



PO Box 910 • Halifax, Nova Scotia • Canada • B3J 2W5

September 18, 2025

**Redacted**

Lisa Wallace  
Chief Clerk of the Board  
Nova Scotia Energy Board  
1601 Lower Water Street, 3rd Floor  
Halifax, NS B3J 3S3

**Re: M12457 – Customer Complaint – Sean MacLeod – Blarney Stone Restaurant**

Dear Ms. Wallace:

On September 4, 2025, NS Power received a general complaint from Mr. Sean MacLeod regarding certain aspects of demand billing as they apply to commercial customers. Mr. MacLeod raised concerns about the functionality of demand meters, the use of estimated billing during remote reading interruptions, and how seasonal demand fluctuations may affect charges.

In the Nova Scotia Energy Board's (Board, NSEB) letter dated September 3, 2025, the Board directed as follows:

By copy of this letter, the Board requests NS Power to file a response with the Board to the enclosed complaint on or before **2:00 PM on Thursday, September 18, 2025**, and to provide a copy of the complete file, including any supporting information and comments NS Power wishes the Board to consider. NS Power must also provide a copy of their response to you.

Please accept the following as NS Power's response.

Following the cyber incident, NS Power was temporarily unable to access meter data, as the meters were unable to transmit information remotely via the AMI network. As a result, most bills issued prior to July 2025 were based on estimated consumption. To ensure billing reflected actual energy usage, NS Power began manual meter reading in late June. As actual readings were obtained, any discrepancies between estimated and actual consumption were reconciled through adjustments on subsequent bills, in accordance with Section 5.1 of the Regulations.

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Mr. MacLeod's commercial account [REDACTED] associated with the Blarney Stone Restaurant, is billed under demand billing (Rate 11) and uses a single-phase commercial meter. Demand billing includes two components: an energy charge, which reflects the total electricity consumed during the billing period, and a demand charge, which is based on the highest amount of electricity used within any 15-minute interval during that same period. This peak usage represents the customer's maximum demand on the system. The demand register on the meter is designed to reset remotely at the conclusion of each billing cycle, allowing each period to reflect only its own peak demand.

As noted above, the cyber incident has disrupted the AMI network's ability to transmit data, which affected customers with single-phase commercial meters. These meters rely on remote communication to reset demand registers at the end of each billing cycle. While most demand customers use polyphase meters that support local resets, single-phase meters like Mr. MacLeod's require remote connectivity for this function. NS Power recognizes this limitation and is actively working on a long-term solution, including consultation with the meter vendor.

Mr. MacLeod's account was billed on estimated consumption between April 24 and June 3, 2025. A manual read conducted on June 28 recorded a demand of 20.0 kW, which was applied retroactively, resulting in a rebill and credit adjustment. Because the demand register could not be reset due to the disruption in AMI network communication, this reading reflected the peak demand over a 65-day period rather than a single billing cycle. NS Power acknowledges that this may have captured seasonal demand increases, leading to higher charges than would have occurred had the register been reset as intended.

Following Mr. MacLeod's inquiry, NS Power reviewed the demand charges applied and acknowledged the uncertainty surrounding the timing of the recorded 20.0 kW peak. In the interest of fairness, a goodwill credit of \$ [REDACTED] was applied to the account, based on historical demand averages. To resolve the issue going forward, NS Power installed a meter at the premises that supports local demand register resets. In addition, NS Power is conducting a broader review of accounts with similar meter configurations to identify any discrepancies resulting from estimated demand billing. Customers will be notified proactively if adjustments are warranted.

NS Power appreciates Mr. MacLeod's engagement and the opportunity to address these concerns. The Company remains committed to accurate billing and transparency in metering practices.

Please consider the enclosed information confidential due to the personal nature of the information that has been provided. NS Power has forwarded a copy of this

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correspondence to Mr. MacLeod by e-mail.

Yours truly,

A handwritten signature in cursive script that reads "Kathleen Murray".

Kathleen Murray  
Regulatory Counsel

Encl.

c. Mr. Sean MacLeod, Blarney Stone Restaurant