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Request IR-5:

NS Power demonstrated the calculations of Ms. Pelley's estimated consumption in the June, August, October and December 2025 bills in response to the Board's IR-2(a).

(a) For the June 2025 bill estimate, NS Power used historical usage from three bills dated June 4 and 11 and July 16, 2024 and Ms. Pelley's first two bills dated August 12 and October 9, 2024.

(i) Please explain why the consumption from the bills before Ms. Pelley's service started was relevant in estimating her usage.

(ii) Why did NS Power use these specific five bills to estimate Ms. Pelley's usage?

(b) For the August 2025 bill, why did NS Power only use her August and October 2024 bills in its estimate?

(c) For the October 2025 bill, why did NS Power only use her October 2024 bill in its estimate?

(d) For the December 2025 bill, why did NS Power only use her December 2024 and October 2025 bills in its estimate?

Response IR-5:

(a)

(i) When estimating consumption for a billing period, CIS uses a premises-based methodology. This approach relies on historical usage associated with the premises, rather than the individual customer, to identify relevant consumption patterns. As a result, usage from periods prior to Ms. Pelley's service start date may be considered.

(ii) The CIS estimation process searches historical billing data for the premises to identify usage corresponding to the same bill period identifier as the bill being estimated. It then looks forward in bill history to find actual usage history that is in the same season as the the bill it is trying to estimate. In this case, the CIS identified five bills within the available history with the relevant bill period codes and used them to estimate consumption for the June 2025 billing period.

(b) See part (a)(ii). In this case, the CIS estimation code found two applicable bills in bill history to use for estimating the customer's usage.

(c) See part (a)(ii). In this case, the CIS estimation code found one applicable bill in bill history to use for estimating the customer's usage.

(d) See part (a)(ii). In this case, the CIS estimation code found two applicable bills in bill history to use for estimating the customer's usage.

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Request IR-6:

NS Power's response to the Board's IR-2(e) explained that the credit for 900 kWh in Ms. Pelley's October 2025 bill reflects a reversal of previously billed estimated consumption in her June and August 2025 bills, and the charge for 578 kWh represents the estimated usage for the October 2025 billing period.

The meter reads in Ms. Pelley's 2025 bills were 15,197 kWh (April, actual), 16,097 kWh (August, estimated) and 16,675 kWh (October, estimated).

Please clarify if Ms. Pelley's October 2025 bill is to reconcile her June and August 2025 bills.

(a) If yes, why was the billing period for this bill only from August 12 to October 9 with <u>578 kWh</u> estimated usage instead of from April 7 to October 9, with <u>1,478 kWh</u> estimated usage?

(b) If no, why did NS Power reverse the charges for the estimated consumption in Ms. Pelley's June and August 2025 bills?

Response IR-6:

(a) Yes, the October 2025 bill was intended to reconcile the June and August 2025 bills. However, program code that was implemented on October 8, 2025 caused a reconiliation issue. Affected accounts were identified and corrected at that time where the error was not in the customer's favour. In this case, the error was in the customer's favour.

(b) N/A.