

Pelley DRO Appeal (NSEB M12714)
NSPI Responses to NSEB Information Requests

REDACTED

Request IR-1:

On March 10, 2026, NS Power said that Ms. Pelley's account was started in July 2024 for the property at [REDACTED]

(a) What kind of meter does the property have?

(b) When was this meter installed at the property?

(c) Has this meter ever been tested since it was installed at the property?

Response IR-1:

(a) The property has a standard AMI meter.

(b) The meter was installed on February 26, 2021.

(c) No.

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Request IR-2:

According to the copies of Ms. Pelley's bills NS Power provided the Board on March 10, 2026, there were four estimated bills issued in June, August, October and December 2025.

(a) How did NS Power estimate the usage in each of these estimated bills?

(b) Can NS Power explain why the daily usage in these bills (between 1.7 – 7.8 kWh/day) was much lower than that in other bills in Ms. Pelley's account (between 10 – 41.8 kWh/day, not including the very first bill in August 2024 and the February 2026 bill)?

(c) Please provide a copy of Ms. Pelley's August, October and December 2024 bills.

(d) Please demonstrate how NS Power calculated the 2 base charges, 2 energy and 2 streetlight rental fees in the February and April 2025 bills as well as the February 2026 bill.

(e) What caused the credit for 900 kWh (the previous usage of 408 kWh in the June 2025 bill and 492 kWh in the August 2025 bill) then the charge for 578 kWh in the October 2025 bill?

(i) Please demonstrate the calculation for the "energy 900 kWh" amount of -\$243.73.

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Response IR-2:

(a) Please see below.

Bill Date: 10 June 2025 – Estimated 408 kWh

- Usage per Day: 6.39010989
- Number of Days: 64
- Estimated kWh: 408

<u>Prior Year Bill TR#</u>	<u>Prior Revenue</u> <u>Year/ Month</u>	<u>Prior Year Bill</u> <u>Date</u>	<u>Prior Year</u> <u>Metered</u> <u>Usage</u>	<u>Prior Year</u> <u>Billed Usage</u>	<u>Meter</u> <u>Multiplier</u>	<u>Prior</u> <u>Year</u> <u>Days</u> <u>*UBLHR</u>	<u>Usage Per Day</u> <u>w/Multiplier</u> <u>removed</u>
343741719	2024-06	6/4/2024	357.62	358	1	53	
344106590	2024-06	6/11/2024	18.03	18	1	6	
345932672	2024-07	7/16/2024	130.87	131	1	39	
347340171	2024-08	8/12/2024	58.29	58	1	24	
350544808	2024-10	10/9/2024	598.61	599	1	60	
			1163.42	1164	1	182	6.39010989

Bill Date: 12 August 2025 – Estimated 492 kWh

- Usage per Day: 7.80952381
- Number of Days: 63
- Estimated kWh: 492

<u>Prior Year Bill TR#</u>	<u>Prior Revenue</u> <u>Year/ Month</u>	<u>Prior Year Bill</u> <u>Date</u>	<u>Prior Year</u> <u>Metered</u> <u>Usage</u>	<u>Prior Year</u> <u>Billed Usage</u>	<u>Meter</u> <u>Multiplier</u>	<u>Prior</u> <u>Year</u> <u>Days</u> <u>*UBLHR</u>	<u>Usage Per Day</u> <u>w/Multiplier</u> <u>removed</u>
347340171	2024-08	8/12/2024	58.29	58	1	24	
350544808	2024-10	10/9/2024	598.61	599	1	60	
			656.9	657	1	84	7.80952381

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Bill Date: 9 October 2025 – Estimated 578 kwh

- Usage per Day: 9.966666667
- Number of Days: 58
- Estimated kWh: 578

<u>Prior Year Bill TR#</u>	<u>Prior Revenue</u> <u>Year/ Month</u>	<u>Prior Year Bill</u> <u>Date</u>	<u>Prior Year</u> <u>Metered</u> <u>Usage</u>	<u>Prior Year</u> <u>Billed Usage</u>	<u>Meter</u> <u>Multiplier</u>	<u>Prior</u> <u>Year</u> <u>Days</u> <u>*UBLHR</u>	<u>Usage Per Day</u> <u>w/Multiplier</u> <u>removed</u>
350544808	2024-10	10/9/2024	598.61	599	1	60	
			598.61	599	1	60	9.966666667

Bill Date: 9 December 2025 – Estimated 353 kWh

- Usage per Day: 5.787755102
- Number of Days: 61
- Estimated kWh: 353

<u>Prior Year Bill TR#</u>	<u>Prior Revenue</u> <u>Year/ Month</u>	<u>Prior Year Bill</u> <u>Date</u>	<u>Prior Year</u> <u>Metered</u> <u>Usage</u>	<u>Prior Year</u> <u>Billed Usage</u>	<u>Meter</u> <u>Multiplier</u>	<u>Prior</u> <u>Year</u> <u>Days</u> <u>*UBLHR</u>	<u>Usage Per Day</u> <u>w/Multiplier</u> <u>removed</u>
353761258	2024-12	12/10/2024	839.57	840	1	60	
364769801	2025-10	10/9/2025	578	578	1	185	
			1417.57	1418	1	245	5.787755102

****Note - changes were in effect on this bill to make December a "Summer Month" so all Summer Month designated bills were pulled for the history (December from previous year to current time - which included 2 bills)**

- (b) The daily usage ranging from approximately 1.7 to 7.8 kWh per day was based on estimated consumption for the applicable billing periods (see part (a)). Daily usage ranging from approximately 10.0 to 41.8 kWh per day was based on consumption calculated from actual meter reads for those billing periods. In each case, daily usage is calculated by dividing total consumption by the number of days in the billing period.

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(c) Please refer to Confidential Attachment 1.

(d) Please see below.

NS Power calculated the charges using a standard proration methodology applied when a billing period spans a rate change. Each billing period was split into two segments based on the applicable rate change date. Base charges and streetlight rental charges (which are monthly fixed charges) were prorated based on the number of days in each segment. Energy consumption (kWh) for the full billing period was allocated proportionally by days to each segment, and the applicable energy rate for each period was then applied to the allocated usage. This results in two separate charges for each component (base, energy, and streetlight). Please note that minor differences of a few cents may occur to system rounding applied at various stages of the billing calculation.

Bill Date: 11 February 2025

Rate Change: 1 January 2025

From	To	Days	Total kWh	Base Charge Rate	Energy Charge Rate	Charge	Fixed Charge Rate	Charge
6-Dec-24	7-Feb-25	63	1456	\$19.17/mth				
6-Dec-24	31-Dec-24	25		\$ 15.21	0.17703	\$ 102.28	13.91	\$ 11.04
31-Dec-24	7-Feb-25	38		\$ 23.13	0.18094	\$ 158.91	14.21	\$ 17.14

Bill Date: 9 April 2025

Rate Change: 18 February 2025

From	To	Days	Total kWh	Base Charge Rate	Energy Charge Rate	Charge	Fixed Charge Rate	Charge
7-Feb-25	7-Apr-25	59	2468	\$19.17/mth				
7-Feb-25	17-Feb-25	10		\$ 6.50	0.18094	\$ 75.69	14.21	\$ 4.82
17-Feb-25	7-Apr-25	49		\$ 31.84	0.18561	\$ 380.44	14.4	\$ 23.92

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Rate Change: 6 February 2026

As shown in the calculations in the table below, the total of 900 kWh corresponds to the sum of the usage from two earlier billing periods:

From	To	Days	Total kWh	Base Charge		Energy Charge		Total Energy Charges
				Rate		Rate	Charge	
					19.17/mth			
7-Apr-25	10-Jun-25	64	408	\$	38.34	0.18561	\$ 75.73	\$ 114.07
10-Jun-25	12-Aug-25	63	492	\$	38.34	0.18561	\$ 91.32	\$ 129.66
			900					\$ 243.73

REDACTED (CONFIDENTIAL INFORMATION REMOVED)

**Pelley DRO Appeal IR-2 Confidential Attachment 1 has
been removed due to confidentiality.**

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Request IR-3:

According to the Utility Contacts by Account # (UCAC) - CIS3315 included in NS Power's response to the Board on March 10, 2026, NS Power offered Ms. Pelley a monthly zero-interest payment plan on February 12, 2026, but she "was not happy with this offer and wanted a discount".

Please provide the details of the payment plan – how long it would take and how much the monthly payments would be.

Response IR-3:

During the call with the supervisor, no specific monthly payment amounts were discussed, as Ms. Pelley indicated she was not interested in a monthly payment plan at that time.

Should Ms. Pelley wish to pursue this option, NS Power can offer a 24-month payment arrangement in the amount of approximately \$280 per month, consisting of \$237 toward current usage and \$43 toward arrears.

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Request IR-4:

On March 25, 2026, NS Power said it applied a credit of \$341.33 to Ms. Pelley's account for the streetlight from July 2024 until March 4, 2026, and the amount will show on Ms. Pelley's next bill.

(a) Please provide details of how the streetlight (100W High Pressure Sodium) rental was added to Ms. Pelley's bills from the start of her account with NS Power.

(b) If the streetlight rental was added to Ms. Pelley's bills by mistake, was the streetlight removed from the property on March 4, 2026, or only the rental fee was removed from the bill? How was the mistake discovered?

(c) Please explain how this credit amount was calculated.

(d) Please provide a copy of Ms. Pelley's April 2026 bill where this credit amount is shown.

Response IR-4:

(a) A previous owner of [REDACTED] requested a streetlight rental for the property in 2004. In 2022, a subsequent owner requested that the streetlight rental be removed, as the light was no longer functioning properly. However, while the streetlight itself was removed, the associated service order was not closed. As a result, when Ms. Pelley initiated service at the property in 2024, the streetlight rental charges were inadvertently applied to her account.

(b) NS Power is unable to confirm the exact date the physical streetlight was removed. During the course of the NSEB dispute, a representative noticed both the streetlight rental charges on Ms. Pelley's account and the open service order for the streetlight removal. A field

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verification confirmed that the streetlight was no longer present at the property. At that time, a request was submitted to remove all related charges from Ms. Pelley's account.

- (c) It appears that a clerical error occurred in calculating the credit amount. The correct credit should have been \$325.02; however, a total of \$341.33 was applied. As this resulted in an additional \$16.31 credit in the customer's favour, no further adjustment will be made. Please see the streetlight billing history below:

100W	High	Pressure	Sod	11.89	2026-02-10
100W	High	Pressure	Sod	16.66	2026-02-10
100W	High	Pressure	Sod	28.8	2025-12-09
100W	High	Pressure	Sod	28.8	2025-10-09
100W	High	Pressure	Sod	28.8	2025-08-12
100W	High	Pressure	Sod	28.8	2025-06-10
100W	High	Pressure	Sod	4.82	2025-04-09
100W	High	Pressure	Sod	23.92	2025-04-09
				Sub-total	HST
				\$ 172.49	\$ 24.15
100W	High	Pressure	Sod	11.04	2025-02-11
100W	High	Pressure	Sod	17.14	2025-02-11
100W	High	Pressure	Sod	27.82	2024-12-10
100W	High	Pressure	Sod	27.82	2024-10-09
100W	High	Pressure	Sod	27.82	2024-08-12
				Sub-total	HST
				111.64	\$ 16.75

	Total	HST		
Calculated	\$ 284.13	\$ 40.89		\$ 325.02
Applied	\$ 299.42	\$ 41.91		\$ 341.33
			Difference	-\$ 16.31

- (d) Please refer to Confidential Attachment 1.

REDACTED (CONFIDENTIAL INFORMATION REMOVED)

**Pelley DRO Appeal IR-4 Confidential Attachment 1 has
been removed due to confidentiality.**