

Bowser DRO Appeal (NSEB M12413)
NSPI Responses to NSEB Information Requests

REDACTED

Request IR-1:

**Please provide more information about Mr. Bowser' account with NS Power for [REDACTED]
[REDACTED]:**

(a) When did the account start?

(b) When was meter #2241226 installed at the property? What type of meter is it?

(c) Was meter #2241226 tested before being installed at the property or any time from the day it was installed until now?

(d) Does NS Power have regular testing or maintenance schedule for its customers' meters?

(e) Please provide Mr. Bowser's daily usage data between January 1 and August 1, 2025.

(f) Please provide Mr. Bowser's payment data between January 1 and August 1, 2025.

Response IR-1:

(a) The account ([REDACTED]) was started on January 28, 2021.

(b) Meter #2241226 was installed at the property on February 5, 2021. It is a standard 2S AMI single-phase meter that is used for residential and small commercial customers.

(c) Yes, meter #2241226 was new and tested prior to installation. It was certified and sealed at the manufacturer's Measurement Canada-accredited facility. The meter has a 10-year seal period, with its next scheduled testing and recertification due in 2029.

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1 (d) Yes, NS Power adheres to the *Electricity and Gas Inspection Act* and Regulations, which
2 mandate the maintenance of all meters used for billing purposes in Canada. Depending on
3 the meter type and approval, meters are maintained, tested, and certified under
4 Measurement Canada specifications S-E-02 or S-S06 Compliance Sampling
5 Specifications. Typically, electricity meters are certified and sealed for a 10-year period.
6

7 (e) Please refer to Attachment 1 for the daily meter reads from meter #2241226 for the period
8 beginning January 1, 2025, through April 24, 2025. NS Power is unable to provide daily
9 meter reads beyond April 24, 2025, due to the impacts of the recent cyber incident. While
10 the AMI meters continue to operate and accurately record energy usage, the incident has
11 affected their ability to transmit data to NS Power's systems.
12

13 (f) Please refer to Confidential Attachment 2.

Read Date	Meter Read	Meter Usage	Read Type
2025-04-24 12:00:00 a.m.	75859.96		kWh Consumption
2025-04-23 12:00:00 a.m.	75790.56	69.41	kWh Consumption
2025-04-22 12:00:00 a.m.	75710.79	79.77	kWh Consumption
2025-04-21 12:00:00 a.m.	75647.93	62.86	kWh Consumption
2025-04-20 12:00:00 a.m.	75606.33	41.60	kWh Consumption
2025-04-19 12:00:00 a.m.	75566.77	39.56	kWh Consumption
2025-04-18 12:00:00 a.m.	75491.69	75.08	kWh Consumption
2025-04-17 12:00:00 a.m.	75418.20	73.50	kWh Consumption
2025-04-16 12:00:00 a.m.	75339.64	78.56	kWh Consumption
2025-04-15 12:00:00 a.m.	75273.11	66.53	kWh Consumption
2025-04-14 12:00:00 a.m.	75200.04	73.07	kWh Consumption
2025-04-13 12:00:00 a.m.	75114.61	85.43	kWh Consumption
2025-04-12 12:00:00 a.m.	75032.18	82.43	kWh Consumption
2025-04-11 12:00:00 a.m.	74953.93	78.25	kWh Consumption
2025-04-10 12:00:00 a.m.	74867.44	86.49	kWh Consumption
2025-04-09 12:00:00 a.m.	74783.34	84.10	kWh Consumption
2025-04-08 12:00:00 a.m.	74700.44	82.91	kWh Consumption
2025-04-07 12:00:00 a.m.	74624.16	76.28	kWh Consumption
2025-04-06 12:00:00 a.m.	74530.00	94.16	kWh Consumption
2025-04-05 12:00:00 a.m.	74429.51	100.49	kWh Consumption
2025-04-04 12:00:00 a.m.	74343.60	85.92	kWh Consumption
2025-04-03 12:00:00 a.m.	74241.23	102.36	kWh Consumption
2025-04-02 12:00:00 a.m.	74142.07	99.17	kWh Consumption
2025-04-01 12:00:00 a.m.	74050.37	91.70	kWh Consumption
2025-03-31 12:00:00 a.m.	73959.86	90.51	kWh Consumption
2025-03-30 12:00:00 a.m.	73861.31	98.55	kWh Consumption
2025-03-29 12:00:00 a.m.	73756.26	105.05	kWh Consumption
2025-03-28 12:00:00 a.m.	73671.41	84.85	kWh Consumption
2025-03-27 12:00:00 a.m.	73583.53	87.88	kWh Consumption
2025-03-26 12:00:00 a.m.	73508.22	75.31	kWh Consumption
2025-03-25 12:00:00 a.m.	73440.18	68.04	kWh Consumption
2025-03-24 12:00:00 a.m.	73358.78	81.40	kWh Consumption
2025-03-23 12:00:00 a.m.	73289.57	69.21	kWh Consumption
2025-03-22 12:00:00 a.m.	73224.62	64.95	kWh Consumption
2025-03-21 12:00:00 a.m.	73145.84	78.78	kWh Consumption
2025-03-20 12:00:00 a.m.	73067.63	78.22	kWh Consumption
2025-03-19 12:00:00 a.m.	72987.32	80.31	kWh Consumption
2025-03-18 12:00:00 a.m.	72905.50	81.81	kWh Consumption
2025-03-17 12:00:00 a.m.	72839.93	65.57	kWh Consumption
2025-03-16 12:00:00 a.m.	72764.28	75.65	kWh Consumption
2025-03-15 12:00:00 a.m.	72682.09	82.19	kWh Consumption
2025-03-14 12:00:00 a.m.	72614.16	67.94	kWh Consumption
2025-03-13 12:00:00 a.m.	72535.17	78.98	kWh Consumption
2025-03-12 12:00:00 a.m.	72472.66	62.52	kWh Consumption
2025-03-11 12:00:00 a.m.	72373.63	99.03	kWh Consumption
2025-03-10 12:00:00 a.m.	72323.11	50.52	kWh Consumption

2025-03-09 12:00:00 a.m.	72272.18	50.93	kWh Consumption
2025-03-08 12:00:00 a.m.	72228.76	43.42	kWh Consumption
2025-03-07 12:00:00 a.m.	72188.53	40.23	kWh Consumption
2025-03-06 12:00:00 a.m.	72134.37	54.16	kWh Consumption
2025-03-05 12:00:00 a.m.	72096.52	37.85	kWh Consumption
2025-03-04 12:00:00 a.m.	72045.49	51.03	kWh Consumption
2025-03-03 12:00:00 a.m.	71990.79	54.70	kWh Consumption
2025-03-02 12:00:00 a.m.	71939.65	51.14	kWh Consumption
2025-03-01 12:00:00 a.m.	71895.89	43.76	kWh Consumption
2025-02-28 12:00:00 a.m.	71838.83	57.06	kWh Consumption
2025-02-27 12:00:00 a.m.	71790.88	47.96	kWh Consumption
2025-02-26 12:00:00 a.m.	71741.32	49.55	kWh Consumption
2025-02-25 12:00:00 a.m.	71687.07	54.25	kWh Consumption
2025-02-24 12:00:00 a.m.	71642.88	44.19	kWh Consumption
2025-02-23 12:00:00 a.m.	71603.34	39.54	kWh Consumption
2025-02-22 12:00:00 a.m.	71562.65	40.69	kWh Consumption
2025-02-21 12:00:00 a.m.	71517.16	45.49	kWh Consumption
2025-02-20 12:00:00 a.m.	71472.29	44.87	kWh Consumption
2025-02-19 12:00:00 a.m.	71421.48	50.82	kWh Consumption
2025-02-18 12:00:00 a.m.	71360.34	61.14	kWh Consumption
2025-02-17 12:00:00 a.m.	71294.75	65.59	kWh Consumption
2025-02-16 12:00:00 a.m.	71236.00	58.75	kWh Consumption
2025-02-15 12:00:00 a.m.	71181.44	54.56	kWh Consumption
2025-02-14 12:00:00 a.m.	71132.77	48.67	kWh Consumption
2025-02-13 12:00:00 a.m.	71067.56	65.21	kWh Consumption
2025-02-12 12:00:00 a.m.	71019.68	47.88	kWh Consumption
2025-02-11 12:00:00 a.m.	70968.19	51.49	kWh Consumption
2025-02-10 12:00:00 a.m.	70912.82	55.36	kWh Consumption
2025-02-09 12:00:00 a.m.	70864.92	47.91	kWh Consumption
2025-02-08 12:00:00 a.m.	70822.71	42.20	kWh Consumption
2025-02-07 12:00:00 a.m.	70779.13	43.59	kWh Consumption
2025-02-06 12:00:00 a.m.	70733.18	45.95	kWh Consumption
2025-02-05 12:00:00 a.m.	70689.54	43.64	kWh Consumption
2025-02-04 12:00:00 a.m.	70642.29	47.25	kWh Consumption
2025-02-03 12:00:00 a.m.	70600.94	41.35	kWh Consumption
2025-02-02 12:00:00 a.m.	70556.33	44.61	kWh Consumption
2025-02-01 12:00:00 a.m.	70516.46	39.87	kWh Consumption
2025-01-31 12:00:00 a.m.	70475.04	41.42	kWh Consumption
2025-01-30 12:00:00 a.m.	70423.54	51.49	kWh Consumption
2025-01-29 12:00:00 a.m.	70370.26	53.28	kWh Consumption
2025-01-28 12:00:00 a.m.	70320.70	49.57	kWh Consumption
2025-01-27 12:00:00 a.m.	70279.49	41.21	kWh Consumption
2025-01-26 12:00:00 a.m.	70236.10	43.39	kWh Consumption
2025-01-25 12:00:00 a.m.	70189.30	46.80	kWh Consumption
2025-01-24 12:00:00 a.m.	70140.14	49.16	kWh Consumption
2025-01-23 12:00:00 a.m.	70083.70	56.44	kWh Consumption
2025-01-22 12:00:00 a.m.	70028.71	54.99	kWh Consumption

2025-01-21 12:00:00 a.m.	69971.35	57.35	kWh Consumption
2025-01-20 12:00:00 a.m.	69906.90	64.46	kWh Consumption
2025-01-19 12:00:00 a.m.	69840.38	66.52	kWh Consumption
2025-01-18 12:00:00 a.m.	69783.30	57.08	kWh Consumption
2025-01-17 12:00:00 a.m.	69733.01	50.29	kWh Consumption
2025-01-16 12:00:00 a.m.	69674.07	58.94	kWh Consumption
2025-01-15 12:00:00 a.m.	69613.46	60.61	kWh Consumption
2025-01-14 12:00:00 a.m.	69559.86	53.60	kWh Consumption
2025-01-13 12:00:00 a.m.	69498.99	60.87	kWh Consumption
2025-01-12 12:00:00 a.m.	69445.14	53.85	kWh Consumption
2025-01-11 12:00:00 a.m.	69395.13	50.02	kWh Consumption
2025-01-10 12:00:00 a.m.	69346.34	48.79	kWh Consumption
2025-01-09 12:00:00 a.m.	69293.88	52.46	kWh Consumption
2025-01-08 12:00:00 a.m.	69241.28	52.60	kWh Consumption
2025-01-07 12:00:00 a.m.	69192.96	48.32	kWh Consumption
2025-01-06 12:00:00 a.m.	69137.50	55.47	kWh Consumption
2025-01-05 12:00:00 a.m.	69077.17	60.33	kWh Consumption
2025-01-04 12:00:00 a.m.	69031.89	45.29	kWh Consumption
2025-01-03 12:00:00 a.m.	68985.08	46.81	kWh Consumption
2025-01-02 12:00:00 a.m.	68939.07	46.01	kWh Consumption
2025-01-01 12:00:00 a.m.	68876.49	62.57	kWh Consumption

**Bowser DRO Appeal Confidential IR-1 Attachment 2 has
been removed due to confidentiality.**

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NON-CONFIDENTIAL

Request IR-2:

(a) Please explain the impact of the cyber incident on NS Power customers' meters and the usage data they transmit.

(b) Do all meters require a quality check after the cyber incident?

(c) Does NS Power's staff test the meters before making a true read after the cyber incident?

(i) If yes, how was the test done? What does NS Power do with the test results?

(ii) If no, how does NS Power ensure that the cyber incident did not cause the meters to work abnormally?

Response IR-2:

(a) NS Power's meters have continued to operate normally and accurately record customers' energy usage data. The cyber incident affected only the external communication functionality of the meters, preventing them from remotely transmitting data to NS Power's systems via the AMI network.

(b) No, a quality check of all meters is not required as a result of the cyber incident. The incident did not impact the accuracy or functionality of meters in recording usage data. They continue to measure and store energy consumption reliably. The only impact has been to the external communication system, which has been unable to transmit meter data remotely to NS Power's systems since the incident.

(c) No. NS Power does not conduct additional testing of meters prior to obtaining a true read. Meter testing continues to follow the standard protocols set by Measurement Canada.

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NON-CONFIDENTIAL

1 (i) N/A.

2
3 (ii) The measurement and recording of energy usage and the external communication
4 of that data are separate and distinct functions. The meter itself performs and stores
5 measurements independently of the AMI network. The cyber incident affected only
6 the AMI network's ability to communicate with the meters, not the meters' internal
7 functionality. All meters tested since the incident have passed standard testing and
8 there is no indication that meter performance has been compromised.