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Request IR-1:

Refer to M12784, Exhibit N-1, Nova Scotia Power Incorporated (“NS Power”) 2025 Annual Performance Standards Report Non-Confidential (the “2025 PSR Report”), Section 3.1 Customer Service Standards and Targets, Figure 9, page 28 of 115, at lines 1-6, and the explanation of Figure 9, on page 28 of 115, at lines 8-14 and refer also to page 29 of 115, lines 8-21.

(a) How many customers from the three customer classes represented by the SBA, Small General, General and Small Industrial, attended one or more of the 36 open community forums held by NS Power representatives?

(b) Have any customers, including those customer classes represented by the SBA, accepted the offer to delay payment of bills until actual reads were obtained? If yes, how many per customer class.

(c) Did NS Power record the late or delayed payments such that it would have impacted on the credit ratings of customers who elected to delay payment of bills or objected to the estimated bills issued?

(d) What is the status of 2025 bills, affected by the cyber event, today? When does NS Power expect to have all estimated bills from 2025 restated with actual data?

(e) When does NS Power expect to have billing-related systems fully restored?

Response IR-1:

(a) NS Power did not classify customers by groups or classes upon attendance of any community events or engagements. Many of the customers were residential customers with billing and cyber incident concerns.

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- 1 (b) Following the cyber incident in April 2025, all collections cycles relating to NS Power bills
2 were paused, including reminders, notices, and late fees. Customers were encouraged to
3 pay the estimated bill amount, or an amount they deemed reasonable (often guided by the
4 same bill in the previous year) in cases where they doubted the estimated amount. In the
5 absence of late fees, it is true that customers could delay payment without penalty until
6 receiving a true read bill. While this option may have been discussed with some customers,
7 it was neither formally offered nor recorded.
8
- 9 (c) The collections data batches which generate late fees, as well as progressive reminders and
10 notices in cases of non-payment have been paused since April of 2025 and will be purged
11 before this cycle resumes. This effectively ensures no negative credit implications arise for
12 non-payment resulting from the cyber incident. Collections implications will apply only
13 on balances due after these batches resume. While this would include amounts billed
14 during the affected period and as yet unpaid, any fees and resulting credit implications if
15 left unresolved would only apply on a go-forward basis.
16
- 17 (d) NS Power's CIS and Kubra billing systems do not allow for bills to be re-stated or
18 regenerated with information after they have been processed. For the post-cyber incident
19 period when NS Power's smart meter network was not communicating, estimated bills
20 cannot be restated or updated to provide actual data. Meter readings give the cumulative
21 usage to the date they are read, meaning the total usage prior to this time cannot be ascribed
22 to the date of use. Instead, the first bill with a meter read date indicated that customers
23 received following an estimated bill period would have effectively 'trued-up' usage.
24
- 25 (e) As of March 31, 2026, meter connections to NS Power's billing system were restored to
26 normal operation. With this reconnection, meter reads have reconciled bills through the
27 system, and bills reflect actual energy usage.

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Request IR-2:

Refer to M12784, Exhibit N-1, the 2025 PSR Report, Section 4.0 Customer Level Reliability Data, page 89 of 115, at lines 6-10 and Figure 60 Summary of Customer Level Reliability Metric Use by Electric Canada Utilities, page 89 of 115, at lines 11-12 and continuing on pages 90- 91 of 115. Refer also to page 87 of 115, lines 1-3, inclusive of footnote 8.

(a) Who prepared Figure 60, NS Power or Electricity Canada and when was it prepared?

(b) If NS Power, or its consultants, prepared Figure 60, please describe the process followed to prepare it, otherwise please provide a link to, or a PDF of, the Electricity Canada report used as the source.

(c) Please provide a pdf copy of page 17 of the IEEE Std 1366-2022, which is referenced in Footnote 8 on page 87 of 115.

(d) Referring to page 92 of 115, Lines 15-16, how does NS Power plan to continue monitoring its own Customer Level Reliability Metrics?

(e) What will NS Power do to keep up to date with respect to how other electricity utilities monitor their own Customer Level Reliability Metrics?

(f) How many customer complaints, in total for 2025 and by customer class, has NS Power received from customers related to the levels of service reliability that are measured by these metrics?

Response IR-2:

(a) Figure 60 was created by NS Power using the results of an Electricity Canada survey.

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- 1 (b) Figure 60 is a summary of a survey results produced by Electricity Canada. Consistent with
2 the confidentially agreements in place with Electricity Canada, the full report cannot be
3 shared.
4
- 5 (c) IEEE Std 1366-2022 is a copyrighted document owned and published by the Institute of
6 Electrical and Electronics Engineers, Inc. (IEEE), and NS Power does not have the right to
7 reproduce or distribute copies of the standard or portions thereof without IEEE's express
8 permission.
9
- 10 (d) At this time, NS Power plans to monitor these customer-level metrics as part of the
11 Performance Standards reporting process consistent with the results and figures shown in
12 the 2025 report.
13
- 14 (e) NS Power will continue to rely on its engagement with Electricity Canada and its members
15 as its primary source for information on the use of customer-level metrics by other
16 Canadian utilities.
17
- 18 (f) Supervisors in Customer Care received a total of 126 escalated concerns in 2025 related to
19 reliability. These are not tracked by customer class. Two formal escalations submitted
20 through the NSEB were received in 2025 pertaining to reliability.

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Request IR-3:

Refer to M12784, Exhibit N-1, the 2025 PSR Report, Appendix D, New Service Connection Times 2025 Supporting Data, page 1 of 1, showing Average Number of Business Days for five Service Installation Type categories, reproduced below.

Appendix D

New Service Connection Times 2025 Supporting Data

Month	Average Number of Business Days (by Service Installation Type)				
	No Pole	Pole or Transformer	Temporary to Permanent	Line Extension <10 Poles	Line Extension ≥10 Poles
January	2.1	3.9	1.9	5.4	5
February	2.5	5	2.1	6.8	3.7
March	1.9	2.9	1.9	3.8	0.7
April	2.1	3.4	2.2	3.9	1.5
May	2.1	3.6	2.1	3.6	0
June	3	4.2	2.7	4.9	7.8
July	2.9	4.4	2.6	4	3.4
August	2.7	4.3	2.6	5.1	2
September	2.4	4.7	2.1	6.1	2.7
October	2.7	4.2	1.7	6.2	10.6
November	3.6	5.1	3.2	6.9	17
December	2.5	3.6	2.1	4.8	18
2025 Result	2.64	4.15	2.30	5.11	4.78
2025 Target	3.0	4.9	3.2	6.2	13.7

(a) It does not appear that the 2025 Result is a direct average of the numbers provided for each month. Please confirm how the 2025 Results are calculated.

(b) What is the reason for exceeding the thresholds for the Line Extension ≥ 10 Poles during the months of November and December? How does NS Power intend to address this issue going forward?

(c) Were there any major or extreme weather events during November 2025 that would explain why, in that particular month, NS Power failed to meet 4 of the 5 New Service

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1 **Connection thresholds? If not, what was the reason for the departure from the trend**
2 **from the rest of the year?**

3
4 **(d) How many small businesses were impacted by the extended time required to install**
5 **these new poles during November and December 2025?**

6
7 **(e) Referring to NS Power’s proposed 2026 New Service Connection Time Targets,**
8 **presented in Appendix O, Figure 5, page 8 of 8, the numbers listed for 2025 do not**
9 **appear to align with those in Appendix D, either for the 2025 Target or 2025 Result.**
10 **The numbers for 2024 in this figure are similarly different from what is contained in**
11 **M12185, NS Power 2024 Annual Performance Standards Report Exhibit N-1, Report.**
12 **Please confirm where all the numbers contained in Figure 5 – 2026 New Service**
13 **Connection Time Targets are from?**

14
15 Response IR-3:

16
17 (a) The 2025 results are calculated as a weighted average based on all completed service
18 installations within each category over the year. Specifically, the total number of business
19 days for all completed work orders is divided by the total number of work orders, rather
20 than averaging the monthly values.

21
22 (b) The exceedance for Line Extension ≥ 10 Poles in November and December 2025 reflects
23 one completed work order in each month, and the monthly result in each case is the duration
24 of that single project. In each of November and December, only a single Line Extension $\geq$
25 10 Poles was completed. There are several factors that can contribute to missing the
26 performance standard target on a particular order such as weather delays, resource
27 constraints, outage constraints, or other logistical challenges. These outliers are normally
28 off set by a higher volume of other orders that are completed within the performance
29 standards target, resulting in the monthly average being below the required threshold. The
30 two orders completed over November and December that did not meet the 2025 standard

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1 is not indicative of a trend or any systemic issues. Notably, the achieved result on both
2 orders was within the 2024 performance standard threshold for Line Extensions ≥ 10 Poles
3 of 18.1 days.

- 4
5 (c) There were no Major or Extreme Event Days recorded in November 2025. However,
6 weather conditions throughout the month created repeated day-to-day operational impacts
7 that affected productivity and scheduling. As these conditions did not meet the MED/EED
8 threshold, the associated weather delays remained fully reflected in the performance
9 results.

10
11 November therefore reflects the cumulative impact of multiple smaller disruptions,
12 whereas months such as December included qualifying events that were excluded from
13 performance calculations. This contributed to the observed departure from the trend
14 without indicating a systemic issue.

- 15
16 (d) Customer class is not captured within NS Power's work management system (Maximo).
17 However, each of the Line Extension ≥ 10 Poles projects completed in November and
18 December 2025 was constructed to serve a single customer.

- 19
20 (e) NS Power confirms that the values presented in Appendix O, Figure 5 are derived from a
21 different dataset than the annual results reported in Appendix D and are therefore not
22 expected to align.

23 Appendix D presents results, calculated as volume-weighted averages of actual service
24 completion times.

25 Appendix O, Figure 5 presents the data used to establish the 2026 targets under the Board-
26 approved methodology in M10279. This methodology applies a minimum two-day service
27 delivery floor, such that any service completed in less than two days is treated as a two-
28 day duration for the purpose of calculating the rolling average. Following application of

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1 this adjustment, targets are calculated as the average of the annual results for the period
2 2021–2025 plus one standard deviation.

3 As set out in Appendix O, targets must be equal to or better than the prior year’s targets.
4 As a result, only the Service Install – Line Extension ≥ 10 Poles category has a calculated
5 target lower than the prior year’s target and is therefore the only category where the target
6 has changed.

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Request IR-4:

Refer to the 2025 PSR Report, Appendix M, Summary of Performance Standards Results by Category on page 1 of 2, which presents Table 1 Reliability Standards 2025 Results and shows that SAIDI, CKAIDI and CKAIFI thresholds for 2026 were not met.

(a) Please provide the customer count by rate class that are served by Feeder 85S-401, if possible.

(b) How much is the investment in installation of FLISR devices illustrated in the map presented in Appendix J on page 2 of 6 is expected to improve the CKAIDI results for Feeder 85S-401?

(c) Does the installation of FLISR devices maintain service during an interruption at the same or a reduced level such that not all customer end-uses cannot be supported?

(d) What is the cost of this investment in FLISR devices, and does it only serve to prevent circuit performance from exceeding the proposed bandwidth around the average CKAIDI or CKAIFI values plus two standard deviations?

(e) Please describe any additional plans to pursue reliability investments for the Wreck Cove area over the next two years besides pursuing more vegetation management and deploying FLISR?

Response IR-4:

(a) See below for the breakdown of customers on 85S-401 by rate class:

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Rate Class	Premises Count
Domestic	1,910
Small General	256
General	43
Small Industrial	1
Medium Industrial	1

- (b) The impact of a project on outage duration and response time will depend on a number of factors that NS Power cannot predict with certainty, including the location and severity of an outage. The application of FLISR will help to reduce the impact of an outage, including duration should an outage occur. Although this feeder does not have a redundant source from which to supply customers, the FLISR application is expected to provide benefits including faster fault location detection, automatic isolation of faulted sections, reduced full-feeder outages and remote controllability resulting in more time efficient restoration.
- (c) FLISR devices will allow for increased precision in the isolation of the fault location when an outage occurs and would not prevent outages from occurring. For customers that remain energized, no restrictions on end-use would be required.
- (d) The specific FLISR project details and costs are found in M12417 as approved by the board in December 2025. The board approved this project for \$4,638,245. As detailed in the capital submission, the overall goals of the project are to improve fault isolation and limit the impact of a given outage and to improve response time when outages occur, and not to meet performance standards targets only.
- (e) All planned investments for feeder 85S-401 are documented in Section 3.4 and Figure 45 of the 2025 Performance Standards report.

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Request IR-5:

Refer to the 2025 PSR Report, Section 4.0 Customer-Level Reliability Data, Figure 55: Percentage of NS Power Customers Experiencing Multiple Interruptions - 4 and 5 (MED, EEDs and Planned excluded) and please provide an explanation for the marked improvement in 2025.

Response IR-5:

The improvement in CEMI-4 and CEMI-5 observed in 2025 (Figure 55, Section 4.0) is primarily attributable to the reduction in system-wide outage frequency, as reflected in NS Power's 2025 Performance Standards SAIFI result. In 2025, NS Power achieved a SAIFI of 1.57, representing the lowest outage frequency since 2012 and the fourth consecutive year of improvement. As CEMI-4 and CEMI-5 measure the percentage of customers experiencing four or more, and five or more sustained interruptions respectively, these metrics are highly sensitive to changes in overall outage frequency. Reductions in outage frequency have a compounding effect on these customer-level measures, as customers who would previously have exceeded the four- or five-interruption thresholds experience fewer interruptions and fall below those thresholds.

The improvement in SAIFI, and consequently in CEMI-4 and CEMI-5, reflects the cumulative impact of reliability-focused investments over multiple years, including continued progress under NS Power's Five-Year Reliability Plan. NS Power has made significant reliability investments in recent years, including approximately \$206 million in 2025 focused on vegetation management, targeted equipment replacement, and grid modernization. These sustained investments contribute to reductions in the primary drivers of repeated customer interruptions over time.

Year-over-year improvements also reflect normal variability in outage drivers, including weather and system conditions, in addition to the effects of ongoing reliability efforts. Specifically, there was an approximately 19 percent reduction in outages caused by tree contact and an approximately 14 percent reduction in outages caused by equipment failure in 2025 compared to 2024. These

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1 outage causes are among the leading contributors to repeated sustained interruptions experienced
2 by customers. As a result, reducing the frequency of these events has a significant benefit for
3 customers who are most at risk of experiencing multiple interruptions. In addition, reliability work
4 was targeted to 46 priority feeders identified through inspection programs, outage history, and
5 engineering assessments. This targeted approach focuses investment on feeders contributing most
6 significantly to repeated interruptions, further amplifying the improvement observed in customer-
7 level reliability metrics such as CEMI-4 and CEMI-5.

8
9 Overall, the improvement in 2025 reflects the combined effect of lower system-wide outage
10 frequency, normal year-to-year variability in outage drivers, and the cumulative impact of targeted
11 reliability investments over recent years that reduce repeat interruptions for the subset of customers
12 most affected.