

Patel DRO Appeal (M12616)
NSPI Responses to NSEB Information Requests

NON-CONFIDENTIAL

Request IR-5:

In the calculation NS Power provided in response to the Board’s information request IR-1(d), NS Power used historical usage from May and July 2024 bills from “previous account” and September 2024 bill from “current account” to estimate Mr. Patel’s usage for the May 2025 bill.

(a) Please clarify whose “previous account” it was – Mr. Patel’s previous account with NS Power from a different address, or the account for the previous customer at 185 Greenwood Avenue?

(b) Why did NS Power not use the historical usage from Mr. Patel’s May and July 2024 bills, i.e. “current account”?

(c) Is it NS Power’s method of estimating usage for its customers to use data from three consecutive bills starting from the same time the year before?

(d) Did NS Power consider any seasonal factor in its estimation? If yes, please provide details.

Response IR-5:

(a) The previous account was for the previous occupant of 185 Greenwood Ave.

(b) The historical usage must be calculated using the same premises. Ms. Patel has only been connected to 185 Greenwood Ave since July 16, 2024 and her first meter read was September 18, 2024. Therefore, only her usage of 893 kWh were used for calculation.

(c) NS Power’s method of estimating:

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1 (i) looks back to the same time period last year;

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3 (ii) checks to ensure the seasonal flag is the same as the bill to be estimated;

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5 (iii) checks to ensure the bills are true reads; and

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7 (iv) uses those transactions to calculate the estimate.

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9 (d) Yes, each billing transaction is assigned a seasonal flag based on the month the customer
10 is billed. January, February, March, November and December bills are assigned a flag of
11 “W” for winter. April, May, June, July, August, September and October bills are assigned
12 a flag of “S” for summer.

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Request IR-6:

In response to the Board’s information request IR-1(e), NS Power used the historical usage from Mr. Patel’s September 2024 and July 2025 bills, skipping his (estimated) May 2025 bill, to estimate his usage for the September 2025 bill.

(a) Why did NS Power not use the historical usage from Mr. Patel’s November 2024 and January 2025 bills in this calculation?

(b) Why was the historical usage from Mr. Patel’s July 2025 bill relevant in the estimate for the September 2025 bill?

(c) Please provide a copy of Mr. Patel’s September 2024 bill. It was not included in NS Power’s response to the Board’s information request IR-1.

Response IR-6:

(a) The historical usage from the November 2024 and January 2025 bills have a seasonal flag of “W” winter and therefore, are not considered in the calculation of the estimated bill for September 2025 as it is a “S” summer estimation.

(b) It is relevant because the July 2025 bills is flagged is “S” summer which aligns with the seasonal flag for the estimated bill in September 2025.

(c) Please refer to Confidential Attachment 1.

REDACTED (CONFIDENTIAL INFORMATION REMOVED)

**Patel DRO Appeal IR-06 Attachment 1 has been removed
due to confidentiality.**