

July 7, 2026

To Interested Parties:

M12920 – Nova Scotia Power Inc. - CI C0021839 - IT – Customer Energy Management (CEM) – 2025 Evaluation, Measurement and Verification (EM&V) Report

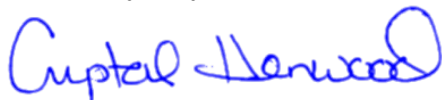
On October 21, 2021, in matter M10164, the Nova Scotia Utility and Review Board, now the Nova Scotia Energy Board, approved Nova Scotia Power's application to invest \$6,672,521 in a new Customer Energy Management (CEM) system. As part of its decision, the Board directed NS Power to collaborate with stakeholders in developing an Evaluation, Measurement and Verification (EM&V) plan. In matter M10460, the Board approved NS Power's CEM EM&V plan and directed that annual reports be filed.

On June 29, 2026, NS Power filed its Year 4 CEM EM&V Report to the Board. The Board member reviewing this matter is Steven M. Murphy, MBA, P.Eng., Member.

As a result of NS Power's cybersecurity incident, the MyEnergy Insights platform has been unavailable to customers for more than a year. Customer Advanced Metering Infrastructure (AMI) data is only available for the first three months of 2025. To support a full calendar year assessment, NS Power's consultant, Econoler, estimated the impacts of the CEM for the remainder of 2025.

The Board will give all Interested Parties an opportunity to provide comments on the Year 4 CEM EM&V report. Any such comments must be filed no later than **Tuesday July 28, 2026**, with any reply comments from NS Power due no later than **Wednesday August 12, 2026**. In accordance with the *Board Regulatory Rules*, these filings are due by 2:00pm.

Yours very truly,



Crystal Henwood
Clerk of the Board

- c. Jessie Wallace, Manager, Regulatory Strategic Planning & Innovation
William Mahody, K.C., Board Counsel
M10164 Participants