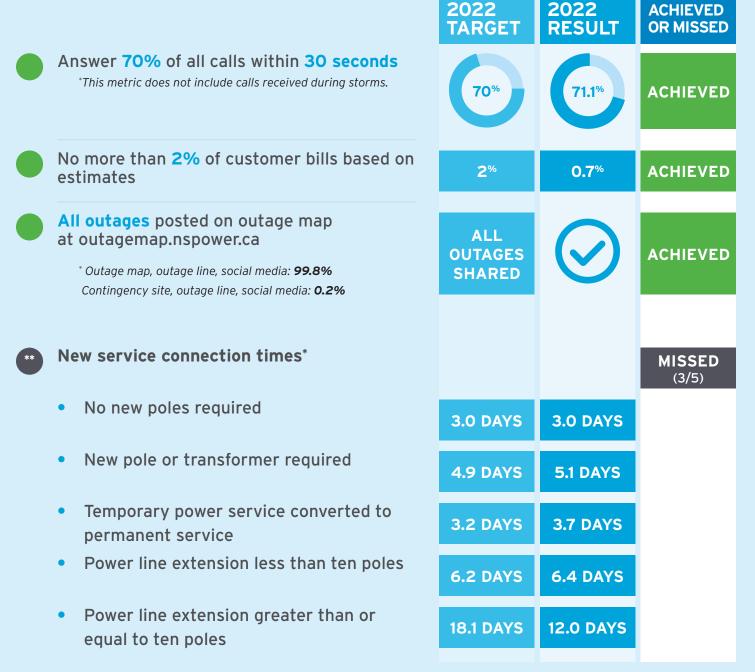
2022 PERFORMANCE STANDARDS REPORT



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.