

NOVA SCOTIA ENERGY BOARD

IN THE MATTER OF: THE PUBLIC UTILITIES ACT

- and -

IN THE MATTER OF: A REVIEW of NOVA SCOTIA POWER INCORPORATED's 2025
Annual Report for the Commercial Net Metering Program in
accordance with the *Electricity Act* and Section 37C(1) of the
Renewable Electricity Regulations

INFORMATION REQUESTS

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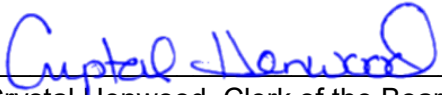
From: **Nova Scotia Energy Board**
Board Staff

Responses Due: **Tuesday, May 26, 2026**

Copies: 1electronic copy (PDF searchable)

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Issued at Halifax, Nova Scotia, this 29th day of April 2026.



Crystal Henwood, Clerk of the Board

Request IR-1:

In the 2023 Commercial Net Metering Program (CNMP) Report, matter M11626, Nova Scotia Power Inc. (NS Power) outlined joint work on an audit model that sought to improve inspection times with the Department of Labour Skills and Immigration. In the 2024 CNMP Report in matter M12164, the response to IR-3 confirmed that the model was not complete and that engagement with the Department of Labour Skills and Immigration resulted in two inspection types to be piloted.

a) Is the model complete and fully incorporated in the CNMP?

b) Please provide an update on the status of the inspection pilot.

Request IR-2:

Page 7 of the Report states that NS Power cannot recover the time and date information of its CNMP Participant Agreements that were received and executed by NS Power in 2024 and needed to calculate the average service levels for 2024 as requested in IR-1 by the Board and IR-2(a) and (b) in matter M12164.

a) Has NS Power lost this information?

i. If not, when does NS Power anticipate recovering the information?

Request IR-3:

Page 10 refers to three accounts that became outliers in meeting the service level target for execution of the CNMP Participant Agreement due to their submissions coinciding with NS Power's cyber security incident.

a) Please provide the number of business days NS Power took to execute each of the Participant Agreements for three outlier accounts following the dates of the final inspections.

b) Please provide a table with the 12 CNMP Participant Agreements that had a service level for execution exceeding 15 business days in 2025 with the following headings:

i. Application ID

ii. Application Received

iii. Application Stage

iv. Application Status

Request IR-4:

Page 10 references a single application that missed the service level target for Account Set-up.

- a) Did NS Power's delay in setting up this customer's account delay the installation of the customer's bi-direction meter?
- b) How many business days did it take NS Power to set up this Account?

Request IR-5:

Pages 11 and 12 discuss delays in updating the hosting capacity map and table but that the GIS service restoration work is expected to restore the map and table toward the end of Q2 2026. Please confirm the date for the hosting capacity map and table restoration and the expected completion of the planned enhancements.

Request IR-6:

- a) Please confirm that the estimated value totals in Appendix A, Worksheet 2025 CNMP Summary, Cells G50 and L50 are the estimated annual value of sales offset by CNMP generation. Please clarify whether this is the amount of energy that was exported to the grid by CNMP customers or the amount of energy that was provided to them at a later time and offset by credits from generation. If these two amounts are different, please provide both.
- b) Please provide the total annual avoided costs for solar generation that was produced by the CNMP customers and consumed behind the meter, based on the avoided cost at the time when the energy was generated.
- c) Please provide the total annual avoided costs for solar generation that was produced by the CNMP customers and exported to the grid, based on the avoided cost at the time when the energy was generated.
- d) Please compare the avoided cost for CNMP energy exported to the grid by customers to the incremental cost of providing them with energy that is offset by the bill credits provided to the CNMP customers for the energy that was exported to the grid.

Request IR-7:

In Reference to Appendix A, worksheet 2025 CNMP Summary, regarding the costs of additional upgrades from the Preliminary Assessments, please provide the following.

- a) A brief description of the upgrades required.
- b) The actual cost of the upgrade if completed.

i. If the upgrades are not completed, please provide the expected final completion date.

c) The number of upgrades required across NS Power's infrastructure.

Request IR-8:

Did NS Power provide any project modification recommendations to customers facing distribution system upgrades to reduce or avoid the cost of the upgrades?

e) If so, please list these instances and describe the types of recommendations that NS Power made.

f) If not, why not?

1 **Request IR-9:**

2 Were any of the applications made, as referenced in Appendix A worksheet 2025 CNMP
3 Applications, withdrawn and not resubmitted?

4 a) If customers withdrew their CNMP applications, please provide a table with information
5 about these applications, including an estimated distribution system upgrades estimate
6 for each project (if any) and the costs of such upgrades (if applicable).