

August 19, 2026

NON-CONFIDENTIAL

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

Re: M12544 – DRO Appeal – Leslie Axford – Response to Board's Request for Additional Information

Dear Ms. Wallace:

The Nova Scotia Energy Board (NSEB, Board) issued a letter dated August 12, 2026, requesting further clarification on Nova Scotia Power Inc.'s (NS Power, Company) proposed payment arrangement outlined in its August 11, 2026 compliance filing. The Company provides the following information in response to the Board's request.

Explanation of the 19,329 kWh Figure

NS Power calculated 19,329 kWh of consumption using the billed usage reflected on the customer's account. An NS Power representative manually reviewed the billing records in CIS and used the billed consumption associated with each billing period to estimate the customer's ongoing electricity usage for the purposes of developing the proposed Equal Billing amount. Because some billing periods were estimated following the cyber incident, the 19,329 kWh figure reflected billed consumption, including estimated usage, rather than consumption based solely on actual meter reads.

Specifically, the representative used the consumption associated with:

- the July 9, 2025 estimated bill (November 4, 2024 to June 10, 2025);¹
- the September 23, 2025 reconciliation bill (June 10, 2025 to August 26, 2025);²
- the October 15, 2025 bill (August 26, 2025 to October 8, 2025);

¹ This bill was issued while the account was on seasonal billing and therefore covered an extended service period.

² The 2,264 kWh billed on the August 14, 2025 estimated bill was subsequently reversed and replaced by actual consumption when the September 23, 2025 reconciliation bill was issued and therefore was not included in the calculation.

- the December 11, 2025 estimated bill (October 8, 2025 to December 11, 2025);
- the March 4, 2026 bill (December 11, 2025 to February 10, 2026); and
- the April 15, 2026 bill (February 10, 2026 to April 13, 2026).

The consumption from these bills totalled 19,329 kWh³ and formed the basis of the estimate used in the August 11, 2026 compliance filing. The billing periods and associated usage are shown on page 1 of **Attachment 1**.

The June 11, 2026 bill was not included in this calculation. The Company excluded the 604 kWh billed on June 11, 2026 as an offset for the portion of the July 9, 2025 estimated bill that reflected consumption incurred prior to June 2025. Given the absence of complete meter data following the cyber incident, this approach was intended to provide an estimate of consumption during the relevant period and was not intended to represent a calculation based exclusively on actual metered consumption.

Actual Meter Read Information and Revised Consumption Review

The June 2025 billing period was estimated because AMI communications had been disrupted by the cyber incident. Although consumption continued to be recorded by the meter, NS Power was unable to access the meter data remotely and therefore relied on estimated billing, until an actual read became available.

NS Power has attached all meter data currently available for this customer. The available records include meter reads from January 1, 2024 to April 24, 2025 and from February 22, 2026 to August 16, 2026. The period between April 24, 2025 and February 22, 2026 remains largely unavailable due to the disruption of AMI communications, except where manual reads were obtained and recorded. Please refer to **Attachments 2 and 3** filed electronically with this response.

Following receipt of the Board's August 12, 2026 correspondence, NS Power conducted a further review using the actual meter read information currently available. For meter #2056840, NS Power used the actual meter read of 30,960, provided by Ms. Axford on August 26, 2025, and the actual meter read of 31,984 recorded on December 16, 2025, resulting in consumption of 1,024 kWh between those dates. Meter #2056840 was subsequently removed and replaced on December 16, 2025 with meter #2553901, which was installed with an initial reading of 0. As of August 16, 2026, meter #2553901 recorded a reading of 6,485, representing 6,485 kWh of consumption.

³ 19,329 kWh = 10,834 kWh (July 9, 2025 bill) + 700 kWh (September 23, 2025 bill) + 156 kWh (October 15, 2025 bill) + 2,213 kWh (December 11, 2025 bill) + 3,320 kWh (March 4, 2026 bill) + 2,106 kWh (April 15, 2026 bill).

Accordingly, the available actual meter reads indicate total metered consumption of 7,509 kWh (1,024 kWh + 6,485 kWh) between August 26, 2025 and August 16, 2026. NS Power used this actual meter read information to estimate annual consumption for the purposes of recalculating the proposed Equal Billing amount. Please refer to page 2 of **Attachment 1** for the detailed calculations.

This revised review relies on actual meter read information currently available to the Company and provides a more reliable basis for estimating the customer's consumption and establishing an appropriate Budget Settlement Plan. The Company acknowledges that this results in a significantly lower monthly payment amount than proposed in its August 11, 2026 compliance filing and apologizes for any confusion this may have caused.

Revised Budget Settlement Plan

Based on the revised consumption review, NS Power has recalculated the proposed Budget Settlement Plan. The revised Equal Billing amount is \$162.37 per month, rounded to \$162, reflecting the customer's estimated ongoing electricity usage.⁴ In addition, the customer's outstanding arrears balance to-date of \$1,923.02⁵ would be repaid over a 24-month period, resulting in a monthly arrears repayment amount of \$80.13, rounded to \$80. Accordingly, the proposed blended monthly payment under the Budget Settlement Plan would be \$242 per month, consisting of \$162 for ongoing electricity usage and \$80 toward repayment of the outstanding arrears balance. The detailed calculation is set out on page 2 of **Attachment 1**.

Operation of the Budget Settlement Plan

If Ms. Axford elects to proceed with the Budget Settlement Plan, she would pay a fixed monthly amount of \$242 throughout the 24-month repayment period. Her actual electricity consumption would continue to be tracked during that time. If actual consumption exceeds the amount underlying the monthly usage estimate, the difference would accumulate as a balance on the account. Conversely, if actual consumption is lower than estimated, a credit would accumulate on the account.

The monthly payment amount would not be adjusted during the 24-month Budget Settlement Plan. At the conclusion of the arrangement, if Ms. Axford wished to remain on Equal Billing, NS Power would calculate a new Equal Billing amount based on her actual usage, applicable rates, and any accumulated credit or debit balance. Alternatively, Ms. Axford could elect to return to standard bi-monthly billing, with any

⁴ Please note that the monthly fixed charges have been updated to \$33.57 (\$20.082 (base charge) + \$13.49 (streetlight rental)). The previous filing mistakenly omitted the streetlight charge.

⁵ The arrears balance has been updated from \$1,764.74, as reflected in the August 11, 2026 compliance filing, to \$1,923.02 to reflect the customer's current account balance.

outstanding credit or debit remaining on the account.

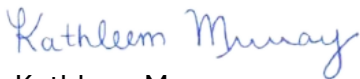
Illustrative Examples

The Board requested examples illustrating the impact of actual consumption being 10% higher or lower than the estimate used to establish the monthly payment. The usage component of the proposed monthly payment is approximately \$162 per month.

If Ms. Axford's actual consumption is 10% higher than estimated, her monthly usage costs would increase to \$178.20, resulting in an additional balance of \$16.20 per month. Over the 24-month Budget Settlement Plan, this would result in an accumulated balance of approximately \$389. Ms. Axford would continue to pay the fixed monthly amount of \$242 throughout the term, with the accumulated balance addressed at the conclusion of the arrangement through a revised Equal Billing calculation or standard billing.

If Ms. Axford's actual consumption is 10% lower than estimated, her monthly usage costs would decrease to \$145.80, resulting in a credit of approximately \$16.20 per month. Over the 24-month Budget Settlement Plan, this would result in an accumulated credit of approximately \$389. Ms. Axford would continue to pay the fixed monthly amount of \$242 throughout the term, with the accumulated credit reflected in a subsequent Equal Billing calculation or remaining on the account should she elect to return to standard billing.

Kind regards,



Kathleen Murray
Regulatory Counsel

Billing – Meter Reads

Bill Date	Utl	Meter #	Read Date	U/R	Reading	Actual Usage
2026/06/11	E	2553901	2026/06/09	R	6030.73	604.00
2026/04/15	E	2553901	2026/04/13	R	5426.32	2106.00
2026/03/04	E	2553901	2026/02/10	R	3319.98	3320.00
2026/03/04	E	2056840	2025/12/16	R	31984.00	.00
2025/12/11	E	2056840	2025/12/11	U	33329.00	2213.00
2025/10/15	E	2056840	2025/10/08	R	31116.00	156.00
2025/09/23	E	2056840	2025/08/26	R	30960.00	700.00
2025/09/23	E	2056840	2025/08/14	U	32523.59	2264.00-
2025/08/14	E	2056840		U	.00	2264.00
2025/07/09	E	2056840	2025/06/10	R	30259.59	10834.00
2024/11/04	E	2056840	2024/11/04	R	19425.59	389.00

Detailed Calculation of Equal Payment Amount:**Part A) Equal Billing Amount**

Box A	Total kWh use for 2025:	7509		
Box B	Total monthly fixed fees:	\$33.570	Details: \$20.082 base charge	Add any fixed fees (streetlight charges, etc.)
Box C	Credit/Balance remaining on account at the end of 2025:		Note: A negative amount indicates a credit.	

Step 1	Multiply the total kWh usage for the previous calendar year (see box A) by \$0.19128	\$1,436.32	This applies the current energy rate (\$0.19128/kWh).
Step 2	Divide this amount by 12 to get a monthly amount.	\$119.69	
Step 3	Add any monthly fixed fees (see box B).	\$153.26	Example: base charge.
Step 4	Multiply this by 1.05*	\$162.37	This applies both the 14% tax and 9% government rebate, the difference of which is 5%, hence the 1.05. *Note: Any monthly fixed fees other than the base charge are taxed at the full 14%, which may result in a higher amount.
Step 5	Take any credit/balance on the account that needs to be factored into the payment amount (see box C), divide it by 12, and add/subtract that amount from the above total.	\$162.37	

2026 Equal payment amount:	\$162.37
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Part B) Outstanding Arrears

Outstanding Balance to-date = \$1,923.02

24-Month Repayment Calculation = \$1,923.02 (/24 months) = \$80.13 (rounded to \$80)

Part C) Final Calculation of Budget Settlement Amount

\$162.37 (Equal Billing Amount) + \$80 (Arrears Repayment Amount) = \$242.37 (rounded to \$242)
(Total Budget Settlement Amount)

Axford DRO Appeal Attachment 2 has been filed electronically.

Axford DRO Appeal Attachment 3 has been filed electronically.