

NOVA SCOTIA ENERGY BOARD

IN THE MATTER OF THE PUBLIC UTILITIES ACT

- and -

IN THE MATTER OF a review of **NOVA SCOTIA POWER INCORPORATED'S** 2025
Annual Performance Standards Report

BEFORE: Stephen T. McGrath, K.C., Chair
Roland A. Deveau, K.C., Vice Chair
Steven M. Murphy, MBA, P.Eng., Member
Richard J. Melanson, LL.B., Member
Jennifer L. Nicholson, CPA, CA, ICD.D., Member

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INTERVENORS: **CONSUMER ADVOCATE**
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BOARD COUNSEL: William L. Mahody, K.C.

FINAL SUBMISSIONS: July 17, 2026

DECISION DATE: October 15, 2026

DECISION: The Board accepts the annual report.

TABLE OF CONTENTS

1.0	INTRODUCTION	4
2.0	BACKGROUND	6
3.0	PERFORMANCE STANDARDS AND TARGETS FOR 2025.....	8
4.0	PERFORMANCE RESULTS FOR 2025.....	10
5.0	OTHER RELIABILITY REPORTING	14
6.0	INTERVENOR COMMENTS AND NS POWER'S RESPONSE	16
6.1	Reliability and Performance Results for 2025	16
6.2	Failure to Meet Two Customer Service Standards	18
6.3	Planned Outages and Reporting.....	20
6.4	Transmission Loss of Supply	21
6.5	Proposed Performance Targets for 2026.....	22
6.6	Administrative Penalty	22
7.0	BOARD ANALYSIS OF RESULTS.....	23
7.1	Reliability Performance	23
7.2	All-Inclusive SAIFI and SAIDI	26
7.3	Planned Outages	27
7.4	Distribution Circuit Performance	27
7.5	Response to Adverse Weather	31
7.6	Customer Service	32
8.0	ONGOING RELATED PROCEEDINGS	33
9.0	BOARD FINDINGS.....	34
10.0	PERFORMANCE TARGETS FOR 2026	40

1.0 INTRODUCTION

[1] On March 31, 2026, Nova Scotia Power Incorporated filed its 2025 Annual Performance Standards Report with the Nova Scotia Energy Board. This report provides NS Power's results in achieving certain reliability and customer service standards in the past calendar year.

[2] NS Power reported that it had successfully achieved 26 performance targets, but it failed to meet 6 targets. The failed targets included reliability performance standards for the overall average duration of outages on its system, the average duration of outages on one circuit and the average frequency of outages on two circuits. NS Power also reported that it failed to meet customer service targets for Regular Business Call Answer Rate and Percent Estimated Bills.

[3] NS Power indicated that it was unable to meet the two customer service standards due to the cybersecurity incident reported on April 25, 2025. The Board has decided that it will defer any finding in this proceeding about NS Power's failure to meet these two customer service standards. These two standards will be considered as part of the Board's two proceedings about the cybersecurity incident.

[4] The Board must take into account the relevant provisions of the *Public Utilities Act*, RSNS 1989, c 380. Under s. 52D(4), where NS Power has failed to achieve any performance standard, the Board "may order [the utility] to pay an administrative penalty or to develop and file a plan for bringing itself into compliance with a performance standard, or both."

[5] While NS Power has failed to meet three reliability standards, its performance on these standards did improve year over year from 2024 to 2025. NS Power

has attributed its improvement on these reliability standards to its Five-Year Reliability Plan, which is a significant endeavor, representing in an investment of \$1.3 billion over five years to improve reliability. The Five-Year Reliability Plan is being evaluated in a separate Board proceeding. Therefore, the Board finds it is not appropriate to direct NS Power under s. 52D(4) to develop another reliability plan at this time.

[6] Further, the Board considers that the imposition of an administrative penalty is not warranted in this matter. Under s. 52E(1), an administrative penalty is intended to promote future compliance, not to punish past activity or poor results. Reliability results improved in 2025 compared to 2024 and NS Power has put forward a plan to further improve reliability, which is currently under review. In these circumstances, the Board has concluded that imposing an administrative penalty is not required to “promote future compliance.” To levy an administrative penalty in that context would only serve a punitive purpose, which is not permitted under s. 52E(1). However, the Board cautions that administrative penalties may be warranted in the future if NS Power’s reliability performance stalls or deteriorates.

[7] In this decision, the Board directs NS Power as follows:

- To include, in the 2026 Annual Performance Standards Report:
 - the CKAIFI and CKAIID results for the chronic circuits identified in the 2025 report, together with the 2026 average CKAIFI and CKAIID values plus two standard deviations across all NS Power circuits;
 - a more detailed description of its practices in relation to planned outages, particularly in respect of customer notification, coordination and scheduling; and
- To include in the 2026 Annual Performance Standards Report and all future reports:
 - a consolidated presentation of the contribution of loss-of-supply events to outage duration, including regional context and, where available, trends over time;

- periodic summary reporting of substation-level interruption impacts, to identify areas of concentrated or recurring impact;
- structured identification of recurring transmission-related constraints or supply dependencies that materially influence feeder-level reliability; and
- disaggregation of planned outage impacts (by feeder or substation groupings).

2.0 BACKGROUND

[8] In 2015, ss. 52A to 52F were added to the *Public Utilities Act* to include certain performance requirements for NS Power. At that time, s. 52A required the Nova Scotia Utility and Review Board (NSUARB) to establish performance standards for reliability and the utility's response to adverse weather conditions, while s. 52B required the NSUARB to establish performance standards in respect of "such areas of Nova Scotia Power Incorporated's customer service as it determines appropriate." Sections 52C to 52E addressed reporting on NS Power's performance compared to the standards, and oversight of NS Power's compliance.

[9] The NSUARB's Decision and Order in Matter M07387 set 13 performance standard metrics and associated targets for the five-year period from 2017 to 2021. In its decision about NS Power's *2017 Annual Performance Standards Report* (M08574), the NSUARB directed NS Power to expand its reliability reporting in subsequent years to include all-inclusive System Average Interruption Frequency Index (SAIFI) and System Average Interruption Duration Index (SAIDI) results, as well as a year-over-year comparative analysis of planned outages.

[10] On October 4, 2021, NS Power applied to amend 9 of the 13 performance standards for implementation in 2022 and add a new standard for reports on weather-related outages affecting 30,000 or more customers. Subsequently, in Matter M10279,

the NSUARB issued a decision that revised six performance standards and added a new one, bringing the total performance standard metrics to 14. A revised set of performance standards and related targets for the 2022 to 2026 period were approved by the NSUARB.

[11] Through amendments to the *Public Utilities Act* in 2022 (SNS 2022, c 27), ss. 52A and 52B were repealed and replaced to expand the scope of potential performance standards, give the Governor in Council additional authority over the establishment of performance standards, and to create an advisory council called the Performance Partnership Advisory Table.

[12] Through further amendments to the *Public Utilities Act* in 2023 (SNS 2023, c 8), the Province repealed s. 52E and substituted new clauses, which came into effect upon receiving Royal Assent on April 12, 2023. Subsequently in 2024, the *Energy Reform (2024) Act*, SNS 2024, c 2, expanded s. 53A(3) to include electrical inspection timelines and further amended s. 52E:

Administrative penalties

52E (1) The amount of any administrative penalty to be paid by Nova Scotia Power Incorporated is the amount determined by the Energy Board or prescribed by the regulations to be appropriate in order to promote future compliance with the performance standards and not for a punitive purpose or effect or for redressing a wrong done to society at large.

(2) The cumulative total of administrative penalties levied against Nova Scotia Power Incorporated in a calendar year must not exceed twenty-five million dollars.

(3) Any administrative penalties levied against Nova Scotia Power Incorporated must be credited to customers as prescribed by the regulations.

(4) Where a method of crediting administrative penalties to customers is not prescribed by the regulations, credits to customers may be allocated amongst Nova Scotia Power Incorporated's customers in any manner, in any amount and through any mechanism that the Energy Board determines appropriate.

(5) Nova Scotia Power Incorporated may not recover any penalty imposed on it under this Section through its rates and may not include a penalty when determining its rate of return under this Act or the *More Access to Energy Act*.

(6) The Governor in Council may make regulations creating a fund to be managed and maintained by Nova Scotia Power Incorporated to serve as a means of holding penalty funds to be paid out to customers.

(7) The exercise by the Governor in Council of the Authority contained in subsection (6) is a regulation within the meaning of the *Regulations Act*.

[13] These amendments significantly increased the cumulative total dollar amount of administrative penalties that can be levied against NS Power to \$25 million. Where the method of crediting administrative penalties to customers is not prescribed by regulations, the allocation, amount, and mechanism is to be determined by the Board as noted in s. 52E(4).

[14] Under the current *Act*, the Board has authority to take measures to ensure NS Power's compliance with the performance standards, including ordering NS Power to pay an administrative penalty or to develop and file a plan for bringing itself into compliance with a performance standard, or both.

[15] On April 1, 2025, on proclamation of the *Energy and Regulatory Boards Act*, SNS 2024, c 2, Sch A, the NSUARB was succeeded by the Nova Scotia Energy Board for all applications related to electric utilities.

3.0 PERFORMANCE STANDARDS AND TARGETS FOR 2025

[16] The standards and targets approved for 2025, based on the Board's approved methodology, are noted below.

Metrics	Targets
Reliability	
System Average Interruption Frequency Index (SAIFI)	≤2.05
System Average Interruption Duration Index (SAIDI)	≤4.29
Circuit Average Interruption Frequency Index (CKAIFI) Dickie Brook 24C-442 Albert Bridge 57S-401 Caledonia 57W-401 Caledonia 57W-402 Maitland Bridge 76V-301 Middlefield 91W-411	≤4.21
Circuit Average Interruption Duration Index (CKAIDI) Maccan 30N-412 Martin's Brook 78W-301 Martin's Brook 78W-302 Indian Path 80W-301 Reserve St Glace Bay 81S-305 Wreck Cove 85S-401 Middlefield 91W-411	≤16.54
Response to Adverse Weather	
Customer notification of an oncoming severe weather event within a specific time frame	Within 4 hours of opening Emergency Operations Centre (EOC) (fixed for 2022 to 2026)
Percentage of calls answered within 45 seconds during a severe outage event	85% (fixed for 2022-2026)
Polite disconnect rate for all outage calls	10% or less (fixed for 2022-2026)
Estimated Time to Restore (ETR) updates communicated to customers during an outage	Provided without delay (fixed for 2022 to 2026)
Outage Report for >30,000 customers	Within 75 days for an EED or MED and 45 days for an SED
Percentage of customers restored within 48 hours of a severe weather event ➤ Significant Event Days (SEDs) ➤ Major Event Days (MEDs) ➤ Extreme Event Days (EEDs)	95.05% 91.98% 78.38%
Customer Service	
Percentage of calls answered within 30 seconds	70% (fixed for 2022 to 2026)
Percentage of customer bills that can be estimated	No more than 2% (fixed for 2022 to 2026)
Customer notification of outages	As soon as known by NS Power (fixed for 2022 to 2026)
New service connection times ➤ Service Installation -- No Poles ➤ Service Installation -- Pole or Transformer ➤ Service Installation -- Temporary to Permanent ➤ Service Installation -- Line Extension less than 10 Poles ➤ Service Installation -- Line Extension greater than or equal to 10 Poles	≤3.0 days ≤4.9 days ≤3.2 days ≤6.2 days ≤13.7 days

4.0 PERFORMANCE RESULTS FOR 2025

[17] The results relative to the Board-approved 2025 targets are compiled below. In 2025, NS Power failed to meet performance standards for SAIDI, CKAIDI for one circuit, CKAIFI for two circuits, Regular Business Call Answer Rate and Percent Estimated Bills.

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Reliability				
Metrics		2025 Targets	2025 Results	Target Met (Y or N)
System Average Interruption Frequency Index (SAIFI)		≤2.05	1.57	Y
System Average Interruption Duration Index (SAIDI)		≤4.29	4.79 ¹	N
Circuit Average Interruption Frequency Index (CKAIFI)				
Dickie Brook	24C-442	≤4.21	3.26	Y
Albert Bridge	57S-401		2.65	Y
Caledonia	57W-401		3.67	Y
Caledonia	57W-402		4.77 ²	N
Maitland Bridge	76V-301		2.93	Y
Middlefield	91W-411		4.71	N
Circuit Average Interruption Duration Index (CKAIDI)				
Maccan	30N-412	≤16.54	11.97	Y
Martin's Brook	78W-301		4.14	Y
Martin's Brook	78W-302		7.40	Y
Indian Path	80W-301		5.65	Y
Reserve St Glace Bay	81S-305		12.64	Y
Wreck Cove	85S-401		20.91 ³	N
Middlefield	91W-411		14.19	Y
Response to Adverse Weather				
Metrics	2025 Targets		2025 Results	Target Met (Y or N)
Customer notification of an oncoming severe weather event within a specific time frame	Within 4 hours of opening Emergency Operations Centre (EOC) (fixed for 2022 to 2026)		Target Met	Y
Percentage of calls answered within 45 seconds during a severe outage event	85% (fixed for 2022-2026)		December 3: 97.0%	Y
			December 19-20: 93.3%	Y
Polite disconnect rate for all outage calls	10% or less (fixed for 2022-2026)		3.6%	Y

¹ This means that each NS Power customer experienced power outages over the entire year totaling, on average, approximately 4 hours and 47 minutes.

² Customers on this circuit experienced 4.77 power outages, on average, over the entire year.

³ Customers on this circuit experienced, on average, 20 hours and 55 minutes of outages over the year.

Estimated Time to Restore (ETR) updates communicated to customers during an outage	Provided without delay (fixed for 2022 to 2026)	Target Met	Y
Outage Report for >30,000 customers	Within 75 days for an EED or MED and 45 days for an SED	December 3 MED	Y
		December 19-20 EED/MED	Y
Percentage of customers restored within 48 hours of a severe weather event			
Significant Event Days (SEDs)	95.05%	NA	NA
Major Event Days (MEDs)	91.98%	December 3: 100% December 20: 99.45%	Y
Extreme Event Days (EEDs)	78.38%	December 19: 98.74%	Y
Customer Service			
Metrics	2025 Targets	2025 Results	Target Met (Y or N)
Percentage of calls answered within 30 seconds	70% (fixed for 2022 to 2026)	60.6%	N
Percentage of customer bills that can be estimated	No more than 2% (fixed for 2022 to 2026)	37.8%	N
Customer notification of outages	As soon as known by NS Power (fixed for 2022 to 2026)	Target Met	Y
New service connection times			
Service Installation -- No Poles	≤3.0 days	2.6 days	Y
Service Installation -- Pole or Transformer	≤4.9 days	4.2 days	Y
Service Installation -- Temporary to Permanent	≤3.2 days	2.3 days	Y
Service Installation -- Line Extension less than 10 Poles	≤6.2 days	5.1 days	Y
Service Installation -- Line Extension greater than or equal to 10 Poles	≤13.7 days	4.8 days	Y

[18] NS Power stated that, while the 2025 SAIDI result remains above the Performance Standards target of 4.29 hours, the result reflects an improvement over 2024's result of 5.26 hours and is on track to achieve the projected target by 2029. The

utility highlighted that this approach aligns with its 2025 Five-Year Reliability Plan and the associated investments, which it expects will reduce SAIDI by 20% by 2029, relative to the 2019–2023 five-year average of 5.10 hours.

[19] With respect to the failure to meet its CKAIDI target on feeder 85S-401, the utility explained this feeder serves 2,266 customers and spans 255 km along the Cabot Trail, including sections within the federally-regulated area of the Cape Breton Highlands National Park. While the feeder has experienced a second consecutive year of improved reliability, both in outage frequency and duration, it remains located in highly forested and coastal terrain with cliffs and mountains, and is frequently exposed to extreme weather conditions, particularly during winter. NS Power stated that adverse winter conditions in the Cape Breton Highlands often result in hazardous driving environments, increasing response times for safely patrolling the Cabot Trail and identifying outage causes. The utility noted that it has allocated reliability investments for 2026, including vegetation management and equipment replacement and upgrades, to further improve reliability performance. It also indicated that it will be deploying a grid-modernization technology, Fault Location, Isolation, and Service Restoration (FLISR), to support achievement of its reliability targets.

[20] For failing to meet its CKAIFI target on feeders 57W-402 and 91W-411, NS Power explained that the largest contributors to outages were loss-of-supply events originating either on transmission line L-5532 or within associated substations, such as the 91W Middlefield Substation, which supplies power to these two feeders. For 2026, the utility identified two major projects, one on L-5532 and one at the 91W Middlefield Substation, to address performance issues associated with loss-of-supply.

[21] NS Power did not meet two customer-service standards. These are the requirement that at least 70% of calls be answered within 30 seconds and the requirement that the Percentage of Bills Estimated not exceed 2.0%. NS Power explained that the cybersecurity incident on April 25, 2025, impacted its automated bill generation process based on Advanced Metering Infrastructure (AMI), requiring reliance on an estimated billing process. In addition, following the incident, billing inquiries increased to historic levels. Although the utility added 40 customer-care personnel and deployed 100 manual meter readers, it was still unable to achieve target performance levels for these two categories. NS Power also stated that at the time of filing the report, over 90% of meter connectivity had been restored, allowing for automated billing to resume.

5.0 OTHER RELIABILITY REPORTING

[22] In addition to the 14 performance standard metrics established for 2025, NS Power must also report on its “all-inclusive” SAIFI and SAIDI results (i.e., including MEDs, EEDs and planned outages). In Matter M10279, NS Power was further directed to include an update on its progress in developing customer-level reliability data, including CEMI-5⁴ (Customers Experiencing Multiple Interruptions), CEMI-4 and CELID-8⁵ (Customers Experiencing Long Interruption Duration).

[23] Although “all-inclusive” SAIFI and SAIDI indices are not formally included as performance standards, these results, which do not exclude outages relating to the

⁴ CEMI represents the percentage of customers who experience a number of sustained interruptions greater than or equal to a defined threshold—specifically, four interruptions for CEMI-4 and five interruptions for CEMI-5.

⁵ CELID-8 is defined as the percentage of customers who experience interruptions with cumulative duration longer than or equal to eight hours.

most impactful weather events, provide a broader portrayal of overall service levels experienced by customers. All-inclusive SAIFI and SAIDI values for 2025 were 2.92 and 10.19, respectively.

[24] Regarding planned outages, NS Power was previously directed to include a year-over-year comparison, and to provide a summary of steps taken to reduce the number and duration of planned interruptions. Standards for planned outages have also not been formally established. During 2025, the planned outage values for SAIDI and SAIFI were 1.13 and 0.77, respectively.

[25] The planned outage SAIDI is slightly higher than the 2024 value of 1.08, while SAIFI shows only a very minor improvement over the 2024 value of 0.78. Both planned outage SAIDI and SAIFI values for 2025 remain notably above the 2023 levels of 0.56 for SAIFI and 0.62 for SAIDI, as well as the 2022 levels of 0.39 for SAIFI and 0.63 for SAIDI. The number of planned outages increased in 2025 to 1,749 from 1,666 in 2024. The number of planned outages in both years is much greater than the 467 planned outages in 2022. NS Power attributed most of the 2025 planned outages to “safely completing reliability and capital upgrade work.” The average duration of planned outages increased in 2025 to 2.79 hours, up from 2.30 hours in 2024 and 1.97 hours in 2023. This means customers experience longer interruptions, and each outage event contributes more customer-minutes to planned outage SAIDI.

[26] These planned outage statistics do not include all planned outages. NS Power stated that during regular business operations, brief outages that are required to facilitate reliability and upgrade work are coordinated with customers in real time and are not coded as planned outages.

[27] Performance data for 2025 customer-level reliability indicators, CEMI-4, CEMI-5, and CELID-8, excluding outages resulting from MEDs, EEDs, and planned outages, is summarized below:

- CEMI-4 – 9.9% of customers experienced four or more sustained outages. This reflects a significant improvement compared to 17.3% in 2024, the five-year average of 18%, and the 2023 level of 20.2%.
- CEMI-5 – 4.8% of customers experienced five or more sustained outages. This reflects a significant improvement compared to 8.9% in 2024, the five-year average of 9.4%, and the 2023 level of 11.4%.
- CELID-8 – 23.6% of customers experienced eight cumulative hours of interruption, representing a minor improvement from 24.7% in 2024, and a significant improvement compared to the 2023 level of 31.2% and the five-year average of 28%.

6.0 INTERVENOR COMMENTS AND NS POWER'S RESPONSE

6.1 Reliability and Performance Results for 2025

[28] The Small Business Advocate's understanding is that, when the performance standards were introduced in 2016, NS Power viewed them as achievable. She said this is why the targets were expected to improve in each successive year. She said this leads to frustration for interested parties and ratepayers that these standards are not fully achieved, year over year.

[29] The Small Business Advocate submitted that while rates are increasing, ratepayers are still not seeing the expected reliability improvements. She argued that while it might be suggested that the change from a SAIDI value of 5.26 in 2024 to 4.79 in 2025 indicates an improving trend, the SAIDI results for 2023 and 2022 were 5.21 and 5.16, respectively. At this point, the Small Business Advocate stated that she sees no discernible trend in SAIDI performance.

[30] While NS Power generally agrees with the current CKAI DI and CKAI FI methodology, the Small Business Advocate raised an issue about the thresholds tightening given improving circuit performance. She added that NS Power accepted the two-standard-deviation approach for these metrics in all prior years. She saw no reason to change this approach. The Small Business Advocate asserted that a tight band is not problematic when the underlying calculation is sound and approved by the Board, particularly given that it has successfully driven NS Power's performance improvements in recent years.

[31] The Industrial Group said the record in this proceeding is insufficient to determine how much of the observed improvement in 2025 compared to 2024 is attributable to NS Power's Five-Year Reliability Plan. The Industrial Group questioned whether the reliability investments that NS Power is making are the most cost-effective, and whether the Plan could be refined to reduce costs for ratepayers or accelerate compliance with the performance standards before 2029. It argued that this evaluation is necessary to ensure proper efforts are being made for the growing concerns about anticipated harsher weather.

[32] The Industrial Group submitted that the Board should direct NS Power to file, with its next Annual Performance Standards Report, a program-level attribution analysis identifying the SAIDI improvement estimated to result from each completed Five-Year Reliability Plan program or investment category in 2025. It also asked for an updated trajectory analysis showing whether Year 1 results place it on track to achieve the targeted 20% SAIDI improvement by 2029.

[33] The Industrial Group also submitted that the Board should consider adding more detailed, customer-level measures to the performance framework, such as CEMI and CELID thresholds.

[34] NS Power acknowledged the need for improvement in its CKAIID and CKAIIF results going forward, noting that this aligns with the utility's Five-Year Reliability Plan, which started in 2025.

[35] NS Power stated that the Five-Year Reliability Plan provides projected benefits at the system level and that it would be more complex to attribute a discrete reliability benefit to each project, such that individual project benefits can be cumulatively added into a system-level projection. NS Power also noted that the Board Counsel's consultant, Synapse Energy Economics, Inc. (Synapse), is currently leading a review of NS Power's Five-Year Reliability Plan, where methodologies for assessing plan effectiveness are being developed collaboratively with the consultant. NS Power emphasized that both leading metrics and lagging metrics are required to determine prudent investment.

[36] NS Power stated that it does not believe adding customer-level measures, such as CEMI and CELID thresholds, to the performance framework provides additional value, as any insights from such metrics would already be captured in the CKAIIF and CKAIID metrics under the Problem Feeder criteria.

6.2 Failure to Meet Two Customer Service Standards

[37] The Consumer Advocate noted that the utility's customers are most concerned about the reliability they experience and much remains to be done to improve reliability. He noted that the NS Power cybersecurity attack in 2025 was the primary factor

contributing to the utility not meeting the regular business call-answer rate and the percentage of estimated customer bills issued within the customer service targets. It also noted that, in both areas, NS Power's performance improved toward target levels as the utility responded to the cyber event.

[38] The Small Business Advocate raised concerns about NS Power's polite disconnections in the months following the discovery of the cybersecurity incident. She noted an inconsistency in the report concerning the addition of 40 customer care representatives during the summer and fall of 2025 to address increased call volumes and longer call durations resulting from the incident. She observed that NS Power provided information in response to CA IR-2(b) indicating that the number of customer care employees increased from 139 in January 2025 to 143 in December 2025, showing an additional 4 employees, not 40.

[39] The Small Business Advocate submitted that the cybersecurity incident was primarily responsible for NS Power's failure to meet the "percentage of estimated bills" standard. She suggested this issue is likely best addressed through Matter M12600 examining the cybersecurity incident and its effect on customers, including billing.

[40] The Small Business Advocate further submitted that it is important for NS Power to ensure that all customers, particularly those who did not pay their estimated bills in 2025, are made aware of the potential credit implications of not settling those invoices once the collection data batches resume.

[41] NS Power stated that the complexity of matters discussed during incoming calls was a contributing factor to the delays, as call durations in November were the longest of any month in 2025 following the discovery of the cybersecurity incident. The

average call was approximately 33% longer than calls in June. NS Power employees spent additional time helping customers understand their bills, which resulted in longer calls.

[42] In responding to the inconsistency in the report about the addition of 40 customer care representatives, NS Power stated that the number of employees alone does not provide a complete picture of representative availability. Customer care support was available for 17,870 hours in January 2025 and 20,770 hours in December 2025, representing a 16% increase. Throughout the year, representative availability was adjusted as required to meet customer needs and expectations.

6.3 Planned Outages and Reporting

[43] The Industrial Group noted a significant increase in planned outages in 2025, resulting in 618,413 customer hours of interruption (CHI), compared to 2020 when 458 planned outages accounted for 171,013 CHI. It submitted the outage data indicates a sustained rise in planned outage activity; however, the information is presented only in aggregate form. It does not show whether this increase reflects system-wide activity or is concentrated on specific feeders, substations or geographic areas over time. The Industrial Group agreed with the Small Business Advocate that it is difficult to assess how planned outage impacts are experienced in practice, including whether certain customers or locations are disproportionately affected.

[44] The Industrial Group recommended that the Board direct NS Power to include a disaggregation of planned-outage impacts in future Annual Performance Standards Reports, such as by feeder or substation groupings. It said NS Power should also describe its practices related to planned outages, including its general approaches to customer notification, coordination and scheduling.

[45] NS Power stated that the Annual Performance Standards Report already contains a full section on this topic (Section 6), including comparative results and analysis of prior performance. Appendix K of the report also provides a feeder-level listing of each planned outage with detailed information for the year. NS Power maintains that, given the level of detail already included, additional reporting on these outages is not necessary.

6.4 Transmission Loss of Supply

[46] The Industrial Group noted, based on the data provided in NSEB IR-7, Attachment 02, that customer outage events resulting from interruptions originating on the transmission system, including substations, are coded as “Loss of Supply.” In 2025, Loss of Supply accounted for 40.5% of all CHI in the Cape Breton region, 35.7% in the Northeast region, 31.4% in the Metro region, and 29.1% in the West region. It noted that it is important to understand the contribution of transmission-related outages in identifying whether outage impacts are concentrated in specific transmission assets or regions, or more broadly distributed across the system, and whether remaining reliability challenges are primarily associated with the transmission or distribution system components.

[47] The Industrial Group submitted that it would be useful to have information relating to Loss-of-Supply events, substation-level impacts, and transmission-related constraints made available. It argued this information should be more systematically summarized in the Annual Performance Standards Report — for example, through:

- (1) a consolidated presentation of the contribution of Loss-of-Supply events to outage duration, including regional context and, where available, trends over time;
- (2) periodic summary reporting of substation-level interruption impacts to identify areas of concentrated or recurring impact; and
- (3) structured identification of recurring transmission-related constraints or supply dependencies that materially influence feeder-level reliability.

[48] NS Power stated that it already highlights outage details and transmission projects through the Annual Capital Expenditure (ACE) Plan reporting and project justifications. It notes that Loss-of-Supply events are already incorporated into its risk-based decision-making, and that additional reporting on these events would not affect capital investment requirements under existing Performance Standards. However, the utility stated that it would continue working with the Board and stakeholders on the 2026 to 2031 performance standards review and its implications for Loss-of-Supply events.

6.5 Proposed Performance Targets for 2026

[49] The Consumer Advocate noted that it has no concerns with the 2026 proposed performance targets. However, it expressed that the threshold for requiring an Outage Report should be applied with some flexibility. He noted that there may be instances when providing an Outage Report for events affecting fewer than 30,000 customers would still be beneficial to the utility and its customers.

[50] NS Power noted that the Board has already exercised discretion in this area and has requested details on any outage events it considers impactful, regardless of outage impact size.

6.6 Administrative Penalty

[51] The Consumer Advocate stated that this is the ninth consecutive year in which NS Power has failed to meet one or more of its performance targets, and that the imposition of an administrative penalty could be appropriate. However, he submitted that there have been improvements in 2025 compared to 2024 in the two reliability metrics that measure the frequency and duration of outages. He submitted the Board will have to determine if those improvements are sufficient to avoid the imposition of an administrative penalty.

[52] The Industrial Group stated that if the Board determines that a penalty is warranted under s. 52E of the *Public Utilities Act*, it should impose an administrative penalty in an amount that promotes future compliance. The Industrial Group further recommended that the Board direct the penalty amount be credited through the Fuel Adjustment Mechanism for the benefit of customers.

[53] NS Power stated that there have been improvements in NS Power's performance in virtually all areas (except those directly impacted by 2025's cyber event) as a result of NS Power's ongoing reliability strategy. The utility argued that an administrative penalty is not necessary to promote future compliance with the performance standards.

7.0 BOARD ANALYSIS OF RESULTS

[54] In considering the 2025 Annual Performance Standards Report, reviewing results and trends experienced from the time the standards were initially established in 2017 is helpful to give a broader overview of NS Power's performance. The Board has prepared the following tables and plots based on the information extracted from current and previous years' performance reports filed by NS Power.

7.1 Reliability Performance

[55] Table 1 and Table 2 below, along with their plotted values, present NS Power's annual system-wide SAIFI and SAIDI reliability performance indices, excluding MEDs, EEDs, and planned outages, for the years 2017 through 2025. If, in any given year, the blue lines are above the red target line, it indicates that the target for that year was not met.

[56] SAIFI has shown improvement in outage frequency again this year compared to 2024. Although SAIDI has declined this year following consecutive increases since 2022, the outage duration still remains above target.

[57] NS Power noted that the 2025 Performance Standards results for SAIDI and SAIFI reflect continued improvement driven by increased investment under the Five-Year Reliability Plan, which targets areas expected to have the greatest impact on reducing outages. It further stated that overall investment in the Plan is guided by the objectives of reducing SAIDI by 20% from the five-year average (2019–2023) of 5.10, and achieving the SAIFI target of 2.05, thereby strengthening grid resilience to address climate change. The utility also noted that it aims to meet the performance standards requirement to restore service to 91.98% of customers within 48 hours following a Major Event Day.

Table 1 – SAIFI Results 2017 to 2025

SAIFI		
Year	Target	Actual
2017	2.05	1.73
2018	2.05	2.00
2019	2.05	2.58
2020	2.05	2.05
2021	2.05	2.27
2022	2.05	2.19
2023	2.05	2.18
2024	2.05	1.97
2025	2.05	1.57

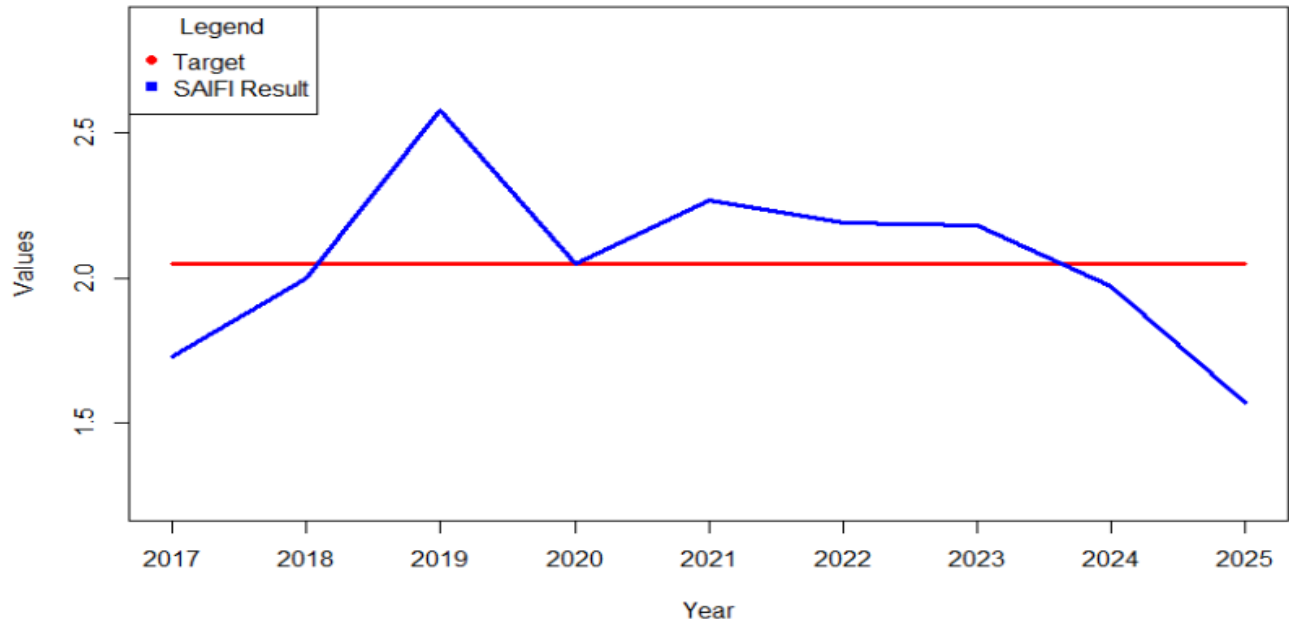
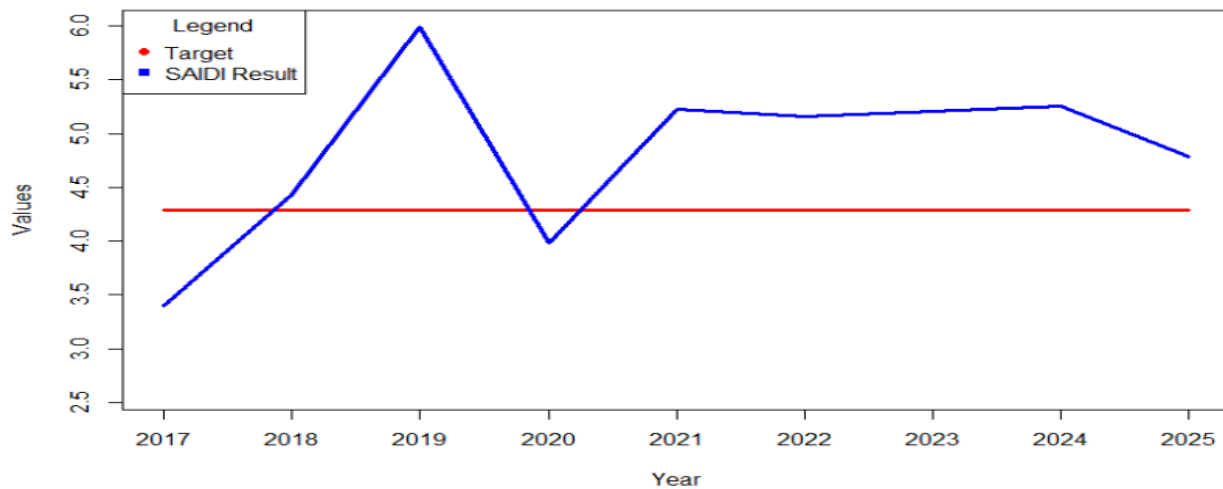


Table 2 – SAIDI Results 2017 to 2025

SAIDI		
Year	Target	Actual
2017	4.29	3.40
2018	4.29	4.43
2019	4.29	5.99
2020	4.29	3.98
2021	4.29	5.23
2022	4.29	5.16
2023	4.29	5.21
2024	4.29	5.26
2025	4.29	4.79

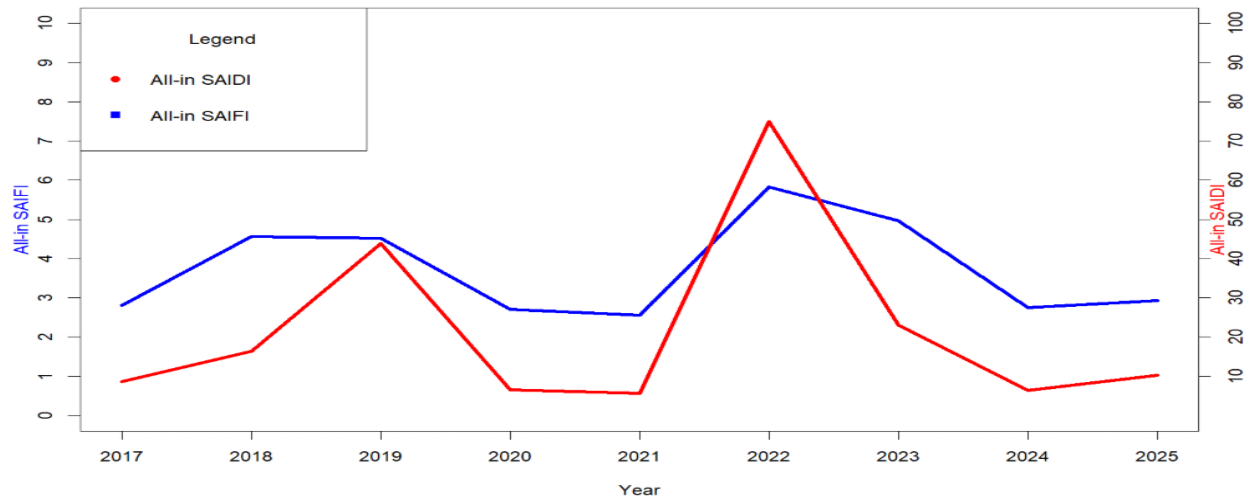


7.2 All-Inclusive SAIFI and SAIDI

[58] Table 3 below, along with their plotted values, present All-Inclusive SAIFI and SAIDI values. These values provide a broader insight of grid reliability by capturing all sustained interruptions across the reporting year, without excluding planned outages and major weather events such as MEDs, EEDs and SEDs. However, as noted above, all-inclusive SAIFI and SAIDI indices are for information purposes only and are not included in the utility's performance standard.

Table 3: All-Inclusive SAIFI and SAIDI

Year	All-In SAIFI	All-In SAIDI
2017	2.81	8.57
2018	4.56	16.26
2019	4.52	43.88
2020	2.71	6.57
2021	2.56	5.603
2022	5.82	74.87
2023	4.97	23.03
2024	2.75	6.34
2025	2.92	10.19



7.3 Planned Outages

[59] Like the All-Inclusive classification, planned outages, as provided below in Table 4, are not formally included as approved performance standard metrics. However, this information provides valuable insight into operational activities and potential opportunities to improve overall outage performance.

Table 4: Planned Outages

Year	Number of Planned Outages	Average Customers per Planned Outage	Percentage of Customers Experiencing a Planned Outage	Average Duration per Outage (hr)
2017	429	409	35%	2.3
2018	420	354	29%	1.9
2019	402	356	28%	3.34
2020	490	257	24%	2.76
2021	572	258	28%	2.59
2022	467	440	39%	2.98
2023	1,938	147	56%	1.97
2024	1,666	256	78%	2.30
2025	1,749	244	NA ⁶	2.79

[60] The above outage durations are averages for planned outage events, regardless of the number of customers affected, which is different from the system duration index SAIDI. Table 4 indicates that planned outages increased in number and average duration in 2025 compared to 2024.

7.4 Distribution Circuit Performance

[61] The benchmarking methodology for CKAIFI and CKAIDI states that any circuit that is among the worst 5% of all NS Power circuits for two consecutive years shall be labeled as a “problem circuit.” Any problem circuit that is among the worst 5% of all

⁶ This value was not included in this year's report.

NS Power circuits for the third consecutive reporting year shall be labeled a “chronic circuit.”

[62] If the CKAIFI or CKAIDI value of a chronic circuit in a given year is greater than the average CKAIFI or CKAIDI value plus two standard deviations across all NS Power circuits in the same year, then the metric benchmark would not have been met, and NS Power could be subject to an administrative penalty, a requirement to develop a plan, or both.

[63] The CKAIFI and CKAIDI results achieved in 2025 are shown in Figures 35 and Figure 36 as presented in NS Power’s annual report on page 59 and page 60, respectively, as follows:

Figure 35 – 2025 CKAIDI Results

	Top 5% 2025	2025 Ranking* (Percentage)	2025 CKAIDI Result	2025 Threshold**
85S-401	Y	98.5	20.91	16.54
91W-411	N	93.5	14.19	16.54
81S-305	N	89.8	12.64	16.54
30N-412	N	88.8	11.97	16.54
78W-302	N	76.2	7.40	16.54
78W-301	N	70.7	5.65	16.54
80W-301	N	60.8	4.14	16.54

Figure 36 – 2025 CKAIFI Results

	Top 5% 2025	2025 Ranking* (Percentage)	2025 CKAIFI Result	2025 Threshold**
57W-402	Y	97.7	4.77	4.21
91W-411	Y	97.5	4.71	4.21
57W-401	N	93.5	3.67	4.21
24C-442	N	90.3	3.26	4.21
76V-301	N	84.4	2.93	4.21
57S-401	N	80.9	2.65	4.21

*Feeders with a rank of 95-100 percent are ranked in the top 5th percentile of worst-performing feeders in 2025.

** The 2025 thresholds reflect the average of the CKAIDI/CKAIFI values for the year plus two standard deviations.

[64] Page 181 of the report identifies NS Power circuits, listed below, that fall within the worst 5% in both 2024 and 2025. If any of these circuits also remain in the worst 5th percentile at the end of 2026, this will mark the third consecutive reporting year in which they appear in the lowest performance for CKAIFI and CKAIDI. In that case, these circuits will be designated as “chronic circuits” for 2026. NS Power will then file, at the end of 2026, the CKAIFI and CKAIDI results for the chronic circuits, along with the average CKAIFI and CKAIDI plus two standard deviations for all circuits in 2026.

Figure 2 – CKAIDI and CKAIFI 2026 Problem Feeders

Metric	Feeders		
CKAIDI	76V-301	85S-401	
CKAIFI	91W-411	57W-402	15N-401

[65] As shown in Table 5 below, the report identified five circuits to be monitored in 2026 — three for CKAIFI performance and two for CKAIDI performance.

Table 5 – Annual Listings of Problem Circuits

	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026
CKAIFI	Weymouth 16V-314 Pt. Tupper 1C-411 North Sydney 3S-301 Trenton 50N-410	Pugwash 7N-302 Whycocomagh 67C-411	Wreck Cove 85S-401 Upper Burlington 18V-413 SW Margaree 58C-403 Martins Brook 78W-302	Wreck Cove 85S-401 Upper Musquodoboit 88H-402 SW Margaree 58C-403	Wreck Cove 85S-401 Ruth Falls 96H-412 Port Hastings 2C-402 St Peter's 59C-402 Middlefield 91W-411	Port Hastings 2C-402 Dickie Brook 24C-442 St Peter's 59C-402	Bridge Ave 62N-413 Cleveland 22C-402 Keltic Drive 11S-411	Albert Bridge 57S-401 Wreck Cove 85S-401	Dickie Brook 24C-442 Albert Bridge 57S-401 Caledonia 57W-401 Caledonia 57W-402 Maitland Bridge 76V-301 Middlefield 91W-411	Middlefield 91W-411 Caledonia 57W-402 Truro Willow Lane 15N-401
CKAIDI	Weymouth 16V-314 Wreck Cove 85S-402 Weymouth 16V-315 Parrsboro 37N-312	Wreck Cove 85S-401 Wreck Cove 85S-402 Port Hastings 2C-402	Wreck Cove 85S-401 Wreck Cove 85S-402 Upper Burlington 18V-413	Wreck Cove 85S-401 Upper Musquodoboit 88H-402 Aberdeen 9C-303 Whycocomagh 67C-411 Parrsboro 37N-413	Upper Musquodoboit 88H-402 Whycocomagh 67C-411 Wreck Cove 85S-401 Ruth Falls 96H-412 Upper Musquodoboit 88H-401	Cape Porcupine 100C-421 Whycocomagh 67C-411 Dickie Brook 24C-442 Conway 77V-401 Port Hastings 2C-402 Keltic Drive 11S-411	Cleveland 22C-402 Keltic Drive 11S-411	Upper Lake Falls 1W-411 Tatamagouche 4N-313 Keltic Drive 11S-411 Albert Bridge 57S-401 Middlefield 91W-411	Maccan 30N-412 Martin's Brook 78W-301 Martin's Brook 78W-302 Indian Path 80W-301 Reserve St 81S-305 Wreck Cove 85S-401 Middlefield 91W-411	Wreck Cove 85S-401 Maitland Bridge 76V-301

7.5 Response to Adverse Weather

[66] NS Power's customer restoration performance results for Significant Event Day, Major Event Day and Extreme Event Day storms in 2025 and the eight previous years are summarized by the Board in Table 6 below. The 2025 report noted that NS Power experienced three event days in 2025 — one EED and two MEDs. Except for the 2022 impact from Hurricane Fiona, NS Power met the restoration performance targets in all other years, including the current year.

Table 6 – Annual Service Restoration During SEDs, MEDs and EEDs

YEAR	TARGET	ACTUAL
SED		
2022	95.05%	85.48% (1 event day)
2023	95.05%	No events
2024	95.05%	Not applicable
2025	95.05%	Not applicable ⁷
MED		
2017	86.5 %	99.31% (4 event days)
2018	87.44%	99.86% (6 event days)
2019	88.41%	90.93% (6 event days)
2020	88.41%	98.45% (3 event days)
2021	88.41%	No events
2022	91.98%	74.88% to 100% (16 event days)
2023	91.98%	94.87% to 99.99% (9 event days)
2024	91.98%	No events
2025	91.98%	99.45% to 100% (2 event days)
EED		
2017	65.3 %	98.41% (1 event day)
2018	66.28%	99.9% (2 event days)
2019	68.71%	76.06% (2 event days)
2020	68.71%	No events
2021	68.71%	No events
2022	78.38%	60.98% to 82.67% (3 event days)
2023	78.38%	96.40% (1 event day)
2024	78.38%	No events
2025	78.38%	98.74% (1 event day)

⁷ Only SEDs which fall after an MED or EED are considered under this metric. In 2025 there were two SEDs, however neither fell after a MED or EED.

7.6 Customer Service

[67] There are four primary customer service performance standards established in the customer service category:

- Percentage of calls answered within 30 seconds.
- Percentage of customer bills that can be estimated.
- Customer notification of outages.
- New service connection times, which includes five separate performance targets.

[68] During 2025, NS Power missed two of the four primary customer service standards but met the other two, including all five components of the new service connection standard. The two missed targets were the minimum 70% of calls answered within 30 seconds and the requirement that the Percentage of Bills Estimated be no more than 2.0%. The 2025 results for these measures were 60.6% and 37.8%, respectively.

[69] During 2025, NS Power achieved its annual performance targets for the new service connection standard, including each of the five components under that standard. Table 7 compiled by the Board presents the 2025 results for the new service connection standard, along with results for the previous seven years.

Table 7 – New Service Connection Performance (Days)

	No Poles	Pole or Transformer	Temporary to Permanent	Line Extension <10 Poles	Line Extension ≥10 Poles
2017 Target	2.8	5.9	2.9	8.8	31.7
2017 Actual	2.2	4.2	2.3	5.2	12.1
2018 Target	2.4	5.2	2.8	7.4	26.9
2018 Actual	2.0	4.0	2.1	5.1	12.2
2019 Target	2.4	5.2	2.8	7.4	26.9
2019 Actual	2.3	4.6	2.5	6.3	21.5
2020 Target	2.2	4.4	2.8	5.8	25.8
2020 Actual	2.1	4.3	2.6	5.6	14.6
2021 Target	2.2	4.4	2.5	5.8	25.8
2021 Actual	2.18	4.39	2.41	5.45	9.70

2022 Target	3.0	4.9	3.2	6.2	18.1
2022 Actual	2.98	5.09	3.73	6.38	12.02
2023 Target	3.0	4.9	3.2	6.2	18.1
2023 Actual	3.39	5.67	3.86	7.68	14.12
2024 Target	3.0	4.9	3.2	6.2	18.1
2024 Actual	2.14	4.71	2.23	6.01	7.52
2025 Target	3.0	4.9	3.2	6.2	13.7
2025 Actual	2.64	4.15	2.3	5.11	4.78

8.0 ONGOING RELATED PROCEEDINGS

[70] As part of a prior Annual Capital Expenditure (ACE) Plan proceeding, the Board directed NS Power to prepare a Five-Year Reliability Plan and file it by December 31, 2024. NS Power filed its Five-Year Reliability Plan by that date. It was initially considered as part of the 2025 ACE Plan proceeding. The Board engaged Synapse to review the Five-Year Reliability Plan and the Board opened a separate matter to deal with this issue (M12558).

[71] The Board has also initiated a new matter (M12376), to conduct a scheduled five-year review of NS Power's performance standards, examining both existing and proposed standards and determine whether revisions are warranted. This five-year review may lead to the introduction of additional or revised performance metrics.

[72] Further, the Board notes that there are other proceedings that may have an impact on an assessment of NS Power's performance in meeting its targets, including Matter M13118 – NS Power's Climate Adaptation Plan; Matter M12600 – Nova Scotia Power – Cybersecurity Accountability; and Matter M12273 – Board Inquiry into Nova Scotia Power's Cybersecurity Incident.

9.0 BOARD FINDINGS

[73] This is the ninth consecutive year that NS Power failed to meet one or more of its performance targets as summarized below:

- In 2017, one of the targets, CKAIDI, was not achieved.
- In 2018, two of the performance targets, SAIDI and CKAIDI, were not achieved.
- In 2019, performance further deteriorated to the point that six targets were not achieved. Those metrics were SAIFI, SAIDI, CKAIFI, CKAIDI, percentage of (regular business) calls answered within 30 seconds, and percentage of customer bills that can be estimated.
- In 2020, two of its performance standards, CKAIDI and the percentage of customer bills that can be estimated, were not achieved.
- In 2021, the four reliability targets, SAIFI, SAIDI, CKAIFI and CKAIDI were not achieved.
- In 2022, three reliability targets, SAIFI, SAIDI and CKAIDI as well as one customer service target and one adverse weather target were not achieved.
- In 2023, two reliability targets, SAIFI and SAIDI, and four of the five components in the New Service Connection Times customer service standard were not achieved.
- In 2024, two reliability targets, SAIDI and CKAIDI, were not achieved.
- In 2025, SAIDI, CKAIDI for one circuit, and CKAIFI for two circuits, were not achieved. In addition, two customer service performance standards — Regular Business Call Answer Rate and Percent Estimated Bills — were also not achieved.

[74] SAIFI has improved this year compared with 2024, reaching its lowest level since 2017, as shown in Table 1. The utility met its SAIFI target in 2024, for the first time since 2020. SAIDI has improved by 9% this year compared with 2024; however, it has not met its target value of 4.29, as shown in Table 2. SAIDI increased each year from 2022 to 2024, and decreased this year but still has not met its target, continuing a trend of underperformance since 2020. Further, the lack of improved performance over the years has resulted in the targets remaining constant at the 2017 level.

[75] The Board also notes that, although the utility has projected that it will meet the SAIDI target by 2029 with continued investment under its Five-Year Reliability Plan, this date is about 12 years after the performance standard targets were initially established. In the Board's view, this clearly indicates a lack of urgency or effectiveness in achieving compliance with the targets over this period. Moreover, at this stage it is unclear whether the noted improvements are the result of NS Power's efforts under its Five-Year Reliability Plan or the beneficial result of better weather in the year. The Board shares the concern raised by the Industrial Group regarding the efficacy of the measures and the cost proposed by NS Power's Five-Year Reliability Plan to achieve the performance standards by 2029. The Board acknowledges that NS Power's Five-Year Reliability Plan investment and its impact on customer rates are currently under review to address these questions.

[76] The problem circuits identified in 2026 show improvements compared with 2025, as presented in Table 5. Nonetheless, several feeders have appeared on the list for a minimum of four consecutive years, becoming chronic circuits.

[77] In 2025, improvement in the Annual Service Restoration percentage was observed during SEDs, MEDs and EEDs compared to 2024, as shown in Table 6.

[78] The 2025 monthly data for each of the five components under the New Service Connection Times Standard, as presented in Table 7 in Appendix D of the application, indicate that the No-Pole target was not achieved only in November; Pole or Transformer targets were not achieved in February and November; Line Extension <10 Poles targets were not achieved in February and November; and Line Extension ≥10 Poles targets were not achieved in November and December. These results indicate an

improvement compared to 2024. The Board is encouraged by the improvements in this category.

[79] The Board recognizes the Intervenor's concern about scrutiny of the proposed investment under NS Power's Five-Year Reliability Plan, to ensure that the selected performance measures and the associated capital expenditures are truly optimal. The Board further recognizes that the performance standards NS Power now seeks to meet are the same standards the utility originally committed to achieve in 2017.

[80] The Board understands NS Power's view that it must balance the desire for low customer rates while addressing increasingly severe weather events driven by climate change, which the utility cites as the primary reason affecting its ability to meet reliability targets over time. The Five-Year Reliability Plan is intended to respond to these challenges. However, the Board is of the view that the proposed plan requires careful scrutiny to confirm, based on empirical evidence, that the selected approach represents the most effective path forward and is in the best interests of customers in the face of increasing rates, climate-resilience needs and grid reliability expectation.

[81] The Board acknowledges the need for Customer-Level Reliability metrics to ensure that reliability investments are optimally allocated, produce long-term reliability improvements, and support predictable performance metrics at an optimal cost.

[82] The Board acknowledges the utility's comment that it was unable to meet two customer service standards due to the cybersecurity incident reported on April 25, 2025. However, the Board will defer any finding in this proceeding about NS Power's failure to meet those two performance standards. The Board directs that the consideration

of those two issues be referred to and dealt with in the Board's two proceedings about the cybersecurity incident.

[83] The Board shares the concerns submitted by the Consumer Advocate, the Small Business Advocate, and the Industrial Group about the need for more detailed customer-level performance measures, enhanced reliability-investment review and reporting, reporting on planned outages and Loss-of-Supply events, the impact of cybersecurity on customer services, and the prudence of reliability investments. However, there are several proceedings currently before the Board, including Matter M12558 – Review of NS Power's Five-Year Reliability Plan 2025 to 2029; Matter M12600 – Nova Scotia Power – Cybersecurity Accountability; Matter M12273 – Board Inquiry into Nova Scotia Power's Cybersecurity Incident; and Matter M12376 – Five-Year Review of NS Power's Performance Standards – that are considering some of these issues. Accordingly, with the exception of the directions noted below, the Board will wait for these proceedings to be completed before issuing any direction on these matters and will consider any items not addressed in those proceedings as part of the next Annual Performance Standards Report.

[84] The Board directs NS Power to include, in the 2026 Annual Performance Standards Report, the CKAIFI and CKAIDI results for the chronic circuits identified in this report, together with the 2026 systemwide average CKAIFI and CKAIDI values plus two standard deviations.

[85] The Board agrees with the Industrial Group that additional information and analysis about impacts at the regional, substation and feeder level would assist the Board and the parties in better understanding how outages may be differently experienced and

perceived in different parts of the province. As such, NS Power is directed to include the following information and analysis in future performance standards reports:

- a consolidated presentation of the contribution of loss-of-supply events to outage duration, including regional context and, where available, trends over time;
- periodic summary reporting of substation-level interruption impacts, to identify areas of concentrated or recurring impact;
- structured identification of recurring transmission-related constraints or supply dependencies that materially influence feeder-level reliability; and
- disaggregation of planned outage impacts (by feeder or substation groupings).

[86] The Board also agrees that it would be useful for NS Power to include, in its 2026 Performance Standards Report, a more detailed description of its practices in relation to planned outages, particularly in respect of customer notification, coordination and scheduling.

[87] The Board recognizes NS Power's recent efforts to address reliability and service issues and also notes that reliability performance has improved in 2025 compared to 2024. However, 2025 is still the ninth consecutive year that NS Power failed to meet one or more of its performance targets notwithstanding that two of its customer service performance standards in 2025 were affected by the cybersecurity incident.

[88] Leaving aside the two customer service standards which the Board has deferred and will revisit when its cybersecurity proceedings are completed, the fact remains that NS Power has failed to meet three other performance standards, i.e., SAIDI, CKAIDI for one circuit, and CKAIFI for two circuits.

[89] The Board must take into account the relevant provisions of the *Public Utilities Act* relating to NS Power's results. Under s. 52D(4), where NS Power has failed to achieve any performance standard, the Board "may order [the utility] to pay an administrative penalty or to develop and file a plan for bringing itself into compliance with a performance standard, or both." However, under s. 52E(1), the amount of any administrative penalty is the amount determined by the Board "to be appropriate in order to promote future compliance with the performance standards and not for a punitive purpose or effect or for redressing a wrong done to society at large."

[90] While NS Power has failed to meet these three reliability standards, its performance on these standards did improve year over year from 2024 to 2025. NS Power has attributed its improvement on these reliability standards on the benefits resulting from the activities under its Five-Year Reliability Plan. The Reliability Plan is a significant endeavor, representing in an investment of \$1.3 billion over five years to improve reliability. While questions still remain about the effectiveness of the plan, the implementation of this initiative is only part way through its second year and NS Power's performance on reliability standards has improved. This plan is being canvassed in a separate Board proceeding and evaluated by Board Counsel consultant Synapse. Any issues arising from this review will be canvassed in that matter. The Board concludes that it would not be appropriate nor productive to direct NS Power under s. 52D(4) to develop another plan while NS Power has developed a Reliability Plan, which it says addresses reliability and is being considered in a separate Board matter.

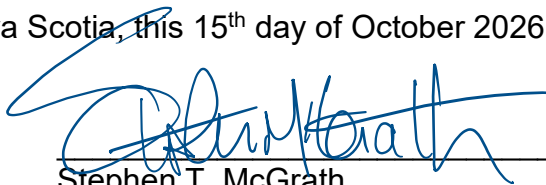
[91] Further, the Board considers that the imposition of an administrative penalty is not warranted in this matter. Under s. 52E(c), an administrative penalty is intended to promote compliance, not to serve a punitive purpose or for redressing a wrong done to society at large. An administrative penalty is intended to promote future compliance, not to punish past activity or poor results. Reliability results improved in 2025 compared to 2024 and NS Power has put forward a meaningful plan to further improve reliability. In these circumstances, the Board finds that imposing an administrative penalty is not required to “promote future compliance.” NS Power's performance, as measured by the reliability standards, has improved. These results appear to support NS Power's submission that it is trying to improve reliability and comply with the performance standards. To levy an administrative penalty in that context would only serve a punitive purpose, which is not permitted under s. 52E(c). However, the Board cautions that it may impose administrative penalties if NS Power's performance on reliability stalls or deteriorate.

10.0 PERFORMANCE TARGETS FOR 2026

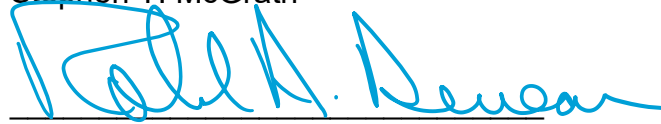
[92] Performance standards and targets for the 2022 to 2026 period were previously established in Matter M10279. However, certain targets require annual updating. Accordingly, updated targets for 2026 are noted in Attachment 1.

[93] An Order will issue accordingly.

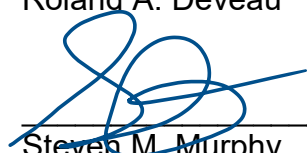
DATED at Halifax, Nova Scotia, this 15th day of October 2026.



Stephen T. McGrath



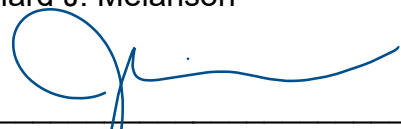
Roland A. Deveau



Steven M. Murphy



Richard J. Melanson



Jennifer L. Nicholson

Attachment 1 – 2026 Performance Standards

Metrics	Targets
Reliability	
System Average Interruption Frequency Index (SAIFI)	≤2.05
System Average Interruption Duration Index (SAIDI)	≤4.29
Circuit Average Interruption Frequency Index (CKAIFI)	Middlefield 91W-411 Caledonia 57W-402 Truro Willow Lane 15N-401
Circuit Average Interruption Duration Index (CKAIDI)	Wreck Cove 85S-401 Maitland Bridge 76V-301
Response to Adverse Weather	
Customer notification of an oncoming severe weather event within a specific time frame	Within 4 hours of opening Emergency Operations Centre (EOC) (fixed for 2022 to 2026)
Percentage of calls answered within 45 seconds during a severe outage event	85% (fixed for 2022 to 2026)
Polite disconnect rate for all outage calls	10% or less (fixed for 2022 to 2026)
Estimated Time to Restore (ETR) updates communicated to customers during an outage	Provided without delay (fixed for 2022 to 2026)
Outage Report for >30,000 customers	Within 75 days for an EED or MED and 45 days for an SED
Percentage of customers restored within 48 hours of a severe weather event	
➤ Significant Event Days (SEDs)	95.05%
➤ Major Event Days (MEDs)	91.98%
➤ Extreme Event Days (EEDs)	78.38%
Customer Service	
Percentage of calls answered within 30 seconds	70% (fixed for 2022 to 2026)
Percentage of customer bills that can be estimated	No more than 2% (fixed for 2022 to 2026)
Customer notification of outages	As soon as known by NS Power (fixed for 2022 to 2026)
New service connection times	
Service Installation -- No Poles	≤3.0 days
Service Installation -- Pole or Transformer	≤4.9 days
Service Installation -- Temporary to Permanent	≤3.2 days
Service Installation -- Line Extension less than 10 Poles	≤6.2 days
Service Installation -- Line Extension greater than or equal to 10 Poles	≤12.4 days