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Request IR-6:

Reference: At p. 3, NSPI sets out its storm classification scheme which includes two metrics – number of customers affected and time when restoration is expected.

(a) Regarding the estimated restoration, does this mean that 100% of affected customers must be restored within the stated 12, 24 or 36 hours? If not, please explain.

(b) Please confirm that where fewer than 50,000 customers are forecasted to be affected, the sole differentiating factor is the expected time to restore?

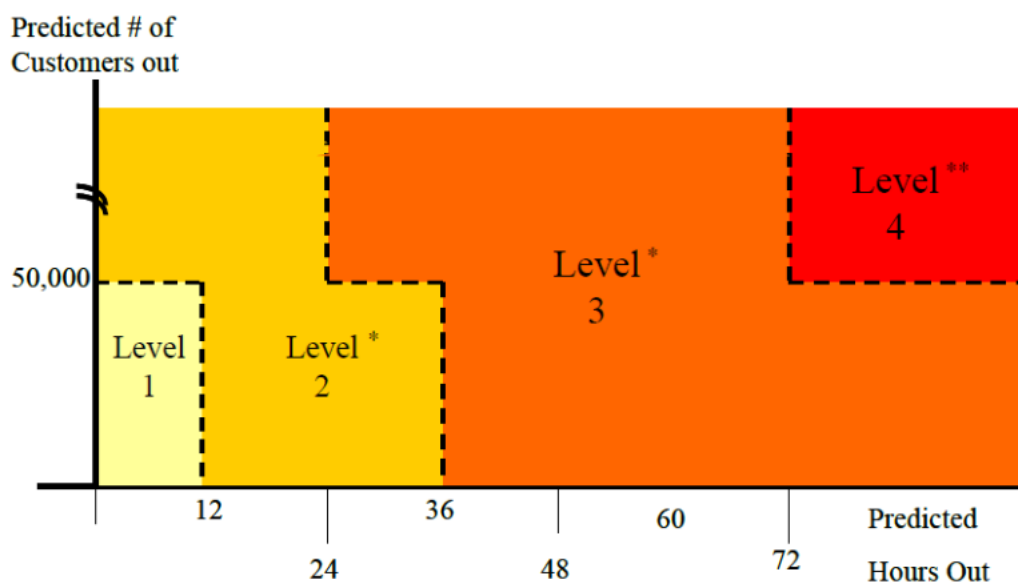
(c) Please provide the criteria that NSPI applies to establish the expected time to restore.

Response IR-6:

(a) Yes, the estimated restoration durations (i.e., 12, 24, or 36 hours) are based on a forecast assumption that 100% of the affected customers will be restored within the specified timeframe. Please refer to Section 5.2, Figure 1 of the ESRP document (reproduced here for convenience) for a visual representation of the description on Page 3. The level of storm is determined based on the pre-storm estimated impacts and restoration profile prior to arrival of an event and may not reflect the actual weather conditions and restoration challenged experienced during the event itself.

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Figure 1– Response Trigger Levels



* Once triggered, a Level 2 or Level 3 restoration response must remain in place until power is restored to all customers affected by the storm event or until a higher response level is triggered.

** Once triggered, a Level 4 restoration response must remain in place until power is restored to all customers affected by the storm event.

- 1
- 2
- 3 (b) Yes. For events where fewer than 50,000 customers are expected to be impacted the
- 4 determination of the response level is based on the anticipated restoration duration.
- 5
- 6 (c) Please refer to NSEB IR-01 part (b).

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Request IR-9:

Preamble: Regarding the December 5, 2025 event, NSPI acknowledges the over-forecast, but as no Storm Report was filed, ratepayers have no insight into lessons learned from this event.

(a) Did NSPI undertake an internal review of the December 5, 2025 event (whether a formal Post-Event Critique or otherwise)? If so, please provide or describe the outcome.

(b) What, if any, lesson(s) were learned from this forecast deviation for future decision-making regarding forecasting and mobilization decisions?

(c) What, if any, enhancements has NSPI made to the Storm Tracker tool and/or Damage Prediction Model following this event?

Response IR-9:

(a) Yes, as consistent with NS Power's Emergency Services Restoration Plan (M12441) all activations of the Emergency Operations Centre (EOC) for a Level 3 or 4 event are followed by a Post-Event Critique (PEC). The PEC findings from this event included positive resource and system availability in the first EOC activation since the cyber incident. The main lessons learned were focused on up-to-date EOC rosters, resource availability, and properly communicating status to the EOC leads and Duty Officer. Please refer to Attachment 1 for the Post-Event Critique document for the December 5, 2025 storm event.

(b) NS Power recognizes that the accuracy of pre-storm planning, including predicting the scale of customer impact, is dependant on the accuracy of the forecasts received by NS Power from third party forecasters, including Environment Canada. However, NS Power's

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1 equipment is subject to the actual weather which occurs and its relative accuracy to a
2 forecast produced in advance of an event and may change considerably over time. Third-
3 party weather forecasters pursue continuous improvements of the underlying weather
4 models, but as with all predictions of highly complex systems there are limitations to the
5 possible accuracy. For this reason, consistent with its pre-storm planning methodology, the
6 Company considers a range of potential forecasts, updated multiple times per day, to
7 determine the possible system impacts. While this particular event did not materialize as
8 forecast, it is prudent for NS Power to be prepared to address the forecast conditions and
9 associated impacts. NS Power is guided by the forecast information it receives to
10 appropriately plan for crews and staging in order to minimize outages and interruptions for
11 customers.

- 12
- 13 (c) As detailed in NS Power's 2025 Storm Restoration Costs report and its ESRP, the
14 Company's Damage Prediction Model is calibrated regularly with past weather actuals and
15 storm performance to refine its parameters for future use. As in previous years NS Power
16 will include event performance, including December 5, 2025, in a future model calibration
17 anticipated in Q3 2026.

Level 3: Wind, Rain & Snow Event – December 4th – 6th 2025

Post-Event Critique (PEC) December 12th, 2025

Attendees:

Storm Leads:	☒ Jill Searle ☒ Charlene MacMullin ☒ Pam Scully-Poirier
Safety:	☒ Peter Murray ☐ Suzanne MacDonald
Control Centre Coordinator:	☐ Dave Downey ☒ John Charlton
Transmission Ops:	☐ Mike Gagnier ☐ Justin Donovan
Regional Ops:	☒ Paul Warren ☒ Keith O'Callaghan
Logistics:	☐ Roger Williamson, ☐ Hugh Kerr ☒ Amy Dolomount
Customer:	☐ Chris Lanteigne, ☐ Aaron McLean
Corporate Communications:	☐ Kathryn O'Neill, ☐ Deanna Miller
Duty Officers:	☒ Lauren Boyle ☐ Jonathan Au
EMO:	☒ Sanjeev Pushkarna, ☐ Jamie Chipp
Rest. Plan. & Perf. (RPP):	☐ Glen MacLeod, ☒ Anthony Bell
Rest. Plan. & Perf Reporting:	☒ Mike MacMillan, ☒ Julius Mantolino, ☐ Laura Sutherland
IT:	☒ Mike Cummings ☒ Nathan MacDougall
Internal Resources:	☐ Carolyn Penney
UARB Rep:	☐ Blake Williams
Executive Team:	☐ Peter Gregg, ☐ Dave Pickles, ☐ Judith Ferguson,
Others:	☐ Matt Drover, ☐ Mike Sampson, ☐ Emily MacNeil,

Post Event Review (Per PEC Sub-Process 9 & ESRP Appendix 7)

Welcome and Overview:

Safety Performance:

Done Well:

- Testing our abilities after a while of not mobilizing.
- Stood up truck checks and orientations and folks back into the swing of things

Do Better:

- Updating to Safety Subplan especially around out of province contractor training. Note that SWP was already updated.

Control Centre Coordinator:

Done Well:

- Deployed Customer Planners as Storm OD's and performed a refresher ADMS session. A good training opportunity for this event.

Do Better:

- N/A

Impact on System, Substations and Veg Mgmt.: Transmission:

Done Well:

- Transmission system, especially 69kV system, held up well which is a credit to all the widening completed
- We were able to get Helicopter engaged and down to fly L6024 within a few hours of first light and confirm no required repairs.

Do Better:

- Minor, but need to confirm that all transmission leads are in the GE APM solution for standby. I was not on the list, and it took until morning to get added. All the Operators were given my number on a sticky note while we waited for the update.

ROPS:

Done Well:

- Quickly identified what was needed in terms of resources (Contractors, per diems, DA..)
- Organized a new DA strategy but did not end up needing to use it
- Per Diems went reasonably well
- Boxed lunches (Logistics) well done

Do Better:

- Continue to mature new DA approach with DA team
- Tighten up per diem process – some employees not in system

Customer & ETR Accuracy Reporting:

Done Well:

- ETR strategy development has enhanced and simplified at the same time.

Do Better:

- N/A

RPP - Modeling/Forecasting:

Done Well:

- Availability of storm tools following cyber event
 - Damage Prediction
 - Scenario Planning
 - ETR
- Introduced new team members to EOC processes
 - Good bench strength
- Enhancement to wind actuals tracking
 - Introduce direction to tracking
 - Reference point for future calibration
- Document Management
 - Team adapted well to new SharePoint file system

Do Better:

- Limited accuracy for damage prediction on smaller impact storms

- High variability and limited historical data for small storms – update model as per regular storm practice
- Some more advanced storm tools remained inaccessible
 - Ultimately not needed this this event

RPP- DA/NP & Connectivity:

Done Well:

- Operational Technology coordination with IT/elevated support models

Do Better:

- Fortify RPP rosters
- Onboard RPP subplan leads and refresh rosters
- Damage Assessment refresher training, review subplans for coordination with ROPs.

Corporate Communications:

Done Well:

- Regulatory requirements to communicate with customers within four hours was done within 1.5 hours of EOC being called at 11am. Comms team was ready with drafts and enabled to be timely with good lead time from EMT process and calls.
- Nimble approach to campaign materials. 'Always On' storm campaign was already running and able to easily switch to storm mode and adjust to changing impacts (i.e. scale back in different areas as weather impacts are known).

Do Better

- Note to employees (not a regulatory requirement) was sent approximately 5 hours later than the rest of the public facing materials. We can tighten this process to be sent in coordination.
- Our message document should be updated overnight even if the impact of the storm isn't as widespread as expected and the same holds true for the remainder of the day. I.e. Cape Breton was still getting high winds throughout the day.

Logistics:

Done Well:

- The roster was activated quickly, and team members clearly understood their roles and responsibilities.
- The team successfully redeveloped and redeployed the hotel and lodging system that was lost during the cyber event.
- Training was provided to the logistics group to ensure understanding of the updates to the reservation and tracking system.
- Per Diem payments were utilized effectively, helping to manage organizational costs.
- Positive feedback was received regarding meals and lodging arrangements.

Do Better:

- A few individuals were missed in the initial Per Diem process; these are currently being rectified.

- A standard storm roster will be developed for Accounts Payable to support timely Per Diem payments for future events.

EMO:

Done Well:

- Effective coordination with EMO resulting in the PCC opening on time and aligning with our EOC opening. Our communication has improved significantly over the years.

Do Better:

- Can do a better job leveraging new systems that the EMO has launched (i.e. WebDMD)
- **Follow up:** Coordinate with GR to understand if there are changes in our approach in communication/situational awareness per changes in Province. Would like to better understand if this changes any of our processes. Also consider, new NS Guard and what the process looks like should we need them. We're not super clear on what the process looks like.

IT:

Done Well:

- The team mobilized quickly, there were 65 resources on the roster, but not all needed due to severity and duration.
- Added new leaders to the roster which was a success
- Overall integration with IT & EOC was done well. Communication was strong.
- Collaboration with the business and advanced support at the BCC related to ADMS network and compute, and application support.
- Support from OnX in supplementing our roster
- On site support at 1H and EOC

Do Better:

- Microsoft Co-Pilot access
- Transparency in what applications are available considering integrations etc. What we support in Storm response etc.
- Contact info within storm roster not up to date, but working on this. Will action this with storm leads.

Storm Lead:

Done Well:

- Per Diems, overall a job well done
- ETR strategies in a much better spot with development
- Overall done well for the first EOC opening in almost two years. Considering new roster members, technology
- Had access to the data we needed despite cyber impacts
- In summary, a good test to the system.

Do Better:

- Roster – folks who arrived in person did not align with the roster provided by EOC function leads
- From a Storm lead perspective, understand DA better and how we're using them going forward

Additional Storm Lead Comments (or general comments)

Action Item List				
#	EOC Function	Action Item	Responsible	Due Date