

Sherry Dennis DRO Appeal (NSEB M12338)
NSPI Responses to NSEB Information Requests

REDACTED

Request IR-1:

Please provide more information about Ms. Dennis' account with NS Power for [REDACTED]

[REDACTED]:

(a) When did the account start?

(b) Did NS Power explain MyEnergy Insights to Ms. Dennis at the time? Does MyEnergy Insights provide information on the source of daily electricity consumption?

(c) Did Ms. Dennis create her MyAccount to access MyEnergy Insights?

(d) Has paper billing always been the agreed billing method for Mr. Dennis' account?

(e) When was meter #2056066 installed at the property? What type of meter is it?

(f) Meter #2553403 was installed at the property after meter #2056066 was removed for testing on March 5, 2025. What type of meter is meter #2553403?

(g) Please provide daily meter reads from meter #2553403 from March 5, 2025 until now.

(h) Please provide a copy of all the bills NS Power issued for Ms. Dennis' account.

Response IR-1:

(a) Ms. Dennis' account ([REDACTED]) was started on June 29, 2022.

(b) No, NS Power did not provide an explanation of MyEnergy Insights to Ms. Dennis at the time the account was opened. MyEnergy Insights offers customers a breakdown of their electricity usage by year, with the ability to drill down into specific billing cycles to view

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1 daily and hourly consumption. The platform also allows users to view usage by appliance,
2 cost, or kilowatt hour.

3
4 (c) There is no way for NS Power to confirm whether Ms. Dennis accessed MyEnergy
5 Insights. However, records indicate that she created a MyAccount on February 27, 2025,
6 and cancelled it on March 3, 2025.

7
8 (d) Yes, paper billing has always been the agreed-upon billing method for Ms. Dennis'
9 account.

10
11 (e) Meter #2056066, an AMI meter, was installed at the property on March 6, 2020.

12
13 (f) Meter #2553403, which replaced meter #2056066 following its removal for testing on
14 March 5, 2025, is also an AMI meter.

15
16 (g) Please refer to Attachment 1 for the daily meter reads from meter #2553403 for the period
17 beginning March 5, 2025, through April 24, 2025. NS Power is unable to provide daily
18 meter reads beyond April 24, 2025, due to the impacts of the recent cyber incident. While
19 the AMI meters continue to operate and accurately record energy usage, the incident has
20 affected their ability to transmit data to NS Power's systems.

21
22 (h) Please refer to Confidential Attachment 2.

REDACTED (CONFIDENTIAL INFORMATION REMOVED)

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Meter Number	Read Date	Meter Read	Meter Usage	Read Type
2553403	2025-04-24 12:00:00 a.m.	1501.36	--	kWh Consumption
2553403	2025-04-23 12:00:00 a.m.	1479.35	22.015	kWh Consumption
2553403	2025-04-22 12:00:00 a.m.	1441.45	37.896	kWh Consumption
2553403	2025-04-21 12:00:00 a.m.	1407.35	34.098	kWh Consumption
2553403	2025-04-20 12:00:00 a.m.	1386.07	21.277	kWh Consumption
2553403	2025-04-19 12:00:00 a.m.	1354.79	31.289	kWh Consumption
2553403	2025-04-18 12:00:00 a.m.	1329.56	25.229	kWh Consumption
2553403	2025-04-17 12:00:00 a.m.	1314.18	15.371	kWh Consumption
2553403	2025-04-16 12:00:00 a.m.	1282.20	31.983	kWh Consumption
2553403	2025-04-15 12:00:00 a.m.	1259.05	23.157	kWh Consumption
2553403	2025-04-14 12:00:00 a.m.	1234.38	24.670	kWh Consumption
2553403	2025-04-13 12:00:00 a.m.	1207.18	27.196	kWh Consumption
2553403	2025-04-12 12:00:00 a.m.	1167.58	39.596	kWh Consumption
2553403	2025-04-11 12:00:00 a.m.	1144.98	22.601	kWh Consumption
2553403	2025-04-10 12:00:00 a.m.	1120.73	24.252	kWh Consumption
2553403	2025-04-09 12:00:00 a.m.	1091.94	28.789	kWh Consumption
2553403	2025-04-08 12:00:00 a.m.	1069.21	22.732	kWh Consumption
2553403	2025-04-07 12:00:00 a.m.	--	--	No AMI Read Available
2553403	2025-04-06 12:00:00 a.m.	1010.87	--	kWh Consumption
2553403	2025-04-05 12:00:00 a.m.	982.12	28.742	kWh Consumption
2553403	2025-04-04 12:00:00 a.m.	959.17	22.955	kWh Consumption
2553403	2025-04-03 12:00:00 a.m.	934.88	24.290	kWh Consumption
2553403	2025-04-02 12:00:00 a.m.	901.10	33.780	kWh Consumption
2553403	2025-04-01 12:00:00 a.m.	874.37	26.724	kWh Consumption
2553403	2025-03-31 12:00:00 a.m.	848.66	25.709	kWh Consumption
2553403	2025-03-30 12:00:00 a.m.	816.95	31.720	kWh Consumption
2553403	2025-03-29 12:00:00 a.m.	779.70	37.244	kWh Consumption
2553403	2025-03-28 12:00:00 a.m.	758.87	20.835	kWh Consumption
2553403	2025-03-27 12:00:00 a.m.	737.46	21.402	kWh Consumption
2553403	2025-03-26 12:00:00 a.m.	709.46	28.000	kWh Consumption
2553403	2025-03-25 12:00:00 a.m.	674.83	34.630	kWh Consumption
2553403	2025-03-24 12:00:00 a.m.	645.17	29.666	kWh Consumption
2553403	2025-03-23 12:00:00 a.m.	606.91	38.255	kWh Consumption
2553403	2025-03-22 12:00:00 a.m.	574.19	32.720	kWh Consumption
2553403	2025-03-21 12:00:00 a.m.	540.29	33.904	kWh Consumption
2553403	2025-03-20 12:00:00 a.m.	514.25	26.036	kWh Consumption
2553403	2025-03-19 12:00:00 a.m.	473.42	40.832	kWh Consumption
2553403	2025-03-18 12:00:00 a.m.	439.95	33.469	kWh Consumption
2553403	2025-03-17 12:00:00 a.m.	410.47	29.484	kWh Consumption
2553403	2025-03-16 12:00:00 a.m.	368.59	41.878	kWh Consumption
2553403	2025-03-15 12:00:00 a.m.	336.65	31.939	kWh Consumption
2553403	2025-03-14 12:00:00 a.m.	307.83	28.821	kWh Consumption
2553403	2025-03-13 12:00:00 a.m.	275.79	32.045	kWh Consumption

2553403	2025-03-12 12:00:00 a.m.	241.64	34.142	kWh Consumption
2553403	2025-03-11 12:00:00 a.m.	206.63	35.017	kWh Consumption
2553403	2025-03-10 12:00:00 a.m.	177.43	29.192	kWh Consumption
2553403	2025-03-09 12:00:00 a.m.	126.25	51.180	kWh Consumption
2553403	2025-03-08 12:00:00 a.m.	87.05	39.200	kWh Consumption
2553403	2025-03-07 12:00:00 a.m.	52.68	34.373	kWh Consumption
2553403	2025-03-06 12:00:00 a.m.	22.11	30.568	kWh Consumption
2553403	2025-03-05 12:00:01 a.m.	0	22.11	kWh Consumption

Dennis DRO Appeal NSEB IR-1 Attachment 2 has been removed due to confidentiality.

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1 **Request IR-2:**
2

3 **On July 8, 2025, NS Power included Attachment 1 with its letter responding to Ms. Dennis’**
4 **appeal to the Board. The attachment included daily meter reads for meters #2056066 (from**
5 **November 1, 2023, to March 5, 2025) and #2553403 (from March 5 to 17, 2025).**

6 **There are dates from the list that did not have recorded usage data, e.g. October 8 to 10, 2024**
7 **were noted “No AMI Read Available”. Does this mean the meter was not working on those**
8 **dates?**
9

10 **Response IR-2:**
11

12 The *Meter Read* column reflects the register consumption reading received remotely by NS
13 Power's AMI system from the AMI meter. For dates in the file that show a *Read Type* of "*No AMI*
14 *Read Available*", the AMI meter was still recording consumption locally on the meter; however,
15 the reading was not successfully transmitted to NS Power’s AMI system from the meter. This may
16 have been due to brief communication issues within the AMI network. Even when a meter read
17 is not received remotely, the AMI meter continues to function and record consumption locally on
18 the meter. Once communication is restored, the next successful meter read received by NS Power
19 reflects the total consumption that occurred during the period of the communication issue with NS
20 Power’s AMI system.
21

22 *Meter Usage* represents the calculated daily consumption. This value is not transmitted remotely
23 by the AMI meter; instead, it is derived by subtracting the current date's meter read from the
24 following day's meter read, which is taken at 12:00 a.m. If either the current or following day’s
25 meter read is unavailable, the daily usage for that date cannot be calculated. For example, on
26 October 8, 2024, no meter read was received remotely by NS Power’s AMI system (as indicated
27 by the *Read Type* “*No AMI Read Available*”). As a result, daily consumption for October 7 could
28 not be calculated because the system lacked the required meter read from October 8, 2024, at 12:00
29 a.m. to perform the comparison.

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Request IR-3:

Ms. Dennis requested to opt out of the AMI program on February 27, 2025, and again on March 27, 2025. NS Power responded with the opt-out link each time, with multiple follow-up emails in April 2025.

(a) Please explain the process when a customer of NS Power wishes to opt out of the AMI program.

(b) Is it a regular routine that NS Power sends follow-ups until the customer completes the request using the opt-out link?

(c) NS Power said it reenrolled Ms. Dennis in the AMI program on April 23, 2025. Does this mean Ms. Dennis was no longer part of the AMI program after NS Power sent her the opt-out link in February and March 2025?

(d) Did NS Power install a non-AMI meter at the property in place of meter #2553403?

(i) If so, please provide the usage data from this new meter.

Response IR-3:

(a) When a customer requests to opt out of the AMI program, a member of the AMI team follows up by sending the customer a link to the required acknowledgement form. Once the form is sent, the account is placed in a pending opt-out status. The customer must review and submit this form to complete the opt-out process. If the form is not received, the customer typically receives at least three follow-up communications.

(b) Yes, it is standard practice for NS Power to send approximately three follow-up messages if the opt-out form is not submitted.

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- 1 (c) An AMI meter (#2056066) was installed at the property in March 2020, prior to Ms. Dennis
2 becoming the billing customer. Ms. Dennis remained enrolled in the AMI program and
3 continued to have a smart meter until NS Power received a completed opt-out form. The
4 re-enrollment on April 23, 2025, indicates that no completed form had been received by
5 that date, and therefore Ms. Dennis remained part of the AMI program.
6
7 (d) No, AMI meter #2553403 is still in use at the property.

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Request IR-4:

On July 21, 2025, in response to the information NS Power provided regarding her appeal, Ms. Dennis asked about the 15-minute billing cycle (using the highest amount for the cycle). NS Power’s website has a Demand Billing page under “Your Business” section that says “Demand bills have two components: the total amount of electricity used (the energy charge), and the highest amount used within a 15-minute interval at any time during the customer’s billing period (the demand charge).

There is also a Reading Your Bill page under “Your Home” section that explains Current Demand as the customer’s highest 15-minute interval average demand at any time during the billing period (the demand charge).

(a) Please explain Demand Billing.

(b) Does NS Power currently offer Demand Billing to its residential customers?

(i) If yes, when did Demand Billing become an option for residential customers?

(ii) How is the demand charge calculated?

(iii) Does Ms. Dennis have Demand Billing with NS Power?

(c) If a residential customer has Demand Billing, does it show the Current Demand information in his/her MyEnergy Insights?

Response IR-4:

(a) Demand billing is one part of a rate structure commonly applied to industrial customers under the Industrial Tariffs and to larger commercial customers under the General Tariffs.

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1 The structure is designed to fairly recover costs from customers who place higher demands
2 on the electrical grid during peak periods.

3
4 As noted, demand billing includes two components. The first is the energy charge, which
5 reflects the total amount of electricity consumed during the billing period. The second is
6 the demand charge, which is based on the highest amount of electricity used within any 15-
7 minute interval during that same billing period. This peak usage represents the customer's
8 maximum demand on the system. NS Power provides a guide for reading demand bills to
9 support these customers, which is included on the referenced page.

10
11 The demand charge is calculated by identifying the highest 15-minute interval of electricity
12 usage and multiplying that value by the applicable demand rate. This structure encourages
13 customers to manage their electricity consumption more efficiently. For example, by
14 staggering the use of high-consumption appliances or equipment, customers may be able
15 to reduce their peak demand and, in turn, lower their overall electricity costs.

16
17 (b) No, NS Power does not currently offer demand billing to residential customers.

18
19 (i) N/A.

20
21 (ii) Please see part (a) above.

22
23 (iii) N/A.

24
25 (c) N/A.