

ORDER

**2025 NSEB 4
M12171**

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 approval of a 12-month Waiver of Regulation 5.4

BEFORE:

 Stephen T. McGrath, K.C., Chair
Roland A. Deveau, K.C., Member
Richard J. Melanson, LL.B., Member

ORDER

Nova Scotia Power Incorporated applied to the Nova Scotia Utility and Review Board on March 30, 2025, to approve a proposed pilot program to waive interest charges for customers in arrears who receive financial support from recognized charitable organizations. On April 1, 2025, on proclamation of the *Energy and Regulatory Boards Act*, S.N.S. 2024, c. 2, Sch. A, the Nova Scotia Utility and Review Board was succeeded by the Nova Scotia Energy Board for all applications related to electric utilities.

NS Power's application advised that the proposed pilot program was discussed, developed, and is supported by NS Power, the Consumer Advocate, and the Affordable Energy Coalition through their work in the Low-Income Working Group. NS Power also provided additional information in response to information requests from Board staff and the Board received written submissions supporting the application from the utility and the Consumer Advocate.

The Board issued its decision on June 11, 2025.

The Board approves the application and orders that:

1. The pilot program requested by NS Power in its application is approved and NS Power may waive interest charges otherwise required by Regulation 5.4 under the program.

2. The pilot program will commence on July 1, 2025, and end on June 30, 2026, unless extended by the Board.
3. NS Power is directed to file a report about the pilot program with the Board by September 30, 2026, or in conjunction with an application to extend the pilot program or make it permanent, if such an application is made before then.

DATED at Halifax, Nova Scotia, this 11th day of June, 2025.

Crystal Henwood
Clerk of the Board