

September 28, 2026

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Nova Scotia Power Inc.
1223 Lower Water St
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Dear Ms. Murray:

M13088 – Nova Scotia Power Inc. – Resumption of the Time Varying Pricing Tariffs for 2026/27

Nova Scotia Power Inc. (NS Power) notified the Board on September 11, 2026, that it was resuming its Time Varying Pricing (TVP) Tariffs, effective November 1, 2026, in accordance with the TVP tariffs approved in NS Power's 2026-2027 General Rate Application (M12451).

The Board panel considering this matter is comprised of Roland A. Deveau, K.C., Vice Chair; Richard J. Melanson, LL.B., Member; and Steven M. Murphy, MBA, P.Eng., Member.

Following NS Power's 2025 cybersecurity incident, the Company was unable to access its systems that are required to administer the TVP pilot program. As a result, meter data could not be retrieved, preventing the calculation and application of TVP billing. The loss of customer communication capabilities also limited NS Power's ability to notify participants of Critical Peak Pricing (CPP) events. In addition, the customer-facing tool used by TVP participants to monitor and manage their response to winter peak periods was unavailable. Consequently, in October 2025, the Board directed NS Power to suspend the 2025/26 TVP pilot program, and during this period, ordered that participants remain enrolled but be billed at the standard tariff rates. NS Power was also directed to notify both the Board and participants once system functionality had been restored and TVP rates could be reinstated.

In its correspondence, NS Power confirmed that access to meter data was restored and that the customer notification system used to manage CPP events will be operational for the commencement of the 2026/27 TVP season starting on November 1, 2026. However, MyEnergy Insights, the customer-facing tool used by TVP participants to monitor and manage their response to winter peaks, remains unavailable. NS Power indicated that restoration is anticipated before the end of the 2026 calendar year and confirmed that once functional, participants will have access to historical data dating back to November 1, 2026.

NS Power also outlined its planned communications strategy for TVP participants. It stated that all participants will be contacted no later than October 2, 2026, about the resumption of the pilot program on November 1, 2026. The communication will include a reminder of the program's design, including peak period schedules and event notification processes, an update on the status of the MyEnergy Insights platform, and information on the process for customers who wish to opt out of the pilot. NS Power further advised that it does not intend to undertake a new recruitment campaign at the start of the 2026/27 season. Instead, its efforts will be directed toward supporting existing participants returning to the pilot and engaging customers who had previously expressed interest in participating. NS Power said it will continue to advise the Board about any material developments that may affect the TVP program.

In the Board's October 2025 Decision and Order in Matter M12499, NS Power was directed to provide notification to all TVP customers and the Board once system functionality had been restored, at which point all approved TVP rates will resume.

The Board is satisfied that NS Power's planned communications with its TVP participants about the resumption of the TVP pilot program fulfills the Board's directive. As noted by the Company, the applicable TVP rates are effective November 1, 2026, as approved in NS Power's 2026-2027 General Rate Application.

NS Power is directed to notify the Board when the MyEnergy Insights platform has been restored, the platform is available for customer use and to confirm that historical data can be accessed.

Yours truly,



for Crystal Henwood
Clerk of the Board

c. William Mahody, K.C., Board Counsel
Interested Parties M11822 and M12499

