

PARTIALLY CONFIDENTIAL

Request IR-1:

Reference Exhibit D3 NS Power's Response to Appeal. Page 2 states

The representative also clarified that the May bill was estimated using an average of 86.3 kWh per day from May 2024 and that the account was aggregated with a primary net metering account, which resulted in unallocated generation and a higher bill.

- (a) Reference the invoices included on pages 30, 32 and 34. Under past electric use on the right hand side of the invoices the May 24 energy usage is listed as 26.0 kWh per day. Please explain why the invoices have 26.0 kWh and the estimate used is 86 kWh.
- (b) How is the generation portion of the invoice accounted for in the final invoice to the customer? If it has not, please explain when it will be included.
- (c) Please provide the historical May invoice usage, days, and kWh from 2017 through 2025.

Response IR-1:

- (a) The "Past electric use" section on the right-hand side of the invoices shows 26.0 kWh per day for May 2024, which reflects the customer's net usage. This is calculated as follows:

Consumption:	5523 kWh
Generation:	-5 kWh
Generation – Aggregate:	<u>-3856 kWh</u>
Net Usage:	1662 kWh ÷ 64 days = 26.0 kWh/day

Doncaster DRO Appeal (NSEB M12554) NSPI
Responses to NSEB Information Requests

PARTIALLY CONFIDENTIAL

For May 2025, the estimate of 86 kWh/day was derived using gross consumption only:
 $5,523 \text{ kWh} \div 64 \text{ days} = 86.3 \text{ kWh/day}$. Applying this average to 52 days results in 4,487 kWh. After subtracting metered generation of 8 kWh, the total is 4,479 kWh. Dividing by 52 days gives an average of 86.1 kWh per day.

- (b) The customer's metered generation for the premises is shown on page 2 of the final invoice (see page 35 of 35 in NS Power's Reply), where it states: "Metered Generation this billing period was 8 kWh." On the front page, this generation is reflected as a credit in the energy charges in the amount of -\$1.48 for 8 kWh. This 8 kWh represents solar generation produced at the property and is applied as a direct offset to the billed energy charges. Please refer to IR-5(c) for further details on the customer's net metering setup.

Under the Legacy Net Metering Program, excess generation from the parent account is allocated to dependent accounts when both accounts bill at the same time. At the time of the March bill for the parent account [REDACTED] there was no excess generation available because all generation was offset by consumption. The dependent account [REDACTED] which is the property in question, was disconnected prior to the issuance of the parent account's next bill in July. That bill carried forward 3,665 kWh of excess generation. Because the disconnect did not align with the parent account's billing cycle and no meter read occurred in May, no excess generation could be applied to the closing bill. Instead, any surplus generation from the parent account was banked as a credit on the parent account for future use.

- (c) Historical May invoice data (usage, days, and total kWh) from 2017 through 2025:

Year	Invoice usage	Days	kWh
2017	75.0 kWh per day	58 days	4351 kWh
2018	81.1 kWh per day	63 days	5110 kWh
2019	57.9 kWh per day	63 days	3645 kWh

Doncaster DRO Appeal (NSEB M12554) NSPI
Responses to NSEB Information Requests

PARTIALLY CONFIDENTIAL

Year	Invoice usage	Days	kWh
2020	77.2 kWh per day	52 days	4013 kWh
2021	86.6 kWh per day	58 days	5024 kWh
2022	99.4 kWh per day	59 days	5864 kWh
2023	48.8 kWh per day	59 days	2882 kWh
2024	26.0 kWh per day	64 days	1662 kWh
2025	86.1 kWh per day	52 days	4479 kWh ¹
2025	68.6 kWh per day	52 days	3567 kWh ²

¹ This consumption was estimated.

² This is the adjusted consumption based on the true meter read obtained on September 17, 2025.

NON-CONFIDENTIAL

Request IR-2:

Reference NS Power's website ([Understanding your bill Nova Scotia Power](#)) under the Estimated Bills section it states "If you are concerned about an estimated bill and have not had a physical meter read, you can take a photo of your meter display and send it to us. We'll use this information to adjust your bill based on your actual usage."

(a) When was this information put on NS Power's website? Was it before the cyber security event? Was it before May 9, 2025?

(b) Did NS Power tell the customer to take a picture of the meter reading as a basis for the power consumption when the account was being closed? If not, why not?

Response IR-2:

(a) NS Power added the option for customers to submit a photo of their meter reading on the Company's website on November 21, 2025. This update occurred after the cyber incident and after May 9, 2025.

(b) NS Power did not advise the customer to take a photo of the meter reading when the account was being closed. At that time, the Company was still addressing operational challenges following the cyber incident and working to establish processes for alternative meter-read options. While the photo option was later introduced formally, in the weeks immediately following the incident NS Power was focused on recovery efforts and managing a significant volume of manual meter reads with limited resources. Estimated usage was applied where necessary.

NON-CONFIDENTIAL

Request IR-3:

(a) How often does the NS Power system obtain meter readings from AMI meters prior to the cyber security event (hourly, daily, weekly etc.)?

(b) What was the last date that the customer's AMI meter sent a reading to NS Power's system? Please provide the date and meter reading.

(c) Once the systems are restored can NS Power obtain historical meter reads from the customer's AMI meter?

(d) How is NS Power prioritizing meter reads?

(i) Are customers that are closing their accounts prioritized for meter reads? If not, why not?

(e) Please describe the process for closing an account for non smart meter accounts.

(i) If the property did not have a smart meter would NS Power have sent someone to read the meter when the account is closed?

(ii) Why wasn't the process followed for all accounts being closed after the cyber security event?

Response IR-3:

(a) Prior to the cyber incident, NS Power's system obtained meter readings from AMI meters four times per day, capturing all reads received during the previous six-hour period.

(b) The last date the customer's AMI meter successfully transmitted a reading to NS Power's system was April 24, 2025, with a recorded meter reading of 166,616.019.

Doncaster DRO Appeal (NSEB M12554) NSPI
Responses to NSEB Information Requests

NON-CONFIDENTIAL

1
2 (c) The meter has the capability to store historical load data short-term. However, due to the
3 time elapsed, the historical self-reads and load profile data from the period in question have
4 been overwritten and cannot be retrieved.

5
6 (d) NS Power prioritizes completing meter reads for account connects and disconnects, with a
7 focus on obtaining an actual read on the requested disconnection date whenever access is
8 available. Please refer to part (e) for further details.

9
10 (i) Yes. Customers closing their accounts are prioritized for meter reads.

11
12 (e) For non-AMI meters, the customer contacts NS Power's Customer Care Center to schedule
13 a preferred disconnection date. NS Power confirms access to the meter and books the
14 appointment. On the scheduled date, an NS Power representative visits the premises to
15 obtain a meter read if a new customer is connecting or disconnect the meter if no new
16 customer is connecting. The meter read is entered into the billing system, and a closing bill
17 is generated for the disconnecting customer.

18
19 (i) Yes. For properties without an AMI meter, NS Power would send a representative
20 to read the meter when the account is closed.

21 (ii) Immediately following the cyber incident, NS Power was focused on recovery
22 efforts and restoring core systems. During this period, the Company had limited
23 resources and was required to recruit additional meter readers to manage the
24 significant volume of manual meter reads required. As a result, obtaining an in-
25 person meter read at the time of account closure was not always possible, and
26 estimated usage was used where necessary. Now that additional resources have
27 been secured, NS Power prioritizes completing in-person meter reads on the
28 requested disconnection date whenever access is available, and issuing a closing
29 bill based on that reading.

Doncaster DRO Appeal (NSEB M12554) NSPI
Responses to NSEB Information Requests

PARTIALLY CONFIDENTIAL

Request IR-4:

Reference Exhibit D3 NS Power's Response to Appeal. Page 12 contains the statement of account and pages 30 – 35 contain the invoices of the account.

(a) Is Mr. Doncaster listed as an owner of the account?

(b) When was the account opened?

(c) Have there been any changes to the account over time (owner, net metering etc.)?

Response IR-4:

(a) The account holder's name is [REDACTED]. Ralph Doncaster is listed as the spouse on the account with full account access.

(b) The account was opened on February 22, 2017.

(c) The account name has not changed. An AMI meter was installed on Oct 28, 2019. Effective October 27, 2022, the account was configured as a net metering dependent account of Account No. 1 [REDACTED] which was approved for participation under the Legacy Net Metering Program. Additionally, on April 17, 2024, the account was enrolled in the Self-Generating Option following the installation of solar equipment at the property.

Doncaster DRO Appeal (NSEB M12554) NSPI
Responses to NSEB Information Requests

PARTIALLY CONFIDENTIAL

Request IR-5:

Reference Exhibit D3 NS Power's Response to Appeal. Page 13 contains the usage information report.

(a) Are the readings on the read date estimates or actual meter reads? Please indicate which ones are estimates.

(b) What does the U and R represent?

(c) From March 29, 2017, through September 26, 2022, there is one meter reading for each read date. From November 22, 2022, through March 18, 2024, there are two meter readings for each read date. From May 21, 2024, through May 9, 2025, there are three meter readings for each read date. Please explain.

Response IR-5:

(a) The readings on May 9, 2025, and March 30, 2020, are estimates. All other readings are actual meter reads.

(b) "R" represents an actual read, and "U" represents an unread or estimated read.

(c) From March 29, 2017, through September 26, 2022, Account No. [REDACTED] [REDACTED] was set up as a standard residential service, which required only one meter read for consumption. Effective October 27, 2022, when the customer's solar equipment under Account No. [REDACTED] was approved for participation under the Legacy Net Metering Program, Account No. [REDACTED] was configured as a "net metering dependent account" of Account No. [REDACTED] ("net metering parent account"). This setup allowed for excess generation from Account No. [REDACTED] to be supplied to the Account No. [REDACTED] and resulted in two-meter

Doncaster DRO Appeal (NSEB M12554) NSPI
Responses to NSEB Information Requests

PARTIALLY CONFIDENTIAL

1 readings being displayed for billing: one for the customer's consumption and one for any
2 generation supplied to it from the net metering parent account. This change was reflected
3 on the customer's November 22, 2022 bill.

4
5 On April 17, 2024, Account [REDACTED] was additionally enrolled
6 in the Self-Generating Option following the installation of solar equipment at this property.
7 As a result, a third meter reading was added for billing purposes to capture generation at
8 this location in addition to the customer's consumption and any generation supplied from
9 the net metering parent account.

Doncaster DRO Appeal (NSEB M12554) NSPI
Responses to NSEB Information Requests

CONFIDENTIAL (Attachment Only)

1 **Request IR-6:**

2
3 **Please provide all invoices for Mr. Doncaster's account since March 2017.**

4
5 Response IR-6:

6
7 Please refer to Confidential Attachment 1.

8
9 Please note that invoices from January 2021 to present were retrieved from NS Power's current
10 billing system and reflect the standard format customers typically receive. Invoices prior to
11 January 2021 were obtained from the Customer Information System (CIS) and appear in a different
12 format.