M12932

NOVA SCOTIA ENERGY BOARD

IN THE MATTER OF: **THE PUBLIC UTILITIES ACT**

- and -

IN THE MATTER OF: **AN APPLICATION** by **NOVA SCOTIA POWER INCORPORATED** for the Time-Varying Pricing Pilot Program - 2024/25 (Year Four) and 2025/26 (Year Five) Evaluation Reports

INFORMATION REQUESTS

To: **Nova Scotia Power Incorporated**
Kathleen Murray
Regulatory Counsel
1223 Lower Water Street
Halifax, NS B3J 3S8
By email: Kathleen.Murray@nspower.ca

From: **Board Staff**
Nova Scotia Energy Board

Responses Due: **Monday, September 14, 2026**

Copies: 1 electronic copy (PDF searchable)

Contact Person: **Holly Chisholm**
Senior Advisor, Economics & Finance
Nova Scotia Energy Board
3rd Floor, 1601 Lower Water Street
Halifax, NS B3J 3S3
Tel: (902) 424-4448
Email: holly.chisholm@novascotia.ca

Issued at Halifax, Nova Scotia, this 28th day of August, 2026.

Crystal Henwood, Clerk of the Board

<u>The following IRs are in reference to the Year 4 2024/25 Evaluation Report: Time Varying Pricing Pilot Program.</u>

Request IR-1:

The Board's decision in matter M11823 directed Nova Scotia Power (NS Power) to provide an analysis of the corresponding system margin forecasts and Critical Peak Pricing (CPP) events in the Year 4 report. In Appendix A attachment VII, NS Power provided Table 77: Dates and Times of Low Forecast System Margin and Whether a Critical Peak Event was Scheduled during the 2024/25, which identified when the system margin forecast was less than 50 MW with the date, hour and if a CPP event was scheduled. Please revise the table to include a column with the forecast system margin values.

Request IR-2:

In response to Board IR-6 in the Year 3 Report in matter M11823, NS Power was asked if it will revise the control group matching approach to improve the match for de-electrified participants, to which NS Power responded that it will consider a revised approach if a viable method can be found.

a) Has NS Power identified or considered any revised approaches since it filed the Year 3 Report?

Request IR-3:

Please quantify by rate class who left the TVP pilot and those who switched from CPP to TOU and vice versa.

Request IR-4:

Did NS Power anticipate any energy savings during off-peak periods?

a) If so, how much by rate class, and was it achieved?

Request IR-5:

a) Please describe the heating scenario mix for domestic customers who are on a standard tariff.
b) Please also describe the anticipated change in this mix over the next ten years and the anticipated effects of changes in the mix on the performance of the TOU and CPP rates.

Request IR-6:

Appendix A, pdf page 37 presents Table 6: Participation Summary and Retention Results. With reference to the Small General and General customers:

- October 31, 2024: 42 TOU customers (36+6) and 21 CPP customers (3+19) for a total of 64 TVP commercial participants.
- March 31, 2025: 73 TOU customers (37+36) and 35 CPP customers (17+18) for a total of 108 TVP commercial participants.
- Enrolled during Phase 4 Winter (new enrollments): 37 TOU and 16 CPP.

However, Appendix C pdf page 248 of the Year 4 Report, the enrollment as of January 9, 2025, 26 new commercial CPP customers and 0 new commercial TOU customers. Enrollment was 54 TOU commercial customers and 53 commercial CPP customers for a total of 107. Please explain the discrepancies between these reported numbers.

Request IR-7:

Appendix A discusses how NS Power has improved communications with potential TVP pilot participants regarding Bill Savings using an estimation tool for inbound customer inquiries. Please discuss the communication improvements NS Power has made to with its existing TVP pilot customers about Bill Savings.

Request IR-8:

NS Power's Demand Charge Assessment on pdf page 502 states "On average customers shifting load from peak to off-peak hours experience demand increase with negligible increase in savings after shifting 6% or more of peak consumption to off-peak periods. Although customers are not financially penalized for shifting load beyond 6%, the increase in demand charge offsets the savings in energy costs." And at pdf page 506 "In order to achieve load shifting levels above 6%, revisions to the demand pricing structure should also be considered as a secondary improvement if not otherwise mitigated by technology to optimize demand." Please discuss NS Power's plans to model removing the demand charge.

Request IR-9:

In reference to Appendix C, TVP Tariff Marketing and Recruitment:

a) Pdf page 246 presents a table Summary of Business Recruitment Key Contacts. The measures for Year 4 show an improvement in Click Rate, but a decrease in Total Average

Time on Landing Pages. How do these results inform NS Power's marketing strategies for 2026/27?

b) Pdf page 246 details that NS Power targeted its marketing through two Chamber of Commerce Newsletters. Was this a productive strategy?
   i. Does NS Power intend to use a similar campaign with other Chambers of Commerce?

c) Pdf page 248 presents SMB Recruitment with a table on commercial enrollment, targets, Year 4 new applications and Enrollment (as of January 9, 2025). Below the table is a bullet point stating "20% of Business Enrollment Targets were achieved."
   i. What was the enrollment target for Year 4?
   ii. Is the 20% of target enrollment in reference to the Year 4 new applications?
      a. If so, what were the Year 4 targets for the Time of Use (TOU) and CPP rates?
      b. If not, what is the 20% of enrollment target in relation to?

d) Pdf page 250 reviews Year 4 - Challenges and Opportunities.
   i. Under the heading Opportunities, the first bullet describes conversations with NS Power Commercial Advisors as the most effective recruitment tool. How many commercial customers did these advisors recruit in Year 4?
      a. How many customers did the Commercial Advisors discuss the TVP pilot with?
   ii. The second bullet describes longer lead times and recruitment periods to build up interest. Please describe how NS Power is altering its recruitment strategies as informed by this opportunity statement.

The following IRs are in reference to the Year 5 2024/25 Evaluation Report: Time Varying Pricing Pilot Program.

Request IR-10:

There are several references to the Multi Unit Residential Building (MURB) TOU participants' load increasing. Did NS Power examine the potential causes of the increase in load for these customers?

a) How are these results influenced by the number of residents in MURB?

b) Do the graphs on page 19 presenting the pre-treatment and post-treatment net load measure the same residents or occupied units or is it at an aggregate MURB level?

   i. If it is at an aggregate MURB level, could the results have been affected by an increase in the number of residents in a MURB?

   ii. Can this analysis be performed on an occupied residential unit basis?