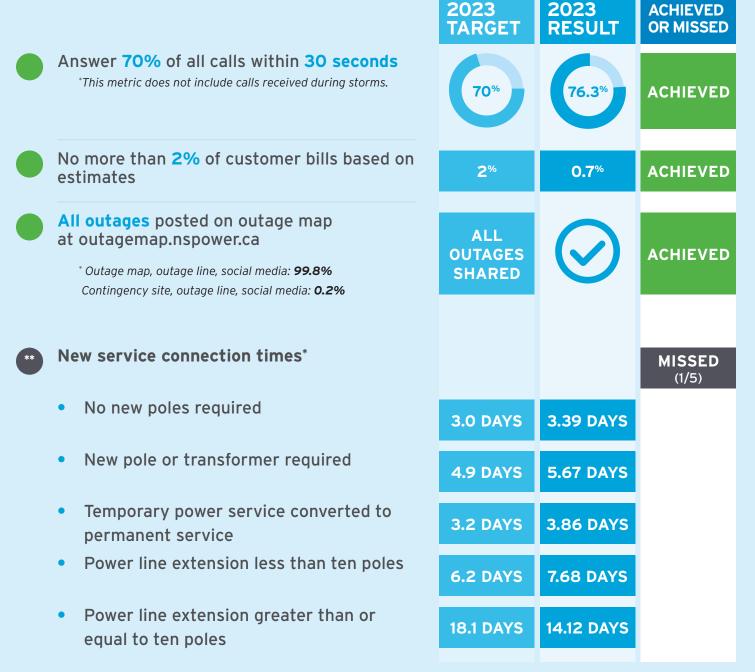
## **2023 PERFORMANCE STANDARDS REPORT**



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.

## **2023 PERFORMANCE STANDARDS REPORT**



	RELIABILITY							
	<b>THE SYSTEM</b> These metrics apply to <b>all NS Power customers on</b> <b>the system</b> (~500,000).	2023 TARGET	2023 RESULT	ACHIEVED OR MISSED				
	<b>Outage frequency</b> How many outages an average customer experiences in a year.	2.05 OUTAGES PER CUSTOMER	2.18 OUTAGES PER CUSTOMER	MISSED				
	<b>Outage duration</b> How long the outages last for an average customer in a year.	4.29 HOURS PER CUSTOMER	5.21 HOURS PER CUSTOMER	MISSED				
	<b>THE FEEDERS</b> These metrics apply to <b>NS Power customers on a given</b> (~2,000). They ensure that no feeder reliability is lower the threshold.							
	Outage frequency YTD 2023 target5.81 outages pOutage duration YTD 2023 target16.98 hours p							
**	Feeder Outage Duration			ACHIEVED				
	22C-402 - Cleveland	$\bigcirc$						
	11S-411 - Keltic Drive		$\bigcirc$					
**	Feeder Outage Frequency			ACHIEVED				
	62N-413 - Bridge Avenue	<ul><li>⊘</li><li>⊘</li><li>⊘</li></ul>						
	22C-402 - Cleveland							
	11S-411 - Keltic Drive		$\bigcirc$					

- \* 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.

## 2023 PERFORMANCE STANDARDS REPORT



	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)*	<ul> <li>TOTAL STORMS</li> <li>Significant Event (following a Major or Extractional Structure)</li> <li>Major Event</li> <li>Extreme Event</li> </ul>			10 me Event) 0 9 1		
			2023 TARGET	2023 RESULT	ACHIEVED OR MISSED		
	Notify the public within <mark>4 hours</mark> decision to open the Emergency Centre (EOC)		4 HOURS	$\bigcirc$	ACHIEVED		
	Answer <b>85%</b> of outage calls within <b>45 seconds</b>		85%	98.6%	ACHIEVED		
	Disconnect no more than 10% of callers on hold per year		10%	1.61%	ACHIEVED		
	Provide updates on estimated r times for outages as soon as th known		UPDATES PROVIDED IMMEDIATELY	$\bigcirc$	ACHIEVED		
**	Percentage of customers restor within <b>48 hours</b> of first outage	ed SIGNIFICANT EVENTS	95.05%		ACHIEVED (3/3)		
		MAJOR EVENTS	91.98%	9 of 9			
		EXTREME EVENTS	78.38%				
	Outage report filed for weather events impacting ≥ <b>30,000 cus</b>		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.

<sup>\*\*</sup> This standard has multiple targets. All targets need to be met in order to achieve this standard.