidential Attachment 2.**

- On February 12, NS Power advised the DRO that Ms. Cameron was a TVP CPP customer and that meter reads need to be manually entered into the billing system. The manual process is time-consuming, and the billing team processes the meter read information as quickly as possible. Ms. Cameron's billing cycle was extended to 76 days from the normal 55 to 64-day cycle. NS Power also advised that Ms. Cameron's next meter read was scheduled for approximately March 17 to 20, 2026. This is referenced on **pages 5-6** of 13 of **Confidential Attachment 2**.

- As a result of the cyber incident, meter reading and entry had to be done manually. NS Power has been working to restore full functionality to the AMI system and anticipates that the vast majority AMI meters will be restored to full bi-directional functionality by the end of March 2026. That will eliminate the manual component of customer billing, and billing cycles should return to normal. As Ms. Cameron's formal complaint to the Board did not reference billing cycle concerns, NS Power assumes that this explanation and the indication of the next meter read satisfies this aspect of Ms. Cameron's complaint.

### 2. Disputed Consumption

- In her initial correspondence to the DRO, Ms. Cameron advised that during the whole period of her bills being estimated and not read, her usage was consistently lower than what was estimated. This is referenced on **page 2** of 13 of **Confidential Attachment 2**.

- In response to this concern, NS Power advised the DRO as follows:

> The customer's bills for May, July, September, and November 2025 were based on estimated meter reads. Our customers will never pay for power they do not use. Any differences between estimated and actual usage will be addressed and accurately reflected in a future bill. The January 2026 bill was a true read.
>
> It is NS Power's position that the customer has been billed appropriately.

This is referenced on **page 6** of 13 of **Confidential Attachment 2**.

- On February 12, 2026 Ms. Cameron wrote further to the DRO to ask about the difference between the date of the meter reading and the processing of the bill. In her comments, Ms. Cameron acknowledged that a true read should bring everything together, but that she required her most recent power usage to be looked into. Her reasoning was that for the estimated bills, she was charged more than what was actually used (because she took photographs of her meter whenever she received a bill), so if the actual reading was correct, then she used an "excessive amount of power more" than she normally used. This is referenced on **pages 7-8** of 13 in **Confidential Attachment 2**.

- The date a meter was read (or estimated) is the date on which the kWh consumption is calculated for a customer's bill. The "billing date" is the date on which the bill is generated. Ms. Cameron's most recent bill indicates there was a true read which occurred on January 29, 2026. On that date her meter reading was 38723.70. The previous meter read (estimation) was 37382.86, so the consumption since the last meter reading or estimation was 1341. This is referenced on **page 20** of 20 of **Confidential Attachment 3**. This information was entered into the system manually and the invoice was generated on February 6, 2026.

- With respect to Ms. Cameron's concern about not knowing what the exact usage was on the date when rates change, NS Power assumes an equal daily average consumption during a billing period. Usage is divided by the number of days in the billing period to determine an average usage per day, and then the rates are applied to the pro-rated number of days. Without photographs or other evidence of Ms. Cameron's meter reading on December 1, 2025 there is no way to determine how much of the 1341 kWh was used in November when the rate was $0.15852/kWh and how much was used in December and January when the rates rose to the standard $0.18561 and $0.18187 respectively.

- Ms. Cameron's kWh consumption since 2023 is set out in the table below. This information comes from the invoices which are included as **Confidential Attachment 3**. The figures highlighted in green are the estimated meter readings. Ms. Cameron's actual consumption for the January 29 reading was only slightly higher than her historic average for the same billing period.

| Year | January | March | May | July | September | November |
|---|---|---|---|---|---|---|
| 2023 | 1233 | 1278 | 1224 | 1081 | 1459 | 1639 |
| 2024 | 1307 | 1022 | 1249 | 1110 | 1143 | 1276 |
| 2025 | n/a | 2096 | 1417 | 1128 | 1163 | 1136 |
| 2026 | 1341 | | | | | |

- On February 14, 2026 the DRO instructed NS Power to test Ms. Cameron's meter (number 2282001) for accuracy. This is referenced on **page 10** of 13 in **Confidential Attachment 2**. On February 17, 2026 NS Power confirmed that it had ordered Ms. Cameron's meter removed for accuracy and testing.

- On March 16, 2026 NS Power wrote to Ms. Cameron to provide the results of the test which showed that meter 2282001 was operating withing prescribed operating limits. This is referenced in **Confidential Attachment 5**. NS Power also provided the results to the DRO as referenced on **page 13** of 13 in **Confidential Attachment 2.** NS Power is not responsible for a customer's energy consumption beyond the meter, and if a meter is operating within prescribed accuracy limits, the readings are deemed to be correct and are the basis for the bills.

### 3. Participation in the Critical Peak Pricing (CPP) Tariff Program

- November 30, 2023 – Ms. Cameron applied for and was accepted in NS Power's Domestic CPP Tariff program. This is referenced on **page 1** of 2 in **Confidential Attachment 4**.

- On November 13, 2025, NS Power notified CPP Tariff participants that the CPP program had been temporarily paused due to system impacts from the April 2025 cyber incident.

- When the CPP pilot program was temporarily paused, the NSEB directed NS Power to return pilot participants to the standard electricity rate until system functionality was restored and the CPP pilot could resume. In its decision in matter M12499 (NS Power's Application for Approval of 2025/26 Time Varying Pricing Tariffs), the Board made the following findings:

> The Board directs that this [CPP] rate be amended to the standard Domestic offer rate, effective December 1, 2025 (so that notice can be given to these customers of the increased rate).
>
> The Board agrees … that 30 days' notice is not required of a resumption of the CPP program. Thus, the off-peak and on-peak CPP rates will resume immediately once system functionality is restored, with NS Power's ability to call CPP events at that time. NS Power is to advise customers and the Board once system functionality is restored, with a 15-day grace period given to customers for calling CPP events.

This is referenced on **page 5** of 6 in **Attachment 6**.

- In her initial communications with the DRO, Ms. Cameron stated that when she signed up for the CPP program she did not agree to pay a higher electricity rate. This is referenced on **page 1** of 13 in **Confidential Attachment 2**.

- In her additional communication to the DRO on February 12, 2026 Ms. Cameron said the following:

> The NS Energy Board may have decision oversight with NS Power but this program was between myself and NS Power. Upon entering the program I was told the pricing would remain low, whether there were critical peak periods or not. It is not up to the customer to make up some potential shortfall of $500,000 that is noted in the NS Energy Board's letter of October 25, 2025. That was never part of the program nor is it a fact that should be reflected on my rate. If NS Power would like to come up with new wording for new customers entering the program that is fine. However, those of us who joined prior to this, had the statement made to us that our rates would always be lower. **(*Please note: I will forward the email of December 13, 2023 immediately following this email)**
>
> I note that the Board made mention of a delayed request by NS Power to keep the program rates going, instead of pausing it. The program is legally between myself and NS Power. Whether the intent was to have the Board take a decision out of their hands or honestly asking for the rates to remain is not an issue. Both parties (NS Power and myself) agreed to the program for our home and I have not removed my agreement of the lower pricing of the program. Again, that was the deciding factor for me.

- As referenced at **page 10** of 13 in **Confidential Attachment 2**, the DRO asked NS Power to comment on Ms. Cameron's points and the email about the CPP program. NS Power replied as follows:

> NS Power is regulated by the Nova Scotia Energy Board (NSEB). They are responsible for ensuring customers receive power at fair rates. NS Power confirms that it is acting in accordance with the Nova Scotia Energy Board's October 28, 2025, decision confirming the applicable Time-Varying Pricing (TVP) tariffs for the 2025–2026 season.
>
> Due to system limitations resulting from the cyber incident, the Board ordered that, while TVP system functionality is unavailable, all customers enrolled in the TVP program be billed

> at the applicable standard offer rate.
>
> The Board did not approve or direct any compensation or discounted pricing for TVP participants during the temporary suspension. This determination was based on the requirement in the Public Utilities Act that customers receiving the same service be charged the same rate. When time-varying price signals and the ability to load shift are unavailable, TVP participants receive the same service as other residential customers and must therefore pay the same rate.

The CPP program is a pilot program,[1] and a pilot by its very nature is subject to change. Customers are made aware of this potential through both the Tariff sheet[2] and information on the Company's website at [nspower.ca/cpp](nspower.ca/cpp). If the results of the pilot are successful, the program may become permanent; however, this also remains subject to the Board's review and determination.

NS Power understands Ms. Cameron's frustration about not receiving the discounted CPP rate during the period in which the TVP pilot was temporarily paused. The cyber incident affected many of the systems required to administer the Program, including the Company's ability to receive meter data from AMI meters. While these circumstances, and the resultant temporary pause of the CPP program are an unfortunate development, NS Power remains committed to preserving the long-term viability of the TVP initiative. However, as the Board determined in its M12499 Decision, the *Public Utilities Act* requires the Company to charge customers receiving the same service the same rate.[3] Where the ability to call CPP events and to load shift is unavailable, CPP participants receive the same service as other residential customers and must therefore pay the same rate.

Further, NS Power can only charge electricity rates which have been approved by the Board. The Board directed NS Power to return Domestic CPP pilot customers to the standard domestic rate as of December 1, 2025. NS Power has no ability to refund customers to reflect a lower energy rate than the one approved by the Board.

### Summary

NS Power agrees with the DRO's decision that Ms. Cameron has been appropriately billed for her energy consumption.

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[1] The TVP initial pilot project application filed in 2020 was approved by the NSEB on June 22, 2021 in M09777 2021 NSUARB 80, and the NSEB extended approval of the pilot on September 23, 2024 in M11822 2024 NSUARB 158.

[2] Availability Condition (d) in the CPP Tariff provides "NSPI may limit the number of customers who may subscribe to this tariff at a time, and/or close enrollment for any period of time."

[3] M12499 – Board Decision, 325286, pages 2-3. October 28, 2025.

Please consider the enclosed information confidential due to the personal nature of the information that has been provided. NS Power has forwarded a copy of this correspondence to Ms. Cameron by e-mail.

Yours truly,

Jennifer Ross
Director, Regulatory Planning & Compliance

Encl.

c. Christine Cameron

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# Cameron DRO Appeal Attachment 1 has been removed due to confidentiality.

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# Cameron DRO Appeal Attachment 2 has been removed due to confidentiality.

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# Cameron DRO Appeal Attachment 3 has been removed due to confidentiality.

# Cameron DRO Appeal Attachment 4 has been removed due to confidentiality.

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# Cameron DRO Appeal Attachment 5 has been removed due to confidentiality.

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October 28, 2025

Kathleen Murray
Regulatory Counsel
Nova Scotia Power Inc.
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Halifax, NS B3J 3S8

Kathleen.Murray@nspower.ca

Dear Ms. Murray:

**M12499 – Nova Scotia Power Inc. – Application for Approval of 2025/26 Time Varying Pricing Tariffs**

Nova Scotia Power Inc. applied on October 1, 2025, to extend the Time Varying Pricing (TVP) Tariffs, effective November 1, 2025.

The Board panel considering this matter is comprised of Roland A. Deveau, K.C., Vice Chair; Richard J. Melanson, LL.B., Member; and Steven M. Murphy, MBA, P.Eng., Member.

This year's TVP application was delayed due to the cybersecurity incident that NS Power incurred in the spring of this year. The cybersecurity breach has impacted NS Power's ability to extract data from its systems to analyze its customers' energy usage under the tariffs.

NS Power stated that the impact of the cyber incident prevents it from proceeding with standard TVP billing and critical peak event notifications, due to unresolved system limitations such as interval meter data retrieval impacting on-peak, off-peak, and critical peak event rates for billing purposes; customer notification systems for critical peak events; and customer-facing tools, limiting their customers' ability to monitor their response to winter peak periods.

Given the operational and system constraints, NS Power identified two options for the 2025/26 TVP Season:

> Option A – maintain TVP Tariffs with suspended on-peak and critical peak event billing; or
>
> Option B – fully pause the TVP program and revert participants to the standard offer tariffs.

NS Power indicated that Option B would present significant risk to the long-term viability of the TVP program. It added that reverting customers to the standard offer tariffs would require substantial administrative effort before the upcoming season and require re-enrollment in the TVP program for future seasons, disrupting the customer experience. NS Power said this "would undermine the continuity and credibility of the TVP pilot and risk losing the momentum built over the past four years".

NS Power submits that Option A is the only "viable path forward" because it "preserves customer enrollment, supports longer-term continuity of the TVP program, and minimizes disruption for customers".

Due to the delay in filing its TVP application, NS Power requested an expedited process to consider this matter so that TVP rates can be in effect by November 1, 2025. NS Power did not explain why it failed to bring this matter earlier to the Board's attention. The Board recognized that any delay in implementing tariffs by November 1, 2025, would remove the availability of TVP tariffs for customers, at least in short term. Accordingly, the Board issued a letter on October 7, 2025, seeking comments from interested parties about NS Power's application, including Option A, Option B and any other options the interested parties may wish to propose to the Board. Written submissions were filed by the Consumer Advocate, Small Business Advocate, the Department of Energy, and Synapse Energy Economics, Inc., the Board Counsel's Consultant, on October 17, 2025. Reply submissions from NS Power were filed on October 22, 2025.

**FINDINGS**

The Board shares the same concerns identified by the parties in their submissions. TVP programs are designed to incent different customer electricity usage to benefit the system by shifting load and deferring or eliminating significant capital costs by delaying infrastructure spending for extra energy capacity. If price signals do not exist to change energy usage when NS Power's system is down, there is no benefit to the system. Further, a TVP program should be revenue-neutral. If the TVP Tariffs proposed by NS Power were adopted, revenues would be lost to the system and may ultimately have to be recovered from other ratepayers. The Consumer Advocate's consultant estimated this revenue shortfall as up to $500,000.

The Board is also concerned that NS Power's proposal for TVP Tariffs would offend an important tenet of the *Public Utilities Act,* RSNS 1989, c 30 *(PUA)*, and sound rate design, i.e., that customers receiving the same service should pay the same rate for that service. Section 67 of the *Act* requires that "[a]ll tolls, rates and charges shall always, under substantially similar circumstances and conditions in respect of service of the same description, be charged equally to all persons and at the same rate…"

The Nova Scotia Court of Appeal considered the meaning of s. 67 of the *PUA* in the context of low-income rate affordability in *Dalhousie Legal Aid Service* v *Nova Scotia Power Inc.*, 2006 NSCA 74 (leave to appeal to the Supreme Court of Canada denied, January 18, 2007). The Board's ability to factor in affordability by setting rates that are different for the same service was clearly rejected by the Court of Appeal in that case:

> [23] DLA's factum said that low income customers do not have "substantially similar circumstances" to higher income customers. So, different rates would not be barred by s. 67(1). At the appeal hearing DLA's counsel retreated somewhat from this submission.
>
> [24] With respect, the factum's submission misinterprets s. 67(1). The provision refers to "substantially similar circumstances and conditions ***in respect of service of the same description***." To justify a rate difference, the relevant dissimilarity is not in customers' incomes. It is in the service from NSP. The Board accepted,

> and there is no basis to question, that NSP provides substantially similar electrical service whatever the domestic customer's income.
>
> [25] Section 67(1) is mandatory. The rates and charges "shall always . . . be charged equally" to persons of similar circumstances and conditions in respect of service. The statute does not endow the Board with discretion to consider the social justice of reduced rates for low income customers. It is not for the Board or this court to read into s. 67(1) the words:
>
> > …similar circumstances and conditions in respect of ***the income level of customers and*** service of the same description, …[Emphasis in original]
>
> It is for the Legislature to decide whether to expand the Board's purview with the italicized words.

In *Dalhousie Legal Aid*, the Nova Scotia Court of Appeal was also clear there was no latitude for an alternative interpretation:

> [39] Section 67(1) is not ambiguous: "rates . . . shall always . . . be charged equally to all persons and at the same rate" in substantially similar "circumstances and conditions in respect of service of the same description". The Board cannot reduce the rate to a low income customer who receives the same service as a high income customer. There is no latitude for the interpretive presumption.

Similarly, in the present instance, customers who receive the same service should be subject to the same tariff rate.

It might be argued that the TVP program is a pilot, and the proposed tariffs are only expected to apply in the short term. However, any loss of revenue is a loss to the utility's revenue requirement that is not recouped elsewhere. The non-participants may have to subsidize the TVP program participants. Further, while the TVP is currently a pilot, there is no net benefit to ratepayers as a whole because any losses are not offset by gains elsewhere. Moreover, while the TVP program is effectively suspended, no load shifting can occur and, under NS Power's proposal, customers would be paying different rates but receiving the same service as customers under the standard tariffs.

The issue of a pilot and the application of s. 67 was recently considered in a request to approve a proposed pilot program to waive interest charges for customers in arrears who receive financial support from charitable organizations (M12171). After canvassing *Dalhousie Legal Aid*, the Board concluded that, in the circumstances of the proposed pilot, there was a distinction between setting rates and collection procedures. It stated that, when an account goes into arrears, there are cost-benefit considerations, such that both collection costs and disconnection costs need to be considered. The Board noted that the potential lost revenue from that pilot program was estimated at $20,000, which was miniscule when considering NS Power's overall revenue requirements. It further noted that the amount may even become "less significant considering potential reductions in collection and disconnection costs and uncollectable debt write-offs. Theoretically, the pilot program could result in overall cost savings". The Board approved the pilot on that basis. The circumstances in the present matter are distinguishable. The potential lost revenues to the system could be as much as $500,000, as estimated by the Consumer Advocate's consultant and would not be offset by other considerations. Further, NS Power was unable to confirm that it would not seek to recover those costs in the future, simply stating that it is "not <u>currently</u> intending to pursue recovery of any lost revenue" [Emphasis added], but should that change it noted that any future application for recovery of the lost funds would be subject to stakeholder participation and Board approval. The Board considers that such an eventuality can be avoided, while maintaining the continuity of the TVP program.

Further, the Board does not accept NS Power's view that TVP participants must necessarily leave the TVP program if the proposed TVP Tariffs incorporate standard offer rates while the program does not have access to system functionality. NS Power said this would require participants to re-enroll in the TVP program when system functionality resumes. First, there is no requirement for participants to leave the TVP program so long as a TVP Tariff is available, even if that tariff rate is equal to the Domestic Service Tariff rate or other applicable standard rate approved by the Board for that customer class. The Board does not accept NS Power's assertion that a TVP customer is removed from the program and must later enroll again simply because the Utility changes the rate code in its internal billing system while system functionality is down. Second, the Board considers that there is no incentive for TVP participants to revert to their Domestic Service or other standard offer tariff if it is identical to the TVP Tariff rate because they would be paying the same in either case. It does not seem reasonable to the Board that participants in that situation would temporarily leave the TVP program when they can remain in the program and pay the same as they otherwise would but be ready to resume traditional TVP Tariffs when system functionality returns in a relatively short period, expected in 2026.

The Board is mindful of NS Power's submissions that changes to Option A would require administrative effort. However, while the proposal put forward by NS Power did receive qualified support from the Consumer Advocate and Synapse, the Board is not satisfied that NS Power responded to the concerns of the interested parties who provided comments on this application. In the absence of load shifting while system functionality is suspended, the Board concludes that NS Power's proposal offends the requirement under the *Public Utilities Act* that ratepayers who receive the same service must pay the same rate. Further, any revenue requirement deficiency resulting from the Utility's Option A potentially imposes a risk that it will have to be recovered from ratepayers who are non-participants in the program.

The Board concludes that the continuity of the TVP program can be maintained without adopting the proposal put forward by NS Power in Option A. A revised option would temporarily reduce the higher rate paid by some participants in the TVP program. In particular, as noted by Synapse, the Time of Use (TOU) off-peak rates for the Small General and General Service customers are higher than the standard offer rates, but NS Power proposed that they remain higher during the suspended program and they would not be subject to on-peak pricing. The Board considers that the off-peak rate for these customers should be lowered to equal the standard rate during the suspended program. The Board would not expect these customers to be disappointed with this temporary measure.

Further, the Board agrees with the concerns of Synapse and others who questioned why TVP rates should be unavailable until March 31, 2026, if system functionality is restored before that date, as NS Power proposed. Synapse recommended that NS Power give 30 days' notice to TOU customers that the normal TVP off-peak and on-peak rates would apply if system functionality resumes before March 31, 2026. Synapse also stated that maintaining General Critical Peak Pricing (CPP) customers on the TVP CPP Tariff should not require notice to be given after system functionality is restored, at least, in the Board's view, not to the extent proposed by NS Power. As Synapse noted, this would restore "valuable load shifting in the remaining months of the 2025/26 TVP season", which would benefit the system earlier than what is proposed by NS Power. Further, TVP customers would return earlier to the reinstated program.

Obviously, the messaging to TVP participants is important regardless of the option approved by the Board. It is important to convey to TVP participants that NS Power and all interested parties recognize the importance of the TVP program and the goal is to minimize any disruption to the extent possible during the interruption caused by the cybersecurity breach. Moreover, a key message is to confirm that participants do not have to do anything to re-enroll in the TVP program when system functionality is restored. At that point, they will be advised that the TVP Tariffs will resume and the program will continue.

Based on the above, the Board makes the following findings and directs NS Power to amend the respective Tariffs, as follows:

- With respect to the TVP TOU and CPP Tariffs, all rates for off-peak and on-peak, winter and non-winter periods, shall be amended to be the same as the standard offer rates (as may be amended by the Board from time to time) for the applicable class while system functionality is not available. These are effective November 1, 2025, unless otherwise indicated below.
- NS Power shall provide notification to all TVP customers once system functionality is restored, at which point all approved TVP rates will be restored, subject to the notification requirements described below for the respective tariffs when system functionality resumes.

**Domestic TOU**

Synapse confirmed that the off-peak Domestic TOU rate is the same as the applicable standard rate for that customer class. About 67% of the 8,000 customers in the TVP pilot are enrolled in the Domestic TOU Tariff.

- NS Power is to amend the Domestic TOU Tariff so that NS Power will provide 15 days' notice to customers that on-peak and off-peak rates will resume if NS Power's systems are fully restored by February 15, 2026 (which would leave about 30 days remaining in the TVP winter period).

**Domestic CPP**

The Board notes that the Domestic CPP customers' rate outside of critical peak events is substantially lower than the standard Domestic rate, and leaving these customers at the lower rate will result in lost revenue requirement from the TVP program. The Board agrees with a modification to Synapse's recommendation as to notice.

- The Board directs that this rate be amended to the standard Domestic offer rate, effective December 1, 2025 (so that notice can be given to these customers of the increased rate).

- The Board agrees with Synapse that 30 days' notice is not required of a resumption of the CPP program. Thus, the off-peak and on-peak CPP rates will resume immediately once system functionality is restored, with NS Power's ability to call CPP events at that time. NS Power is to advise customers and the Board once system functionality is restored, with a 15-day grace period given to customers for calling CPP events.

**Small General and General Service TOU**

The TOU off-peak rates for the Small General and General Service customers are higher than the respective standard offer rates for these classes. NS Power proposed leaving these customers at the higher rates during the suspended TVP program.

- NS Power is to amend the TOU Tariff so that NS Power will provide 15 days' notice to customers that on-peak and off-peak rates will resume if NS Power's systems are fully restored by February 15, 2026 (which would leave about 30 days remaining in the TVP winter period).

**Small General and General Service CPP**

Like the Domestic CPP Tariffs, under NS Power's proposal, the Small General and General Service CPP customers would have a lower off-peak CPP rate than the standard offer rates.

- The Board directs that the same amendments be made to these CPP Tariffs as were made to the Domestic CPP Tariff, *mutatis mutandis*.

**Multi-Unit Residential Building (MURB) TOU**

The Board is satisfied that there are no changes required to this Tariff since NS Power was able to implement manual processes to continue the program for that sector.

The Board will issue its Order approving the 2025/26 TVP Tariffs upon receipt of a satisfactory compliance filing.

Finally, NS Power indicated in its letter of October 1, 2025, that it expects that the systems required to finalize its Year Four Evaluation Report (covering the TVP season ending March 31, 2025), will be available by year end. NS Power stated it would provide a further update to the Board on its evaluation process by December 31, 2025. The Board so directs.

Yours truly,

Roland A. Deveau, K.C.
Vice Chair

Richard J. Melanson, LL.B.
Member

Steven M. Murphy, MBA, P.Eng.
Member

c. William Mahody, K.C., Board Counsel
Interested Parties M11822 and M12499

Document: 325286

REDACTED (CONFIDENTIAL INFORMATION REMOVED)

# Cameron DRO Appeal Attachment 7 has been removed due to confidentiality.