

August 7, 2026

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PO Box 910
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Dear Ms. Munroe:

M12782 – Nova Scotia Power Incorporated – 2025 Annual Report for the Commercial Net Metering Program

In its decision in Matter M10872, the Nova Scotia Utility and Review Board directed Nova Scotia Power Incorporated to file an annual report on its Commercial Net Metering Program (CNMP) in accordance with the *Renewable Electricity Regulations*. On March 31, 2026, NS Power filed its Annual CNMP Report for 2025 (2025 Report) with the Nova Scotia Energy Board.

The 2025 Report details NS Power's performance meeting its service standards in 2025 and provides an update on NS Power's hosting capacity analysis and interconnection process, and program statistics. The 2025 Report incorporates the Board-directed revision to the 'Execution of the CNMP Participant Agreement' service standard as well as tracking and reporting the reasons for any delays. It also provides updates on the in-progress items from previous Board decisions and on the outstanding responses to information requests (IRs), specifically Board IR-1 and Synapse IRs from the 2024 Commercial Net Metering Report.

As a result of its cybersecurity incident, the 2025 Report noted that NS Power could not fully recover the time and date information for when the CNMP Participant Agreements were received and executed by NS Power in 2024. Without this data, NS Power cannot recalculate the average service levels for 2024 as requested in the outstanding IRs. Ultimately, NS Power is unable to satisfy this directive.

NS Power responded to IRs from the Consumer Advocate; Small Business Advocate; Industrial Group; and Board staff. It also responded to submissions filed by the Small Business Advocate.

The 2025 Report was reviewed by Stephen T. McGrath, K.C., Chair; Roland A. Deveau, K.C., Vice Chair; and Steven M. Murphy, MBA, P.Eng., Member.

Service Standards

NS Power reported achieving four of its six Class 1 service standards for the CNMP. Specifically, both performance metrics within the Finalization & Authorization category were not achieved in 2025.

Following the 2024 Report, the service standard for the 'Execution of the CNMP Participant Agreement' metric was revised from five business days to 10 business days. Although NS Power did not meet the updated target in 2025, performance improved relative to the previous year, with an average execution time of 13 business days compared to 18 business days in 2024. NS Power indicated that 12 CNMP Participant Agreements exceeded 15 business days for execution. These delays were largely attributed to administrative challenges arising from the cybersecurity incident. NS Power stated that it will continue to monitor processing delays and implement corrective measures aimed at reducing the number of accounts that exceed the 10 business days service standard.

NS Power also failed to meet the 'Account Setup' service standard of five business days, reporting an average completion time of 6.3 business days. According to the 2025 Report, this result was driven by a single application that experienced delays associated with the installation of a bi-directional meter. NS Power said because of the cybersecurity breach, it lost the ability to complete over-the-air meter configuration changes and all new net metering participants had to have their meters changed to enable bi-directional billing. NS Power noted that, had this account been excluded from the calculation, the service standard would have been met.

Hosting Capacity Analysis and Advanced Metering Infrastructure

In its decision on the 2023 CNMP Report, the Board directed NS Power to address recommendations made by Synapse during its hosting capacity stakeholder workshops and file a subsequent report with the Board. In response, NS Power conducted two stakeholder workshops in 2025 and filed a report summarizing the outcomes of these sessions on July 17, 2025.

The 2025 Report indicates that the cybersecurity incident resulted in the loss of Geographic Information System (GIS) application data used to update the hosting capacity maps and associated displays. Notwithstanding these challenges, NS Power stated that it "...remains committed to continuously improving its hosting capacity analysis and enhancing the transparency of information provided to customers." The restoration of the hosting capacity map is contingent upon the recovery of the GIS platform and the re-establishment of the integration between GIS and CYME software. NS Power reported that restoration of the hosting capacity map is expected by the end of the second quarter this year and updates are anticipated to be completed by year-end.

The SBA underscored that restoring the hosting capacity map, together with re-establishing the functionality of Advanced Metering Infrastructure (AMI) meters to support bi-directional billing, is critical to the effective operation and long-term success of the CNMP. Accordingly, the SBA requested that NS Power host a webinar to demonstrate that the hosting capacity map is functional and confirm the status of AMI reconfiguration to show how bi-directional billing would work to support CNMP projects.



In its reply submission, NS Power did not support the SBA's request to conduct a webinar demonstrating the functionality of the restored hosting capacity map. NS Power noted that the hosting capacity map remains available and functional. However, it added that the map is only "informational in nature and is not relied upon for interconnection studies, cost determination, or the progression of CNMP applications, which are conducted through the Preliminary Assessment and Distribution System Impact Study processes". While acknowledging that the hosting capacity map is a valuable resource for customers, NS Power emphasized that it is not relied upon for processing CNMP applications. NS Power provided revised timelines, indicating that the hosting map is now expected to be published by September 2026, with the additional enhancements scheduled for completion in the fourth quarter of 2026.

With respect to AMI functionality, NS Power explained that, for new net metering customers requiring meter reconfiguration, it has implemented a manual process for configuring and installing bi-directional meters. According to NS Power, this interim approach enabled continued interconnections while mitigating the impacts of the cybersecurity incident on program participation. NS Power further stated that it anticipates restoring over-the-air meter reconfiguration by the end of the second quarter of 2026.

Generation Offset by Sales

In Board IR-6 (b-d), NS Power was asked to quantify: (i) the total annual avoided costs associated with solar energy generated by CNMP participants and consumed behind-the-meter; and (ii) the total annual avoided costs associated with surplus solar energy exported to the grid. The request also asked NS Power to compare the avoided costs attributable to exported CNMP energy with the incremental costs incurred in supplying electricity to CNMP participants when they redeem the bill credits earned through excess generation.

NS Power responded that, in 2025, the total avoided costs associated with behind-the-meter consumption of solar generation by CNMP participants amounted to \$374,189. The total avoided costs attributable to excess solar generation exported to the grid was \$244,335. NS Power further indicated that the incremental cost to serve CNMP participants when they use their bill credits was \$474,758. Consequently, the incremental cost of providing bill-credit offset energy, less the avoided cost of exported generation, was \$230,423.

The SBA submitted that NS Power's response involved a level of complexity that warranted additional review by intervenors and CNMP participants. The SBA further requested that NS Power identify where the corresponding system benefits and costs savings associated with the CNMP are reflected in other regulatory reports, including to the Fuel Adjustment Mechanism (FAM) Small Working Group.

NS Power also provided additional context about its response to Board IR-6. It explained that the avoided cost estimates presented were to illustrate the relationship between net metering exports, avoided system costs, and the incremental costs associated with serving load offset by CNMP participants' banked energy credits. NS Power noted that these estimates do not correspond directly to specific line items in the FAM or other FAM calculations. Rather, the benefits associated with net metering generation are reflected indirectly through reductions in overall system generation requirements and corresponding fuel costs. As such, the avoided costs represent the opportunity cost associated with



displaced generation rather than a separately tracked accounting item. NS Power characterised these calculations as analytical estimates developed to support an understanding of the CNMP.

In response to the SBA's interest in further examining the results, NS Power expressed support for additional stakeholder engagement and offered to host a technical session to review the methodology, assumptions and findings underlying its net metering analysis.

Board Findings

The SBA requested that NS Power host a webinar to demonstrate the functionality of the hosting capacity map. However, this request appears intended primarily to confirm that the map has been restored and updated, rather than to provide instruction on its use. The Board is not persuaded that such a webinar would provide a significant benefit to customers. If the SBA has any specific question about the functionality of the hosting capacity map, it can contact NS Power directly.

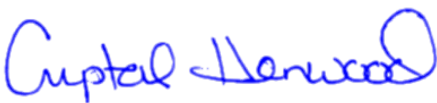
The Board finds that NS Power's tracking and reporting of the reasons for delays in meeting its CNMP service standards has been a beneficial addition to the Annual Report. The Board notes that, aside from the two service standards under the Finalization and Authorization category, all other service standards were met in 2025. Again, the Board notes that should future CNMP reports indicate compliance issues or ongoing delays in processing CNMP applications generally, NS Power may be required to compile and provide reasons for delays experienced in the total cycle time from application to the in-service date.

Regarding the analysis of solar generation and credits in Board IR-6, NS Power indicated its willingness to provide the same analysis in the 2026 Report. The Board finds that this analysis has provided a meaningful insight into the CNMP and directs NS Power to provide a similar analysis in the 2026 CNMP Annual Report.

The Board directs NS Power to convene a technical session with interested parties in both this matter and the 2025 Net Metering Report matter M12783.

The Board accepts the filing of the 2025 CNMP Annual Report.

Yours very truly,



Crystal Henwood
Clerk of the Board

c. William Mahody, K.C., Board Counsel

