

NON-CONFIDENTIAL

Request IR-1:

If a customer generates more energy than they consume in a given year, is the customer advised of the amount (kWh) of excess, and if so, when and how?

Response IR-1:

NS Power does not present the total annual excess generation as a separate, itemized kWh figure on the customer's bill. Customers do, however, receive information related to their annual net-metering reconciliation on their year-end settle-up bill. The settle-up note outlines the metered generation for the billing period in kWh, the year-end settle-up adjustment applied to the account in kWh, and confirmation that the banked generation balance has been reset for the new year.

Please see the example below:

```
Metered Generation this billing period was 471 kWhs  
Year-end settle-up. 6663 kWhs applied to account  
2025 Banked generation reset  
For more information on the Year-end settle-up process,  
please visit nspower.ca/self-generating
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1 **Request IR-2:**

2
3 **Nova Scotia Power Incorporated (NS Power) provided an example of the settle-up process**
4 **in Attachment 1 to its response dated January 6, 2026, for the “net zero” scenario. Please**
5 **provide a similar example of the settle-up process for “net positive” and “net negative”**
6 **scenarios.**

7
8 **Response IR-2:**

9
10 **Please refer to Attachments 1 and 2.**

Scenario - Net Negative

	Bill 1	Bill 2	Bill 3	Bill 4	Bill 5	Bill 6	Total/Balance	
Gross Generation	1,000	2,000	3,250	4,250	3,000	2,000	15,500	kWh
Gross Consumption	4,500	3,000	2,000	1,000	2,500	3,500	16,500	kWh
Metered Generation (Exported to Grid)	500	1,000	1,500	3,500	2,000	1,000	9,500	kWh
Metered Consumption (Received from Grid)	4,000	2,000	250	250	1,500	2,500	10,500	kWh
Consumption Displaced by Generation (Real-time)	500	1,000	1,750	750	1,000	1,000	6,000	kWh
Generation Credits Used	500	1,000	250	250	1,500	2,500	6,000	kWh
Generation Credits Banked	-	-	1,250	3,250	500	(1,500)	3,500	kWh
Bank Balance	-	-	1,250	4,500	5,000	3,500	3,500	kWh
Billed Consumption	3,500	1,000	-	-	-	-	4,500	kWh

Settle-up Adjustment**Summary**

Year-end Bank Balance	3,500	kWh	a) 6,000/15,500 kWh generated were consumed in real-time and not exported to grid
Total Billed Consumption in Calendar Year	4,500	kWh	b) 6,000/15,500 kWh generated were used and applied to customer billing throughout year
Total Settle-up Adjustment	3,500	kWh	c) 3,500/15,500 kWh energy credits held in bank were applied to customer account at settle-up to offset billed consumption within same calendar year (account credit equal to amount paid for billed consumption)
Net Energy Billed in Calendar Year	1,000	kWh	d) Customer to begin following year with account credit equal to amount paid for 3,500 kWh
Excess Generation	0	kWh	e) Credit remains on account until used

Scenario - Net Positive

	Bill 1	Bill 2	Bill 3	Bill 4	Bill 5	Bill 6	Total/Balance	
Gross Generation	1,000	2,000	3,250	4,250	3,000	2,000	15,500	kWh
Gross Consumption	4,000	3,000	2,000	1,000	2,000	3,000	15,000	kWh
Metered Generation (Exported to Grid)	500	1,000	1,500	3,500	2,000	1,000	9,500	kWh
Metered Consumption (Received from Grid)	3,500	2,000	250	250	1,000	2,000	9,000	kWh
Consumption Displaced by Generation (Real-time)	500	1,000	1,750	750	1,000	1,000	6,000	kWh
Generation Credits Used	500	1,000	250	250	1,000	2,000	5,000	kWh
Generation Credits Banked	-	-	1,250	3,250	1,000	(1,000)	4,500	kWh
Bank Balance	-	-	1,250	4,500	5,500	4,500	4,500	kWh
Billed Consumption	3,000	1,000	-	-	-	-	4,000	kWh

Settle-up Adjustment**Summary**

Year-end Bank Balance	4,500	kWh	a) 6,000/15,500 kWh generated were consumed in real-time and not exported to grid
Total Billed Consumption in Calendar Year	4,000	kWh	b) 5,000/15,500 kWh generated were used and applied to customer billing throughout year
Total Settle-up Adjustment	4,000	kWh	c) 4,000/15,500 kWh energy credits held in bank were applied to customer account at settle-up to offset billed consumption within same calendar year (account credit equal to amount paid for billed consumption)
Net Energy Billed in Calendar Year	0	kWh	d) Customer to begin following year with account credit equal to amount paid for 4,000 kWh
Excess Generation	500	kWh	e) Credit remains on account until used
			f) 500/15,500 kWh generated were in excess of the customer total billed consumption within the calendar year and not purchased by NS Power

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Request IR-3:

(a) Please explain NS Power’s billing periods (monthly, bi-monthly or quarterly) for Self-Generation Option (SGO) Solar generator clients.

(b) Would the billing statement includes the consumption and generation information?

(c) Please provide a sample billing statement.

Response IR-3:

(a) Billing periods for customers participating in the Self-Generation Option are the same as for other NS Power customers. Domestic services are typically billed on a bi-monthly schedule, where meter reads are obtained every two months and a bill is issued accordingly. Commercial and Industrial services are generally billed monthly, with meter reads and corresponding bills produced each month. NS Power does not utilize a quarterly billing period.

(b) Yes. The customer’s bill includes the metered generation for the billing period and the total carry-over, or “banked,” generation. This information appears as a note on the bill.

(c) Please refer to Attachment 1.

** DUPLICATE BILL **

Date Printed 26/01/28

Time Printed 1:33 pm
Printed By

Nova Scotia Power Inc.
PO Box 848, Halifax Nova Scotia B3J 2V7
Any questions? Please call us at 1-800-428-623
Weekdays 8am-6pm
www.nspower.ca

Account Number Automatic Payment Sep 24 72.00

Domestic
Service from Jun 27 to Aug 28, 2025

Meter no.	Rate	Days	New read	Last read	Mult	kWh's used
	02BC2	62	30406.00	29781.00	1	625
	02BG2	62	4189.00	3564.00	1	-625

Your meter was read on Aug 28, 2025
Billing date Sep 04 Includes payments received by Sep 04
Amount owing from last bill \$134.44
Payment received Aug 08 - Thank you -72.00
Balance owing after last payment 62.44

Energy charges:
Base Charge \$19.17/month 38.34
Energy 625 kWh x \$.18561 116.01
Energy 625 kWh -116.01
Total energy charges 38.34

Other charges
Tax: HST (11931 4938 RT) 5.37
Provincial Rebate -3.45
Total other charges 1.92

Total Account Balance 102.70

Equal Bill: Due \$72.00
PaySmart Plan : Automatic Payment. Please do not pay.

IMPORTANT: We are not applying late fees or penalties on outstanding
balances. Learn more nspower.ca/billing

Metered Generation this billing period was 790 kWhs
Total carry over is 229 kWhs

Your average cost of
electricity during this
period was \$0.62
per day before taxes.

Your past electric use:

Bill date	No. days	Energy used	kWh per day
Sep 25	62	0	10.1
Jul 25	65	0	.0
May 25	51	1149	22.5
Mar 25	60	2746	45.8
Jan 25	62	1676	27.0
Nov 24	59	297	5.0

** DUPLICATE BILL **

Date Printed

26/01/28

Time Printed

1:33 pm

Printed By

Sep 24	63	0	.0
Jul 24	61	0	.0
May 24	62	1323	21.3
Mar 24	59	2580	43.7
Jan 24	62	2129	34.3
Nov 23	61	1089	17.9
Sep 23	59	858	14.5

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Request IR-4:

(a) Please explain whether NS Power provides a year-end credit and consumption report to SGO clients.

(b) If so, please provide a sample year-end credit and consumption report that NS Power would provide to its clients.

(c) If not, please explain why.

(d) Please explain when and how the report would normally be provided.

Response IR-4:

(a) NS Power does not provide a year-end credit and consumption report to SGO customers.

(b) N/A.

(c) A year-end credit and consumption report is not provided because this type of reporting was not required under the enabling legislation¹, and therefore was not contemplated when the SGO option was implemented within NS Power's existing systems and billing processes.

Additionally, producing such a report through NS Power's current Customer Information System (CIS) is not feasible. The legacy CIS has significant constraints that limit the Company's ability to automate new or customized bill presentation features, including the type of consolidated annual reporting contemplated in this request.

¹ See Section 7 of the *Electricity Act*.

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1 As discussed in M11884, NS Power intends to replace its legacy CIS system and redesign
2 its bills to take advantage of the enhanced capabilities of the new platform. However, as
3 explained in M12556, interim modifications to the existing CIS carry substantial risk and
4 complexity. The bill-print program consists of more than 10,000 lines of code and 10–15
5 sub-programs, each containing tens of thousands of lines. This code supports all customer
6 bills, and any changes require careful design, testing, and deployment due to the risk of
7 unintended impacts across the entire customer base. Further, the specialized resources
8 capable of modifying this code are the same personnel responsible for maintaining the
9 legacy CIS and preparing for its replacement. Redirecting them to interim changes would
10 duplicate effort and cost, as similar work would need to be repeated during the
11 modernization project.

12
13 For these reasons, NS Power is focused on delivering billing improvements including
14 opportunities for clearer or more comprehensive information, once its new CIS platform is
15 in place rather than through high-risk interim modifications to the current system.

16
17 (d) N/A.