M12451

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

Crystal Henwood, Clerk of the Board

Request IR-1:

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

a. Please explain fully whether NS Power's meter reading and billing processes have returned to their pre-cybersecurity breach state of operation.
b. If any parts of NS Power's meter reading and billing processes continue to be impacted in any way by the cybersecurity breach, explain in detail how the proposed pro-rating of the approved rate increase could be in any way affected by these impacts and how these effects could be mitigated.

Request IR-2:

On March 31, 2026, NS Power announced that:

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

a. Please explain why, having restored meter connections to its billing system, customer billing is "returning" to normal but has not "returned" to normal.
b. What is needed for customer billing to have fully returned to normal?
c. When is it estimated that customer billing will fully return to normal?
d. For the bills that NS Power will send to customers in April that are no longer being estimated, please confirm that the amount of energy consumed is limited to energy consumed in the billing period, as measured by an actual reading at the start of the billing period and an actual reading at the end of the billing period. If not confirmed:
    i. Please explain in detail why not?
    ii. Please confirm the number of customer accounts (and the percentage) that will be billed in April that can now limit the energy consumption to that used in the billing period.
    iii. Please explain when NS Power's bills will return to being based on actual reads at the start and end of the billing period.

iv. For bills to be sent in April that have no actual read at the start of the billing period, but an actual read at the end of the billing period, please provide the longest and average times between the starting actual read and the actual read at the end of the billing period.

e. For bills to be sent in April that continue to be estimated, please provide the longest and average time since the customer meters were actually read.

Request IR-3:

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

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

Request IR-4:

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

Request IR-5:

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

Request IR-6:

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

a. Please explain “each additional bill period”. How many bill periods are anticipated?
b. Does $200,000 represent the estimated total mailing cost? Please explain.

Request IR-7:

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

a. Aside from the MyEnergy Insights tool, please identify the other systems that would be impacted by additional billing periods or split billing periods and explain the impacts.
b. Since billing periods sometimes vary in duration, perhaps ranging from about 58 days to 63 days, is that still considered to be “of equal durations” in the MyEnergy Insights tool or are some adjustments made to estimate equal durations? Please elaborate.
c. Please explain the anticipated impact that additional billing periods or split billing periods would have on the MyEnergy Insights tool and explain what steps would be required to address that impact.
d. Please explain whether and how the MyEnergy Insights tool has already been impacted by the cybersecurity breach.
e. Please confirm that the MyEnergy Insights tool provides customers with the ability to see their average energy usage per day on a monthly basis.