

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 Performance Standards Report

**INFORMATION REQUESTS**

**To:** **Lana Myatt**  
Senior Regulatory Analyst  
Nova Scotia Power Inc.  
1223 Lower Water Street  
Halifax, NS B3J 2A8  
Email: [lane.myatt@nspower.ca](mailto:lane.myatt@nspower.ca)

**From:** The Consumer Advocate

**Responses Due:** **May 29, 2026**

**Copies:** 1 electronic copy (PDF searchable)

**Contact Person:** **David J. Roberts**  
Consumer Advocate  
Pink Larkin  
1463 South Park Street  
Halifax, NS B3J 3S9  
Tel: (902) 423-7777  
Email: [djroberts@pinklarkin.com](mailto:djroberts@pinklarkin.com)

1 **Request IR-1:**

2  
3 Reference: Reduction in outages caused by tree strikes.

4  
5 Please explain the extent to which the reduction in outages caused by tree strikes was:

- 6  
7 a) The result of vegetation management and tree trimming; or  
8 b) Weather conditions experienced in 2025.  
9

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11 **Request IR-2:**

12  
13 Reference: Customer service standards and targets.

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15 On page 27, line 12 to 13, the Report states, “without the impact of the incremental call volume  
16 from May through December, Nova Scotia Power would likely have achieved the service level  
17 during this period”.

- 18  
19 a) Please provide the evidence to support this statement.  
20 b) How many Customer Care Representatives did Nova Scotia Power employ in each of  
21 January of 2025 and December of 2025?  
22 c) How many of the Customer Care Representatives employed by Nova Scotia Power in  
23 January of 2025 and December of 2025 were full-time employees and how many were  
24 part-time employees?  
25 d) How many hours of work did Customer Care Representatives contribute to Nova Scotia  
26 Power in January of 2025 and December of 2025?  
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28

29 **Request IR-3:**

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31 With regard to notification of an anticipated severe weather event:

- 32  
33 a) Please describe the weather forecasting resources that are used by Nova Scotia Power  
34 to plan its responses to adverse weather conditions, including severe weather events.  
35 b) What criteria does Nova Scotia Power assess in order to determine whether to open the  
36 Emergency Operation Centre?  
37 c) What was Nova Scotia Power’s experience in 2025 regarding the accuracy of the  
38 weather forecasting resources it relied upon?  
39 d) What, if any, steps did Nova Scotia Power take as a result of its experience regarding  
40 the accuracy of the weather forecasting resources that it relied upon?  
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43 **Request IR-3:**

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45 With regard to Estimated Time to Restore:  
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- 1 a) Please describe the extent to which Nova Scotia Power relies upon weather forecasting
- 2 to provide Estimated Time to Restore (ETR) updates to customers?
- 3 b) What was the experience of Nova Scotia Power in 2025 regarding the accuracy of
- 4 weather forecasts used to provide ETR updates to customers?