M12784

NOVA SCOTIA ENERGY BOARD

IN THE MATTER OF: *The Public Utilities Act,* R.S.N.S. 1989, c. 380, as amended.

IN THE MATTER OF: A review of Nova Scotia Power Incorporated's 2025 Annual Performance Standards Report

INFORMATION REQUESTS
(NON-CONFIDENTIAL)

To: **Jennifer Ross**
Director, Regulatory Planning and Compliance
Nova Scotia Power, Inc. (NS Power)

From: Small Business Advocate

Responses Due: May 29, 2026

Copies: 1 electronic copy (PDF searchable)

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Issued at Bedford, Nova Scotia on this 7th day of May, 2026

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?

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?

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

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

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

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 pursing more vegetation management and deploying FLISR?

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.