

CONFIDENTIAL (Attachment Only)

Request IR-1:

On December 29, 2025, NS Power explained that the estimated usage in Ms. Patel's May 2025 bill was based on historical consumption data for the property and seasonal factors.

(a) When did Ms. Patel start account [REDACTED] with NS Power?

(b) What kind of meter is meter #2445360?

(c) Please provide a copy of all the bills NS Power issued in Ms. Patel's account before the March 2025 bill.

(d) Please explain how NS Power generated the estimated usage of 1,765 kWh for the 63-day period between March 14 and May 16, 2025, and what the seasonal factor was.

(e) Please explain how NS Power generated the estimated usage of 2,548 kWh for the 65 day period between July 14 and September 17, 2025, and what the seasonal factor was.

(f) Please explain how NS Power generated the estimated usage of 6,346 kWh for the 127-day period between July 14 and November 18, 2025, and what the seasonal factor was.

Response IR-1:

(a) Ms. Patel started her account on January 6, 2023.

(b) Meter #2445360 is a standard single-phase AMI meter, type C2srd used on residential and small commercial customers.

(c) Please refer to Confidential Attachment 1.

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For (d-f) please see below.

(d)

Account	Bill Date	Revenue Year/Mth	Season Flag	Previous Read Date	Current Read Date	Days	Estimated Usage	Avg Usage per Day	Prior Revenue Year/Mth	Season Flag	Prior Year Bill Date	Prior Year Metered Usage	Prior Year Billed Usage	Meter Multiplier	Prior Year Days *UBLHR	Usage Per Day w/Multiplier removed	Notes
	5/16/2025	2025-05	S	3/14/2025	5/16/2025	63	1,765	28.02	2024-05	S	5/21/2024	3084.16	3084	1	63		*previous account
									2024-07	S	7/17/2024	1233.98	1234	1	61		*previous account
									2024-09	S	9/18/2024	893.3	893	1	62		*current account
												5211.34	5211	1	186	28.016129	

(e)

Account	Bill Date	Revenue Year/Mth	Season Flag	Previous Read Date	Current Read Date	Days	Estimated Usage	Avg Usage per Day	Prior Revenue Year/Mth	Season Flag	Prior Year Bill Date	Prior Year Metered Usage	Prior Year Billed Usage	Meter Multiplier	Prior Year Days *UBLHR	Usage Per Day w/Multiplier removed	Notes
	9/17/2025	2025-09	S	7/14/2025	9/17/2025	65	2548	39.20	2024-09	S	9/18/2024	893.3	893	1	62		
									2025-05	S	5/16/2025						Estimate - skippeded
									2025-07	S	7/18/2025	6321.93	6322	1	122		
												7215.23	7215	1	184	39.2119565	

(f)

Account	Bill Date	Revenue Year/Mth	Season Flag	Previous Read Date	Current Read Date	Days	Estimated Usage	Avg Usage per Day	Prior Revenue Year/Mth	Season Flag	Prior Year Bill Date	Prior Year Metered Usage	Prior Year Billed Usage	Meter Multiplier	Prior Year Days *UBLHR	Usage Per Day w/Multiplier removed	Notes
	11/18/2025	2025-11	W	9/17/2025	11/18/2025	62	3798	61.26	2024-11	W	2024-11-19	1936.01	1936	1	60		
									2025-01	W	2025-01-21	4561.21	4561	1	63		
									2025-03	W	2025-03-18	4468.16	4468	1	56		
												10965.98	10965	1	179	61.2569832	

Patel DRO Appeal IR-1 Attachment 1 has been removed due to confidentiality.

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Request IR-2:

On December 29, 2025, NS Power said that it explained to Ms. Patel on July 23, 2025, that the May 2025 bill was estimated and the July 2025 bill included the adjustment for the May 2025 bill, and that Ms. Patel expressed concern that the bill was high for a four-month period.

NS Power also noted that Ms. Patel's MyEnergy Insights was not yet available for the July 2025 bill to provide a detailed breakdown.

(a) Did NS Power address Ms. Patel's concern on July 23, 2025, regarding the high bill?

(i) If yes, please provide the correspondence details.

(ii) If no, did NS Power later investigate or explain Ms. Patel's usage during those four months (March to July 2025)?

(b) When was Ms. Patel's MyEnergy Insights set up so that she could access her usage and billing information?

(i) If it was not at the time her account was created with NS Power, why not? Please explain why Ms. Patel's MyEnergy Insights was not available for a breakdown of the charges in the July 2025 bill.

Response IR-2:

(a) A NS Power Customer Care Representative spoke with Ms. Patel advising of the previous estimated billing which caused the July high bill.

(i) Please refer to the NSPI to NSEB Patel DRO Appeal Reply Attachment 2, page 1 for the account notes referencing July 23, 2025.

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1 (ii) N/A.

2
3 (b) Ms. Patel was set up on MyAccount on January 5, 2023. Customers with MyAccount
4 automatically have access to MyEnergy Insights (MEI). Please note, however, that
5 MyEnergy Insights are only be available after a customer has sufficient (two to four months
6 months) of history at their premises.

7
8 (i) Due to the cyber incident, MEI was unavailable to all customers.

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Request IR-3:

On November 28, 2025, NS Power mentioned to the DRO that if a customer provides a picture of their meter read, NS Power will adjust the bill based on the actual usage.

Ms. Patel provided the picture of her meter reading on December 1, 2025, and NS Power issued a reconciled bill on December 5, 2025. Ms. Patel informed the DRO on December 8, 2025, of her concerns regarding the inaccuracy of the consumption estimates after the cyber incident and her high consumption during one billing cycle.

(a) Considering the bill dated December 5, 2025, was for service period between November 18 and December 1, 2025, did NS Power explain to Ms. Patel at the time how it calculated the charges as a reconciled bill for the previous estimated bill?

(b) Please explain how NS Power estimated Ms. Patel's consumption using the best available data and made the necessary adjustments after obtaining an actual meter reading following some estimated readings, as required in Regulation 5.1.

(c) What is NS Power's plan to improve its communication and inquiry handling process with its customers and billing adjustments following the cyber incidents?

Response IR-3:

(a) Email notification that the bill was reconciled using the meter picture was sent to Ms. Patel on December 10, 2025.

(b) For the bill dated December 5, 2025, NS Power created an off-cycle bill for 13 days. On this bill NS Power used the read from the meter picture Ms. Patel provided as the current read (77647.00) and the previous estimated read from November 18, 2025 bill for the

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1 previous read (77376.00). This previous estimated read was used because it was less than
2 the current read provided by Ms. Patel. There was no adjustment required on this bill.

- 3
4 (c) NS Power understands that the estimation of bills over a prolonged period has contributed
5 to confusion for customers and apologizes for that experience. NS Power has provided
6 seven different bill inserts, and has updated its website at nspower.ca/billing to explain the
7 current billing situation for customers.

8
9 Furthermore, NS Power acknowledges that the current bill format may cause confusion
10 when estimated intervals are later reconciled. While the underlying calculations remain
11 accurate, the Company intends to enhance the clarity of bill presentation through its
12 Customer Information System (CIS) modernization initiative, as outlined in M11884.
13 Interim modifications to the legacy CIS are not feasible due to the complexity of the bill
14 print program, the risk of unintended impacts across all customer bills, and the specialized
15 resources required to maintain the current system while preparing for its replacement.

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Request IR-4:

On December 29, 2025, NS Power mentioned that Ms. Patel's July 2025 bill included a deposit refund and interest credit. It explained that the security deposit equals three months of service and that when Ms. Patel reached two years of satisfactory payment history, the return of her deposit with interest was triggered.

(a) When did Ms. Patel make the security deposit?

(b) How did NS Power calculate the amount of the deposit, considering Ms. Patel was a new customer at the time?

(c) Please demonstrate how the interest on the deposit was calculated.

Response IR-4:

(a) The security deposit was applied on the account on January 6, 2023 when Ms. Patel requested new service with NS Power.

(b) The security deposit was calculated as a sum equal to estimated charges for three months' service at the connecting premises.

(c) While the deposit is held, interest is calculated as 1 percent below prime (RBC). Interest rates for NS Power were 5.45 percent in 2025, 6.2 percent in 2024 and 4.2 percent in 2025. The amount refunded to Ms. Patel was \$142.03 (\$126 + \$16.03 interest).

For calculations:

2023 - \$126.00 x 5.45% = \$ 6.867

\$6.867 / 365 days = \$0.18814

\$0.18814 x 307 days (days that sec dep on account in 2023) = \$5.78

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1 2024 - $\$126 \times 6.20\% = \7.812
2 $\$7.812 / 366 \text{ days} = \0.02134
3 $\$0.02134 \times 366 \text{ days (days sec dep on account in 2024)} = \mathbf{\$7.81}$
4
5 2025 - $\$126.00 \times 4.2\% = \5.292
6 $\$5.292 / 365 \text{ days} = 0.01450$
7 $\$0.01450 \times 168 \text{ days (days sec dep on account in 2025)} = \mathbf{\$2.44}$