

August 12, 2026

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Kathleen Murray
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Dear Ms. Murray:

M12544 – NSPI DRO Appeal – Billing Issues – Leslie Axford

The Board is in receipt of your correspondence dated August 11, 2026, in response to its directive outlined in the interim decision letter of August 5, 2026, stating:

I have directed NS Power to provide a full explanation of their proposed payment arrangements so that the details can be closely examined before any such payment arrangement is finalized.

Board member Bruce H. Fisher, MPA, CPA, Member; has reviewed the response and requests further explanation as to how the monthly payment of \$419 was calculated. The compliance filing states it is based on the annual kWh of 19,329. The Board comments as follows:

- According to the evidence on file, on November 4, 2024, Ms. Axford's meter read 19,425.59. When her meter was replaced for testing over a year later, on December 16, 2025, it read 31,984 kWh, an increase of 12,655 kWh for a 13-month time period and significantly higher than the kWh referenced in the compliance filing.
- The compliance letter refers to "historical electricity consumption" between June 2025 and April 2026, an 11-month period, not an annual amount. Conversely, the attachment to the compliance filing refers to "Total kWh use for 2025", suggesting it is a calendar year amount.
- Further, the Board understood that consumption had been estimated for the June 2025 period and was unavailable. If AMI amounts have since become available, the Board requests the June 2025 meter read that the estimated bill is based upon.

The Board directs NS Power to provide an explanation for these discrepancies, and to provide the Board with the actual monthly meter reads for the most recent two-year period.

The Board also directs NS Power to clarify how the proposed Equal Billing Plan would function should Ms. Axford's consumption be above or below the estimated consumption amount. NS Power should clarify at what point the monthly amount would be adjusted, if at all.

In addition, NS Power should provide an example for Ms. Axford showing the payment and any adjustments required should consumption be 10% higher or 10% lower.

The Board requests NS Power's response by 2:00 p.m. on **Wednesday, August 19, 2026**.

Yours very truly,



Lisa Wallace
Chief Clerk of the Board

c. Leslie Axford

