

Campbell DRO Appeal (NSEB M12726)
NSPI Responses to NSEB Information Requests

CONFIDENTIAL (Attachment Only)

Request IR-01:

NS Power connected Mr. Campbell's service at this address on August 1, 2024.

(a) What kind of meter did the apartment have at the time of connection?

(b) When was this meter installed in the building?

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

(d) Please provide a copy of the bills NS Power issued in Mr. Campbell's account at this address before the bill dated March 12, 2025.

Response IR-01:

(a) At the time of connection, the apartment was equipped with a standard AMI meter.

(b) The meter was installed in the building on November 28, 2023.

(c) No, the meter has not been tested since its installation.

(d) Please refer to Confidential Attachment 1.

REDACTED (CONFIDENTIAL INFORMATION REMOVED)

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

Campbell DRO Appeal (NSEB M12726)
NSPI Responses to NSEB Information Requests

CONFIDENTIAL (Attachment Only)

Request IR-02:

Regarding payment arrangements in Mr. Campbell's account at this address:

(a) When was Mr. Campbell's account set up for automatic payment?

(b) Please provide the details of Mr. Campbell's payment arrangement: how often payments are made, and how much, etc.

(c) Please explain the automatic payment amounts of \$100 on January 22 and \$172.79 on July 16, 2025.

Response IR-02:

(a) Mr. Campbell does not have automatic payments enabled on his account.

(b) Please refer to the account ledger in Confidential Attachment 1 for details regarding payment activity.

(c) The payments in the amounts of \$100 on January 22, 2025, and \$172.79 on July 16, 2025, were not processed as automatic payments through NS Power. Rather, these payments were received by NS Power from the customer's financial institution, CIBC.

REDACTED (CONFIDENTIAL INFORMATION REMOVED)

Campbell DRO Appeal IR-2 Attachment 1 has been removed due to confidentiality.

Campbell DRO Appeal (NSEB M12726)
NSPI Responses to NSEB Information Requests

NON-CONFIDENTIAL

Request IR-03:

Please demonstrate the calculations for the split energy charges (2 base charges, 2 energy amounts) in the March 12, 2025 bill.

Response IR-03:

The calculations are as follows:

Bill period = 59 days

From 10 Jan 2025 to 17 Feb 2025 = 38 days

From 18 Feb 2025 to 10 Mar 2025 = 21 days

Base Charge Calculation:

Effective Rate on 10 Jan 2025 – \$19.17 per month

Effective Rate on 18 Feb 2025 – \$19.17 per month

$19.17 \times 2 \times (38 \text{ days} / 59 \text{ days}) = \24.69

$19.17 \times 2 \times (21 \text{ days} / 59 \text{ days}) = \13.65

Energy Charge Calculation:

Effective Rate on 10 Jan 2025 – \$0.18094 per kWh

Effective Rate on 18 Feb 2025 – \$0.18561 per kWh

Total consumption: 354 kWh

$354 \times (38 / 59) \times 0.18094 = \41.25

$354 \times (21 / 59) \times 0.18561 = \23.39

Campbell DRO Appeal (NSEB M12726)
NSPI Responses to NSEB Information Requests

CONFIDENTIAL (Attachment Only)

Request IR-04:

NS Power issued the estimated closing bill on July 3, 2025 for service between March 10 and June 3, 2025. The Utility Contacts by Account # (UCAC) – CIS 3315 dated July 7, 2025 said “Meter read happening under order #10225549”.

(a) How did NS Power estimate Mr. Campbell’s usage in this bill?

(b) Please explain the situation leading to the work order for an actual meter read on July 9, 2025. Who requested the meter read? Did NS Power’s staff perform the read in person?

(c) After obtaining the actual meter read on July 9, 2025, why did NS Power not issue an updated closing bill for this address instead of including the adjustment in the July 27, 2025 bill?

(d) Please demonstrate the calculation of:

(i) the estimated reading of 4039.6 kWh for June 3, 2025

(ii) the overbilled usage of 4094 kWh for this service period.

(e) Did NS Power inform Mr. Campbell the outcome of the actual meter read on July 9, 2025, or explain the adjustment of charges in the closing bill because of it?

(i) If yes, please provide the correspondence NS Power had with Mr. Campbell regarding his closing bill.

(ii) If no, why not?

Campbell DRO Appeal (NSEB M12726)
NSPI Responses to NSEB Information Requests

CONFIDENTIAL (Attachment Only)

1 Response IR-04:

2
3 (a) The disconnect service order (No. 10152869) for this customer was closed on July 3, 2025
4 using an estimated closing read. This estimate was calculated incorrectly using a daily
5 average methodology.

6
7 (b) On July 7, 2025, an issue with the estimated read used in the closing bill was identified.
8 Customer Care subsequently requested a check read on that same date to confirm the meter
9 reading at the vacated premises. An actual meter reading of 4252 kWh was obtained on
10 July 9, 2025 by an NS Power field technician.

11
12 (c) Closing bills generated in the CIS billing system cannot be cancelled and re-issued. As a
13 result, once the actual meter read was obtained, the required correction was calculated and
14 applied as an adjustment on the subsequent bill issued on July 24, 2025.

15
16 (d) The calculations are as follows:

17
18 (i) Estimated reading of 4039.6 (June 3, 2025):

19 July 9, 2025 meter reading: 4252 kWh

20 March 10, 2025 meter reading: 3543 kWh

21 Total usage: $4252 - 3543 = 709$ kWh

22 Number of days between March 10 and July 9: 121 days

23 Average daily usage: $709 \div 121 = 5.86$ kWh/day (rounded)

24 Number of days between March 10 and June 3: 85 days

25 Estimated usage to June 3: $5.86 \times 85 = 498.1$ kWh

26 Estimated closing read: $3543 + 498.1 = 4041.1$ kWh (recorded as 4039.60
27 due to rounding differences)

Campbell DRO Appeal (NSEB M12726)
NSPI Responses to NSEB Information Requests

CONFIDENTIAL (Attachment Only)

1 (ii) Overbilled usage of 4094 kWh:

2 Estimated bill read: 8133 kWh

3 Corrected closing read: 4039 kWh

4 Variance: $8133 - 4039 = 4094$ kWh

5
6 (e) Please refer to Confidential Attachment 1 for a copy of the correspondence with Mr.
7 Campbell regarding the meter read and associated billing adjustments.

REDACTED (CONFIDENTIAL INFORMATION REMOVED)

Campbell DRO Appeal IR-4 Attachment 1 has been removed due to confidentiality.

Campbell DRO Appeal (NSEB M12726)
NSPI Responses to NSEB Information Requests

NON-CONFIDENTIAL

Request IR-05:

NS Power connected Mr. Campbell's service at this address on May 30, 2025. NS Power provided the work order that showed its field representative did a meter read that day. The July 24, 2025 bill shows a Connect Remote fee of \$11.

(a) What kind of meter did this apartment have at the time of connection?

(b) When was this meter installed in the building?

(c) Was this meter tested at any time before January 13, 2026?

(d) Please explain what Connect Remote means.

(e) What did NS Power's field representative perform on May 30, 2025 to get Mr. Campbell's service connected?

(f) Does the connection process normally include checking the building's wiring to ensure the meter serves the correct customer?

(g) Did the automatic payment arrangement continue by default in Mr. Campbell's account at this address?

(i) If yes, did all the arrangement details remain the same?

(ii) When did the automatic payment arrangement stop?

Campbell DRO Appeal (NSEB M12726)
NSPI Responses to NSEB Information Requests

NON-CONFIDENTIAL

1 Response IR-05:

2
3 (a) At the time of connection, the apartment had a standard AMI meter.

4
5 (b) The meter was installed in the building on September 3, 2021.

6
7 (c) No.

8
9 (d) “Connect Remote” refers to the capability of smart meters to communicate over a secure
10 wireless network, allowing NS Power to remotely connect or disconnect a customer’s
11 service. However, this functionality has not been available following the cyber incident.
12 As the customer is equipped with an AMI meter, the applicable “Connect Remote” fee of
13 \$11 applies (as opposed to the \$46 non-AMI meter charge), notwithstanding that a field
14 representative was required to attend the premises to complete the connection manually.

15
16 (e) NS Power’s field representative attended the premises and obtained a meter reading as part
17 of the connection process.

18
19 (f) No, the connection process does not typically include verification of the building’s internal
20 wiring. The field representative verifies the meter number to ensure it corresponds to the
21 correct service.

22
23 (g) Mr. Campbell does not have automatic payments enabled on his account.

24
25 (i) N/A.

26
27 (ii) N/A.

Campbell DRO Appeal (NSEB M12726)
NSPI Responses to NSEB Information Requests

NON-CONFIDENTIAL

Request IR-06:

Please demonstrate the calculation for the Usage Adjustment of -\$759.89 in the July 24, 2025 bill.

Response IR-06:

The calculation is as follows:

Estimated Usage	8133 kWh
Estimated Usage using daily average	<u>4039 kWh</u>
Adjusted kWh	4094 kWh

Applicable Energy Rate: \$0.18561 per kWh

$4094 \times 0.18561 = \$759.89$

Campbell DRO Appeal (NSEB M12726)
NSPI Responses to NSEB Information Requests

NON-CONFIDENTIAL

Request IR-07:

Regarding the September 22, 2025 bill:

(a) Please explain the calculation of the Provincial Rebate of -\$46.54 as it was not 9% of the total energy charges (\$424.41).

(b) Did NS Power perform a re-read of the meter, following its employee's email to Mr. Campbell on September 26, 2025 indicating so?

(i) If yes, when? Please provide the meter read.

(ii) If no, why not?

(iii) Did NS Power inform Mr. Campbell of the progress of its investigation into the usage in this bill? Please provide details.

Response IR-07:

(a)	Base Charge	\$ 76.68
	Energy Charge	<u>\$440.45</u>
	Total Energy Charge	\$517.13
	Prov Rebate 9%	$\$46.54 = 517.13 * 0.09$

(b) Yes, NS Power performed a re-read of the meter.

(i) The re-read was completed on September 30, 2025, with a recorded meter reading of 11,213 kWh.

(ii) N/A.

Campbell DRO Appeal (NSEB M12726)
NSPI Responses to NSEB Information Requests

NON-CONFIDENTIAL

- 1 (iii) An email was sent to Mr. Campbell on January 21, 2026, followed by a
2 phone call the following day to discuss the customer's billing concerns.

Campbell DRO Appeal (NSEB M12726)
NSPI Responses to NSEB Information Requests

NON-CONFIDENTIAL

Request IR-08:

How did NS Power estimate Mr. Campbell's usage in the November 21, 2025 bill?

Response IR-08:

The estimate was based on daily average based on same time last year/same season code.

Prior Revenue Year/ Month	Prior Year Bill Date	Prior Year Metered Usage	Prior Year Billed Usage	Meter Multiplier	Prior Year Days	Usage Per Day w/Multiplier removed	Season Code
2024/11	2024-11-22	422.56	423	1	50	8.44	S
2025/06	2025-06-05	314.14	313	1	71		S
2025/09	2025-09-22	2373	2373	1	109		S
		3109.7		1	230	13.517391	

Summer month @ time of this estimate, even though in 2024/11 this was originally a Winter month

Number of Days in the Billing Period: 66

Daily average usage: 13.517391 kWh/day

Estimated Usage: 892.1478 – this was rounded down to 892 kWh

Campbell DRO Appeal (NSEB M12726)
NSPI Responses to NSEB Information Requests

NON-CONFIDENTIAL

Request IR-09:

Please demonstrate the calculations for the split energy charges (2 base charges, 2 energy amounts) in the January 23, 2026 bill.

Response IR-09:

The calculations are as follows:

Bill period = 46 days

From 21 Nov 2025 to 31 Dec 2025 = 40 days

From 1 Jan 2026 to 6 Jan 2026 = 6 days

Base Charge

Effective Rate on 21 Nov 2025 – \$19.17 per month

Effective Rate on 1 Jan 2026 – \$19.17 per month

$19.17 \times (40 \text{ days} / 46 \text{ days}) \times (46 \text{ days} / 30 \text{ days}) = \25.56

$19.17 \times (6 \text{ days} / 46 \text{ days}) \times (46 \text{ days} / 30 \text{ days}) = \3.83

Energy Charge

Effective Rate on 21 Nov 2025 – \$0.18561 per kwh

Effective Rate on 1 Jan 2026 – \$0.18187 per kwh

$158 \times (40 / 46) \times 0.18561 = \25.43 (results reflect system rounding)

$158 \times (6 / 46) \times 0.18187 = \3.82 (results reflect system rounding)

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NSPI Responses to NSEB Information Requests

NON-CONFIDENTIAL

1 **Request IR-10:**

2
3 **Mr. Campbell's January 23, 2026 bill shows meter #2513903 for service from November 21,**
4 **2025 to January 6, 2026. NS Power's meter test result was dated January 13, 2026.**

5
6 **On March 27, 2026, Ms. MacNeil provided a copy of Mr. Campbell's March 24, 2026 bill for**
7 **service from January 6 to March 18, 2026. This bill shows meter #2570913 with no last meter**
8 **read.**

9
10 **Was meter #2513903 removed for testing and meter #2570913 installed in its place on**
11 **January 6, 2026, the same day the service period started for the January bill?**

12
13 **Response IR-10:**

14
15 **Yes. Meter No. 2513903 was removed on January 6, 2026 for accuracy testing and was replaced**
16 **with Meter No. 2570913 on the same date. This coincides with the start of the subsequent billing**
17 **period reflected in the January 23, 2026 bill.**