

CONFIDENTIAL (Attachment Only)

Request IR-8:

NS Power provided copies of Ms. Axford's bills in its response dated November 18, 2025. The bill dated December 11, 2025, was estimated.

(a) Please explain why the December 2025 bill was estimated.

(b) Please provide copies of Ms. Axford's bills NS Power issued after the December 2025 bill.

(i) If any of these bills are estimated, please explain why.

(ii) Has NS Power charged Ms. Axford any interests on outstanding balance?

(c) What is the current outstanding balance in Ms. Axford's account? Please provide Ms. Axford's Statement of Account which shows the energy charges and her payments from October 2024 to date.

(d) Has NS Power worked out a payment plan with Ms. Axford at any point during her dispute?

(i) If yes, please provide the details of the payment plan.

(ii) If no, what payment plan can NS Power offer Ms. Axford to help reduce her outstanding balance gradually?

Response IR-8:

(a) The December 2025 bill was estimated because, following the cyber incident, NS Power was temporarily unable to access meter data. As a result, some customers received estimated bills. Although NS Power hired additional meter readers to obtain manual meter readings, if a meter could not be read, an estimated bill was issued. Ms. Axford's meter could not be read prior to the issuance of the December 2025 bill and, therefore, the bill was estimated.

Axford DRO Appeal (NSEB M12544)
NSPI Responses to NSEB Information Requests

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- 1
- 2 (b) Please refer to Confidential Attachment 1.
- 3 (i) None of the bills issued to Ms. Axford in 2026 were estimated.
- 4 (ii) No. NS Power has not charged Ms. Axford any interest on her outstanding
- 5 balance.
- 6
- 7 (c) Ms. Axford's account balance is currently \$1,764.74. A copy of Ms. Axford's account
- 8 ledger has been attached as Confidential Attachment 2.
- 9
- 10 (d) No. NS Power has not entered into a payment arrangement with Ms. Axford during the
- 11 course of this dispute.
- 12 (i) N/A.
- 13 (ii) NS Power can offer Ms. Axford an Equal Monthly Billing Plan in the amount of
- 14 \$419 per month for 24 months. This amount would include both her ongoing
- 15 monthly electricity usage and repayment of the outstanding arrears over the 24-
- 16 month period.

**Axford DRO Appeal IR-8 Confidential Attachment 1 has
been removed due to confidentiality.**

**Axford DRO Appeal IR-8 Confidential Attachment 2 has
been removed due to confidentiality.**