

NOVA SCOTIA ENERGY BOARD

IN THE MATTER OF: THE PUBLIC UTILITIES ACT

- and -

**IN THE MATTER OF: A GENERAL RATE APPLICATION by NOVA SCOTIA POWER
INCORPORATED for approval of certain revisions to its Rates,
Charges and Regulations**

INFORMATION REQUESTS

To: **Blake Williams**
Senior Director, Regulatory Affairs
Nova Scotia Power Inc.
By Email: blake.williams@nspower.ca

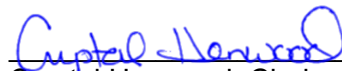
From: **Nova Scotia Energy Board**
Board Staff

Responses Due: **Thursday, April 16, 2026**

Copies: 1 electronic copy (PDF searchable)

Contact Person: **Steve Pronko, P.Eng.**
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Issued at Halifax, Nova Scotia, this 9th day of April 2026.



Crystal Henwood, Clerk of the Board

1 **Request IR-1:**

2 Section 4.6 of the Board's decision in this matter expressed concern about implementing the rate
3 increase through prorating in the context of the potential for prorating over a period that was longer
4 than a single billing period due to the impact of the cybersecurity breach; however, NS Power's
5 compliance filing did not reference its recent issues with prolonged periods for estimating bills.

6 a. Please explain fully whether NS Power's meter reading and billing processes have
7 returned to their pre-cybersecurity breach state of operation.

8 b. If any parts of NS Power's meter reading and billing processes continue to be impacted in
9 any way by the cybersecurity breach, explain in detail how the proposed pro-rating of the
10 approved rate increase could be in any way affected by these impacts and how these
11 effects could be mitigated.

12
13 **Request IR-2:**

14 On March 31, 2026, NS Power announced that:

15 Meter connections to our billing system have been restored and customer billing is returning to
16 normal. The number of customer bills we have to estimate has also returned to normal at around
17 2% or less. As part of normal operations, estimated bills are sometimes required for meters that
18 are not connected to our billing system. For example, if a customer has opted out of smart
19 meters and we have issues accessing their meter to read it, they may receive an estimated bill.

20 [\[Cyber | Nova Scotia Power\]](#)

21
22 a. Please explain why, having restored meter connections to its billing system, customer
23 billing is "returning" to normal but has not "returned" to normal.

24 b. What is needed for customer billing to have fully returned to normal?

25 c. When is it estimated that customer billing will fully return to normal?

26 d. For the bills that NS Power will send to customers in April that are no longer being
27 estimated, please confirm that the amount of energy consumed is limited to energy
28 consumed in the billing period, as measured by an actual reading at the start of the billing
29 period and an actual reading at the end of the billing period. If not confirmed:

30 i. Please explain in detail why not?

31 ii. Please confirm the number of customer accounts (and the percentage) that will be billed
32 in April that can now limit the energy consumption to that used in the billing period.

33 iii. Please explain when NS Power's bills will return to being based on actual reads at the
34 start and end of the billing period.

- 1 iv. For bills to be sent in April that have no actual read at the start of the billing period, but
2 an actual read at the end of the billing period, please provide the longest and average
3 times between the starting actual read and the actual read at the end of the billing
4 period.
5 e. For bills to be sent in April that continue to be estimated, please provide the longest
6 and average time since the customer meters were actually read.
7

8 **Request IR-3:**

9 In its compliance filing, NS Power suggested that the problem with precisely allocating the amount
10 of energy on a bill to pre-rate increase and post-rate increase use was due to limitations on its
11 “legacy Customer Information System (CIS)”. It said, “While the CIS utilizes the time differentiated
12 data compiled within the AMI system, the CIS relies on a single starting meter read and a single
13 ending meter read to calculate a customer’s bill.”

- 14 a. If NS Power’s CIS operates as described, please explain how the CIS appropriately
15 allocates energy in time differentiated rate structures, such as its residential time of day
16 rate.
17 b. Please fully explain the “numerous systems and processes that rely on the current
18 structure of bill periods” that NS Power suggests preclude it from creating an irregular
19 billing period.
20 c. Please explain why the detailed coding requirements suggested by NS Power are
21 necessary just to create an irregular end date for a bill.
22 d. Please explain how NS Power’s CIS manages an irregular end date for a bill when a
23 customer moves or closes an account given its CIS limitations, and why this method could
24 not be used to implement the rate increase.
25

26 **Request IR-4:**

27 Does NS Power consider holding all or part of bill payments associated with the pre-rate estimated
28 billings in escrow until the limitations with the legacy Customer Information System are resolved
29 to be an effective means of addressing the ongoing estimated billing issues? Please explain.
30

31 **Request IR-5:**

32 What is the estimated cost to comply with the Board’s directive to use AMI data to avoid prorating
33 bills to accommodate the rate change?
34

1 **Request IR-6:**

2 On page 27 of the compliance filing, NS Power stated: “As 40% of the Company's customers are
3 still receiving paper bills by mail, this translates to approximately \$200,000 in additional OM&G
4 costs for each additional bill period”.

5 a. Please explain “each additional bill period”. How many bill periods are anticipated?

6 b. Does \$200,000 represent the estimated total mailing cost? Please explain.
7

8 **Request IR-7:**

9 NS Power stated that additional billing periods or split billing periods could impact other systems
10 that rely on the billing data and mentioned that the MyEnergy Insights tool provides personalized
11 energy usage and billing notifications comparing bill periods that are expected to be of equal
12 durations.

13 a. Aside from the MyEnergy Insights tool, please identify the other systems that would be
14 impacted by additional billing periods or split billing periods and explain the impacts.

15 b. Since billing periods sometimes vary in duration, perhaps ranging from about 58 days to
16 63 days, is that still considered to be “of equal durations” in the MyEnergy Insights tool or
17 are some adjustments made to estimate equal durations? Please elaborate.

18 c. Please explain the anticipated impact that additional billing periods or split billing periods
19 would have on the MyEnergy Insights tool and explain what steps would be required to
20 address that impact.

21 d. Please explain whether and how the MyEnergy Insights tool has already been impacted
22 by the cybersecurity breach.

23 e. Please confirm that the MyEnergy Insights tool provides customers with the ability to see
24 their average energy usage per day on a monthly basis.