From: Murray, Kathleen <kathleen.murray@nspower.ca>
Sent: September 2, 2026 12:15 PM
To: Leslie Axford <[redacted]
Cc: Nguyen, Anh <Anh.Nguyen@novascotia.ca>; MacDonell, Rianne <Rianne.MacDonell@novascotia.ca>; Cavanaugh, Marina <Marina.Cavanaugh@novascotia.ca>; Penney, Nicole <Nicole.Penney@novascotia.ca>; Williams, Blake <Blake.Williams@nspower.ca>; Carley Freeman <Carley.Freeman@nspower.ca>; Chris Lanteigne <Chris.Lanteigne@nspower.ca>; Ross, Jennifer <Jennifer.Ross@nspower.ca>; Forsey, Lisa <Lisa.Forsey@nspower.ca>; Reiner, Sofia <Sofia.Reiner@nspower.ca>; Wallace, Lisa <Lisa.Wallace@novascotia.ca>
Subject: RE: M12544 - NSPI to NSEB Axford DRO Appeal - Response to Requested Information

Good afternoon Ms. Axford,

Thank you for your questions.

If you choose to pay a portion of the outstanding balance upfront, that amount would be applied directly to reduce the arrears balance being repaid through the Budget Settlement Plan. For example, if you were to pay 50% of the current arrears balance ($961.51) in advance, the remaining arrears balance would be approximately $961.51. Spread over 24 months, this would reduce the arrears repayment portion of the monthly payment from $80 per month to $40 per month. This would reduce your monthly Budget Settlement Plan payment from $242 per month to $202 per month ($162 for ongoing electricity usage plus $40 toward arrears repayment).

Paying a portion of the balance upfront would not change the total amount you pay overall. It would simply reduce the remaining balance spread over the 24-month payment plan, resulting in a lower monthly payment.

With respect to your second question, your electricity consumption would continue to be measured by your AMI meter. The meter records your actual consumption, and that information is communicated to NS Power through the AMI network. The AMI communication issues experienced during the cyber incident have since been resolved, and the system has returned to normal operation.

As outlined in the proposal, the monthly payment amount would remain fixed during the 24-month term. Your actual usage would continue to be tracked and compared to the usage estimate used to establish the plan. If your actual consumption is higher than the estimate, the difference would accumulate as a balance on your account. If your actual consumption is lower than the estimate, a credit would accumulate on your account. At the end of the 24-month payment plan term, any accumulated credit or balance would be reflected on your account and would be considered in establishing a new Equal Billing amount if you choose to remain on Equal Billing. Alternatively, if you choose to return to standard billing, any remaining credit or balance would remain on your account.

You are welcome to continue photographing your meter readings for your own records. If you notice any discrepancy between your meter readings and the information reflected on your bills, please let us know and we would be happy to review it with you.

Regards,

Kathleen Murray (she/her) **|** Regulatory Counsel, Regulatory Affairs **| Nova Scotia Power**
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