

NON-CONFIDENTIAL

Request IR-3:

In its August 19, 2025, letter to the Board, NS Power suggested that the March 24 payment of \$300 was applied against Mr. Bowser's account twice. It states on page four of the letter that

Due to the cyber incident, NS Power experienced delays in issuing bills and processing payments. This led to a sequencing error in the May bill, which incorrectly showed the amount owing from the previous bill as -\$8.87 instead of the correct amount of \$291.13. The error occurred because the system processed Mr. Bowser's March 24 payment of \$300 before calculating the "Amount owing from last bill," and then mistakenly applied the same payment again in the May bill. This issue was resolved by the July bill, which accurately reflects the correct balance and billing history. Confidential Attachment 3 links the bill amounts to the account ledger and outlines the calculations. NS Power apologizes for any confusion this may have caused and would be happy to arrange for a representative from Customer Care to review the bills and ledger with Mr. Bowser directly. [emphasis added].

In the same letter, page one of Attachment 3 (confidential) showed the calculations for the March - May 2025 bill. The March 24 payment appeared only once:

16-May-25	Bill Period: 14 Mar 2025 to 16 May 2025 (63 days)	Total	
	Amount owing from last bill (March)	\$291.13	** see note 1
	Payment (3/24)	~~-\$300.00~~	
	Amount owing from last bill (March) (after the 3/24 Payment)	~~-\$8.87~~	** see note 2
	Payment (4/24)	~~-\$250.00~~	
	Balance owing after last payment	-\$258.87	
	Base Charge	38.34	
	Energy charges for May bill (2400 kwh)	\$445.46	
	HST Tax	\$67.73	
	Prov Rebate	~~-\$43.54~~	
	Total Charges	\$507.99	
Total amount due on May bill		\$249.12	

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1 **Considering the above**

2
3 **(a) Did NS Power’s billing system record the March 24 payment twice, and if so, how did**
4 **that happen? How and when was it corrected?**

5
6 **(b) How many payments did NS Power receive from Mr. Bowser from January 1 to June**
7 **30, 2025? Please provide details of these payments.**

8
9 **(c) Please provide the dates that**

10
11 **(i) The March - May bill was produced**

12
13 **(ii) The March - May bill should have been produced, based upon their typical**
14 **billing cycle**

15
16 **(iii) The March 24 payment was recorded in NS Power’s system.**

17
18 **(d) Please provide a breakdown for the March - May bill with the correct calculations,**
19 **including the corrected “amount owing from last bill” and “total amount due”.**

20
21 **(e) Please explain how the process for producing the March - May bill differed from bill**
22 **production in the typical bill cycle, and how that produced the “sequencing error” in**
23 **Mr. Bowser’s bill.**

24
25 **(f) Is the sequencing error that happened the result of a software error? Please explain.**

26
27 **(g) Is the sequencing error that happened the result of the cyber attack? Please explain.**

28
29 **(h) Have invoices for other ratepayers been affected by similar sequencing errors? If so,**
30 **have these invoices been corrected?**

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Response IR-3:

(a) No. NS Power's billing system record did not record the March 24 payment twice.

(b) NS Power received 6 Payments from January 1 to June 30, 2025.

January 24, 2025 - \$300.00

February 21, 2025 - \$300.00

March 24, 2025 - \$300.00

April 24, 2025 - \$250.00

May 26, 2025 - \$300.00

June 24, 2025 - \$200.00

(c) (i) The March - May bill was produced on June 17, 2025.

(ii) Based on the customer's typical billing cycle, the March - May bill should have been produced on May 17, 2025.

(iii) The March 24 payment was recorded in NS Power's system on March 24, 2025.

(d) The March - May bill should have read:

Amount owing from last bill:	\$291.13
Payment received March 24:	-\$300.00
Payment received April 24	-\$250.00
	\$-258.87
Energy charges	\$483.80
Other charges (tax)	\$24.19
	\$507.99
Total amount due	\$249.12

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- 1
- 2 (e) Due to the cyber incident, the billing process was paused from the April 24 to June 11. All
- 3 payments up to the June 12 were processed against customers' accounts before NS Power
- 4 resumed billing on June 12, 2025. When billing started up again, it was done in sequential
- 5 order from April 24, processing up to three bill cycles per day in an effort to catch up.
- 6
- 7 (f) No. The sequencing error was not a software error.
- 8
- 9 (g) The sequencing error did not impact the billing system. It was due to the pausing of billing
- 10 activity for approximately seven weeks. Before billing was resumed, payments received
- 11 by NS Power were processed, which would have caused the sequencing error between
- 12 billing and payments. The sequence of processing billing and payments changed during
- 13 this period.
- 14
- 15 (h) The pausing of billing and the processing of payments before billing resumed would have
- 16 impacted all customers.