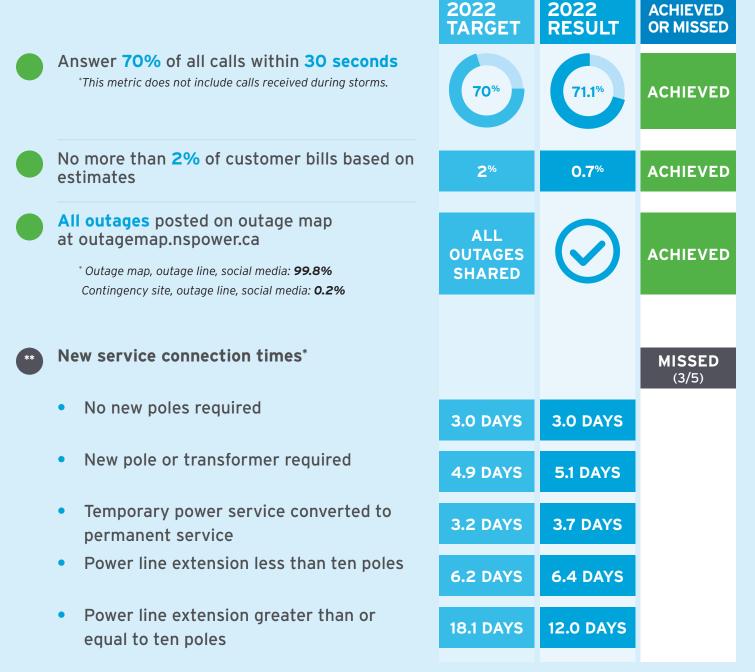
2022 PERFORMANCE STANDARDS REPORT



Performance Standards are set by the NS Utility and Review Board as part of the strong regulatory oversight of our business. They provide transparency and accountability to our customers and our team at NS Power is focused on doing everything we can to meet them. There are 14 Performance Standards covered in three categories: Reliability, Storm Response and Day-to-day Customer Service. Four of the 14 standards (marked with **) have multiple targets. All individual targets must be met in order to achieve the Performance Standard.

DAY-TO-DAY CUSTOMER SERVICE

These metrics apply to our day-to-day operations.



* New service connection times are calculated based on the annualized average and commence once all outstanding customer requirements are met. Weekends, holidays and days following severe weather events are excluded from calculations.

** This standard has multiple targets. All targets need to be met in order to achieve this standard.

2022 PERFORMANCE STANDARDS REPORT



	RELIABILITY					
	THE SYSTEM These metrics apply to all NS Power customers on the system (~500,000).	2022 TARGET	2022 RESULT	ACHIEVED OR MISSED		
	Outage frequency How many outages an average customer experiences in a year.	2.05 OUTAGES PER CUSTOMER	2.19 OUTAGES PER CUSTOMER	MISSED		
	Outage duration How long the outages last for an average customer in a year.	4.29 HOURS PER CUSTOMER	5.16 HOURS PER CUSTOMER	MISSED		
	THE FEEDERS These metrics apply to NS Power customers on a given for (~2,000). They ensure that no feeder reliability is lower that threshold.					
	Outage frequency YTD 2022 target5.45 outages perOutage duration YTD 2022 target19.81 hours per					
•••	Feeder Outage Duration 2C-402 - Port Hastings		\bigcirc	MISSED		
	100C-421 - Cape Porcupine		⊗ (⊗ (
	24C-442 - Dickie Brook Hydro		\bigcirc			
	77V-401 - Conway		\bigcirc			
	11S-411 - Keltic Drive					
	67C-411 - Whycocomagh	\odot				
**	Feeder Outage Frequency 2C-402 - Port Hastings		\bigcirc	ACHIEVED		
	24C-442 - Dickie Brook Hydro	$\bigcirc \bigcirc \bigcirc$				
	59C-402 - Saint Peter's		\odot			

* A feeder is a section of the electrical system that services a specific area or community via power lines.

** This standard has multiple targets. All targets need to be met in order to achieve this standard.

2022 PERFORMANCE STANDARDS REPORT

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STORM RESPONSE				
These metrics apply to calls made to the Customer Care Centre. We categorize storms as either Major Event Days (MEDs) or Extreme Event Days (EEDs)*	TOTAL STORMS20• Significant Event (following a Major or Extreme Event)1• Major Event16• Extreme Event3			
		2022 TARGET	2022 RESULT	ACHIEVED OR MISSED
Notify the public within 4 hours decision to open the Emergenc Centre (EOC)		4 HOURS	\bigcirc	ACHIEVED
Answer 85% of outage calls within 45 seconds		85%	95.2%	ACHIEVED
Disconnect no more than 10% of callers on hold per year		10%	3.5%	ACHIEVED
Provide updates on estimated r times for outages as soon as the known		UPDATES PROVIDED IMMEDIATELY	\bigcirc	ACHIEVED
Percentage of customers resto within 48 hours of first outage		95.05%	85.5%	MISSED (2/3)
	MAJOR EVENTS	91.98%	94.4%	
	EXTREME EVENTS	78.38%	69.7%	
Outage report filed for weather events impacting ≥ 30,000 cus		REPORTS FILED	\bigcirc	ACHIEVED

- * As defined by the Institute of Electrical and Electronics Engineers 1336 Standard for Distribution Reliability Indices. EEDs are more severe than MEDs.
- ** This standard has multiple targets. All targets need to be met in order to achieve this standard.