

# 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.

● Answer **70%** of all calls within **30 seconds**  
*\*This metric does not include calls received during storms.*

● No more than **2%** of customer bills based on estimates

● **All outages** posted on outage map at [outagemap.nspower.ca](http://outagemap.nspower.ca)

*\* Outage map, outage line, social media: **99.8%**  
 Contingency site, outage line, social media: **0.2%***

●\*\* **New service connection times\***

- No new poles required
- New pole or transformer required
- Temporary power service converted to permanent service
- Power line extension less than ten poles
- Power line extension greater than or equal to ten poles

2023 TARGET	2023 RESULT	ACHIEVED OR MISSED
 70%	 76.3%	ACHIEVED
2%	0.7%	ACHIEVED
ALL OUTAGES SHARED		ACHIEVED
		MISSED (1/5)
3.0 DAYS	3.39 DAYS	
4.9 DAYS	5.67 DAYS	
3.2 DAYS	3.86 DAYS	
6.2 DAYS	7.68 DAYS	
18.1 DAYS	14.12 DAYS	

\* 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.

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## RELIABILITY

### THE SYSTEM

These metrics apply to **all NS Power customers on the system** (~500,000).

**● Outage frequency**  
How many outages an average customer experiences in a year.

**● Outage duration**  
How long the outages last for an average customer in a year.

2023 TARGET	2023 RESULT	ACHIEVED OR MISSED
2.05 OUTAGES PER CUSTOMER	2.18 OUTAGES PER CUSTOMER	MISSED
4.29 HOURS PER CUSTOMER	5.21 HOURS PER CUSTOMER	MISSED

### THE FEEDERS

These metrics apply to **NS Power customers on a given feeder\*** (~2,000). They ensure that no feeder reliability is lower than a defined threshold.

Outage frequency YTD 2023 target	<b>5.81 outages per customer</b>
Outage duration YTD 2023 target	<b>16.98 hours per customer</b>

**\*\* Feeder Outage Duration**

22C-402 - Cleveland

11S-411 - Keltic Drive



ACHIEVED

**\*\* Feeder Outage Frequency**

62N-413 - Bridge Avenue

22C-402 - Cleveland

11S-411 - Keltic Drive



ACHIEVED



\* 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.

## 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 STORMS

• Significant Event (following a Major or Extreme Event)	0
• Major Event	9
• Extreme Event	1
<b>TOTAL</b>	<b>10</b>

	2023 TARGET	2023 RESULT	ACHIEVED OR MISSED
Notify the public within <b>4 hours</b> of a decision to open the Emergency Operations Centre (EOC)	4 HOURS 		ACHIEVED
Answer <b>85%</b> of outage calls within <b>45 seconds</b>	85% 	98.6% 	ACHIEVED
Disconnect no more than <b>10%</b> of callers on hold per year	10%	1.61%	ACHIEVED
Provide updates on estimated restoration times for outages <b>as soon as they are known</b>	UPDATES PROVIDED IMMEDIATELY		ACHIEVED
Percentage of customers restored within <b>48 hours</b> of first outage			ACHIEVED (3/3)
	SIGNIFICANT EVENTS	95.05% 	n/a
	MAJOR EVENTS	91.98% 	9 of 9
	EXTREME EVENTS	78.38% 	1 of 1
Outage report filed for weather-related events impacting <b>≥ 30,000 customers</b>	REPORTS FILED		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.