

## **Exhibit D – Jurisdictional Scan of Service Quality Indicators**

## Canada

| <b>Jurisdiction</b>       | <b>Utility<sup>[1]</sup></b>    | <b>SQI Reporting</b>                                                                                                                                  | <b>SQI:<br/>Reliability</b> | <b>SQI:<br/>Customer<br/>Experience</b> | <b>SQI: Safety</b> | <b>Linkage Between Indicators and ESM?</b>                                                                                                                                                        | <b>Source</b> |
|---------------------------|---------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|-----------------------------------------|--------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|
| Nova Scotia               | Nova Scotia Power (NSP)         | NSP has filed performance standards with the Nova Scotia Utility and Review Board since 2017                                                          | ✓                           | ✓                                       | -                  | No. However, the utility commission is permitted to apply discretionary administrative penalties up to \$25 million per year for failing to meet performance standards.                           | [2]           |
| Newfoundland and Labrador | Newfoundland Power              | Newfoundland Power files an annual report titled “Peer Group Performance Measures.” Other SQIs are reported in their corporate annual report.         | ✓                           | ✓                                       | ✓                  | No                                                                                                                                                                                                | [3]           |
| Newfoundland and Labrador | Newfoundland and Labrador Hydro | Files “Performance Report” on an annual basis                                                                                                         | ✓                           | ✓                                       | ✓                  | No                                                                                                                                                                                                | [4]           |
| Alberta                   | -                               | Under Rule 002, All distribution utilities in Alberta are required to submit biannual and annual reports summarizing SQIs                             | ✓                           | ✓                                       | ✓                  | No. The Alberta Utility Commission’s 2024-2028 Performance-Based Regulation Plan for electric utilities notes that separate legislative penalties are to be utilized if service quality degrades. | [5]           |
| Ontario                   | -                               | The Ontario Energy Board (OEB) compiles and publishes utility-by-utility “report cards” as part of its Reporting & Record-keeping Requirements (RRR). | ✓                           | ✓                                       | -                  | No. However, the Ontario Energy Board is considering whether to incorporate PIMs with penalties and rewards into its “Next Generation Rate Framework”                                             | [6]           |

## Sources:

- [1] Dashes indicate that the SQI requirements are not tied to a single utility. Requirements for all distribution utilities in Alberta and Ontario are set by the each respective region’s public utilities board.
- [2] NS Power, 2024 Annual Performance Standards Report, March 31, 2025; Public Utilities Act, R.S.N.S. 1989, c. 380, s. 52E.
- [3] Newfoundland Power, Peer Group Performance Measures for Newfoundland Power, December 19, 2025; Newfoundland Power, 2023 Sustainability Update, n.d.
- [4] Newfoundland and Labrador Hydro and Nalcor Energy, Transparency and Accountability 2023 Annual Performance Report, June 2024.
- [5] Alberta Utilities Commission, Rule 002, December 17, 2020; Alberta Utilities Commission, 2024-2028 Performance-Based Regulation Plan for Alberta Electric and Gas Distribution Utilities, October 4, 2023, p. 119.
- [6] OEB, Electric Utility Performance Dashboard, 2024; OEB, Advancing PBR—PIMs Stakeholder Meeting, June 3, 2025.