Nova Scotia Energy Board

3rd Floor, 1601 Lower Water Street
Halifax, Nova Scotia B3J 3P6

Mailing Address
PO Box 1692, Unit M
Halifax, Nova Scotia B3J 3S3

TEL 902-424-1332
FAX 902-424-3919
TF 1-833-809-0040

board@novascotia.ca
nserbt.ca/nseb

December 10, 2025

Judith.ferguson@nspower.ca

Judith Ferguson
Executive Vice President, Regulatory
Legal and Government Relations
Nova Scotia Power Incorporated
1223 Lower Water Street
P O Box 920
Halifax NS B3J 3S8

kathleen.murray@nspower.ca

Kathleen Murray
Regulatory Counsel
Nova Scotia Power Incorporated
1223 Lower Water Street
P O Box 920
Halifax NS   B3J 3S8

Blake.williams@nspower.ca

Blake Williams
Senior Regulatory Counsel
Nova Scotia Power Incorporated
1223 Lower Water Street
P O Box 920
Halifax NS   B3J 3S8

Dear Counsel:

M12457 - NSPI Complaint Systemic Regulatory Compliance Issues - Blarney Stone Restaurant

This is to confirm that Richard J. Melanson, LL.B., the Board member assigned to this complaint, filed by Sean MacLeod of Blarney Stone Restaurant, has now reviewed the filings in this matter.

The complainant raised issues about the impact on demand billing caused by the cyber-attack on NS Power's business functions. The complainant falls within the General Tariff-Rate Code 11 which includes a demand charge.

As explained by NS Power, 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 the same period.

The peak usage represents the customer's maximum demand on the system.

The demand register on the meter is designed to reset remotely at the end of each billing cycle so that peak demand is shown for each billing cycle. NS Power said that the cyber incident disrupted the AMI network's ability to properly reset the demand register.

As the Board understands it, the impact was limited to customers with single-phase commercial meters.

In a letter dated September 18, 2025, NS Power elaborated as follows:

> 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.

NS Power went on to say:

> 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.

Based on the initial complaint and Mr. MacLeod's email dated October 9, 2025, it appears the complainant was satisfied with the measures NS Power undertook for his own account. He raised the issue because of systemic concerns that NS Power was not following the approved tariff and that other customers might face or have faced the same situation and not necessarily be aware of the issue. NS Power has committed to a broader review and proactive bill adjustments.

At this stage, the Board requires that NS Power report back on the progress made and outcomes of this broader review. As this review involves broader issues than that of the complainant, it is appropriate that the update be provided in a separate process from the initial complaint. The Board would, therefore, request that NS Power include information on the progress made on this issue in the final report in Matter M12273-Board Inquiry into Nova Scotia Power's Cybersecurity Incident. This would be the most efficient way to address the matter.

NS Power should provide a complete overview of how this issue is being addressed, including:

- Confirming the inability of demand registers to reset remotely at the end of each billing cycle was limited to single-phase meters.
- Confirming which rate classes were impacted.
- How many demand billing customers were impacted by the inability of demand registers to reset remotely at the end of each billing cycle?
- Has every demand billing customer with a single -phase meter been advised of the potential issue with the demand register resets? If so, how was this done? If not, why not?
- How many demand billing customers have been contacted about the issue?
- How many demand billing customers have had their charges investigated?

- How many, if any, demand billing customers have yet to have their accounts reviewed? If there are any, when will the process be completed?

- Is there a standardized methodology for determining the impact on demand billing customers, of the inability of demand registers to reset remotely, including a standard rate recalculation methodology? If so, please describe each step, including how many billing cycles are being reviewed for each customer. If not, how is NS Power making sure that all demand billing customers are being treated equally and being billed appropriately?

- How many refunds or credits have been issued to demand billing customers?

- What is the total dollar amount of all refunds and credits?

- Have any reviews resulted in increased demand billing charges for customers? If so, how many customers were impacted and what is the total dollar amount of any billing increases?

- How many single-phase meters are currently in service?

- How many single-phase meters has NS Power replaced with polyphase meters for demand billing customers?

- If not all the single-phase demand billing meters have not already been replaced, when will the remaining single-phase meters be replaced? Please provide a schedule for the retirement and replacement of the single-phase demand meters.

- Has NS Power found a long-term solution to this issue through consultation with the meter vendor? If not, please elaborate on any short-term solutions while long-term solutions continue to be investigated.

- Please elaborate on any contingency planning associated with the loss of functionality of AMI meters.

Should you have any questions, please contact the undersigned.

Yours very truly,

Lisa Wallace

Lisa Wallace
Chief Clerk of the Board

c. Sean MacLeod
Blarney Stone Restaurant