

**REDACTED**

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**Request IR-1:**

**Ms. Axford started account [REDACTED] with NS Power at [REDACTED] with meter #2056840, on October 25, 2024.**

**The Usage Information Report dated October 24, 2025 showed NS Power did a true read (not estimated) on November 11, 2024.**

**(a) What kind of meter is meter #2056840?**

**(b) Was the meter read in person on November 4, 2024?**

**(c) Did NS Power test the meter on October 25, 2024?**

**(i) If yes, what was the test result?**

**(ii) If no, why not?**

**(d) Did NS Power discuss a meter test with Ms. Axford at any point during her dispute with NS Power, her appeal with the DRO or her appeal with the Board?**

**(i) If yes, what was the decision on the meter test?**

**(ii) If no, why not?**

**(iii) Please have Ms. Axford meter tested at NS Power's Measurement Canada certified test center and provide the test result.**

**(e) Did NS Power take a true meter read on October 25, 2024?**

**(i) If yes, why did the Usage Information Report not show a meter read for that day?**

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1           **(ii) If no, why not? When did NS Power take the meter read of 19,036.71 kWh**  
2                                   **(showed as “Last meter read” in Ms. Axford’s bill dated November 4, 2024)?**

3  
4           **(f) Does NS Power have any records of the account setup process it had with Ms. Axford**  
5                                   **on October 25, 2024?**

6  
7           **(g) Is it routine that NS Power continues existing billing/ payment/ streetlight rental**  
8                                   **arrangements with the new account at the same address? How does NS Power**  
9                                   **communicate these types of arrangements with its new customers?**

10  
11           **(h) Why were Ms. Axford’s bills dated July 9 and August 14, 2025 estimated? How did**  
12                                   **NS Power estimate the usage?**

13  
14           **(i) What impact(s) does the cyber incident have on Ms. Axford’s meter read during the**  
15                                   **billing period in question (November 4, 2024 – June 10, 2025)?**

16  
17   Response IR-1:

18  
19           **(a) Meter #2056840 is a standard 2S single-phase Advanced Metering Infrastructure (AMI)**  
20                                   **meter that is used for residential and small commercial customers.**

21  
22           **(b) No, the meter was not read in person on November 4, 2024. It was read remotely through**  
23                                   **the AMI network.**

24  
25           **(c) NS Power did not test the meter on October 25, 2024.**

26  
27           **(i) N/A.**

28  
29           **(ii) NS Power adheres to the *Electricity and Gas Inspection Act* and Regulations, which**  
30                                   **set out requirements for the maintenance, testing, and certification of all meters**

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1 used for billing purposes in Canada. These regulations mandate compliance with  
2 Measurement Canada specifications (S-E-02 or S-S06 Compliance Sampling  
3 Specifications), under which electricity meters are typically certified and sealed for  
4 a 10-year period.

5  
6 Meter #2056840 was certified and sealed at the manufacturer's Measurement  
7 Canada-accredited facility prior to installation. It has a 10-year seal period, with its  
8 next scheduled testing and recertification due in 2029. Additionally, there was no  
9 reason to test the meter on October 25, 2024, as there were no disputes or concerns  
10 regarding its accuracy at that time.

11  
12 (d) NS Power did not discuss a meter test with Ms. Axford during her dispute or her appeal  
13 with the DRO. The meter was sent for testing during Ms. Axford's appeal before the Board  
14 on December 16, 2025.

15  
16 (i) N/A.

17  
18 (ii) The initial complaints from Ms. Axford focused on estimated bills and her seasonal  
19 billing arrangement, which later escalated into a dispute before DRO. Typically,  
20 the meter test would be initiated by the DRO once the matter is formally before  
21 them. NS Power proceeded with a test during the Board appeal.

22  
23 (iii) The meter was sent for testing at NS Power's Measurement Canada-certified test  
24 center on December 16, 2025. Testing confirmed that the meter is operating within  
25 prescribed accuracy limits. The test results were provided to both the Board and  
26 Ms. Axford on December 22, 2025.

27  
28 (e) Yes, NS Power obtained a true meter read on October 25, 2024, via the AMI network. This  
29 was a connection read performed when the account was set up.

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1 (i) The Usage Information Report does not show this read because connection reads  
2 are not included in that report. The report begins with the first read after the  
3 connection read. For this account, the next read shown on the report was 19,425.59,  
4 which reflects usage since the connection read of 19,036.71 taken on October 25,  
5 2024.

6  
7 (ii) The reading of 19,036.71, shown as “Last meter read” on Ms. Axford’s bill dated  
8 November 4, 2024, corresponds to the connection read taken on October 25, 2024.  
9

10 (f) NS Power has a record of Service Order #9892854, which was created to connect service  
11 for Ms. Axford. Please refer to Confidential Attachment 1 for the comment associated with  
12 this Service Order confirming that NS Power spoke to her on October 24, 2024, regarding  
13 services, fees, and access.

14  
15 NS Power does not have a recording or transcript of the account setup call. However, there  
16 is no indication that the process deviated from standard practice. As part of a standard  
17 connection, NS Power generally reviews the following items with the customer:  
18

- 19 • Connection fee – For an over-the-air connection, as was the case for Ms. Axford,  
20 the fee is \$11.00.
- 21  
22 • Security options – Ms. Axford had a previous good payment history with NS Power  
23 and therefore did not require a security deposit.
- 24  
25 • MyAccount enrollment – Ms. Axford was enrolled in MyAccount when she called  
26 to connect service.
- 27  
28 • Billing expectations – Customers are advised when to expect their first bill.

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- 1           • Fixed charges at the address – Any existing fixed charges, such as streetlight  
2           rentals, are reviewed with the customer, and the customer is asked whether they  
3           agree to assume responsibility for these charges.  
4

5 (g) As mentioned above, when a new customer calls to connect service at a property with an  
6       existing streetlight rental, the representative will advise the customer of the streetlight rental  
7       charge and confirm whether the customer wishes to keep it. If the customer declines the  
8       rental, they are referred to a building representative in the Customer Care Center, who will  
9       initiate a request for streetlight removal.  
10

11 In addition to discussing streetlight rentals, any applicable billing and payment  
12 arrangements would also typically be reviewed with the customer during the service  
13 connection process. While NS Power does not have a recording of the call with Ms. Axford,  
14 these discussions are standard practice at the time of connection.  
15

16 (h) Ms. Axford's bills dated July 9 and August 14, 2025, were estimated because NS Power  
17 was unable to access meter data following the cyber incident. During this period, and  
18 continuing to present, meters have not been able to transmit information remotely via the  
19 AMI network. As a result, bills have been based on estimated consumption until a meter  
20 reader can obtain an actual read in person from the meter.  
21

22 The estimate for the July 9 bill was calculated using CIS estimation based on historical  
23 usage patterns for the property. The August 14 estimate was also calculated using the CIS  
24 estimation routine. At the time of the August 14 estimation, the customer's rate was no  
25 longer a seasonal rate, so CIS applied the bi-monthly estimation method. This method  
26 reviews all previous summer bills and calculates an average from those bills to determine  
27 the estimated usage, as shown in the table below:  
28

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| Bill Date       | Usage | Days |
|-----------------|-------|------|
| 14 August 2024  | 549   | 62   |
| 15 October 2024 | 581   | 59   |
| 28 October 2024 | 365   | 15   |
| 9 August 2025   | 10834 | 218  |
| Total           | 12329 | 354  |

The total usage of 12,329 kWh divided by 354 days gives an average daily usage of 34.8 kWh.

- (i) As noted in NS Power's Reply, Ms. Axford's account was not switched to standard bi-monthly billing until July 11, 2025. Prior to that, she was enrolled in seasonal billing, under which her meter would normally not be read until May 2025 when the first seasonal bill would be issued.

Because her first seasonal bill became due after the April 24, 2025, cyber incident, NS Power was unable to obtain a remote meter read due to the disruption of the AMI network. As a result, her first seasonal bill was based on estimated usage for the period November 4, 2024, to June 10, 2025. When the customer submitted a photo of her meter read on August 26, 2025, NS Power reconciled the account using the actual reading and corrected the variance on the September 2025 bill.

**REDACTED (CONFIDENTIAL INFORMATION REMOVED)**

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

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**Request IR-2:**

**On July 11, 2025, NS Power switched Ms. Axford's account from seasonal to standard billing.**

**From the copies of Ms. Axford's bills provided in her appeal, Automatic Payment (PaySmart Plan) was noted on the bills dated December 12, 2024, February 13, April 11, July 9 and August 14, 2025.**

**On August 15, 2025, Ms. Axford contacted NS Power regarding the automatic withdrawal of \$2,141.86 from her bank account on August 12, 2025.**

**(a) When was Ms. Axford's payment plan setup? Please provide details of the plan.**

**(b) Why was Automatic Payment not noted on the Ms. Axford's first seasonal bill dated November 4, 2024?**

**(c) Why was Automatic Payment still noted on the bill issued on August 14, 2025 (after Ms. Axford's account was switched back to regular billing on July 11, 2025)?**

**(d) NS Power suggested Ms. Axford to turn off auto-pay. Why could NS Power not turn off this payment arrangement from its end?**

**Response IR-2:**

**(a) Ms. Axford enrolled in Auto Pay on December 10, 2024. Under NS Power's MyAccount Auto Pay feature, customers authorize recurring withdrawals from their bank account to pay their bills. This arrangement is fully customer-controlled; any changes, including cancellation, must be initiated by the customer through the Auto Pay tab in MyAccount.**

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- 1 (b) Automatic Payment was not noted on the November 4, 2024, bill because the Auto Pay  
2 arrangement was not established until December 10, 2024, after that bill had been issued.  
3
- 4 (c) Automatic Payment continued to appear on the August 14, 2025, bill because the Auto Pay  
5 arrangement was not cancelled until August 16, 2025, which was after the August bill had  
6 already been generated.  
7
- 8 (d) NS Power cannot disable Auto Pay on behalf of the customer because the arrangement is  
9 managed entirely by the customer through MyAccount. This ensures that the customer  
10 retains full control over their banking information and payment preferences.

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1 **Request IR- 3:**

2  
3 **Following her inquiry on August 15, 2025, Ms. Axford followed up with NS Power multiple**  
4 **times on August 18, 22 and 26, 2025.**

5  
6 **NS Power confirmed the overcharge on August 26 but did not issue a revised bill until**  
7 **September 23, 2025.**

8  
9 **On September 24, 2025, NS Power's employee emailed Ms. Axford explaining the \$302.17**  
10 **credit amount. When she responded to that email for more information, she received an**  
11 **automatic reply that said NS Power were not actively managing email enquiries while**  
12 **working to restore systems impacted by the cyber incident.**

13  
14 **(a) Why did it take NS Power almost a month to adjust the bill for the overcharge?**

15  
16 **(b) If NS Power's protocol is to adjust previous charges in the following bill (as a credit)**  
17 **and not in a cheque (as a refund), why did NS Power not explain that to Ms. Axford?**

18  
19 **(c) Did NS Power pay interest on Ms. Axford's credit amount? Why or why not?**

20  
21 **(d) Please explain any recent changes in NS Power's procedures for customers' enquiries**  
22 **due to the cyber incident.**

23  
24 **(e) If NS Power does not manage email enquiries, does NS Power assign additional**  
25 **resources to dealing with customers' inquiries over the phone?**

26  
27 **(f) Has the cyber incident impacted the amount of time NS Power spends on handling**  
28 **inquiries and complaints?**

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1 Response IR-3:

2  
3 (a) NS Power received the picture of the meter read on August 26, 2025. At that time, manual  
4 billing adjustments were taking approximately four to six weeks to complete due to resource  
5 constraints. The Company has since implemented process improvements and allocated  
6 additional resources, reducing the adjustment timeline to approximately five to seven  
7 business days.

8  
9 (b) The Company acknowledges that communication in this instance should have been clearer  
10 and apologizes for any confusion caused. NS Power's standard practice is to apply credits  
11 to the customer's account on the next bill when there is an outstanding balance, rather than  
12 issuing a refund by cheque. This approach ensures accurate account reconciliation and  
13 minimizes administrative delays.

14  
15 (c) No interest was paid on the credit amount because the payment was applied to the full  
16 account balance at the time of billing.

17  
18 (d) Due to the high volume of email inquiries involving more complex requests, NS Power is  
19 directing customers who email [home@nspower.ca](mailto:home@nspower.ca) to call the Customer Care Centre by  
20 phone for assistance. Additionally, several self-service options remain unavailable as a  
21 result of system disruptions caused by the cyber incident, and these functions are now being  
22 handled manually over the phone. In addition to these adjustments, the Company also  
23 implemented temporary measures to support customers such as waiving late payment fees,  
24 suspending disconnections for non-payment, and offering more flexible payment  
25 arrangements.

26  
27 (e) Yes. The Company increased staffing at the Customer Care Centre by hiring new classes of  
28 employees and providing additional training to existing staff to handle customer inquiries.

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- 1 (f) Yes. The cyber incident significantly impacted the Customer Care Centre. The loss of  
2 several self-service options due to system restrictions following the cyber incident increased  
3 call volumes and extended call durations, requiring additional time and resources to manage  
4 inquiries and complaints.