

September 10, 2026

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Jessie Wallace
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Nova Scotia Power Incorporated
PO Box 910
Halifax NS, B3J 2W5

Dear Ms. Wallace:

**M12920 – Nova Scotia Power Inc. – CI C0021839 IT – Customer Energy Management
2025 (Year 4) Evaluation, Measurement and Verification Report**

On April 24, 2026, Nova Scotia Power Inc. (NS Power) requested the Nova Scotia Energy Board (Board) grant an extension to file its Customer Energy Management (CEM) 2025 (Year 4) Evaluation, Measurement and Verification (EM&V) Report from May 1 to July 4, 2026. NS Power required more time to compile and share data with its Consultant, Econoler, because the data used for the CEM EM&V was affected by NS Power's cybersecurity incident. The Board granted the request and the CEM Year 4 EM&V Report was subsequently filed on June 29, 2026.

The Board invited interested parties to submit their comments on the Year 4 CEM EM&V Report on July 7, 2026. On July 28, 2026, Green Energy Economics on behalf of the Consumer Advocate and the Small Business Advocate submitted comments with the Board. NS Power filed its reply to comments on August 12, 2026.

The purpose of the EM&V process is to evaluate the effectiveness of the CEM platform on reducing customer load, energy use, service costs and other measures. As a result of the NS Power cybersecurity incident, the Utility's CEM was unavailable to customers from April 2025 until the time of filing the Year 4 EM&V Report. Advanced Metering Infrastructure data was only available from January 1, 2025, to March 31, 2025, which presented significant limitations for the EM&V analysis. Econoler modeled changes in energy consumption that could have occurred if the CEM had been available from April to December 2025. Econoler acknowledged that the modeled impacts are "fundamentally different from evaluated impacts" and that the modeling was intended to be read as "directional estimates" only.

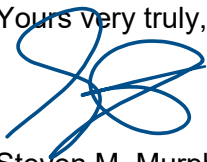
In response to intervenor comments and recommendations, NS Power proposed filing its next CEM EM&V Report on May 1, 2028, which will provide an analysis covering the full

2027 calendar year. In lieu of a 2026 EM&V Report, NS Power proposed filing an update on the platform restoration efforts and initiatives aimed at increasing commercial customer adoption on May 1, 2027. The Board finds NS Power's proposed reporting to be practical given customers' inability to access the CEM.

In its review of the Year 3 EM&V Report, the Board directed NS Power to provide discussion on the practical significance of its findings to better contextualize the magnitude and implications of the observed changes associated with the CEM. The Board directs NS Power to provide this discussion in its May 1, 2028, EM&V Report.

The Board accepts the Year 4 EM&V Report as filed and encourages NS Power to continue pursuing meaningful and measurable strategies to foster sustained customer engagement with the CEM platform.

Yours very truly,



Steven M. Murphy, MBA, P.Eng.
Member

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

