

NON-CONFIDENTIAL

Undertaking U-23:

To explain how [billing] thresholds are set and whether system picked up billing anomalies from cyber.

Response U-23:

My Energy Insights will provide increases usage alerts specific to an individual customer, on their individual consumption. These alerts can be customized by the customer and even indicate when a particular day has higher usage. This helps customers understand how their usage and other factors, including temperature, can influence energy consumption in their homes. My Energy Insights is currently unavailable as a result of the cyber incident, and NS Power aims to restore this capability for customers in Q3 of 2026.

The billing system will generate estimated bills based on each individual customer's historic consumption. These individual bills are then reviewed against bill thresholds that are set on a fixed dollar amount by rate class to identify higher bills and would typically identify less than 0.3 percent of annual bills for the Billing Team's review. The process is designed to capture bills that are abnormally high for the rate class but is not intended to capture seasonal differences and does not have the capability to identify individual customer experiences. From November 1-20, when NS Power received feedback on higher estimated bills, approximately 0.1 percent of bills had been flagged against this threshold and had been reviewed. NS Power does intend to enhance our billing system and explore additional criteria for high bill exceptions through its Customer Information System (CIS) modernization initiative, as outlined in M11884.