

September 11, 2026

Crystal Henwood
Clerk of the Board
Nova Scotia Energy Board
1601 Lower Water Street, 3rd Floor
Halifax, NS B3J 3S3

Re: 2026/27 Time-Varying Pricing Program Resumption Update

Dear Ms. Henwood:

Nova Scotia Power Inc. (NS Power, Company) writes regarding the resumption of the Time-Varying Pricing (TVP) tariffs for the 2026/27 Season.

In its October 28, 2025 Decision, the Nova Scotia Energy Board (NSEB, Board) directed NS Power to provide notification to TVP participants when system functionality was restored and the TVP rates resumed.¹ The Board also emphasized the importance of clear customer communications regarding the continuation of the TVP program and recognized the need to minimize disruption to participants while maintaining program continuity.

Effective November 1, 2026, NS Power will resume operation of the TVP program in accordance with the provisions of the TVP tariffs approved in the 2026-2027 General Rate Application (M12451).

As outlined in prior updates filed with the Board, the 2025 cyber incident affected both the systems used to administer the TVP program and the ability to access the data required for evaluation. As a result, NS Power advised that it could not proceed with standard TVP billing or Critical Peak Pricing (CPP) event notifications due to system limitations, including interval meter data retrieval, customer notification capabilities for CPP events, and customer-facing tools used by participants to monitor their response to winter peak periods.²

¹ M12499 – Board Decision, NS Power Application for Approval of 2025/26 Time Varying Pricing Tariffs, October 28, 2025, page 5.

² M12499, NS Power Year Four (2024/25) Evaluation Report Update and Proposed Approach for 2025/26 Time Varying Pricing Tariffs, October 1, 2025, page 3.

In response to those challenges, the Board directed that, for the 2025/26 Season, TVP participants would remain enrolled in the program while being billed at the applicable standard offer rates. The Board further directed that, once system functionality was restored, NS Power would provide notice to customers and resume the approved TVP rates. As system functionality was not restored during the 2025/26 Season, the Interim Energy Charges remained in effect and, pursuant to the Board's direction, were to continue until the commencement of the next TVP season in which systems were restored (i.e. November 1, 2026).³

Since that time, NS Power has made substantial progress restoring the functionality required to administer the TVP tariffs, including the configuration of interval meter data access required for TVP billing and the relaunch of customer notifications to support Critical Peak Event management. These functions will be available for the commencement of the 2026/27 TVP Season.

The MyEnergy Insights (MEI) platform, which provides participants with detailed electricity usage information and insights, will not be available for the November 1 resumption of TVP. The underlying AMI systems will, however, continue to collect and record participants' interval usage data from the commencement of the season.

NS Power remains committed to restoring customer access to the MEI platform as soon as reasonably practicable, and efforts to configure and relaunch the platform continue to progress. Based on current restoration forecasts, MEI is expected to become available before the end of 2026. Once access is restored, participants will be able to view both current and historical usage information dating back to November 1, 2026.

Customer Communications

Consistent with the Board's direction, the Company will communicate with existing eligible participants no later than October 2, 2026 regarding the resumption of the program for the 2026/27 Season.⁴ Further, NS Power's communications approach for the resumption of the TVP program aims to provide eligible TVP participants with the information necessary to support their return to the TVP program.

That communication will:

- confirm the resumption of the TVP tariffs effective November 1, 2026;

³ M12499 – Board Decision, 325286, pages 5-6. October 28, 2026.

⁴ TVP participants that no longer meet eligibility requirements will be notified accordingly. Eligibility requirements are set out in the Availability and Special Conditions portions of the TVP tariffs.

- provide information relevant to their participation in the program (e.g. event notifications, peak period timing, etc.);
- provide updates regarding MEI platform availability which is expected to remain under restoration on November 1, including anticipated timelines; and
- outline the process for participants who wish to opt out of participation.

Enrolment and Recruitment Approach

The Company's focus for the 2026/27 Season is the successful resumption of the TVP tariffs and providing a positive customer experience for participating customers. Accordingly, NS Power does not intend to undertake an active recruitment campaign at the commencement of the season. The Company's initial efforts will focus on supporting eligible participants as they return to the program and communicating with customers who have previously expressed interest in the TVP program, including individuals on the TVP mailing list.

The Company will continue to keep the Board informed regarding any material developments that may affect the foregoing.

Yours truly,



Kathleen Murray
Regulatory Counsel