

From: [Andrea Richard](#)
To: [Electricity Inquiries](#)
Cc: smacewenmla@assembly.pe.ca; [Jill Burridge](#)
Subject: Comments, Questions and Concerns - Application: Maritime Electric Seeks Approval to Establish a Regulatory Deferral Account for Rotating Outages Operating Costs
Date: Friday, February 13, 2026 11:16:47 PM
Attachments: [ME-logo\(color\)_31dfd02e-5a6f-4e12-ba71-0cf199ee686e.png](#)
[cea_d1bb73fa-8e98-43ff-8d30-1428a421960b\(002\).png](#)

Good Afternoon Cheryl,

In addition to the email below, please add the following comments, questions and concerns to the review of Maritime Electric's application for a deferral account for rotating outages.

(1) What is the definition of peak load for Prince Edward Island? Is the peak load the maximum reached over the last 12 calendar months or the maximum load experienced by the system, is it the average peak load over the last heating season or the average of the top 25 peak load events? The peak load should be defined in the application. There is no information about what is considered peak load. No number as the definition and no calculation detailing how it would be calculated.

Please confirm what MW value does Maritime Electric consider a typical peak load for a weekend and for a week day, is there a calculation that can be shared to show what value is being used and how it is determined?

In January, PEI's peak load reached 403 MW, exceeding the peak load of the Polar vortex of 2023 referenced in the application. Could Maritime Electric supply a table of values for average, mean, min and max for specific temperature ranges? The utility would have this information.

What is the EPA contractual limit for firm energy? What are the ranges of each of the energy pricing tiers? When energy is being purchased, at higher rates, these events should be tracked and reported on, so that the Province and ratepayers understand the frequency with which the utility is exceeding their contract?

(2) Is grid capacity and instability quantifiable or traceable in a way that can be tracked, reported and monitored? Should grid capacity be the capacity of the system as a whole or should capacity of individual circuits be tracked and reported based on the number of outages and the duration of the outages? Should Maritime Electric be responsible for reporting when circuits, regions or areas are at capacity and likely to experience outages? Should a Warning be issued knowing distribution systems/loops/areas are vulnerable and reliability is compromised. The criteria for individual substation reliability, risk and vulnerability should be documented and communicated in a matrix and a flow chart or decision tree.

(3) When the peak load exceeded the maximum experienced during the 2023 polar vortex, should Maritime Electric have moved to the Grid Status of Warning, instead of Watch? What conditions were present that had Maritime Electric confident that the status of Watch was sufficient? If PEI used the most energy we have ever used, and a Warning was not required, why would we need on island generation? Maritime Electric has to be accountable, consistent and responsible for communicating with Islanders. What criteria is Maritime Electric using to classify the grid as reliable and stable, or no longer stable. This criteria needs to be documented and communicated in a matrix or a flow chart or decision tree.

(4) Is there a plan for selecting areas and regions for rotating outages? The rotating outage plan does not include

a plan for how the rotating outage areas will be chosen, how the expected duration of the outages will be communicated and how much notice will be given to customers and ratepayers. Saying it is complicated is not sufficient; electricity feels more complicated however the plan needs to be more clear.

Are there circuits identified that are more vulnerable due to equipment limitations (age, damage, etc.)? Will there be maps shared with the notice so that customers, rate payers, can understand if they should plan ahead?

There is no map of risk showing which areas are more vulnerable because of the age of their distribution equipment.

Will socioeconomics be a consideration? There are areas of our province where families are more vulnerable, or do not have the financial means for backup power, does Maritime Electric have those areas identified as priorities?

(5) What is the expected notification/lead time for rotating outages? Please confirm the typical/expected notification period for switching to a Warning and what would be the typical/expected notification period for switching to Load Shedding. Energy modelling is used by the utility, given forecasted temperatures and wind speeds, on-island generation would be modelled and communicated. ECC would be in contact with the generation facilities to know if there was a risk of losing on island generation due to self-protection, as referenced in the application. The notification period could be 48-72 hours given weather forecasting capability and energy forecasting processes. Please confirm how many days Maritime Electric forecasts, what information is available from energy control at NB Power, and the limitations of Maritime Electric's ability to forecast energy usage.

(6) Any time that the grid is at capacity and it results in an outage, even on smaller distribution circuits, a report should be sent to IRAC. Every outage related to a circuit being over capacity, resulting in equipment failure or where personnel are called to reconnect a circuit due to circuit protections from loading, should be reported. Every outage related to vegetation management should result in a report to IRAC. Without reporting, there is no way to verify what initiated the costs that will be covered by the rate payers. Without reports to monitor the increase in costs, there is no accountability. Maritime Electric should be responsible for reporting on outages. Reliability centered maintenance has to be the priority, it requires reporting frameworks and accountability.

(7) Please confirm why Maritime Electric did not notify the public, the ratepayers, that the system load had exceeded peak on January 25, 2026, and additional power had to be purchased from NB Power. Demand side management, load management and cost management have to be a priority. Maritime Electric prioritizes cost recovery, planning is a means of managing the cost increases, a level of effort is to be expected. Moving from Watch to Warning, notifies the public and government that there will be additional costs incurred. There has to be improved communication and improved efforts to educate rate payers why costs are increasing and the impact of exceeding peak load.

Distribution circuits have equipment to protect from damage, when an outage is caused by overload, the utility is aware of the reason the circuit loses power. During a Watch, Warning or when in Load Shedding, the utility should notify customers and ratepayers on that specific circuit that their circuit is overloaded. Maritime Electric should be required to report to IRAC when this happens, each time an overload occurs gives that specific circuit a risk rating, each report should include a plan to improve reliability of that circuit.

(8) Demand side management needs to be more structured, more focused on education and engagement with ratepayers and include more programs and supports to offset electricity usage at peak times. At this time, it's quite clear that ratepayers and customers do not understand the actual cost of energy.

Demand side management, load management and cost management have to be a priority. Maritime Electric prioritizes cost recovery; planning is a means of managing the cost increases, a level of effort to communicate, plan and report is to be expected. Moving from Watch to Warning notifies the public and government that there will be additional costs incurred. There has to be improved communication and improved efforts to educate rate payers why costs are increasing and the impact of exceeding peak load.

Additional details are needed to support the application; communication plans and strategies need to be broader and more accessible, customers need support programs and structure to understand their usage, the grid and grid reliability. Maritime Electric and PEI Energy Corporation need detailed strategies to address the loading at peak demand as well as long term planning focused on improving grid reliability.

Thank you,
Andrea

Andrea Richard
Bunbury, PEI

----- Forwarded message -----

From: **Andrea Richard**
Date: Mon, 26 Jan 2026 at 11:18
Subject: Grid Capacity - Demand Side Management - Communication
To: Jill Burridge <jsburridgeminister@gov.pe.ca>, MinisterWALP MinisterWALP
<MinisterWALP@gov.pe.ca>, <premier@gov.pe.ca>, <MinisterEECA@gov.pe.ca>

Good Morning Minister Arsenault, Minister Burridge, Minister Redmond and Premier Thompson,

In preparation for this past weekend's cold temperatures Hydro Quebec requested that customers reduce their energy use during peak demand times. Hydro Quebec can produce 43,000 MW of energy, and they communicated early and clearly with their customers.

In preparation for the past weekend's cold temperatures Newfoundland Power, Nova Scotia Power, Summerside Power and NB Power asked their customers to reduce their power consumption during peak demand times. Nova Scotia Power and Newfoundland Power issued Power Warnings. Maritime Electric stayed in Watch; "power system is forecast to have higher than usual demand within the next 72 hours. Please be prepared to conserve energy if asked."

Maritime Electric's communication has improved however this weekend highlighted they need to be managed more closely.

Why was every other utility in our region asking customers to conserve energy but Maritime Electric?

Prior to and during this weekend Maritime Electric never moved to the Warning level. The Island Load was 403 MW and there was no update to the Grid Status Index. 403 MW exceeds the peak demand of 393 MW that PEI experienced during the 2023 polar vortex. The PEI Energy Strategy, published in November 2025, documents the peak demand at 300-350 MW.

It is 100% Maritime Electric's responsibility to communicate when the system is at capacity. It is 100% Maritime Electric's responsibility to educate their customers on peak demand, the costs of peak demand and how we, as ratepayers and tax payers, share those costs.

This weekend areas experienced power outages, the outages were not rolling outages, not load shedding, but equipment switches and breakers tripping because equipment is overloaded. Smaller distribution systems were at their capacity. The grid was at capacity. We exceeded our typical peak load and Maritime Electric should be notifying their customers that the grid is at capacity. Demand side management is layered and necessary. There is a duty to educate and put processes in place.

How can Maritime Electric apply for funding for equipment, because it is necessary, because the grid is at capacity, but not provide a Warning to their customers that the system is at capacity? They cannot have it both ways.

Maritime Electric has submitted an Application for and Order to Approve and ECAM Rate Adjustment. Embedded in that document, and the supporting tables, are costs associated with peak demand usage, among a list of other cost increases.

Given the rapid increase in costs, does IRAC need more tools embedded in PEI's legislation to ensure oversight on grid events, outages and costs?

Maritime Electric has an agreement with NB Power to purchase a specific amount of power during peak load. When Maritime Electric exceeds the Contracted amount, there is an inflated cost paid by Maritime Electric and us, the ratepayer. If NB Power exceeds their system loading they have to purchase from Hydro Quebec at an inflated cost. If PEI is purchasing from NB Power, and NB Power is at max demand capacity and purchasing from Hydro Quebec, Maritime Electric is paying significantly more. Which means the additional cost is passed along to the ratepayer, as detailed in the application.

Our legislation has to be improved to ensure Maritime Electric carries more responsibility and accountability in managing peak load, in demand side management education and programs, and in educating rate payers on the true costs of the electrical grid.

Maritime Electric applying to increase rates without educating the population about the limits of their Contracts and Agreements with NB Power and the cost implications for ratepayers, is unfair and not reasonable.

Demand Side Management has to be more intentional.

Government, IRAC, PEI Energy Corporation and Maritime Electric all have a role to play.

Thank you,
Andrea

----- Forwarded message -----

From: **Griffin, Kim** <[REDACTED]>
Date: Sun, 25 Jan 2026 at 11:50
Subject: Re: [External] Today -Re: Communication - Grid Stability and Reporting - Rotating Outages
To: Andrea Richard <[REDACTED]>
Cc: jsburridgeminister@gov.pe.ca <jsburridgeminister@gov.pe.ca>, ministereeca@gov.pe.ca <ministereeca@gov.pe.ca>, MinisterWALP@gov.pe.ca <MinisterWALP@gov.pe.ca>, pwilliams@irac.pe.ca <pwilliams@irac.pe.ca>, premier@gov.pe.ca <premier@gov.pe.ca>

Good morning Andrea,
Thank you for your email. Our new tool showing the Grid Status for our customers as well as Island Load is being viewed by many of our customers to help them plan. As you know and we mention on the website and to the public it's a forecast and this sets the stages of the notification tool. We are still in watch and this should remain today as is unless there is an emergency.

As noted and mentioned on our website we work to give as much notice as possible unless there is an emergency situation and sometimes we could have little or no notice if a loss of supply for example from the mainland.

We use many tools for the model including your mention of WindFinder tool.

Thanks for your comments and feedback. These cold temperatures are also major concerns for our customers as well as one the mainland for so many issues as well energy concerns. There continues to be a lot of media and warnings for the cold temperatures which is helpful to get the message out in as many ways as possible to make sure customers and Islanders are aware.

Kim

Sent from my iPhone

Kim Griffin, MBA (she/her) > Director, Sustainability & Corporate Affairs

180 Kent Street, Charlottetown, PE C1A 7N2

telephone 902-629-3683

maritimeelectric.com



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On Jan 25, 2026, at 9:52 AM, Andrea Richard [REDACTED] wrote:

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Good Morning Kim,

Island residents are struggling with freezing pipes, social media is full of people looking for help.

Many PEI residents live in older homes, modular homes with crawl spaces and mini-homes, and have heat tracing tape on their piping that requires electricity.

The wind forecast on Wind Finder is showing wind speeds of 15 km/h at peak demand this evening. The Grid Status Index is still a watch.

Islanders should have significant notice to shift their daily activities to support their homes and their families.

- (1) Should the Grid Status Index be at Warning?
- (2) If rolling outages are happening this afternoon/evening will the duration be limited to 1 hour?
- (3) What areas of PEI should be prepared?

(4) Ministers, cc'd on this email: Does EMO have established Warming Centers if hydronic systems freeze during the rolling outages and home owners have no heat or water?

(5) Ministers, cc'd on this email: Is there financial support established for low income home owners if homes are damaged as a result of these outages?

Wind forecasts are available on various apps. Energy forecasting at NB Power and Maritime Electric both have this information and more.

The public should have some notice to prepare and it is fair and reasonable to give them sufficient time to prepare.

Thank you,
Andrea

On Jan 9, 2026, at 5:51 PM, Griffin, Kim [REDACTED] wrote:

Dear Andrea,

Thank you for your email. Apologies for the late response. I really appreciate your comments and observations as noted in your email. The links appear to be working, but I have also attached a PDF of the Communications Plan submitted to IRAC and would be happy to discuss with you. We will work to provide as much advance notice to customers regarding rotating outages through multiple communication channels as well as have our Contact Centre Operations and representatives there to help customers. We also understand this is a very challenging time for our customers.

Please let me know if you have a moment to discuss further anytime. You can reach me via this direct email or phone me at [REDACTED]

Appreciate you sharing your thoughts and look forward to speaking with you,

Kim

Kim Griffin, MBA (she/her) > Director, Sustainability & Corporate Affairs

180 Kent Street, Charlottetown, PE C1A 7N2

telephone 902-629-3683

maritimeelectric.com

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From: Sustainability <sustainability@maritimeelectric.com>
Sent: Thursday, January 8, 2026 3:37 PM
To: Lewis-Fox, Abbygale [REDACTED]; Griffin, Kim
<[REDACTED]>
Subject: FW: [External] Re: Communication - Grid Stability and Reporting - Rotating Outages

From: Jill Burridge <jsburridgeminister@gov.pe.ca>
Sent: Thursday, January 8, 2026 7:36:28 PM (UTC+00:00) Monrovia, Reykjavik
To: Andrea Richard [REDACTED]; Minister Environment Energy and Climate Action <ministereeca@gov.pe.ca>; MinisterWALP MinisterWALP <MinisterWALP@gov.pe.ca>; Bloyce Thompson <premier@gov.pe.ca>; pwilliams@irac.pe.ca <pwilliams@irac.pe.ca>; Sustainability <sustainability@maritimeelectric.com>
Subject: [External] Re: Communication - Grid Stability and Reporting - Rotating Outages

You don't often get email from jsburridgeminister@gov.pe.ca. [Learn why this is important](#)

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Hi Andrea, hope you enjoyed your holidays.

Thank you for taking the time to share your detailed concerns and insights. Your knowledgeable perspective is valuable, and I appreciate the depth of thought you've put into these questions and concerns.

While many of the questions you raised fall under the purview of other departments, I can speak to a couple of key points:

- **Eastern Energy Partnership:** This was a strategy put forward to the federal government, which includes plans for additional cables across the Strait to stabilize and build capacity for Prince Edward Island. This initiative is critical to improving long-term grid reliability. It was submitted as a regional nation building project. Premier Lantz and I had met with the Prime Minister in December where it was highlighted how critical these cables are to the Province of PEI.
 - **Infrastructure Upgrades:** The Memramcook station will require significant upgrades as part of this broader effort to strengthen interconnections and ensure resilience.
- **Communication:** You are absolutely right that clear, timely, inclusive, and accessible communication is essential. We have met with Maritime Electric to ensure alignment

and that messaging reaches all Islanders effectively. We will use any tools we have to help with this.

Your questions highlight important considerations for both short-term planning and long-term strategy. I will ensure these concerns are shared with the appropriate teams and continue to advocate for solutions that protect Islanders and support growth.

Thank you again for your engagement on this critical issue. Please feel free to reach out if you have further input or ideas

Jill Burrridge

Minister of Finance

Department of Finance

Government of Prince Edward Island

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From: Andrea Richard <[REDACTED]>
Sent: Tuesday, January 6, 2026 3:57 PM
To: Minister Environment Energy and Climate Action <ministereeca@gov.pe.ca>; Jill Burrridge <jsburridgeminister@gov.pe.ca>; MinisterWALP MinisterWALP <MinisterWALP@gov.pe.ca>; Bloyce Thompson <premier@gov.pe.ca>; pwilliams@irac.pe.ca <pwilliams@irac.pe.ca>; sustainability@maritimeelectric.com <sustainability@maritimeelectric.com>
Subject: Communication - Grid Stability and Reporting - Rotating Outages

Good Afternoon Minister Arsenault, Minister Burrridge, Minister Redmond, and Premier

Thompson, Pamela Williams and Kim Griffin:

I am writing to you all today with a concern about the level of effort that has been made to ensure Islanders have the information they need.

Our electrical utility does not have to report outage details to customers, government or regulators. They are not documenting the outage events, it should be expected that they be accountable for reporting significant disturbances to the grid, emergencies, outages caused by vegetation contact, and when used the fuel volume needed for backup generation, etc. Monitoring of the grid instability can only happen if events are documented, reported on and tracked to expectations. Reporting of all outages should occur immediately, monthly or quarterly depending on size and impact of the events; these reports should be published on Maritime Electric's website and IRAC's website.

Demand side management has not been a significant priority for Maritime Electric; our government seems to lead most programs and the utility should be taking the lead on programs and reporting on the impact of the programs.

The reliability of the electrical grid is a significant concern. As a Province we are now in the situation where we have more demand than our grid can reliably support. The plan moving forward is to have "Rotating Outages." In the coldest of days, likely in the early morning hours when children are getting ready for school, adults getting ready for work and businesses preparing for their day, many islanders will be without power for a period of time, potentially hours. This is a stressor that will impact Islanders of every age. It is both disappointing and frustrating that infrastructure of this significance has not been a priority.

Repeated applications for investment in the grid for Prince Edward Island have been denied by IRAC.

Did IRAC understand the risks when making their decisions?

Does IRAC now understand that the risks are now issues?

Does IRAC have parameters to evaluate decisions set by government officials?

Did the Province encourage electrification without understanding the risks to grid reliability and operation?

Did the Province have opportunities to fund equipment to support the grid and opt for other projects?

Do the Ministers now understand the risks, that were discussed for years, are now issues?

Did Maritime Electric upgrade services, collect the fees from customers for upgrades, and not adjust their demand side management plan?

Does Maritime Electric properly document and communicate the age and condition of their substation, transmission and distribution equipment?

The Utility has submitted an application for cost recovery for “Rotating Outages” and has been in the media with limited information that has created panic, uncertainty and stress. Islanders need to understand how to prepare for rotating outages, how the outages will be communicated and how life on PEI is expected to move forward in a situation of rotating outages.

The Maritime Electric Customer Communications Plan for the "rotating outages" has not been shared with the public in a way that will reach all customers, linked below. The document is not accessible and this information is incredibly important and has to be accessible for all Islanders. Islanders are nervous, insufficient information is available to plan or understand when an outage may occur. This communication needs to be a priority for Maritime Electric, IRAC and the Government of PEI.

[Application-for-Rotating-Outage-Deferral-Account-filed-December-2025-with-cover-letter.pdf](#)

Maritime Electric’s website requires a customer input their Account ID to report an outage online, this information requires people to login to an online system. During a power outage it is common for cell phone signals to weaken, and connections to websites are easily lost, the utility needs to improve the process to report an outage. Their current reporting methods are not sufficient.

Several questions that need to be addressed and information communicated openly:

- Do our communications towers have sufficient capacity to manage and prioritize types of calls and data use during planned outages? In recent outages, I have had issues with 2 different communications providers in the Charlottetown area.
- Do our communications towers have backup power?
- Do communications companies have to report outages or issues with their towers?
- Will schools be closed? What situations could result in school closures?
- If buses are charging and the power goes out, does someone have to physically reset the chargers? Is there a plan to ensure notifications are sent out to bus drivers and Transportation personnel.
- Do electric vehicle charging stations have to be reset if the grid disconnects? Will there be a re-connect notification for people to reset their vehicle charging?
- The current plan shows direct text messaging, will Maritime Electric be messaging based on addresses for homes, workplaces, schools, etc. or just home addresses? Can multiple cell phone numbers be connected with an address?
- Will back up power be needed for hospitals?
- Will Maritime Electric be offering credits to customers for disruptions?

- Will Maritime Electric be required to report on all outages moving forward?
 - Will Demand Side Management expectations and plans be more robust moving forward?
 - Will the information on IRAC's website be more accessible to the public?
-
- Will the Province of Prince Edward Island work towards increasing the capacity of generation in PEI to ensure the Rotating Outages do not discourage growth and development of industries in PEI?
 - Will the Province of PEI prioritize another grid connection to NB or NS to ensure grid stability?
 - With NB Power shedding load and limiting transmission to PEI, is there a plan to fund a connection to Nova Scotia to improve the stability of the Atlantic Canadian grid system.
 - Was the Atlantic Energy Loop submitted as a Nation Building Project to the Prime Minister?

I hope to see improved communication from the Province and Maritime Electric moving forward. This is a significant concern for Islanders and it should be a priority for all.

Thank you,
Andrea

<IRAC Rotating Outages Customer Communication Plan .pdf>